

**CRITICAL INCIDENT POLICY****Draft: June 2017**

This policy is an important contingency planning document, and all staff should be familiar with its content in the event that a critical situation arises in school or on a trip or that damage to the building occurs.

**A major incident may be defined as:**

- \* An incident leading to a fatality;
- \* Severe injury or severe stress;
- \* Circumstances in which a person or persons might be at serious risk of illness;
- \* Circumstances in which the school is unable to function as normal due to external influences; and
- \* Any situation in which the national press or media might be involved.

**As such, major incidents include:**

- \* Death of a pupil or member of staff;
- \* Death or serious injury on a school trip;
- \* Epidemic in school or community;
- \* Violent incident in school;
- \* A pupil missing from home;
- \* Destruction or major vandalism in school;
- \* Hostage taking;
- \* A transport accident involving school members;
- \* A disaster in the community;
- \* A civil disturbance or terrorism.

**Priorities**

In the event of such an incident the priorities of those adults in charge at the time must aim to:

- \* Save life
- \* Minimise personal injury
- \* Safeguard the interests of pupils, students and staff
- \* Minimise loss and to return to normal working quickly

**Action Cards**

These should be used in the event of a major incident and be carried by staff on school visits. These give responsibilities for specified staff in the event of a critical incident

- a. Away from the school
- b. In the school vicinity

**Staff Responsibilities**

Due to the nature of school life, which includes the absence of staff on courses, at meetings etc. the following staff order should be followed.

**Incidents in School**

- **Adult 1** takes all pupils, with sufficient staff, to nearest place of safety (e.g. Youth Centre, Harrowby Infants), and remains there until directed otherwise.
- **Adult 2** makes phone calls as directed by adult 3
- **Adult 3** monitors the situation, and supports communication
- **Adults 4 and 5** (if applicable) to deal with the pupil.

**Off Site Visits**

- **Adult 1** has a mobile phone and emergency contact details. They will monitor the situation.
- **Adult 2** named First Aider in risk assessment.

**Critical Response Planning Team**

In the event of an incident, this team would consist of the following, where communications permit:

1. The Teacher in Charge
2. SMT
3. Head of Service
4. LA Representative
5. Emergency (LA) Planning Officer
6. Member of the police / fire service, if appropriate

**Evacuation**

In the event of a fire or incident involving evacuation, standard fire practice routine usually applies:

Pupils should exit and go to the nearest safe assembly point.

1. Pupils accompany staff teaching them out of the building and assemble in Fire Assembly Point
2. Staff should ensure that pupils do not have to pass obvious danger points to reach a safe area.
3. Registers must be taken and Teacher in Charge immediately informed if any missing.
4. Classes will wait to be directed following evacuation.
5. A clear and concise record of actions **MUST** be kept by those involved (sheet 4).
6. A telephone cascade system will be put into place to alert parents if necessary.

**Media**

**No adult** may speak to the media. All requests for information must be directed to the Chair of Governors. All statements must first be checked with CoG who will liaise accordingly and may nominate to talk to the media.

**Ways of defusing an incident**

1. Reunite parents with their children as soon as possible, with permission of the Teacher in Charge.
2. Keep parents and the community informed of developments following the incident to prevent speculation (but see Media above).
3. Do **not** make 'off the cuff' or unofficial comments to people at any time – including after the incident.
4. Always raise concerns with the Critical Incident Team.
5. Monitor pupils and staff carefully after an incident for signs of stress or distress. The LA will support.

**Identified School First Aiders**

Most staff are qualified

**ACTION CARDS 1**

**GUIDANCE FOR GROUP LEADERS ON OUT-OF-SCHOOL ACTIVITIES**

**THERE HAS BEEN A MAJOR INCIDENT**

**INSTRUCT ALL COLLEAGUES TO RECORD THEIR OWN ACTIONS AS SOON AS POSSIBLE**

*ALLOCATE KEY RESPONSIBILITIES – as outlined by the emergency action cards*

<p><b>INFORM</b></p> <p>OBTAIN FACTS AND INFORMATION                  CALL THE EMERGENCY SERVICES USING 999                  RETAIN ANY RELEVANT EQUIPMENT                  INFORM SENIOR SCHOOL STAFF                  CONTACT HEALTH AND SAFETY REPRESENTATIVES                  REQUEST ASSISTANT ON SITE AS NECESSARY                  PREPARE TO DEAL WITH THE MEDIA</p>	<p><b>ADULT 1 – INFORMS</b></p> <p>* <b>Group Leader</b></p>
---	--

<p><b>SAVE</b></p> <p>ADMINISTER FIRST AID WHERE POSSIBLE                  ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES                  TRAVEL WITH CASUALTIES TO HOSPITAL                  COMPLETE ACCIDENT FORMS</p>	<p><b>ADULT 2 – SAVES</b></p> <p>* <b>Nominated adult to be shown on risk assessment</b></p>
---	--

<p><b>CARE</b></p> <p>CALL OTHER ASSISTANCE AS NECESSARY                  KEEP A RECORD OF WITNESSES                  KEEP OTHERS INFORMED OF SITUATION                  CONSIDER ABANDONMENT OF ACTIVITY                  ARRANGE FOR NON CASUALTIES TO</p>	<p><b>ADULT 3 – CARES</b></p> <p>* <b>Nominated adult to be shown on risk assessment</b></p>
--	--

RETURN TO SCHOOL REMAIN AVAILABLE TO EMERGENCY SERVICES AND SUPERVISING COLLEAGUES	
--	--

**MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES**

**ACTION CARDS 2**

**GUIDANCE FOR SENIOR STAFF ON HEARING OF A MAJOR INCIDENT INVOLVING AN  
OUT-OF- SCHOOL ACTIVITY**

**THERE HAS BEEN A MAJOR INCIDENT**

**INSTRUCT ALL COLLEAGUES TO RECORD THEIR OWN ACTIONS AS SOON AS POSSIBLE**

*ALLOCATE KEY RESPONSIBILITIES – as outlined by the emergency action cards*

<p><b>INFORM</b></p> <p>OBTAIN FACTS AND INFORMATION                  ENSURE EMERGENCY ASSISTANCE HAS                  BEEN CALLED                  CONFIRM WHO IS IN CHARGE                  CONTACT HEADTEACHER/SENIOR STAFF                  CONTACT EMERGENCY PLANNING OFFICER                  CONTACT CHAIR OF GOVERNORS                  CONTACT LEA REPRESENTATIVES                  CONTACT OTHER STAFF                  PREPARE TO DEAL WITH THE MEDIA</p>	<p><b>ADULT 1 – INFORMS</b></p> <ul style="list-style-type: none"> <li>* <b>Teacher in Charge</b></li> <li>* <b>Head of service</b></li> </ul> <p><b>School secretary may also play role in C.I.</b></p>
--	--

<p><b>CARE</b></p> <p>DECIDE WHO AND HOW TO TELL PARENTS                  OF CHILDREN ON THE VISIT</p>	<p><b>ADULT 2 – CARES</b></p>
--	-------------------------------

ESTABLISH AN INCIDENT ROOM ESTABLISH A ROOM FOR RELATIVES REMAIN AVAILABLE TO SIPERVISING COLLEAGUES	* <b>SMT</b>
--	--------------

**MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES**

**ACTION CARDS 3**

**GUIDANCE FOR SCHOOL STAFF IN EVENT OF A MAJOR INCIDENT IN SCHOOL ENVIRONS**

**THERE HAS BEEN A MAJOR INCIDENT**

**INSTRUCT ALL COLLEAGUES TO RECORD THEIR OWN ACTIONS AS SOON AS POSSIBLE**

**At Hillview Education centre we will name adults but not all carry cards.**

*ALLOCATE KEY RESPONSIBILITIES – as outlined by the emergency action cards*

<p><b>INFORM</b></p> <p>OBTAIN FACTS AND INFORMATION                  CALL THE EMERGENCY SERVICES USING                  999                  RETAIN ANY RELEVANT EQUIPMENT                  INFORM REST OF SCHOOL STAFF AND                  CHILDREN AS APPROPRIATE                  CONTACT DIRECTOR OF EDUCATION AND</p>	<p><b>ADULT 1 – INFORMS</b></p> <p>* <b>Head of Service</b>                  * <b>Secretary</b></p>
--	---

<p>CULTURAL SERVICES (or his/her representative)</p> <p>CONTACT CHAIR OF GOVERNORS</p> <p>CONTACT HEALTH AND SAFETY REPS.</p> <p>PREPARE TO DEAL WITH THE MEDIA</p>	
<p><b>SAVE</b></p> <p>ADMINISTER FIRST AID WHERE POSSIBLE</p> <p>ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES</p> <p>TRAVEL WITH CASUALTIES TO HOSPITAL</p> <p>COMPLETE ACCIDENT FORMS</p>	<p><b>ADULT 2 – SAVES</b></p> <p>* <b>First Aiders</b></p>
<p><b>CARE</b></p> <p>KEEP A RECORD OF WITNESSES</p> <p>KEEP OTHERS INFORMED OF SITUATION</p> <p>ARRANGE FOR NON CASUALTIES TO EVACUATE SCHOOL</p> <p>CONSIDER RELOCATION TO OTHER PREMISES</p> <p>REMAIN AVAILABLE TO EMERGENCY SERVICES AND SUPERVISING COLLEAGUES</p>	<p><b>ADULT 3 – CARES</b></p> <p>* <b>SMT</b></p>
<p><b>ASSIST</b></p> <p>KEEP OTHERS INFORMED OF SITUATION</p> <p>ENSURE ALTERNATIVE ACCOMMODATION IS AVAILABLE IF NEEDED</p> <p>KEEP SWITCHBOARD STAFF AWARE OF KNOWN FACTS</p> <p>HELP TO ESTABLISH AN INCIDENT ROOM</p>	<p><b>ADULT 4 – ASSISTS</b></p> <p>* <b>SMT</b></p>

**MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES**

**DO NOT ALLOW PUPLS TO TALK TO THE MEDIA UNLESS STAFF HAVE GIVEN PERMISSION**

**ACTION CARDS 4**

**USEFUL CONTACTS**

As part of the emergency plan, this list of contacts should be obtained as a matter of course.

Telephone numbers can be added to this page and the whole list **MUST** be updated regularly and frequently.

As a matter of urgency there will be a need for emergency telephone lines. Contact the Emergency Planning officer for Northumberland who is able to make these arrangements with British Telecom.

<b>CONTACT</b>	<b>NAME</b>	<b>TELEPHONE</b>
Director of Education & Cultural Services		
Emergency Liaison Officer		
Police		
Fire Brigade		
Civil Protection Manager		
School Doctor		
School Nurse		
Education Psychology Office Central Office		
Emergency Department at local Hospital		
Home School Liaison Officer		
Education Welfare Officer		
Social Services Area Team Leader		
Counselling Services		
Local Religious Groups		
The Samaritans		