



Critical Incident Policy and Emergency Procedures FOURLANESEND COMMUNITY PRIMARY SCHOOL

Introduction

This policy sets out the procedures for all staff in managing critical incidents and emergencies.

Rationale – The ‘Why’

An incident becomes critical when it constitutes a serious disruption arising with little or no warning on a scale beyond the coping capacity of the school operating under normal conditions, and requiring the assistance of the Emergency Services and/or Cornwall Council and others. Examples of such incidents impacting on schools could include

- death or serious injury as a result of violence, accident, self harm and/or sudden/traumatic illness;
- major fire;
- building collapse;
- riot and/or civil disorder;
- natural and/or man-made disaster;
- terrorism;
- missing person(s)/abductions.

These incidents might occur:

- on the school site during school hours;
- on school transport;
- whilst the pupils are taking part in activities away from the school site;
- on school premises as part of after school activities;
- within the local community involving pupils from the school.

Using this definition as a basis for decision making, an incident is declared to be critical following consultation between the person(s) managing the incident within the school (normally the Headteacher and/or the Leadership Team) and senior officers from within the LA. If there is any doubt, it is always better to consult and err on the side of caution and declare an incident as critical. **The school must be prepared and able to effectively manage such incidents.**

Objectives – The ‘What’ In responding to an incident the aim should always be to ensure:

- rapid and appropriate action is taken;
- accurate information is provided;
- normal school routines are maintained as far as possible, giving continuity to all members of the school community with special regard to pupils;
- immediate, sensitive and non-intrusive support is offered.

Organisation – The ‘How’ Our objectives are achieved through proactive and reactive practice, i.e. what we do on a day-to-day basis to create the conditions that minimise critical incidents, and what we do when faced with such an incident.

The Proactive – ‘Preventing an Incident’

- In our *teaching*, we will address sensitive issues such as death, bereavement and serious injury as appropriate within the general curriculum. Therefore, pupils will not have to address these issues for the first time following a critical incident. These issues may be covered through studies in R.E., geography, history and PSHE for example.
- Through our *pastoral support*, we will develop an atmosphere of support and trust amongst our pupils and parents, and provide opportunities for them to talk and share their feelings.
- Our *Behaviour Policy*, will be consistently and enthusiastically implemented by all staff to ensure our pupils’ safety and to promote the school’s safe, happy, and purposeful ethos on and off the site.
- Careful *planning and effective risk management* will minimise our pupils’ exposure to dangerous situations. When unforeseen hazards occur, we will immediately brief children about how to proceed and require their compliance with any rulings we make.
- From time to time, we will *brief and/or train* all relevant staff groups on their role in the prevention, management and response to incidents.
- We employ effective *security* measures to prevent unwelcome visitors entering the school. It is essential that gates are shut and locked at 9am and when the last child has been seen out at the end of the day.
- Our *administrative practices* are geared towards safeguarding:
 - We will maintain a list of all pupils and staff with next of kin contact details held centrally at the school both on computer and as hard copy in the red file. An additional hard copy is kept in the headteachers office and the headteacher has one at home. All members of the teaching and administrative staff will know how to access these lists.
 - We will complete registers promptly at the beginning of each morning and afternoon session. Names of pupils who are late or leave school early will be recorded.
 - We will maintain an inventory of equipment held on site in accordance with LA guidelines. A second copy will be retained at an alternative site. The inventory will be regularly updated.
 - We will operate a signing in and out procedure for all visitors and volunteers in school, which includes the issuing of visitor badges.
 - We will display details of emergency evacuation plans in all areas of the school site.

- We plan *Trips and Visits* according to DfES and LA guidance when planning and organising school visits.
- *Health and Safety* is taken into account at all times as each member of staff exercises their 'duty of care' to all the school's pupils. This includes guidance on:
 - All subjects, especially, the teaching and organisation of physical education, design and technology, and science;
 - The testing and maintenance of equipment, fixtures and fittings.
 - The way that all electrical, PE and firefighting equipment will be inspected and tested annually.
 - The way we follow regulations for the storage and security of potentially hazardous substances and chemicals.
 - The conduct of regular health and safety checks on the buildings and site, with any potential dangers being reported and dealt with.

The Reactive – 'Dealing with an Incident'

- At this stage, it may be most appropriate to take whatever urgent action is needed to ensure the safety of others.
- The emergency services should be contacted immediately.
- As soon as possible, the Headteacher (or next-most senior person) will start to keep a simple log of all events and actions.
- The Headteacher (or next most senior person) should communicate with the LA, emergency services, etc. via the school email or via mobile phone. This will leave the school's main phone line free for incoming calls from parents, etc. (The same procedure should be used for keeping contact with off-site parties if they have been involved in a critical incident.)
- The headteacher (or next-most senior person) will deploy staff as necessary to manage the situation and ensure the safety of all concerned. This may involve the teachers being relieved of their classroom duties, and their classes being covered by colleagues.
- **The chair of governors will be informed as quickly as possible.**
- In many cases, the LA's officer and his/her team will take over much of the management of the incident, leaving the Headteacher free to deal with pupils, parents and colleagues.
- The school's administrative team will generally answer all calls from anxious parents. They should keep a log of callers and check this against school records to determine who might still need to be contacted.
- Parents will need to be contacted promptly, but the way in which this is done will depend on the nature and scale of the incident. Contact may be made in person or by phone. In very serious circumstances, it may be appropriate for the police to make the initial contact. Before making contact with parents, the Headteacher will confer with those who will be making contact about what to say, possibly rehearsing the message first. We will limit our comments to the known facts, and not speculate on the causes or responsibility for the crisis:
 - The administrative team will keep a strict log of those parents who have been contacted, noting date and time of call, the number called and the person who was spoken to (or if there was no answer). This list should be cross-referenced with those who have contacted us.
 - We will ascertain if there are any colleagues who might offer help with transport to the school if required.

- We will endeavour to delegate these calls to those not actually involved in managing the incident.
- When calling, we will check as far as is reasonable that parents are not left alone in distress, perhaps making suggestions for making contact with relatives or neighbours.
- We will offer any important phone numbers such as hospitals.

It is important to protect children, parents and staff from publicity. Press and television will not be given permission to enter the school premises or be given access to staff or children. One of the Headteacher's first tasks on hearing of a crisis will be to contact the LA's support services. All enquiries by the media will be directed to the officer, who will give factual information to the media whilst maintaining the privacy of staff, children and their families. In any event, the only other persons to speak to the media would be the **headteacher or chair of governors**.

- Pupils should be told simply and without fabrication what has happened, in the smallest group possible – usually within their class. Questions should be answered as straightforwardly as possible. Children and parents should be informed (preferably by letter) by the end of the day if the school has to be closed. As far as possible the school's normal routine should be followed to maintain security and continuity for the children.

- In the event of deaths or serious injuries, the headteacher will maintain close contact with the families involved and make arrangements for the school's representation at funerals, respecting the view, customs and wishes of parents.

- If an incident happens off-site, the headteacher will arrange for all contact with the party to go via the school. Therefore, we will contact parents, the LA et al on behalf of the party leader. It is also highly probable that the best course of action will be for children to be re-united with their families as soon as possible. The headteacher, with advice and help from the police and the LA, will arrange to bring the children home. In some instances it may be appropriate to arrange for parents to be taken to the children.

- The leader of an off-site party may need to act 'in loco parentis' to authorise emergency medical treatment. However, they may only do this if every reasonable effort has been made to contact the parents.

- The whole school will be affected by a tragedy. The headteacher will arrange de-briefing sessions for directly-affected staff, check that procedures are in place for monitoring staff and pupils, and activate strategies for allowing all involved to express their feelings if they wish. In the case of prolonged absences of anyone injured in an incident, the headteacher will ensure that a member of staff makes contact with the child or colleague at home or in hospital, and subsequently make sensitive arrangements for their return to school, and thereafter check that monitoring procedures are in place. Consideration must also be given to arrangements for a special assembly or memorial service. In the longer term, the headteacher may need to introduce strategies to continue to monitor vulnerable pupils and staff, consult and decide on whether, and how, to mark anniversaries, and to ensure that new staff are aware of which pupils/staff were affected and in what way.

SUMMARY OF ACTION PLAN Task	Responsibility	Timing
1. Obtain immediate information at the start of the crisis	Headteacher	Immediately
2. Call the emergency services	Headteacher/Secretary	Immediately
3. Take whatever urgent action is needed to ensure the safety of others.	Headteacher	Immediately
4. Senior Leadership Team and office staff meet to decide on key actions to be taken.	Headteacher	Within an hour
5. Establish links with the LA and chair of governors	Head/Deputy	Within an hour
6. Contact families	Head, Deputy	Continue until all informed
7. Call staff meeting	Headteacher	ASAP
8. Inform children in class	Class teacher	As appropriate
9. Arrange de-briefing for children involved	H.T. & Deputy	Same day if practical