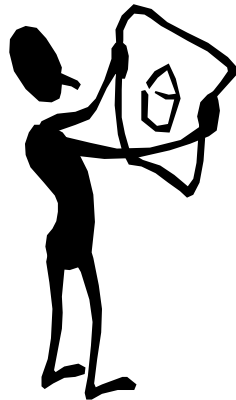


Stratford-sub-Castle
Church of England Voluntary Controlled Primary School



Learning for Life in a Positive and Caring Christian Community

Critical Incident Policy and Management Plan 2017/2018



CRITICAL INCIDENT POLICY STATEMENT and Background Information

The Critical Incident Policy was reviewed during the Spring Term of 2016/2017. It should be read in conjunction with the Aims of the School, the Health and Safety Policy, Security Policy, Safeguarding Policy, the Intimate Care Policy and the Medication for Pupils Policy produced by the school. The LA policies supporting this document are the Employee Wellbeing Policy, Violence and Aggression towards Staff Policy and the documents supporting critical incident planning produced by Wiltshire Council. These policies are on Wiltshire Wisenet.

It will be reviewed in 2017/2018.

Introduction

Why do we need a Critical Incident Management Plan?

Handling crises and dealing with difficult 'incidents' on a daily basis is viewed by some as a normal aspect of school life. However, there are occasions when schools will experience incidents of a significantly more extreme nature. What seems to distinguish these incidents is their nature and scale, and it is this type of occurrence, which has come to be termed a '*critical incident*'.

What is a critical incident?

Although the concept of a critical incident is difficult to precisely define we regard it to be an

'unexpected occurrence, which may suddenly have a major impact on school'.

It is also important to note that this approach, which views critical incidents as situations or crises that are beyond the everyday experiences of school life, contains an implied understanding that these incidents would be markedly distressing to a significant number of adults and children.

Preventative and precautionary measures

Whilst no amount of planning can totally prevent accidents and problems occurring, it is hoped that some can be prevented and the effects of others minimised by taking sensible precautionary measures. It is expected that

- all staff and pupils are familiar with the school's routines for fire and the evacuation of the school building on hearing the fire alarm
- all staff are familiar with the routines and procedures for dealing with emergencies (as detailed in this Policy)

- all staff and pupils are familiar with the school's security procedures, in particular that all visitors not wearing a visitor's badge should be questioned and escorted to reception.
- all staff organising school trips and visits follow the guidelines and provide the DHT with the relevant information for a risk assessment to be conducted
- all staff are aware of pupils with medical needs or health problems
- all staff are aware of the procedures concerning working alone
- all staff are aware of school policy in dealing with violence at work
- all staff are aware that they should assess associated risks to children before carrying out a curriculum or other activity
- all staff are aware of the Health and Safety Policy
- all staff are aware of the procedures documented in the Staff Handbook.

A major incident may be defined as:

An accident / incident leading to a serious injury or fatality;

- severe injury or severe stress;
- circumstances in which a person or persons might be at serious risk of illness;
- circumstances in which any part, or whole of 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
- a hostage taking
- a transport accident involving school members
- a disaster in the community
- a civil disturbance or terrorism
- arson attacks on schools
- major fires at a school
- significant vandalism
- pupil suicides and sudden deaths
- violent attacks on pupils and staff members
- the sudden death, in tragic circumstances of members of staff
- incident involving an intruder, believed to be armed, on school premises
- road traffic accidents, involving fatalities within a school community
- abductions / disappearances

- allegations or actual incidents of abuse against pupils by staff and staff against pupils
- incidents involving the murder of schoolchildren that attracted the attention of national and international media over prolonged periods
- floods
- school used in an emergency

What is a Critical Incident Management Plan?

This Critical Incident Management Plan (CIMP) sets out the procedures to ensure the safety and protection of the whole school community in the event of a critical incident.

Distribution:

- Chair of Gobs: ANGI BRITTEN
- Headteacher: KAY BRIDSON
- Deputy Head: JUSTINE WATKINS
- Finance Officer: AVRIL THORNTON
- Premises Manager: HELEN WATERS
- Critical Incident Management Team: KAY BRIDSON, JUSTINE WATKINS, AVRIL THORNTON, HELEN WATERS, WENDY DAVIDSON, ANGI BRITTEN.
- All staff via staff school web-site
- Parents via school web-site

Background Information

Site Information

1. **Description of School Site.** There is a primary school on site.
 - a. The primary school is normally open from 09:00 to 15:00 weekdays; its community consists of approximately 26 adult staff and 140 children (ages 4 to 11 years).
 - b. Earlybirds and Night Owls are normally open from 08:00 to 08:45 and 15:00 to 17:00 weekdays; its community consists of, approximately 2 adult staff and 12 children (ages 5 to 11 years).
 - c. There are two types of building on the site:
 - (1) A Victorian building.
 - (2) 1970's build with extensions.

Maps and plans of the school site are in the **EMERGENCY RESPONSE FILE**

2. School Contact Information:

- a. Postal: Stratford-sub-Castle, SALISBURY SP1 3LL
- b. Telephone: 01722 327227
- c. Fax: 01722 327227
- d. Email: admin@stratford-sub-castle.wilts.sch.uk

3. Potential Risks. The major risks to the school site are thought to be:

- a. Fire.
- b. Gas Leak
- c. Flooding
- d. Accidents

4. Potential Emergencies. There are three main types of emergency:

- a. Sudden and Localised Emergencies. They include:
 - Serious accident
 - Violent intrusion into school
 - Fire/explosion
 - Hostage situation
 - Structural damage to school
 - Death of a pupil or member of staff on site
 - Local epidemic
 - Hazardous substance release
- b. Widespread Natural Disasters. They include:
 - Floods
 - Severe weather
 - Widespread epidemics
- c. Miscellaneous. There are also events outside the school which may have an impact on the pupils/staff and therefore be considered an emergency; including:

- An incident within the local area witnessed by pupils.
- Death of pupil or member of staff off-site.
- An incident affecting a relative of a pupil or member staff.
- A widespread emergency in the local area that affects pupils or staff.

5. Critical Incident Management Team (CIMT). The school will set up a CIMT to co-ordinate the response to a critical incident / implementing the Critical Incident Management Plan. The CIMT will comprise of the following people:

- Headteacher: **KAY BRIDSON**
- Chair of Governors/ Health and Safety Governor: **ANGI BRITTEN**
- Deputy Head: **JUSTINE WATKINS**
- Premises Manager: **HELEN WATERS**
- Finance Manager: **AVRIL THORNTON**
- Support TA: **WENDY DAVIDSON**

6. Critical Incident Management Team (CIMT).

The school's reaction to a critical incident is divided into the following categories:

- a) Initial Reaction
- b) Short term action
- c) Medium term action
- d) Longer term action

7. Critical Incident Plans.

The school has planned for a "Critical Incident" by making **Precautionary Plans, Initial Reaction Plans, Consolidation and Dispersal Plans and Follow-up Plans.** Protocols for **Communication** and plans to respond to a **"Fatal or Serious Injury"** have also been drawn up. These form the **"Critical Incident Management Plan"**.

8. Review

ALL DOCUMENTS ARE REVIEWED ANNUALLY.
 THE EMERGENCY RESPONSE FILE IS UPDATED ANNUALLY
 THE EMERGENCY "GRAB BAG" IS CHECKED 3x PER YEAR (TERMLY)

This policy statement was agreed by the Governing Body on:
 16/01/17

SCHOOL CRITICAL INCIDENT MANAGEMENT PLAN

1. **Aim.** The aim of this plan is to enable the school to deal rapidly and effectively with an emergency situation with the least adverse impact on the school community.

2. **Purpose.** The purpose of this plan is to:

- a. Minimise injury or loss of life.
- b. Evacuate all the school community to a designated safe area
- c. Alert
 - (1) Emergency Services
 - (2) Local Authority
 - (3) Governors
- d. Establish effective control until the emergency services arrive.
- e. Minimise effect on the schools routines.
- f. Support the school community in the aftermath.
- g. Work effectively with the media.

The plan addresses these issues in a pre-planned phased manner.

3. **Pre-planned Phases**

- a. **Precautionary Plans**
- b. **Immediate Reaction Plans**
- c. **Fatal or Serious Injury Protocols**
- d. **Consolidation and Dispersal Plans**
- e. **Follow-up Plans**
- f. **CIMP Communication Plan**

Stratford-sub-Castle Church of England Primary School
SCHOOL CRITICAL INCIDENT MANAGEMENT PLAN
PRECAUTIONARY PLANS (A)

The following precautions are reviewed on an annual place:

1. **Staff /pupil awareness.** The following precautions are put in place at the beginning of each academic year and form part of staff induction:

- all staff and pupils are familiar with the school's routines for fire and the evacuation of the school building on hearing the fire alarm
- all staff are familiar with the routines and procedures for dealing with emergencies (as detailed in this Policy)
- all staff and pupils are familiar with the school's security procedures, in particular that all visitors not wearing a visitor's badge should be questioned and escorted to reception.
- all staff organising school trips and visits follow the guidelines and provide the DHT with the relevant information for a risk assessment to be conducted
- all staff are aware of pupils with medical needs or health problems
- all staff are aware of the procedures concerning working alone
- all staff are aware of school policy in dealing with violence at work
- all staff are aware that they should assess associated risks to children before carrying out a curriculum or other activity
- all staff are aware of the Health and Safety Policy
- all staff are aware of the procedures documented in the Staff Handbook.

2. **Pre-planned Locations.**

a. **Assembly Area.** A point has been designated inside the school grounds where staff and children will gather on hearing the alarm being raised, initial checks are made while awaiting decision to move to Safe Area.
ASSEMBLY AREA AT TOP OF FIELD (SIGNED)

b. **Temporary Incident Control Point.** A safe point near to the school where Designated Head, key witnesses and casualties gather prior to arrival of emergency services. The emergency services will establish their own Incident Control Point rapidly.

TEMPORARY INCIDENT CONTROL POINT: SCHOOL OFFICE OR UNDER WILLOW TREE

c. **Safe Area.** A known designated building outside the school grounds to where, on the decision of the Designated Head, all school personnel will gather

and further confirmatory checks made. There must also be a Pick-up Point and Quiet Room nearby. **CHURCH BUILDINGS**

d. Emergency Control Centre. A facility to initiate, coordinate and record actions undertaken by all members of the school community. It should be co-located within the Safe Area. **CHURCH BUILDINGS**

3. Emergency Control Centre: Location. In the event of a confirmed incident, the Designated Head is to decide where the Emergency Control Centre is to be established. There are two options:

a. If the school is not evacuated - School Admin Office. Quiet Room in Burrow

b. If the school is evacuated - St Lawrence Church with Quiet Room in vestry area

4. Emergency Control Centre - Equipment. Two prepared emergency bags are stored in the Burrow containing the following equipment. The Emergency response File is in the small ruck sack.

Ser	Item	Detail	Source
1	Contact Information	Important phone numbers external services and internal contacts.	<i>Emergency Response File</i>
2	School Personnel Data	Staff Names/ Cascade System	<i>Emergency Response File</i>
3		Staff Next of Kin Details	<i>Emergency Response File</i>
4		Pupil Names (Class lists)	<i>Emergency Response File</i>
5		Parent Contact Details	<i>Emergency Response File</i>

Ser	Item	Detail	Source
6	Home Contact texting system.	Passwords and instructions of how to use.	<i>Emergency Response File</i>
7	Infrastructure Data	Maps and Plans	<i>Emergency Response File</i>
8	Equipment	Mobile Telephone	Retrieve from School office Right of photocopier
9		Stationery, Pencils and Erasers Whiteboard and Pens	Grab Bag
10		Contents of Grab Bag armband incident controller, wind up radio, LED torch, 1 Megaphone with batteries, 20 foil first aid blanket, 2 High visibility vest, 10 Emergency glow stick, 1 hazard barrier tape, 2 disposable respirator mask, 1 Clipboard c/w waterproof labels, 2 Permanent markers, 1 Pair work gloves / 1 protective goggles, 1 Disposable camera with flash, 1 Hand Sanitizer, waterless hand cleanser gel, 1 Multi-Function hand tool, 1 emergency rations / drinking water, 2 Safety whistle, 1 Notebook with pencil, 1 Disaster first aid kit in sealed carton. EMERGENCY RESPONSE FILE.	Grab Bag
11		Log Sheets	<i>Emergency Response File</i>
12	Church Key	Labelled.	<i>Emergency Response File</i>

4. Communications There is a need to communicate both externally and internally in an assured and consistent manner to all parties throughout the incident as well as logging a summary of the contents of these communications.

a. Internal.

Affected Parents.

All Pupils.

All Staff and parents not directly affected.

Governors

b. External.

Emergency Services

External Agencies

Media

Follow the guidance set out in section **Communication Plan (F)**

5. Critical Incident Management Team - External Communicators - In and Out of Hours

Ser	Communicator	Responsibility	Additional
1	Headteacher	Emergency Services	
2	Headteacher	Local Authority and Transport	Emergency Planning Teams
3	Deputy head and Admin Officer	Parents	Pick-up Points Archive of Logs
4	Deputy head	Quiet Area	
5	Headteacher	Diocese and Media	LA Communications Team

6. Critical Incident Management Team - Internal Communications Plan - Out of Hours

a. Staff are informed using **STAFF EMERGENCY CASCADE SYSTEM** (Contact List 3) or via the **HOME CONTACT TEXTING SERVICE** if required.

b. Parents Parents will be informed by the **HOME CONTACT TEXTING SERVICE** or via the local radio **SPIRE FM** if necessary.

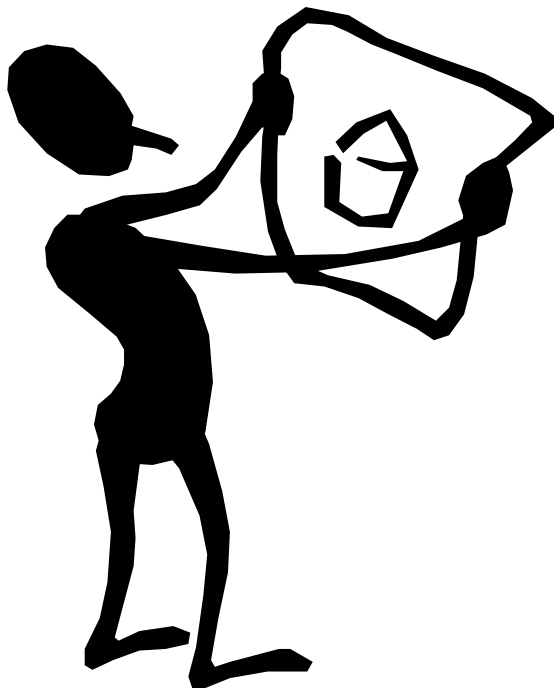
7. Qualified First Aiders:

Details of first aiders are in the **EMERGENCY RESPONSE FILE**

8 SCHOOL Critical Incident Management Team - Internal Communications Plan - In Hours.

a. Designated Head Set up lines of communications and roles.

b. Office staff. Contact Staff not on duty.



Stratford-sub-Castle Church of England Primary School

SCHOOL CRITICAL INCIDENT MANAGEMENT PLAN

IMMEDIATE REACTION PLANS (B)

1. **Source of Initial Incident Information.** The initial alert information may come from any one of a number of sources, including:

- Pupils
- Staff
- Neighbours
- Parents
- Emergency Services
- Wiltshire Council
- Media.

2. **Initial Reaction Plan.**

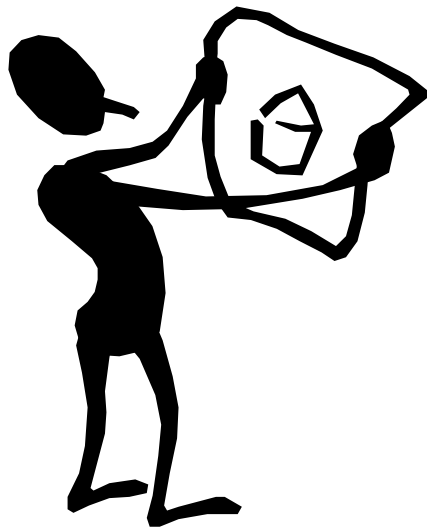
a. **Initiating Member of Staff Immediate Actions:**

	Initial Actions by Initiating Adult
1	Take action to ensure the children are safe and remove them from the threat/incident to a supervised safe area.
2	Consider staff safety.
3	Check to establish whether any individual or group needs immediate attention or assistance.
4	Verify incident.
5	Contact the Designated Head.

b. **Designated Head Immediate Actions:**

	Initial Action by Designated Head
1	Alert Emergency Services and initiate Critical Incident Management Plan
2	Decide whether to secure the children and staff in school or evacuate to a pre-designated safe area.
3	Account for all personnel
4	Alert SLT / Critical Incident Management Team

	Initial Action by Designated Head
5	Start Log
6	Establish Temporary Incident Control Point
7	Establish <i>Critical Incident Management Plan in Emergency Control Centre</i>
8	Build profile of incident
9	Plan duty and standby rosters
10	Draft communique for parents and media



Stratford-sub-Castle Church of England Primary School
SCHOOL CRITICAL INCIDENT MANAGEMENT PLAN
PROTOCOL IN THE EVENT OF A DEATH OR
ACCIDENT ON SITE (C)

FATAL INCIDENT PROCEDURE

1. Clear the immediate area of all children.
2. Stay with the body
3. Alert another adult to call the emergency services immediately and then alert the Head Teacher to initiate the **Critical Incident Management Plan**.
4. If there is the slightest possibility of the presence of life, resuscitation is to be attempted.
5. Encourage other adults to take appropriate care of the remaining people.
6. The Headteacher is to inform the next of kin.
7. If individuals need counselling, this is to be arranged through their registered GP.
8. The **Critical Incident Team** is to liaise with the Coroner's Office with a special reference to the removal of the remains and any necessary forensic or other medical examination.
9. The immediate environs should not be disturbed without the authority of the Coroner.

ACCIDENT PROCEDURE

When any member of staff is called to assist at an accident where they suspect that there might be a fracture of a bone or there is gushing blood:

1. **DO NOT MOVE THE PERSON.** (Only move the person, if he/she is not safe where they are.)
2. Send another person (a sensible child with partner or another member of the staff) to contact the Headteacher.
3. Keep the person in as comfortable, warm and still a position as the injury allows, supporting the affected limb.

4. If there is gushing blood use something (maybe an article of clothing) to put pressure on the wound.

Taking the above actions may prevent further damage to both the person and yourself; for example: if the child faints on stone, you could easily damage your back whilst stopping the child from falling.

Stratford-sub-Castle Church of England Primary School
SCHOOL CRITICAL INCIDENT MANAGEMENT PLAN
CONSOLIDATION AND DISPERSAL CHECK-
LIST (D)

1. Summary of Activities.

Ser	Person	Action
1	Designated Head	Call Emergency Services
2		Initiate Planned School Response
3		Account for all personnel on premises
4		Brief Critical Incident Management Team
5		Inform and liaise with Police and Chair of Governors:
6		Prepare statement
7	Assistant Head	Allocate staff to tasks
8		Inform and liaise with Local Authority.
9	Critical Incident Management Team	Log events and actions taken
10	Headteacher	Inform and liaise with Wilts Council Communications Team
11	Admin Officer and Headteacher	Keep record of witnesses
12		Deal with enquiries from relatives
13	First Aiders	Administer First Aid
14	All Staff	Keep mental/physical note of facts/information
15		Reassure pupils and handover to relatives at pick-up point
16		Do not move anything only people

Ser	Person	Action
17		Do not discuss legal liability or talk to the media.
18		Do not publish messages social media. Social media use must be relevant to the nature of the incident.

2. Support for People. Throughout the incident, all staff, and especially the SLT, should be aware of the following general responsibilities:

- a. Take care of themselves and those around them and, if necessary, nominate people to provide specific support.
- b. Some staff may feel unable to support others or the pupils.
- c. Try and share out the burden of support and prevent it falling disproportionately on a small number of staff.



Stratford-sub-Castle Church of England Primary School

CRITICAL INCIDENT MANAGEMENT PLAN SUBSEQUENT AND FOLLOW UP ACTIONS (E)

1. **Reopening.** After consultation with the **Critical Incident Management Team**, Local Authority and Emergency Services, the Head will decide on the arrangements and timing for reopening the school or whether alternative provision must be made. Inform and update the parents on these decisions.
2. **Log Sheets.** Each member of the **Critical Incident Management Team** is to keep a log of all actions that they undertook. At the closure of the incident, they are to be handed to the Admin Officer for safe keeping.
3. **Follow-up Actions.** The Senior Leadership Team should nominate individuals (consider Governors) to prepare a plan for the longer term issues such as:
 - a. Support arrangements for pupils emotionally affected (eg. Counselling)
 - b. **Formal and Informal Recognition and Rituals:**
Arrangements for 'sympathy' to the families directly affected
Injured children can be visited/pupils encouraged to send cards and letters
Staff and pupils may attend funerals if welcome.
Schools may be closed in recognition of funerals.
Special Assemblies/in-school memorial services.
 - c. Ensure that staff members receive training in areas such as loss, change or bereavement as part of the School Improvement Plan.
 - d. Consider the provision of relevant fiction and non-fiction books in the School Library
 - e. Consider discussions with pupils about what are normal reactions to bereavement, stress or crisis.

Stratford-sub-Castle Church of England Primary School

CRITICAL INCIDENT MANAGEMENT PLAN

COMMUNICATION PLAN (F)

Outline Plan

1. **Concept.** The Headteacher is responsible for managing the communications plan. **Helen Waters** is nominated as the person to execute the plan by being the focal point for outgoing and incoming communications.

Immediate Actions:

2. **Actions Arising.** The Headteacher and the SLT should:

Prepare Statement

Contact Parents/Guardians

Inform Teachers and Support Staff

Inform Pupils

Inform Families and Relatives

Inform the Media, if necessary, Contact Governors to support and help manage communications (eg. media interest).

Contact LA

Contact Diocese

3. **Template.** Agree and write a short factual communications statement based upon:

	Action	Remarks
1	Who is involved	
2	What happened	
3	Where	
4	When	
5	Why	Avoid speculation
6	What actions have been taken	
7	What actions are planned	

4. **Contact Parents/Guardians:** Helen Waters will be delegated to talk to families. (Contact families directly affected using the Contact Details provided) ***Emergency Response File.***

- Only give details to parents or guardians

- If they cannot be contacted directly, leave a message with a relative/friend/neighbour for them to call the School - give no more info.
- Alternatively, arrange to drop a note through the door of the house asking them to call the School - give no more info.

If school is not an appropriate site to meet parents, St Lawrence Church should be used. (This should not be made known to the media)

5. Telecommunications Plan. If possible, try to log time/caller/info passed. Assigned phone lines as follows:

a. School

In-coming calls	01722 327227
Outgoing calls	01722 327227

b. St Lawrence Church

In-coming calls	07974957055	school mobile
Outgoing calls	07974957055	school mobile

6. Information Flow.

a. To Staff. Keep all staff informed with as much info as possible:

Within School:	Regular Meetings
Outside School	Email and Telephone

b. Internal Channel of Communication

Initiator	Network 1	Network 2
Deputy Head (JMW)	Teachers and TAs	Volunteer helpers
Admin Officer (HW)	Catering Staff Head	Catering Staff
	Clearsprings	Their Cleaning Staff
	Oakford	Their staff
	Hurdcott Landscape	Their staff
	Chair of Governors	Governing Body

c. To Pupils

Plan the following communications:

- Advice to staff on briefing children (KS2/KS1/EYFS details)
- Time, place, method (e.g. assembly or class) for briefing children
- Response to likely questions
- Inform families about the amount of information their children have been given.

d. To Relatives and Families

Plan the following communications:

- Advice to Staff on briefing parents not directly affected.
- Time, place, method (meeting or letter). It is essential to remember that a letter can be passed on to the media (seek guidance before issuing any form of written statements).
- Inform families about the amount of information their children have been given.

e. To Media

(1) Staff and children should be cautioned against talking to the media or responding to questions from reporters.

(2)

Nominate a single School Spokesperson to talk to the media. They should have a colleague present to take notes/record what is said. Provide nothing but the facts (no opinion, no "off the record" comment). Give a prepared (written) statement rather than an interview. Anticipate the worst possible questions. Immediately correct any incorrect or misleading information. Be sensitive about personal information.

Remember to praise and thank any person or service that have helped during the incident

Stratford-sub-Castle Church of England Primary School

CRITICAL INCIDENT MANAGEMENT PLAN

MISCELLANEOUS SAFETY PROCEDURES

1. Emergency or Adverse Weather Procedures
2. In Case of Fire
3. Gas Leak
4. Electricity Failure

PROCEDURES IN AN EMERGENCY OR ADVERSE WEATHER

1. The designated head is the person to decide what action needs to be taken in emergency conditions. The first consideration will always be the safety and welfare of the pupils and staff.
2. Whenever possible the closure of the school will be avoided. If pupils have reached school where at all possible the school will be kept open. This will depend on whether staff have been able to get to school.
3. If the school needs to be closed pupils will not be sent home. We will expect the children to be collected from school. In this way we can ensure the safety of the children.
4. The Headteacher to consult with:
Chair of Governors
Staff
Co-ordination Section Wiltshire Local Authority
Tel: 01225 713764 or 01225 713757
5. Actions:
 - a. Inform all who need to know:
Parents
Local Authority
Catering
Transport
Governors

- b. Make arrangements for collection of pupils.
- c. Inform Radio Stations:
Spire FM or BBC Radio Wiltshire Sound (Quote DFE Number)

PROCEDURES IN CASE OF FIRE

In the event of a Fire emergency, evacuation procedures will take place. If the fire is minor and the emergency services allow safe access back into the school then the emergency is over.

However if the fire is such that either the Fire Service Incident commander or the Designated Head consider evacuation of the site to the **Safe Area at St Lawrence Church**.

Teachers will ensure that each class is walked quietly and safely to St Lawrence Church. This ought to take approximately 10 minutes.

There the pupils will be kept safe until it is decided that there is no possibility of returning to the school. The pupils' parents will be asked to collect their children from the **Safe Area at St Lawrence Church**.

Parking for parents will be as per normal.

The school Admin Officer will ensure that the EMERGENCY BAG with all contact numbers and addresses is brought to the **Safe Area at St Lawrence Church**.

The vestry area will be used as emergency control centre. Parents collecting pupils will report to the porch area of the **Safe Area at St Lawrence Church**. Their child will be brought to them.

Staff will inform parents to collect their child either by "HOMECONTACT" and/or by telephone.

Pupils will be cared for by staff until all have been collected.

PROCEDURES IN CASE OF GAS LEAK

1. Immediate Actions

Ser	Actions
1	Children to Assembly Point
2	Turn off all gas
3	Extinguish naked flames
4	Leave light switches alone
5	Open doors and windows
6	Alert Designated Head

2. Designated Head Actions

1	Call 24 hour Gas Emergency Service - Tel: 0800 111999
2	Confirm leak
3	Consider evacuation to Safe Area - St Lawrence Church
4	Consider Public Safety Risk - Tel: 999

PROCEDURES IN CASE OF ELECTRICITY FAILURE

1. Locate probable cause if only small area affected - Possible trip switch.
2. If whole school affected contact 24 hour electricity emergency service 08457 708090

Stratford-sub-Castle Church of England Primary School

CRITICAL INCIDENT MANAGEMENT PLAN

EXTERNAL CONTACT LIST

CONTACT	NAME	PHONE (DAY)	PHONE (EVE)	E-mail
Police		999		
Police	Richard Goodman	101		richardgoodman@wiltshire.pnn.police.uk
Fire & Rescue		999		
Ambulance		999		
Wiltshire Council Emergency Duty Service (Critical Incident)		0300 456 0100	0845 6070888	
Diocesan Board of Education: Help line		During office hours: 01722 744538	Out of office hours: 07961 276981	
Property Help Line. (Structural damage/ loss of utilities)		0845 6024149	Helpline will provide message advice	
Co-ordination Section WC (School closure due to weather or emergency closure)		01225 713764		directordce@wiltshire.gov.uk
Transport Section WC		01225 713365		buses@wiltshire.gov.uk

BBC Wiltshire		01793 513651	01793 513652 (Night before closure)	radio.wiltshire@bbc.co.uk
Spire FM		01722 416644 (news) 01722 410102 (studio)		news@spirefm.co.uk studio@spirefm.co.uk
Early Help Leader	Kirsten Harwood	01722 438110		
Communications Team WC		01225 713114/5/6	07747 007340	
Health & Safety Adviser	Team	01380 723601		
Safeguarding Designated Officer		01225 718079 or 01225 713943		
Safeguarding MASH		0300 456 0108	0845 60 70 888	
Transco (Gas Leak)		0800 111999	0800 111999	
Electricity Helpline		0845 7708090	0845 7708090	

Stratford-sub-Castle Church of England Primary School

CRITICAL INCIDENT MANAGEMENT PLAN INTERNAL CONTACT LIST

CONTACT	NAME	PHONE (DAY)	PHONE (EVE)	E-mail
Chair of Governors	Angi Britten			govabritten@stratford-sub-castle.wilts.sch.uk
Vice-Chair of Governors	Lloyd Turner			govlturner@stratford-sub-castle.wilts.sch.uk
Premises Manager	Helen Waters			
Key Holders	Penny Larcombe			
Key Holder	Andy Munt			govamunt@stratford-sub-castle.wilts.sch.uk
Key Holder	Wendy Davidson			
Sodexo (Catering)	Nicole Owen			
Sodexo Catering Manager	Nicola Browning			
Clearsprings (Cleaning)	John Prentice			
Hurdcott (Grounds maintenance)	Simon Watts			
Oakford Tech. (IT Support)	Ben Pollitt			
Griffin (After School bus picks up children)				
Vicar	Rev Tessa Mann			govtmann@stratford-sub-castle.wilts.sch.uk
Clerk to Governors	Avril Thornton			govclerk@stratford-sub-castle.wilts.sch.uk

Appendix 1

Emergency closure of schools Contacts and telephone numbers

During office hours

To notify the director of an **emergency closure** during office hours when you require advice and support, i.e. bad weather conditions etc, please contact:

<p>Co-ordination Section Children's Services</p> <p>Tel: 01225 713764 / 713757 E-mail: directordce@wiltshire.gov.uk</p> <p>Please contact each day the school (or part of the school) remains closed.</p>

If necessary, also contact:

<p>Critical Incident Emergency Diocese</p> <p>During office hours: 01722 744538 Out of office hours: 07961 276981</p>
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<p>Transport Section</p> <p>Tel: 01225 713365 (buses) Fax: 01225 713317 E-mail: buses@wiltshire.gov.uk</p> <p>For all transport services – please leave a message on the answer phone if calling out of hours</p>
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<p>Catering Provider / Manager Nicola Browning 01722 742120 / 07787576096</p>
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Emergencies

In cases of structural damage, contact:

**Property Related Emergencies
Property Maintenance 24 Hour Helpline
0845 6024149**

Local radio stations

For identification purposes, the station may ask for the DfE number. Have this information available before you call. Heart FM will additionally ask for a password (see hard copy of booklet for this); this is a security measure to eliminate hoax calls and as such should be kept confidential.

BBC Radio Wiltshire

Tel: 01793 513652

email: radio.wiltshire@bbc.co.uk

Spire FM

Tel: 01722 416644 (news)/410102 (studio)

email: studio@spirefm.co.uk

For advice on dealing with the media:

During office hours: 01225 713115, 01225
713116 or 01225 713370

Out of hours tel: 07747 007340

email: pressteam@wiltshire.gov.uk

This office is **not** responsible for contacting radio stations on a school's behalf; normal procedure is for a school to contact the radio station direct, and to notify the director of a closure by contacting the co-ordination section on 01225 713759/65/64 or e-mailing directordce@wiltshire.gov.uk during office hours.

Emergency duty team

For out of hours' emergencies re critical incidents (see page 16)

Tel: 0845 6070888
Fax: 01249 454644
email: emergencydutyservicestaffgroup@wiltshire.gov.uk

Appendix 2

Check list for Emergency Response

Documents needed for the response:

- **A copy of the school's emergency plan.**
- **Names, addresses and phone numbers of emergency contacts (e.g. parents, partners, carers) of all staff and pupils.**
- **Pupil and staff movement data e.g. time tables and registration data**
- **Contact details for key emergency responders within the authority**
- **Emergency supply/support list**
- **Contact details for contractors used by the school**
- **Bus/coach lists**
- **Important records e.g. exam registrations etc.**

Check list for **Off School Premises / Day Trips**

The documents/information needed for the response:

- **A copy of the school's emergency plan.**
- **Staff taking the trip should carry the names and phone numbers of at least two senior members of staff and all emergency contacts.**
- **A list of all pupils and staff out on trips should be held in the school office.**
- **Staff should carry a small, adequate first aid kit with them**
- **It is suggested schools acquire a pre pay mobile phone for use on trips.**
- **Before going off school premises communication difficulties and issues should be considered.**
- **Staff should be aware of any students with special medical requirements or health problems.**

Check list for “Pre-cautionary Measures”

- **Ensure all staff and pupils are familiar with the school lay out and surroundings.**
- **Ensure all staff and pupils are familiar with the school’s fire and emergency routine/drill.**
- **Ensure all staff are familiar with the school’s security regulations and that persons not wearing a visitor’s badge are challenged and escorted to reception. Reception should only give badges to visitors once contact has been made with the appropriate member of staff.**
- **Ensure pupils sign in/out when they arrive late or leave early.**
- **Ensure staff are aware of pupils in their class with health problems and their treatment.**
- **Make staff aware of the responsibility to be vigilant at all times.**

Appendix 3

Guidance for school staff if an incident occurs

on the school site

- **Administer first aid where appropriate and if able**
- **Call relevant emergency services**
- **Initiate the planned school response**
- **Make a physical or mental note of facts and information, but do not move anything at the scene except to assist casualties**
- **Log events and actions taken**
- **Account for all on the school premises**
- **Keep a record of witnesses**
- **Brief all staff, form a critical incident management team and allocate tasks**
- **Inform the rest of the school when and how you feel appropriate**
- **Inform and liaise with:**
 - police
 - chair of governors
 - Local Authority
 - Wiltshire Council's communications team
 - Wiltshire Council's department for Children and Education families.
- **It may be useful to have a prepared statement to aid dealing with phone calls**
- **Ensure administrative staff are trained and equipped to deal with any influx of calls from relatives**

Actions will vary according to your role.

Appendix 4

Guidance for school staff if an incident occurs

off the school site

- Administer first aid where appropriate
- Call emergency services as appropriate
- Obtain facts and information, but **do not** move anything at the scene except to assist casualties
- Log events and actions taken
- Keep a record of witnesses
- Identify a member of staff to liaise with the emergency services
- Arrange for someone to travel with casualties to hospital where possible
- Account for all members of the group
- Inform school senior member of staff, who instigates planned school response and liaises with LA to initiate emergency procedures
- Try and keep all the non-casualties together and make arrangements for them to return to a specified base
- Liaise with Wiltshire Council's communication team and police regarding media statements
- Ensure pupils do not talk to the media
- **Do not** discuss legal liability.

Actions will vary according to your role.

Appendix 5

Roles and Responsibilities

Personnel	Role and responsibilities
Team leader, contracts and office services	<p>Liaise with the head teacher</p> <p>May also work alongside the school adviser in co-ordinating the response</p> <p>Contact the principal educational psychologist</p> <p>Arrange resources such as extra telephones</p> <p>Arrange additional administrative support for the coming day(s)</p> <p>Contact the different services as needed</p> <p>Make arrangements for school closure, partial closure, changes to transport and school meals.</p>
Caretaker or key holder	Have all keys for the school and be prepared to be called out at any time
Wiltshire 24-hour phone line	
Police	Main role is to save life
Fire and rescue service	Main role is to save life
Ambulance	Main role is to save life
Diocesan Board of Education.	Support in time of crisis and help with strategic planning.
Chair of governing body	Member of school's Critical Incident Management Team
Education health and safety	Liaise with senior education manager and other appropriate personnel to identify and, where possible, take action on any risks presented by the crisis.
School nurse	If able to, assist with casualties.
Education welfare team	May help with counselling or other duties.
Educational psychology	<p>Contact school to gain information on the incident and what is going to be needed immediately and in the future to support the school.</p> <p>Offer specific advice to children, parents and staff following the event.</p>
Social services	<p>Provide psychological welfare support where the scope of the emergency is such that specialised skills are needed.</p> <p>Provide staff for rest centres.</p>
Wiltshire Emergency Planning Unit	<p>Liaise with the above and emergency services, utilities, and voluntary agencies.</p> <p>Co-ordinate rest centres and/or local authority contribution to a response</p>
Wiltshire Council's Communications Team	<p>Co-ordinate press releases and other media messages</p> <p>Liaise with emergency services press officers</p>
Schools HR Advisor	To help signpost to information on managing staff attendance/ absences and advise on dealing with any staff related issues in the aftermath of the emergency

Appendix 6

Example log sheet

School.....

Log keeper(s) 1..... 2..... 3.....

Serial	Time	Message	Action	Action taken by	Signed
Notes a) Note when log keeper changes b) Always sign each entry c) When complete pass to appropriate person				Page number.....	Date.....

Appendix 7

Issues to be dealt with in the course of an emergency

Issues requiring immediate action:

Action point	Guidance	Who is responsible
Gather Information on the incident	<ul style="list-style-type: none"> - What happened/where/when/who and how many are involved? - Name and contact numbers of adults on site - Details and location of injured - What action is on-going and have the emergency services been informed? - Are there any other factors to consider e.g. is it a crime scene? 	Person receiving the first notification of incident
Alert appropriate people	<ul style="list-style-type: none"> - Call emergency services if necessary - Inform head teacher - Inform education service - Inform chairman of governors - Inform diocesan authorities if it is a church school 	Person receiving the first notification of incident. When this person has informed the education service, the latter takes over the responsibility for informing others.
Call together the critical incident management team (Critical Incident Management Team)	<p>The key members of this team are: Kay Bridson, Justine Watkins, Helen Waters, Wendy Davidson, Avril Thornton and Angi Britten.</p> <p>Additional persons will be needed to fill some or all of the following roles:</p> <ul style="list-style-type: none"> - Incident co-ordinator/manager - Reception area manager - Information manager 	Senior management
Deal with the media	<ul style="list-style-type: none"> - Critical Incident Management Team calls on support of Wiltshire Council's communications team. - Communications team may need to consult the head teacher to establish strict information that can be released and to establish strict boundaries concerning what can be photographed and when. 	<p>Wiltshire Council's Communications Team</p> <p>Designated school spokesperson usually Head.</p>

Action point	Guidance	Who is responsible
Assess immediate response required and support needed	<ul style="list-style-type: none"> - This needs to be done promptly and sensitively - An agreed statement should be produced using up to date information. - Establish a reception area for concerned relatives coming to the school, staffed by people who can comfort and inform relatives - Consider school routines- will pupils have to be sent home? - Liaise with agencies supporting those people outside school who might be directly involved with pupils and staff. 	<p>Education services, emergency planning unit, school staff if appropriate</p> <p>Emergency planning unit, social services</p>

Set up control arrangements	<ul style="list-style-type: none"> - Control centre - Extra phones, fax and mobile phones - Reception facilities - Rendezvous points - Suitable security measures - Lines of communications so school can receive and disseminate accurate information <p>Responsibility of the school:</p> <ul style="list-style-type: none"> - Contact numbers for parents - Have next of kin list to hand - Set up strategies to deal with enquiries - Open a log of events 	<p>Wiltshire Council's education services and emergency planning unit in conjunction with the emergency services and</p> <p>School administrator</p>
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Issues requiring prompt action (within hours):

Actionpoint	Guidance	Who is responsible?
Call a staff meeting	- Communicate as much information as possible, giving an idea of the way forward, and organising a rota for staff assisting	Head teacher or nominated deputy
Inform pupils	- Consider the most appropriate way – small groups or in one big group. Give facts	Head teacher or nominated representative

Debriefing meeting for staff involved in the incident	- If possible arrange for staff to be together for this, or at least to speak to an appropriate person before going off duty	Educational psychology/social services
Debriefing meeting for pupils involved in the incident	- Use advice and expertise of school psychologist, educational welfare officers and social workers	Educational psychology/social services
Consider communicating with all parents/guardians	- A letter stating the key facts of the situation, addressed to all parents/guardians, will reduce rumour and misinformation	Critical Incident Management Team

Issues requiring action within the next few days:

Action point	Guidance	Who is responsible?
Facilitate support for high risk pupils and staff	<ul style="list-style-type: none"> - Consider asking education welfare officers to visit the pupils or occupational health to visit members of staff at home if required, making arrangements for continuing contact with the school - Check if there are worries about lost work or exams and reschedule as appropriate - Consider part-time attendance 	<p>Critical Incident Management Team</p> <p>Critical Incident Management Team</p> <p>Chair of governors</p>

	<ul style="list-style-type: none"> - Arrange alternative teaching if necessary - Set up 'sanctuary' arrangements in the school for pupils to go if upset - Arrange specialist support for pupils - Arrange specialist support for staff through occupational health - Liaise closely with parents - Ensure confidentiality of any consultations 	CIMT
Funerals, rituals and memorials	<ul style="list-style-type: none"> - Get advice on different religious and cultural requirements - Whenever possible, survivors should be able to attend the funerals of any who have died, should they wish to do so, as long as it does not conflict with the families' wishes. - Consider marking the event with a special assembly or memorial service, and encourage expressions of sympathy to the families affected, having first checked with the family and community/religious leaders it is acceptable. 	Education services liaise with EMAS (Ethnic Minority Achievement Service) unless schools have existing contacts with community/religious leaders

Long-term issues (possibly months or years):

Action point	Guidance	Who is responsible?
Decide and agree a range of response and support measures	<ul style="list-style-type: none"> - Keep an eye on vulnerable people - Plan ahead to mark anniversaries with memorial ceremonies - Ensure new staff are aware of which pupils were affected and in what way, and make sure they know how to obtain help if needed - Legal processes and inquiries may bring back distressing memories and cause temporary upset within the school. 	All those who come into contact with those affected.



