



Children and learning at the heart of
our CARE-ing community

Old Fletton Primary School Critical Incidents Policy

Version 3 - July 2019

OUR ASPIRATION FOR OLD FLETTON PRIMARY SCHOOL

<p>Purpose</p>	<p>To provide support and guidance and to lessen the impact of a critical incident on the staff and pupils.</p>
<p>Linked policies</p>	<p>Health & Safety Policy Education Visits Policy</p>

<p>What is the policy for?</p>	<p>This policy sets out how senior staff will manage and deal with critical incidents ensuring that senior leaders have clear roles and responsibilities.</p>
<p>Who has devised and contributed to this policy?</p>	<p>This policy was initially devised by the Deputy Headteacher and ratified by Governors.</p>
<p>How will this policy be communicated?</p>	<p>This policy is available on the school website and in the Headteacher's office.</p>
<p>How will this policy be monitored?</p>	<p>This policy will be reviewed every 2 years in line with the policy monitoring schedule.</p>

Introduction

At Old Fletton Primary School we pride ourselves on providing CARE for all our stakeholders, therefore we acknowledge that during times of extreme pressure the senior leaders of the school will need a clear and usable framework and policy to support them in providing this. When critical incidents occur the school will need to have clearly identified roles and responsibilities and contingency plans, these are contained within this document.

Maintenance

It is essential that once agreed this document is reviewed every 2 years and updated with all changes that could impact on the handling of an incident. This is critical where staff contact details are concerned.

Definition of a Critical Incident

A Critical Incident is defined as any unexpected occurrence in or out of school which may suddenly have a major impact upon the staff and pupils where the result is likely to cause serious disruption to the running of the school or where there is likely to be significant public and/or media attention on the school.

Examples of in-school critical incidents include:

- A serious accident to a child or adult
- Death of a child, staff member or governor
- A traffic accident involving a child or member of staff
- Violence or assault within school
- A school fire or explosion
- Destruction of part of the school building
- Abduction of a child
- A child/children absconding
- Major incidents near to school or local community i.e. illnesses etc.
- Allegations made against a member of staff

Examples of out-of-school critical incidents:

- An accident to a child or staff while out of school on a visit
- Death or injuries on a school journey
- Civil disturbances
- Tragedies involving children from many schools

Contingency Plans

To manage and/or limit the potential loss and/or occurrence of major incidents within the school a formal risk assessment should be completed and remedial action taken, wherever possible, to reduce or eliminate the impact of incidents. Responsibility for reviews and corrective actions should be assigned to specific individuals and progress monitored by the school management team.

Health & Safety will play a key role in the day to day identification and, the elimination or reduction of all potential risks.

Responsibilities in the management of any incident need to be defined and clearly understood by all parties.

Staff address details should be held at home/electronically by agreed key personnel so that in the event of an 'out of hours' incident it is possible to contact staff if required.

A Critical Incident team and process needs to be in place and understood by all parties involved.

School Keyholders

N Dickson	Deputy Head	Nominated call out contact
D Lomax	Caretaker	Nominated call out contact
R Wallace	Office Manager	Nominated call out contact

Organisation

Critical Incident Team

The role of the team is to review and direct the handling of the incident and the response and recovery process in order to:

- ensure the safety and security of children, staff and visitors
- minimise the loss to the school in physical, human and financial terms
- manage an incident to minimise disruption to regular operations
- liaise with appropriate organisations including the media

It is paramount that staff do not under any circumstances place themselves or others in any danger or risk whilst attending or being involved in any incident.

The team to consist of:

Name	Role	Key Responsibilities
S Levy	Headteacher	Co-ordinate the response team Media spokesman through Local Authority Contacts Service Director for Education (currently Jonathan Lewis) Staff Communication Contact Chair of Governors
N Dickson	Deputy Headteacher	Deputises in absence of Head

C Henderson M Finnerty R Thomas S Brook	Phase Leader	Keep a record of what actions have been taken following coordination by S Levy (so that a formal and full record of the incident and actions can be recorded) Staff liaison
R Wallace	Office Manager	Contact with office, non class based support and kitchen staff
D Lomax	Caretaker	Out of hours first responder

In the event of an 'out of hours' incident the attending keyholder will hold the initial responsibility for contacting the most senior member of the Incident Team available.

Where it is necessary to contact staff this will be completed using a cascade methodology i.e. the KS1 manager would contact or leave messages for each of the teachers in their team. Individual teachers would then contact their own support staff. The team leaders are identified as part of the team details above.

In the event of a major incident where it is also necessary to ensure parents are advised of a school closure or restricted pupil use consideration to using the school office staff or other available staff to contact parents and staff direct using the contact details stored on the school's computers. This action would be taken as well as using the local radio stations to broadcast a closure.

The actions(s) to be taken will depend upon the nature and time of the incident

Critical Incident Process

During School Hours

It is extremely unlikely that both the Head and Deputy Head would be absent from school but in such an event the remaining senior leadership team would assume full incident management responsibility. The actions taken will vary and largely depend on the nature of the incident but the following should be considered:

- Where there is any risk or potential for risk to staff or pupil safety the building should be evacuated using the fire alarm system if appropriate.
- If the school has been accessed by unauthorised people:
 - ▶ are all pupils safe and accounted for
 - ▶ are all staff safe and accounted for
- Have/do the police need to be informed
- Is an ambulance required and has someone been instructed to call for one
- Does the LA need to be advised so that other local schools can be warned
- One person must assume overall responsibility and they must ensure they keep a record of what was done, by whom and when so that a formal and complete report of the entire incident and what was done to manage it can be produced
- Notify the LA property helpdesk for repairs/assistance
- Will the school need to be closed if so use local radio to announce the closure
- In the event of hazardous chemicals being involved the fire brigade must be called

- Notify the Chair of Governors

'Outside' School Hours

In the event of a critical incident occurring 'out of school hours' it is likely that the first person on site will be one of the nominated keyholders. If, on arrival at the school in response to a call out, the problem is assessed as a critical incident then the most senior member of the critical incident management team should be contacted as soon as possible. This action should not prevent or delay the contact of emergency services where necessary.

In taking any action staff must always be sure that they are not putting themselves in any personal danger.

The actions taken will vary and largely depend on the nature of the incident but the following should be considered:

- Are there likely to be any staff or pupils on the site
- Are the emergency services required, if so have they been called
- Can any of the school systems be safely closed down (heating, electrical etc.)
- Is there a need and can any key documents be evacuated without risk to personal safety
- Has the Property Services helpdesk been contacted
- Does the Chair of Governors need to be advised
- Does the school need to be closed, if so contact local radio stations and request that an announcement be made
- Ensure only the designated/delegated media spokesperson provides any comment or interviews to press
- Ensure site is secure before leaving

Monitoring and Evaluation

The Headteacher will be responsible for monitoring the implementation and effectiveness of this policy/procedure. Following each stage of any significant event there should be a de-briefing meeting to review what has been done and the impact. At the conclusion of the process a full report should be submitted to the Governing Body, at which time the policy/procedure will be reviewed as necessary.

Information

Staff Details - see appendix A (Critical Incident Actions)

Contact Numbers

Thorpe Wood Police Station	01733 563232
Business Watch	01733 302900
Custodian Monitoring (Alarm)	08448 791703
Newflame Fire Equipment Co. Ltd	0800 5422057
Service Director for Education (Jonathan Lewis)	07920 160402
Outdoor Education Adviser, VESN (Stephen Brown)	07879 436541

Circulation List

Copies of this report should be made available to the following staff and also filed in the listed locations:

Staff

S Levy	Head
N Dickson	Deputy Head
C Henderson	Phase Leader
M Finnerty	Phase Leader
R Thomas	Phase Leader
S Brook	Phase Leader
R Wallace	Office Manager
K Nickerson	Finance & Premises Manager
D Lomax	Caretaker

Locations

School office
At the home of each of the staff above
Headteacher's office
Chair of Governors