

Critical Incident Policy

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Approved by Trust Board
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Review: Annually

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Statement of intent

Arthur Terry Learning Partnership recognises that whilst the safety of pupils, staff members and visitors on their school's premises is paramount, it is sometimes out of the control of the school. However, whilst we understand this is sometimes out of our control, we will put into place the appropriate measures to mitigate against such events and minimise the impact.

In an emergency, staff members at **name of school** will endeavour to take all reasonable actions in order to ensure the safety of its pupils.

The procedures outlined in this policy aim to minimise disruption to the learning environment whilst ensuring the safety of all pupils, staff members and visitors, by responding to critical incidents as quickly and efficiently as possible.

Signed by:

_____ Headteacher Date: _____

_____ Chair of governors Date: _____

1. Legal framework

1.1. This policy has due regard to legislation and guidance including, but not limited to, the following:

- Workplace (Health, Safety and Welfare) Regulations 1992
- Management of Health and Safety at Work Regulations 1999
- Health and Safety at Work etc. Act 1974
- Regulatory Reform (Fire Safety) Order 2005
- DfE (2015) 'Emergency planning and response'

1.2. This policy will be implemented in conjunction with the following school policies, documents and procedures:

- Health and Safety Policy
- Accident Reporting Procedure Policy
- Invacuation, Lockdown and Evacuation Policy
- Bomb Threat Policy
- Adverse Weather Policy
- Educational Trips and Visits Policy
- Bereavement Policy
- Media Relations Policy
- First Aid Policy
- Complaints Procedure Policy
- Fire Evacuation Plan
- Personal Emergency Evacuation Plan
- Medical Emergency Risk Assessment
- Emergency Procedures Risk Assessment

2. Definition

2.1. For the purpose of this policy, a critical incident is an emergency which affects pupils, staff, visitors or property and requires immediate responsive action which is beyond that reasonably expected from the school's own management team.

2.2. Critical incidents include, but are not limited to, the following:

- The death of a pupil, staff member or governor
- A serious incident involving a pupil or staff member on, or off, the school premises

- A violent intrusion onto the premises, e.g. a bomb alert
- Extensive damage to school property
- A fire, flood or explosion
- The effects of disasters in the wider community
- Incidents whilst on educational visits
- Epidemics
- Exposure to hazardous substances near, or on, the school premises

3. Roles and responsibilities

3.1. The **head teacher** is responsible for:

- Appointing designated staff members to the critical incident management team. To be agreed and signed off by the Director of Education.
- Working alongside the critical incident management team to ensure that critical incidents are managed effectively.
- Ensuring all members of the critical incident management team are briefed on their roles and that the procedure is practised as well as updated/ reviewed regularly particularly when there are new members of the team.
- Ensuring that an appropriate ratio of first aiders to pupils is sustained at all times.
- Ensuring that a simple and straightforward, but effective, critical incident management plan is in place.
- Ensuring that all staff members are aware of the school's critical incident management plan and the associated procedures.
- Ensuring the EVC briefs trip leaders on the plan and that they are familiar with it.
- Reviewing the critical incident plan at regular intervals, in conjunction with the Executive Team, ensuring that it is kept up-to-date with developments at the school, such as changes to evacuation procedures.
- Keeping a duplicate, up to date copy of the critical incident management plan, both a hard copy and electronic, off the school premises in case of a fire, flood or explosion.
- Reviewing allocations of responsibilities, in conjunction with the Executive Team, in light of staff absence.
- Compiling an emergency contact list and ensuring that all members of staff hold a copy of this.

3.2. All staff members are responsible for:

- Acting in accordance with this policy at all times.
- Effectively implementing the critical incident management plan, when necessary.
- Maintaining up-to-date records of critical incidents at the school, as per the school's recording and reporting procedures.
- Maintaining their own records of events, as well as keeping copies of notes made by other colleagues.
- Ensuring that they effectively understand the school's critical incident management plan.
- Understanding how to effectively carry out the school's emergency evacuation procedures.
- Understanding their role in the execution of the school's emergency plans, including evacuation procedures and the critical incident management plan.
- Ensuring that pupils are aware of the school's emergency evacuation procedures.
- Ensuring that their own contact details are kept up-to-date on school records.
- Reporting and recording minor and critical incidents in line with the school's Accident Reporting Procedure Policy.

3.3 The Central Team and ICT Support are responsible for:

- Ensuring that vital information is not lost in the event of a fire, flood or explosion

4. Critical incident management team

4.1. The **head teacher** will appoint members of staff to form the school's critical incident management team. This must include the Director of Education and the ATLP Head of PR and Communications. This team will be responsible for:

- Ensuring that parents are kept informed about the situation.
- Deciding when and how to re-open the school.
- Providing support for the families of those hurt or bereaved.
- Ensuring the school effectively cooperates and liaises with the relevant bodies during investigations into critical incidents.
- Dealing with continued interest from the media.
- Ensuring the appropriate attendance of school members at funerals.
- Organising memorial services, including the sending of flowers.

- 4.2. In the event of a critical incident, the critical incident management team will work alongside the **headteacher** in order to effectively fulfil their role, as outlined above. Expertise from other school's critical incident management teams will be shared if required.
- 4.3. The critical incident management team will ascertain if the incident is an immediate threat or if not, make a considered response to an incident/event that has already happened or is off site.
- 4.4. Where required, **The Arthur Terry School** will be allocated to the critical incident management team and any necessary equipment and information will be stored here.
- 4.5. With prior agreement, **The Arthur Terry School** will be used as a reserve off-site location for the critical incident management team when the on-site location is not usable. This may be substituted, dependant on the incident, if a more appropriate location is required. This shall be determined by the Director of Education.
- 4.6. The team will collate and retain any records regarding the planning of, and response to, critical incidents, including written records and any recordings made via CCTV.
- 4.7. The team will ensure that each member of staff involved in dealing with a critical incident has recorded all decisions that were made, any communication that was received and all tasks that were carried out.

5. Initial action

- 5.1. Immediate action will be taken in order to safeguard pupils and staff, using the relevant emergency procedure signal to alert staff members.
- 5.2. The alarm will be raised by the first adult at the scene of the incident.
- 5.3. Members of the critical incident management team will ascertain the details of the incident.
- 5.4. All initial information regarding the incident will be logged using the [Initial Action Form](#).
- 5.5. First aid will be administered by the first trained first aider at the scene of the incident.
- 5.6. All first aid and medical treatment will be administered and recorded in line with the school's **First Aid Policy**.
- 5.7. The emergency services will be contacted, and the following information will be given:
 - The emergency services required
 - Exact location of incident

- Number of casualties
- Number of injuries
- Location and phone number of where the call is being made from
- Any hazards which the emergency services may encounter on site

5.8. Where possible, the school will remain open and normal routine will be maintained.

6. Emergency procedures

- 6.1. All staff members and pupils are aware of the school's emergency procedures, including those outlined in the school's **Invacuation, Lockdown and Evacuation Policy**.
- 6.2. The school's designated emergency assembly points are clearly indicated and known by all staff members and pupils.
- 6.3. **Name of school** will carry out a practice drill of the school's evacuation procedure at least **once a term**, to ensure that pupils and staff members fully understand what is involved in the procedure, and that it is implemented effectively.
- 6.4. In the event of an evacuation, staff members and pupils will be alerted by their own schools relevant warning signal as detailed in their Lockdown Procedures
- 6.5. In the event of an external hazard, staff members will be signalled of the need for shelter by, their own schools relevant warning signal as detailed in their Lockdown Procedures indicating to staff that the school's invacuation procedure should be followed.
- 6.6. In the event of an intruder, staff members will be signalled to commence the lockdown procedure by their own schools relevant warning signal as detailed in their Lockdown Procedures.
- 6.7. All staff members are aware of the evacuation routes and assembly points in the case of a bomb threat, as outlined in the school's **Bomb Threat Policy**.
- 6.8. In the event of severe weather, the procedures outlined in the school's **Adverse Weather Policy** will be followed.
- 6.9. All staff members are aware of the school's designated first aiders and the locations of first aid boxes within the school.
- 6.10. In the event that first aid, or medical treatment is necessary, the procedures outlined in the school's **First Aid Policy** will be followed.
- 6.11. Staff members are aware of any **Personal Emergency Evacuation Plans** in place.
- 6.12. All staff members will receive training regarding the school's emergency evacuation procedures, and will be aware of:

- The appropriate route to take.
- What assembly point to use in the event of different scenarios.
- Security arrangements that are in place, such as the locking of the school gates.
- Access arrangements for the emergency services.

7. Emergencies during educational visits

- 7.1. All staff members will act in accordance with the school's **Educational Trips and Visits Policy**, following the outlined procedures in the event of an emergency.
- 7.2. Critical incidents that occur on school trips will be managed in the same way as those that occur on the school premises.
- 7.3. The **trip leader** is responsible for maintaining written records of any critical incidents that occur whilst on a trip, as well as the action which was taken and by whom.
- 7.4. The **trip leader** is responsible for reporting the critical incident to the **headteacher** immediately.
- 7.5. Any critical incident that occurs on a school trip will be communicated to all staff members, ensuring that they are aware of any pupils who may suffer from shock.

8. Internal communications

- 8.1. To aid communication within the school community, the school will collate a hard copy of emergency contacts information, which will be **kept accessible at all times**. This will include the following information:
 - Pupils' emergency contact details
 - Staff members' emergency contact details
 - Contact details for the Critical Incident Management Team
 - Contact details of members of the governing board
 - Emergency contact details for the **LA**
 - Phone numbers for relevant travel companies
 - Phone numbers for regular supply staff
 - Pupil and staff movement data, including class itinerary
- 8.2. The **headteacher** is responsible for ensuring that this information is reviewed on a regular basis and is updated to reflect changes in staffing details. The MAT central IT team will be responsible for supporting with storage and accessibility of electronic data at all school sites.

- 8.3. The school's internal communication systems will be used to alert staff members to a critical incident in the first instance, without alarming pupils unnecessarily.
- 8.4. Staff members, pupils and parents will be informed of critical incidents in the most sensitive way possible.
- 8.5. The parents of pupils who are directly involved in the incident will be contacted immediately using the emergency contact details provided to the school.
- 8.6. Pupils will be informed of a critical incident in groups as small as practicable.
- 8.7. Parents of pupils not directly involved in the incident will be contacted quickly and efficiently, via the school's parental communication channel, as soon as is reasonably practicable.
- 8.8. Members of the school's governing board/Trust Board will be informed about the critical incident as soon as possible, and will be briefed about speaking to the press by the ATLP Head of PR and Communications.
- 8.9. During an emergency, staff members will use mobile phones to stay in contact with one another and communicate key messages.

9. After a critical incident

- 9.1. Following the occurrence of a critical incident, the school's short terms aims include the following:

- Contacting those directly involved
- Inform the Trust's Executive Team via Director of Education
- Appropriately debriefing the school community
- Attempting to maintain normal school routines
- Making appropriate plans for attendance at funerals and memorials
- Monitoring the wellbeing of staff and pupils, particularly those directly involved in the incident
- Expressing sympathy to the families of those involved
- Identifying vulnerable staff and pupils, ensuring they are aware of the support available to them

- 9.2. In the medium term, the school's aims include the following:

- Making arrangements for pupils involved to return to school
- Arranging alternative teaching, where necessary
- Providing support to staff members and pupils affected
- Arranging consultations with educational psychologists, where necessary

- Clarifying support arrangements and referring pupils for individual help, if appropriate
- Keeping parents updated and informed

9.3. In the longer term, the school's aims include the following:

- Introducing support systems to continuously monitor vulnerable pupils and staff members
- Discussing how to mark anniversaries
- Ensuring all staff members, including new staff, are aware of pupils affected by the incident
- Acting sensitively to pupils' needs
- Ensuring pupils and staff members know how to obtain further help
- The Trust will support the Headteacher, as required, and provide appropriate coordination.

10. Post-incident support

- 10.1. Staff members will strive to create a welcoming atmosphere in which pupils can openly discuss life events, including when critical incidents occur.
- 10.2. Following a critical incident, staff members will consult with the parents of pupils involved regarding how best to support the pupil, ensuring that their needs are taken into account.
- 10.3. Counselling will be offered to pupils and staff who were involved in, or witnessed, a critical incident.
- 10.4. Topics including bereavement, stress and safety will be covered as part of the curriculum.
- 10.5. The **critical incident management team** will lead debriefing meetings for staff members, pupils and parents, as well as for the wider community where appropriate.
- 10.6. The need for individual or group support will be assessed by **class teachers** in the period following a critical incident.
- 10.7. Where necessary, the school will liaise with parents regarding a phased return to school for pupils involved in a critical incident.
- 10.8. Information regarding the support being accessed by staff members and pupils will be treated as personal data and processed in line with the school's **Data Protection Policy**, transferring information to external agencies where necessary.

11. Media relations

- 11.1. All communication between the school and the media will be conducted via the ATLP Head of PR and Communications.
- 11.2. All information given to the media is done so through a single reliable source.
- 11.3. All statements will be agreed by the ATLP Head of PR and Communications and the CEO before going to the press.
- 11.4. Pupils will not be named during communication with the press unless parental consent has been sought.
- 11.5. Personal information regarding staff members, pupils and visitors will be kept confidential and treated in accordance with the school's GDPR Policy.
- 11.6. Details of the critical incident which may be harmful to investigations into the incident or which reveal personal information will be treated as confidential.
- 11.7. Staff members will be made aware not to talk off the record to the media and will refer all enquiries to the headteacher and the, critical incident management team, specifically the ATLP Head of PR and Communications.
- 11.8. The school will strive to liaise and co-operate with the media by answering any queries, as appropriate. The ATLP Head of PR and Communications to be contacted in the first instance regarding media enquiries. Schools should not talk to the media directly whenever possible without liaising with the ATLP Head of PR and Communications.
- 11.9. All statements given to the press will be factual.
- 11.10. The school will aim to reassure the public and demonstrate control of the situation, as well as counter any dangerous rumours or gossip.
- 11.11. Social media will be monitored and co-ordinated by the ATLP Head of PR and Communications. School and ATLP posts will share consistent messages. The ATLP Head of PR and Communications may manage social media posts on behalf of the school and will need access to passwords and permissions. An ICT staff member will be on hand and easily contactable to deal with any ICT issues (e.g. website crash/access to social media in case filters are blocked).
- 11.12. Child protection and safeguarding measures will be taken when reporting about pupils.
- 11.13. Parental permission will be sought prior to any press interviews with pupils.
- 11.14. Times of press releases will be pre-agreed in order to avoid continuous pressure. Regular social media updates to be managed by the ATLP Head of PR and Communications.
- 11.15. Where appropriate, a pre-prepared statement containing basic information about the school and the school's procedures will be used. Updates on ATLP websites will be made by the ATLP Head of PR and Communications in

conjunction with ICT team. School to update its website messages in co-ordination with the ATLP Head of PR and Communications and the ICT team.

11.16. The critical incident management team will ensure that any media access to the site, staff and pupils is controlled. If necessary, a suitable and dedicated room should be allocated for any media briefings/interviews, with access to wi-fi and technical equipment.

12. Handling complaints

12.1. **Name of school** recognises that the occurrence of a critical incident is a sensitive subject.

12.2. Complaints or concerns regarding the school's critical incident arrangements should be made in accordance with the school's **Complaints Procedure Policy**.

12.3. The school will continuously work to address and resolve concerns, ensuring that critical incidents are dealt with in line with the law, as well as in a sensitive and supportive manner.

13. Monitoring and review

13.1. This policy will be reviewed on an **annual** basis by the executive team in conjunction with the **headteacher** and **critical incident management team**. **The policy will be approved by the Trust Board; any changes made to the policy will be communicated to all staff.**

Initial Action Form

In the event of a critical incident, this form should be completed by whoever receives the alert in order to gather as much information as possible.

Name of the person informing about the incident:	
Emergency procedure carried out:	
Alert raised by:	
Details of the incident:	
Number of people involved:	
Details of staff members at the scene:	
People who have been informed:	
Exact location of the incident:	
Number of casualties and injuries:	
Details of any casualties and injuries:	

Action taken so far:	
Assistance needed:	
Form completed by:	
Job role:	