

CHRIST CHURCH C of E PRIMARY SCHOOL

Critical Incidents Plan



1. Introduction

There are a number of important factors in successfully managing a critical incident:

- Prior planning – so the school is prepared.
- Clear responsibilities and flexible procedures.
- Ready availability of relevant information and support.
- A clear understanding of the resources that can be deployed to help a school manage and recover from a critical incident.

2. Definition

2.1 A critical incident may be defined as any unexpected occurrence which has a major impact upon the school, which is likely to cause serious disruption to the running of the establishment and/or which is likely to result in significant public or media attention.

2.2 The risks for a school are to:

- the pupils and the staff
- the buildings, premises and grounds
- the systems and services without which the school cannot function effectively

2.3 The sort of incidents that can affect a school may include:

- The death / suicide of a pupil or member of staff
- A serious accident to a pupil or member of staff on the premises or in the immediate vicinity or on a school visit or journey
- An outbreak of a serious communicable disease e.g. meningitis, E-coli or flu pandemic.
- Severe weather
- Asbestos contamination
- Major fire, flood or explosion
- A bomb threat
- Release of hazardous substances near or on the premises
- A significant physical threat to pupils or staff by a parent or member of the public
- Hostage taking or abduction.
- Serious terrorist threat/incident in Greater London Area.

3. Major elements in drawing up the Plan for dealing with critical incidents

The Plan is prominently displayed in the school office, with a duplicate copy kept off site at the home of the Chair of Governors. There are copies with the Site Manager and in the Foundation Unit.

3.1 Essential roles

- The Headteacher is responsible for completing and maintaining the Critical Incidents Plan. This person will review the Plan at least once annually, and review key contact information so that it is kept up to date.

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- The Incident Managers at Christ Church are:

The Headteacher – Elena Print, the Deputy Headteacher – Sarah Harry, Site Manager – Lee Crocker and the Chair of Governors – Keith Bridges. The Headteacher will be the initial or main point of contact with the LA and take the lead responsibility for managing all aspects of the relevant incident in the event of a crisis. The Incident Managers' names are clearly stated in the Plan and all staff and governors know who they are.

- The Incident Manager will form a team of people to manage a crisis. The role of the LA is to:
 - give immediate support, guidance and advice to the Incident Manager
 - supply relevant technical expertise and advice
 - manage the press and the media
 - provide information
 - subsequently support the school to recover after the incident.

The LDBS may also offer this or similar support and must be informed of any major incident.

3.2 Checklists of information for responding to a crisis. See Appendix 1 and 2

- Back-up copies of essential information are stored securely off-site at home of Elena Print, Headteacher. Admin data is backed up on external hard drive also stored securely.
- There is a "Critical Incidents Pack" hanging on the coat rack in the office, and another in the Foundation Unit. It contains a copy of this document, a reminder of the instructions for contacting parents, rubber gloves and a torch. In the event of an evacuation, the office and foundation staff will bring this pack with them, as well as the school registers and visitors books.

3.3 Procedures for responding to Critical Incidents

Note that Christ Church and Foulds (020 8449 2714) schools have a mutual agreement to house each other in the event that children need to be evacuated away from the school site. An alternative venue would be the parish church (020 8449 0832/0942). Children will walk to the alternative site, escorted by staff. If a separate assembly point is required for parents, the church will be used.

If Foulds children are evacuated to Christ Church, they will initially be accommodated in the Hall/Studio. If further rooms are required, this will be arranged in consultation with staff from both schools.

- #### 3.3.1
- In the event of an incident, and after they have ensured that all children, staff and visitors are as safe as possible (or that another responsible person is ensuring this), the Incident Manager will action in the following order:

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- call the emergency services and / or other agencies as appropriate
- phone the LA to seek support
 - Monday to Friday 9.00 – 5:15 pm, 020 8359 7045/7615
 - At all other times and weekends, 020 8359 2000
- inform the Chair of Governors
- phone the London Diocesan Board for Schools 020 7932 1100
- gather information on the incident – what it was, where and when did it happen, which persons were involved and why it possibly happened
- identify, if necessary, a central liaison point. Whenever possible this should be the school office. Ideally the liaison point should have telephone, fax and email facilities.

These procedures will apply in the event of the following:

3.3.2 Death of pupil or member of staff

- Make safe [if possible] the hazard so others are not harmed or in danger
- Preserve any evidence of the cause of the incident
- Contact parents / carers / next of kin
- Arrange counselling
- Inform the school's Health and Safety Officer – Elena Print
- Inform the Health and Safety Executive (by phone) and complete a RIDDOR report within 7 days and copy it to the Health and Safety Manager

3.3.3 Serious accidents or illness

- If a parent is unavailable to meet the pupil at hospital, the accompanying member of staff should act 'in loco parentis', including giving permission for treatment – subject of course to any known parental wishes e.g. Jehovah's Witnesses
- The child's most recent medical form must be checked for any relevant information
- Complete entry in Accident Book [legal requirement for staff accidents]
- Inform the Local Authority Health and Safety Manager
- Inform the Health and Safety Executive (by phone) and complete RIDDOR report within 7 days and copy it to the Health and Safety Manager

3.3.4 Assaults on staff by parents or members of the public

- Try to identify the assailant but do not detain by force
- Phone police if assailant cannot be stopped (999) or if assault is serious (999 or 101)
- Collect and retain names of any witnesses and prepare witness statements
- Complete and return the LA's Accident/incident report and for major incidents the "Harassment and Violence at work: Major Incident Report Form"

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3.3.5 Bomb threats

The person receiving the call should keep the caller talking for as long as possible, while alerting another member of staff to organise evacuation, etc - ask for details of where the bomb is, when it will go off, what it looks like.

Also, why the bomb has been planted, and by whom, and if they have a codeword. These details are useful in determining whether or not the threat is real, and should be written down and passed to the police, together with their impressions of the age, sex, and mental state of the caller, and any background noise that would help identify where the caller was.

- Confirm with staff and the police that the building is empty
- Do not re-enter the building without clearance from the emergency services
- If it is unsafe to re-enter the building, children will remain at the far end of the school field, weather permitting. If necessary, children may be moved to Foulds School, to be kept safe and warm until parents can collect them.

3.3.6 Emergency school closure

- Ensure adults are available at home or they can collect the child. If not then the child should remain at school or in a supervised safe place. This could be another school or Church.
- Liaise with transport officers of any SEN pupils and make any necessary arrangements
- Give written reasons for closure to parents / carers as soon as possible
- Plan for reopening school and communicating with parents / carers

3.3.7 Managing information

In the immediate aftermath of an incident or crisis it is possible that the school will be inundated with incoming calls from anxious parents and others – including the media. Staff dealing with these calls such as office staff should liaise with the Communications Unit (see 4.2) and provide an agreed, factual statement along with a reassurance that appropriate actions are being undertaken. Staff should keep a note of all conversations. A separate dedicated line(s) may be needed for outgoing calls – mobile phones are clearly very suitable.

- The school's text and email service will be used if appropriate to give information to parents and staff.

4. Working with the media

4.1

- In the case of a major incident the media will become involved very quickly. In many situations where the emergency services are involved the police will take the lead on dealing with the media. Nevertheless reporters may press the school for information, views and comments.
- The media will not go away and cannot be ignored. The media will become a problem in their own right if they are left to seek out information for themselves, will distract staff and disrupt the work of the school. All enquiries will be referred to the Media Relations Manager of the Communications Unit within Barnet Council's Chief Executive's Office.

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This unit operates a 24 hours a day, seven days a week service and they will deal with any enquiries from the media.

contact telephone numbers - 9:00am - 5:15pm 020 8359 7039
- [out of hours service] 07500 050 278

- 4.2 The Communications Unit will allocate a named and dedicated press officer to the school who, amongst other things, will:
- advise the Incident Manager on news and information management
 - field and respond to media enquiries
 - draft press statements and releases
 - supervise and manage journalists on site where the situation arises.
- 4.3 There have been occasions where schools have been 'doorstepped' by TV cameras seeking to get information from staff and / or parents. In this situation we will contact the Communications Unit at the earliest opportunity for advice and support and the journalist will be politely and firmly referred to the Communications Unit.

5. Recovery planning

Once an immediate crisis has been addressed, the school will need to activate a recovery programme to start the process of returning to some sort of equilibrium as soon as possible. For major incidents, we will set up a recovery team, which will be assisted by the local authority, the LDBS and the council.

The range of issues that may need to be addressed in a recovery programme is varied but may include:

- ways of communicating to staff, parents and children
- formal and informal recognition and rituals
- support for staff and pupils, which may include therapeutic help
- support for the Incident Managers and the recovery team
- the curriculum implications – timetabling, staffing etc
- buildings issues (perhaps in the case of a major fire)
- policies and procedures implications.

An impact assessment will be carried out, with the support of council officers, and then a recovery programme will be drawn up.

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6. Useful publications

- L.B. Barnet, Corporate Health, Safety and Welfare Policy
- L.B. Barnet, 'Requirements for Educational and Recreational Visits 2008' LCOP 11
- L.B. Barnet, "Fire precautions in educational establishments" LCOP 14
- L.B. Barnet, 'Reporting of Accidents, Incidents and Dangerous Occurrences' LCOP 4
- L.B. Barnet, 'First Aid Arrangements in Schools' LCOP 5
- L.B. Barnet, 'Infection Control' LCOP 7
- L.B. Barnet, Managing Violence at Work LCOP 23
http://www.barnet.gov.uk/WorkingWithChildrenInBarnet/info/30010/local_codes_of_practice
- Department of Education advice, found at
<http://www.education.gov.uk/aboutdfe/advice/f00191759/departamental-advice-on-health-and-safety-for-schools>

Useful websites include:

- www.barnet.gov.uk
- http://www.barnet.gov.uk/WorkingWithChildrenInBarnet/info/30007/report_it
- www.hse.gov.uk
- www.riddor.gov.uk

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Appendix 1

Key Contacts

Incident Managers	Names and contact details
Headteacher	Mrs Elena Print Home tel: 020 8440 7126 Mobile: 07761 232103
Deputy Headteacher	Mrs Sarah Harry Mobile: 07960 932447
Chair of Governing Body	Mr Keith Bridges Home tel: 020 8440 6784 Mobile: 07860 207420
The Site Manager	Mr Lee Crocker Mobile: 07753 440185
Key holder and emergency key holder	Key holder: Mr Lee Crocker Emergency key holder: Mrs Elena Print
Emergency Services Police, Fire and Ambulance	999 and ask for the particular service(s) 101 for police if immediate danger has passed
Safer Neighbourhood Team	020 8721 2846
Health Protection Agency (London NE & NC)	020 7759 2860 e mail: necl.team@hpa.org.uk (out of hours 07623 541417)
LA Schools Information Team 9:00am – 5:15pm (5.00pm Friday)	020 8359 7045/7615
LA out of hours emergency service	020 8359 2000
Media [Barnet Communications Unit] <ul style="list-style-type: none"> • 9:00am – 5:15pm • out of hours service 	020 8359 7039

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Learning Network Inspector	Katie Dawbarn 07920139460
L.B. Barnet Health and Safety Manager	020 8359 7960
Children's Service Lead H&S Consultant	020 8359 7955
Insurance	LA: 020 8359 7179 / 7198 LDBS: 020 7932 1100
School Human Resources Advisor	EPM: 01480 431993
LBB Duty desk	020 8359 4066
London Diocesan Board for Schools	020 7932 1100

Emergency Contact Details

Hard copies of all parental contacts (including emergency contacts) are kept in the school office. Parental contact information is also held securely online in the school database (Integris). Most parents have signed up to the school text service, which is also available online (and its accuracy checked regularly). The Incident Managers have access to the school text service, as do the school office staff. Only the office staff are trained to use Integris, but in an emergency the LA staff could access it on our behalf, as could office staff at most other schools (the Incident Managers know the passwords needed to access the system).

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Appendix 2

Essential Information

	Notes
An up to date list of emergency contacts for all children and staff	<p>To be immediately available for the Incident Manager. Also accessible at any location – Integris G2</p> <p>To be on hardcopy and on computer (with secure online storage) in case the records become destroyed by fire / flood on the school premises)</p>
School visit and journey lists	Details of names, addresses, location and contact details for all pupils and staff on school visits and journeys will be left in school for each trip. 1 copy for trip leader. Significant medical information relating to the above will be taken on each trip; standard medical information will be retained in school.
Premises site plans including hazardous substance storage locations, gas, electric and water control positions	<p>Left in school office or Elena Print – Headteacher</p> <p>Lee Crocker – Site Manager</p>
Copy of school asbestos survey	Kept by Elena Print and Lee Crocker
School bank details, account number and sort code.	Can be obtained from school office or Finance Department LBBarnet 020 8359 2000