



Deanshanger Primary School Critical Incident Plan

This policy works in conjunction with the school's adopted Northamptonshire County Council's (NCC) Critical Incident Policy. It includes -

- NCC Record Sheet (Appendix 1 pages 10, 11, 12)
- Contact Sheets (Appendix 2 pages 13 and 14) and held separately when complete
- Business Continuity Strategies (Appendix 3 pages 15 and 16)
- Internal School Incident Evaluation Form (Appendix 4 pages 17, 18 and 19)
- Emergency Procedure for Critical Incidents (Appendix 5 – held separately)

These and additional support materials can be found here -

http://www3.northamptonshire.gov.uk/councilservices/children-families-education/schools-and-education/information-for-school-staff/management-and-administration/emergencies-in-schools/Pages/school_emergency_plans_procedures.aspx

Due to the nature of the subject area, this policy is not exhaustive. It should be noted that there will be times when the course of action chosen will not be exactly the same as that outlined – reactive and professional responses to situations will always be based on the situation in hand.

Definition of a School Critical Incident:

An incident becomes a critical incident when it constitutes a serious disruption arising with little or no warning on a scale beyond the regular coping capacity of the school operating under normal conditions, and requiring the assistance of the Emergency Services and/or Northamptonshire County Council and others. It is one when an immediate response is required to handle the needs of any or all school stakeholders and/or members of the community. It may require school closure.

Where there has been a death or serious injury arising through interpersonal violence, this will constitute a Critical Incident, regardless of the perceived capacity of the school to cope.

The incident or event may be unanticipated, imminent or in progress. It may occur on the school property, in the local community or out of the school area (e.g. a school trip).

What counts as a Critical Incident?

In School:

- a deliberate act of violence, such as the use of a knife or firearm
- hazardous incident e.g. a school fire, explosion, discovery of potentially dangerous substances such as asbestos, or flood
- a pupil or teacher being taken hostage
- the destruction or serious vandalism of part of the school
- the death of a pupil or member of staff
- allegation or actual incidents of abuse against pupils or staff

Outside School:

- a traffic accident involving pupils and/or members of staff

- the death of a pupil or member of staff
- a more widespread disaster in the community
- death or injuries on school journeys or excursions
- civil disturbances and terrorism
- abductions or disappearances

Planning for an incident:

It is important that the school knows which people should be immediately contacted following an incident, what information is available and where this stored. The Policy will name the people who will assume key roles (**Critical Incident Team**) and the information and procedures that will need to be in place.

The Critical Incident Team has responsibility for ensuring that procedures are properly addressed, communication is clear and concise, emotional support is provided and decisions are mutually agreed at times of high emotion and that if the Headteacher is the subject of the incident, then the response mechanism should proceed effectively. If the incident subsequently involves legal action, a precise response to the incident should be known and be able to be verified by more than one person.

The Critical Incident Team will consist of:

- Head teacher
- One or more members of the Senior Leadership Team
- Chair of Governors / Vice Chair of Governors
- Business Manager
- Site Supervisor
- Admin staff (as appropriate)

The Head teacher is also likely to seek professional support from the school's assigned Senior School Improvement Manager and cluster Head teachers (see Appendix 5).

The Critical Incident Team will have access to this policy and the appendices, and will follow the Critical Incident Plan as needed. Deanshanger Primary School has full Critical Incident Support through Northamptonshire County Council and further support and advice can be found on www.northamptonshire.gov.uk/emergenciesinschools

EMERGENCY PLANNING DUTY OFFICER
07885 292851 or 07624 911810
PAGER: 07659 145277

Incident Action Plan

Phase 1 - Immediate Actions

Actions 1 - 8 should be undertaken straight away. The order in which these actions should be undertaken will be determined by the needs of the situation. At all times, the situation should dictate the course of action and professional judgement is paramount. A certain level of confidentiality will be required by the Critical Incident Team and all deeply involved – this includes governors and staff as the information shared is likely to be very sensitive. Following external guidance, full information might not be shared with all stakeholders until a later time. This needs to be deeply respected to avoid panic, distraction from the handling of the incident itself and to ensure communication is coming clearly from a single source i.e., Head teacher and/or another members of the Critical Incident Team.

Action 1 Assess continuing risk and ensure safety of all children and adults. If required contact emergency services 'Dial 999'

Action 2 Obtain information about incident and open a log (as provided by NCC)

Action 3 Implement the School's critical incident plan

Action 4 Contact the Northamptonshire Emergency Planning Duty Officer

Action 5 Mobilise as many member of the School Critical Incident Team as possible.

Action 6 Contact families of pupils, adults and staff involved or impacted by the incident.

Action 7 Brief staff, governors, pupils, parents/carers and other members of the school community.

Action 8 Consider School closure and fill in the appropriate form to initiate this.

Phase 2 - Managed Response

Action 9 Plan Management of Incident

Action 10 Set up arrangements to deal with enquiries and media

Action 11 Make arrangements to support children and adults

Phase 3 - Restoration to Normality

Action 12 Make arrangements for personal effects, registers and area of school affected

Action 13 Make arrangements for expressions of sympathy and/or acknowledgement of what has happened

Action 14 Plan for return to school of those involved in the incident

Action 15 Plan memorials and commemorations

Phase I - Immediate Actions

Action 1

Assess continuing risk and ensure safety of all children and adults. If required contact emergency services 'Dial 999'

- Deploy school first aiders, if necessary.
- Account for all pupils and staff.
- Report anyone missing to the Police or other emergency services.

Action 2

Obtain information about incident and open a log (as provided by NCC)

Appendix 1

http://www3.northamptonshire.gov.uk/councilservices/children-families-education/schools-and-education/information-for-school-staff/management-and-administration/emergencies-in-schools/Pages/school_emergency_plans_procedures.aspx

Collate as much information as possible in the log. Information should include the following:

- Overview of incident/description.
- When and where incident occurred.
- Names of children and adults involved in the incident including those who witnessed it.
- If the incident is a crime scene consider preserving the scene and identify witnesses and/or potential offenders.
- Nature of any injuries/fatalities sustained.
- Hospitals where injured have been taken.
- Names of adults with injured children/adults.
- Actions undertaken by emergency services, including arrangements for caring for children/adults who do not require hospital treatment.
- Locations of the uninjured.
- Remaining hazards at the scene.
- Collect relevant pupil/staff lists and contact numbers as appropriate.
- Control the escape of inappropriate / inaccurate information via mobile / public phones from within the group.
- Not all this information may be available; however this should not cause a delay in moving to the next action.

Action 3

Implement the School's critical incident plan

- Person(s) with lead responsibility to be released from all duties.
- Collect School Critical Incident Plan.
- Set up the pre-determined 'operations room' for the co-ordination of the incident.
- Establish an independent telephone line (e.g. mobile, borrowing phone line in a nearby building).

Action 4

Contact the Northamptonshire Emergency Planning Duty Officer –

EmergencyPlanning1@northamptonshire.gov.uk

EmergencyDutyTeam@northamptonshire.gov.uk

EMERGENCY PLANNING DUTY OFFICER
07885 292851 or 07624 911810
PAGER: 07659 145277

- Phone the Emergency Planning Duty Officer, providing the information collated under action 3.
- The Emergency Planning Team will co-ordinate a response from all services under the local authority.
- Advise the Emergency Planning Duty Officer of any specific requirements of assistance or support that are known.
- Confirm the contact details of the single point of contact from the school.
- The Emergency Planning Duty Officer should be the single point of contact for the school and all communications should be made via them.
- The Emergency Planning Team will inform associated schools that could be directly affected by the incident.
- Keep in regular contact with the Emergency Planning Duty Officer and provide updates particularly if the situation changes.

Action 5

Mobilise as many member of the School Critical Incident Team as possible. There should be no delay and operations should begin even if not all members of the team are immediately contactable.

- Brief the team.
- Clarify tasks, make plans and assign roles.
- Set up timetable of meetings, albeit likely to be very informal, to review management of incident.
- Contact police (if deemed necessary)
- Set out first meeting (refer to Resource Sheet 4: Critical Incident Management team Agenda)
- Identify how senior staff, including the Head teacher, will be supported.

Action 6

Contact families of pupils, adults and staff involved or impacted by the incident.

- Designate key member(s) of staff to make contacts and liaise with the Police.
- Ensure that persons making contacts are fully briefed with written guidance on the situation.
- If this is a Police led incident then contact with families should be agreed by both parties.
- Maintain a record of contacts to avoid confusion and distress through duplication of contacts

and to ensure that nobody is missed out.

- Establish and offer useful telephone numbers, either for support or for more information.
- Check that families/parents are not left alone in distress, suggest that they make contact with other relatives/neighbours and deploy additional staff, as required and available, to provide a high level of emotional support.
- Where appropriate, give advice to parents and families (in line with the county council's media advice) on responding to contacts from the media.
- Where a parent or family cannot be contacted, consider asking the Police to visit the home.

Action 7

Brief staff, governors, pupils, parents/carers and other members of the school community.

- Contact and brief chair of governors, request that he/she inform all other governors.
- Hold briefing meetings or communicate via phone, text or email for all teaching and non-teaching staff. Keep staff informed and updated particularly when there is a change in the situation. Communication should be concise.
- Issue a prepared statement for all parents (in conjunction with SLT, where possible, and Chair of Governors) – use school website, ParentMail, letter or text whichever seems most appropriate to the situation.
- Inform all pupils in the most appropriate way at a time that suits the situation.
- Identify pupils, adults and staff who are absent. Make appropriate arrangements for them to be briefed.

Action 8

Consider School closure and fill in the appropriate form to initiate this.

<http://www3.northamptonshire.gov.uk/councilservices/children-families-education/schools-and-education/information-for-school-staff/management-and-administration/emergencies-in-schools/Pages/reporting-a-closure-to-your-school.aspx>

Where this is the case, local radio stations should also be informed to help spread information in the quickest possible time frame. Posters should also be made to display on the school gates and windows. On the day of school closure, a member of the SLT should be available on the school gate, wherever possible, to support clear communication.

Radio station alerts

It is not always possible to display closure information on the website. In those circumstances schools will then ensure that the radio stations below are notified:

- BBC Radio Northampton - 104.2 & 103.6 FM (01604 239100)
- Heart Radio in Northamptonshire (formerly Northants 96) - 96.6 FM and Heart Radio in Milton Keynes (01582 676200)

Phase 2 - Managed Response

Action 9

Plan Management of Incident

- The school's Critical Incident Team should liaise with the Emergency Planning Duty Officer, Critical Incident Response Team, Police and other agencies as appropriate.
- Review actions so far, clarify tasks, assign roles and make further actions accordingly.
- Ensure that school and other agencies' actions are properly coordinated.
- Establish timetable of meetings, albeit likely informal, to review the management of the incident.
- Clarify criteria for withdrawal of outside agencies at appropriate stage.
- Access further advice from the emergency services if required.

Names of those involved in the incident should not be released or confirmed to the media or other callers until the statutory authorities (e.g., police) have confirmed the identity and the parents and families have been informed and have given permission. Likewise, it might be suggested that potentially difficult or sensitive information is withheld until investigations have been completed.

Action 10

Set up arrangements to deal with enquiries and media

- All media contacts should be directed to or dealt with in line with advice from the County Council's Communications team.
- Advise the Emergency Planning Duty Officer if you require any assistance or advice.
- Consider providing those answering the phone with a written statement as to what it is appropriate for them to say. (see notes in Action 6)
- Caution staff about talking to the media and parents when information is still unclear or sensitive.
- Organise additional staff to deal with phone enquiries and people coming to the school as necessary.
- Designate areas for parents, media, others.
- Ensure that the incident log includes a record of all telephone calls made and received and any actions taken.

Action 11

Make arrangements to support children and adults

- Identify those children, adults and staff who are most likely to be in need of support.
- Arrange for school staff/support agencies via the Emergency Planning Duty Officer, including the critical incident response team to provide support.
- It is good practice to inform and/or seek consent from parents/carers where there may be interaction with an outside agency.
- Ensure that pupils, adults, staff and parent/carers are aware of the support arrangements the school is making, at the appropriate time, and how these are accessed.
- Consider setting aside and staffing an appropriate area for children who are becoming too distressed to continue with their lessons.

- Consider setting aside and staffing a further area for people coming into school who are distressed.
- Try to maintain 'normal' school routines wherever possible.
- Consider holding a staff briefing with support agencies to discuss appropriate management strategies for distressed children.
- Plan how to manage distress that may be caused by ongoing police/legal proceedings and media attention.
- Give children permission individually and collectively to discuss what has happened and their reactions.
- Consider putting on a special class session or assembly to give pupils information about the grieving process and to enable them to talk through their experiences.
- Plan appropriate support for staff to enable them to cope with children's questions and discussion.
- Ensure that all staff including those coordinating the school's response do not neglect their own need for support.
- Schedule staff coordinating the school's response to be 'off duty'.
- Ensure staff are alert to physical and/or emotional change or any other signals of distress among staff as well as children.
- Refer staff, adults and, with parental consent, children to outside agencies for external or internal support e.g., Learning Mentor.

Action 12

Make arrangements for personal effects, registers and area of school affected

- In discussion with parents/families, and, if necessary the Police, decide what to do with the personal effects of the individuals who have been affected.
- Consider discussing with relevant class members what would be appropriate to do with work books (including work as part of any displays), desks, books, lockers, etc., belonging to individuals who have been affected.
- Make arrangements to adjust class registers, rotas, any other pupil listings accordingly.
- Make appropriate arrangements for the part of a school where the incident occurred.

Phase 3 - restoration to normality

Action 13

Make arrangements for expressions of sympathy and/or acknowledgement of what has happened. This should be based on final and confirmed information and the team should be careful not to rush into this before accurate information is at hand as this could be incredibly insensitive / disruptive.

- Make arrangements to express support/sympathy to families, children and adults who have been affected.
- Make arrangements to support the plans that the family may have for a memorial.
- Make plans for attendance at funerals. Find out if school representatives are welcome. Ensure that school representatives feel able to cope with these tasks.
- Make arrangements for someone from school to visit those who have been affected.

- Consider sending cards and messages from children and staff to children, adults and staff affected.
- Consider organising a special assembly/service to collectively acknowledge what has happened and how the school is coming to terms with this.
- Consider involving local religious leaders.
- Consult with families of individual affected.
- Consider setting up an area in the school where writing, art work or other mementos can be dedicated to individuals affected.

Action 14

Plan for return to school of those involved in the incident

- Home visit by class teacher/member of staff to discuss arrangements for return e.g. visits, part time attendance, etc.
- Planned support for emotional needs from the Learning Mentor or class teacher e.g. how to cope with the comments and questions of other pupils, permission to remove themselves from lessons to go to an agreed place if they are becoming distressed, etc.
- Support for possible physical needs e.g. mobility difficulties, disfigurements, etc.
- Rota of home visits from school friends.
- Where appropriate, organise work to be sent home prior to return.
- Brief staff and children on how best to support individuals returning to school. Involve outside agencies to support this as required.
- Arrangements to differentiate work, manage class work, special arrangements for any upcoming exams.
- Adjust working arrangements for staff returning to school.
- Health and safety checks on school premises based on initial incident e.g., air tests
- Share NCC age appropriate Critical Incident leaflets.
http://www3.northamptonshire.gov.uk/councilservices/children-families-education/schools-and-education/information-for-school-staff/management-and-administration/emergencies-in-schools/Pages/school_emergency_plans_procedures.aspx

Action 15

Plan memorials and commemorations

- Consider an appropriate memorial, taking into account the wishes of those who were involved or bereaved e.g. special garden, tree, furniture, painting, sculpture, photograph, memorial prize.
- Appeals and donations – seek advice from the British Red Cross (via the Emergency Planning Team).
- Discuss how to mark anniversaries e.g. commemorative service/assembly, concert, display, etc.
- Brief staff who subsequently join the school about the incident, also about the long term emotional needs of children and staff affected by it.

Important Additional Information

Throughout the handling of a critical incident, it is inevitable that the community will use social media to share thoughts, concerns, offer condolences, speculate etc. It is important that the

Critical Incident Team, governors and staff, do not get distracted by this and instead keep fully focused on the course of action required and supporting the needs of those directly involved in the incident itself and supporting the Critical Incident Team. Where necessary, the Head teacher should be made aware of pertinent posts to avert distress, but the handling of the situation itself is far more important.

Appendix I

School Incident Form and Incident Management Situation Report

Use this form to record initial information received on the incident and to log situation updates.
This form should be started as soon as possible, and all boxes completed.
New or updated information on this form should be entered in RED so those receiving a copy will know what is new or has changed.

CALL INFORMATION

Date: → Time: → Your Name:

↓

Name of School(s):

↓

INCIDENT DETAILS

Description: detail nature of incident; names of any pupil(s) involved, including age; names of siblings attending or having just left NCC schools, colleges or institutions and the name of that school, college or institution; if individuals affected are adults, note the time they have been at the school, links to other schools and any precursors (e.g. illness, absence from work and length of time)

How were you made aware of the incident?

IS IT A CRITICAL INCIDENT?

Is it an incident requiring immediate action or is there significant disruption to day to day operation of the school?

No Yes → Date and Time declared critical:

↓

Are there any casualties or fatalities?

Have the emergency services been called?

Is the incident currently affecting school activities? If so, which areas?

What is the estimated duration of the incident?

What is the actual or threatened loss of staff/pupils?

1 – 20% 20 – 50% Over 50%

Has access to the whole site been denied? If so, for how long? (provide estimate if not known)

Which work areas have been destroyed, damaged or made unusable?

Is there evidence of structural damage?

Which work areas are inaccessible but intact?

Are systems and other resources unavailable? (include computer systems, telecoms, other assets)

If so, which staff are affected by the ICT disruption and how?

Have any utilities (gas, electricity or water) been affected?

Is there media interest in the incident? (likely of actual)

Does the incident have the potential to damage the School's reputation?

Other relevant information?

**IN AN EMERGENCY SITUATION CONTACT THE NCC
EMERGENCY PLANNING DUTY OFFICER**

07885 292851 or 07624 911810

PAGER: 07659 145277

The Duty Officer will be able to advise and coordinate NCC services

Appendix 2 Contact Telephone Numbers

Emergency contacts to be included in a School Emergency Plan and updated accordingly:
This information should be regularly checked and updated accordingly.

Deanshanger Primary School's Critical Incident Team

Role	Name	Telephone Number(s)
Head Teacher		
Senior Leadership Team		
Site Manager		
Chair of Governors		
Business Manager		
School Admin		
Senior School Improvement Manager		

Northamptonshire County Council

Name / Service	Telephone Number(s)
Emergency Planning Team (in the event of an emergency)	Office Hours: 0300 126 1012 Out of hours: Mobile: 07885 292851 Mobile: 07624 911810 Pager: 07659 145277
Education Psychology Team Northampton Daventry and South West Kettering and Corby Wellingborough and NE Out of hours:	01604 630082 01604 630082 01604 361416 01604 361416 07921 941147 / 07912 187319

Dioceses

Church of England	01604 887006
Roman Catholic	01604 715635

Local Services and Organisations

Children and Young Person's Bereavement Service (Northampton General Hospital)	01604 545131 Fax 01604 544824
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Youth Counselling Services in Northamptonshire

Chat (Oundle / Thrapston)	01832 274422
Green Door (Corby)	01536 403738
Kettering Youth Information	01536 510089
The Lowdown (Northampton)	01604 622223
Service Six (Wellingborough)	01933 266602
Time to Talk (Daventry)	01327 706706
Victim Support	01604 603477 0845 303 0 900

Business Continuity Strategies

ARRANGEMENTS TO MANAGE A LOSS OR SHORTAGE OF STAFF OR SKILLS

	Please add/amend/delete as appropriate	Further Information (eg Key contacts, details of arrangements, checklists)
1.	Use of temporary staff eg Supply Teachers, Office Staff etc	
2.	Multi-skilling and cross-training to ensure staff are capable of undertaking different roles and responsibilities, this may involve identifying deputies, job shadowing, succession planning and handover periods for planned (already known) staff absence eg maternity leave	
3.	Using different ways of working to allow for reduced workforce, this may include: <ul style="list-style-type: none"> • Larger class sizes (subject to adult and child ratios) • Use of Teaching Assistants, Student Teachers, Learning Mentors etc • Virtual Learning Environment opportunities • Pre-prepared educational materials that allow for independent learning • Team activities and sports to accommodate larger numbers of pupils at once 	
4.	Suspending 'non critical' activities and focusing on your priorities	
5.	Using mutual support agreements with other Schools	
6.	Ensuring Staff management issues are considered i.e. managing attendance policies, job description flexibility and contractual requirements etc	

ARRANGEMENTS TO MANAGE DENIAL OF ACCESS TO YOUR PREMISES OR LOSS OF UTILITIES

	Please add/amend/delete as appropriate	Further Information (e.g. Key contacts, details of arrangements, checklists)
1.	Using mutual support agreements with other Schools	
2.	Pre-agreed arrangements with other premises in the community i.e. Libraries, Leisure Centres, Colleges, University premises	
3.	Virtual Learning Environment opportunities	
4.	Localising the incident e.g. isolating the problem and utilising different sites or areas within the School premises portfolio	

5.	Off-site activities e.g. swimming, physical activities, school trips	
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ARRANGEMENTS TO MANAGE LOSS OF TECHNOLOGY / TELEPHONY / DATA / POWER

	<i>Please add/amend/delete as appropriate</i>	Further Information (eg Key contacts, details of arrangements, checklists)
1.	Back-ups of key school data eg CD or Memory Stick back-ups, photocopies stored on and off site, mirrored servers etc	
2.	Reverting to paper-based systems eg paper registers, whiteboards etc	
3.	Flexible lesson plans	
4.	Emergency generator eg Uninterruptible Power Supply (UPS)	
5.	Emergency lighting	

ARRANGEMENTS TO MITIGATE THE LOSS OF KEY SUPPLIERS, THIRD PARTIES OR PARTNERS

	<i>Please add/amend/delete as appropriate</i>	Further Information (eg Key contacts, details of arrangements, checklists)
1.	Pre-identified alternative suppliers	
2.	Ensuring all external providers have business continuity plans in place as part of contract terms	
3.	Insurance cover	
4.	Using mutual support agreements with other Schools	
5.	Using alternative ways of working to mitigate the loss e.g. suspending activities, adapting to the situation and working around it	

Appendix 4

Internal School Incident Evaluation Form

School Name:	Date of Incident:
Brief Description of Incident	
Emergency Planning contacted: Yes / No Critical Incident Response Team involved: Yes / No	Incident deemed critical: Yes / No Police involved: Yes / No
Key actions taken by school:	
Description of any external support accessed:	
What worked well:	
What worked less well:	
How could things have been done better:	
Comment on the school's critical incident plan:	
Comment on the NCC guidance:	
What actions will you take now:	

Person completing form:.....

Date:.....

If you wish to, please send feedback to Emergency Planning

emergencyplanning1@northamptonshire.gov.uk or educpsychology@northamptonshire.gov.uk

Suggested format for discussion debriefs

1	Introductions
2	Objectives
3	Walk through the incident using the timeline – incident notification, response, managed and stand down.
4	Review individual(s) / Organisations incident logs
5	Identify any problems / issues experienced and their causes
6	Identify what went well and what did not
7	Identify any actions to address any of the issues together with owners if appropriate
8	Closure

