

Newchurch Community Primary

Policy Critical Incidents

Mission Statement

Newchurch will give every child a flying start by working in partnership with parents, staff and the community to develop well-rounded citizens who will contribute in a positive way to society.

Persons with Responsibility

Sara Lawrenson

Linked Policies

Health and Safety

Managing the Response to Critical Incidents in school (produced by WBC)

Next Review: November 2020



Aims

The aim of this policy is to lessen the effect of a critical incident on the staff, students and parents at Newchurch Community School. By adopting the procedures outlined in this policy it will be possible to provide a more secure environment for everyone associated with the School.

What is a critical incident?

A critical incident is one which arises suddenly. Critical incidents may occur in school or out of school, but both types will have a major impact on staff and students. An incident might be designated as critical where the result is likely to be serious disruption to the running of the School, or where there is likely to be significant public and/or media attention on the School.

There can, of course, be no rigid formula for responding to incidents, but broadly speaking, it is assumed that where damage to premises is the focus, the LEA will take the leading role in managing the crisis in collaboration with the school and other agencies. Where the crisis is related to people, such as in the event of a death or serious injury, the assumption is that the School is likely to take the lead, with the support of the LEA, as necessary.

Examples of in-school critical incidents

- A serious accident to a child or adult
- The death of a student or member of staff through natural causes, such as an illness
- A traffic accident involving a student or staff member
- Violence or assault within school
- A school fire or explosion
- Destruction of part of the school building
- Abduction of a student
- A student or students absconding
- An illness such as meningitis/swine flu within the school or the local community

Unavoidable School Closures eg. Flu Pandemic

- Reference to 'Managing the response to Critical Incidents'.
- Contact LA
- Use of central record to contact all relevant stakeholders.
- Liaison with local schools (Culcheth/Twiss Green).
- Use Wire FM to disseminate appropriate emergency information regarding closures etc.
- Record incident in detail – see Disaster Recovery Plan.
- Use of Learning Platform to provide learning opportunities. Efforts will be made to inform families without broadband through external notice board.

Examples of out-of-school critical incidents

- An accident to a student or staff while out of school on a visit or swimming etc.
- Death or injuries on a school journey
- Tragedies involving children from many schools, e.g. the tragedy at Hillsborough Football Ground
- Civil disturbances

Support Agencies and Personnel

A list of significant contacts and telephone numbers is included as an appendix to this document.

Practice within school

Individual class teachers have an important role to play in managing critical incidents and may well be the best people to deal with the students in their classes. The main role of specialist agencies is one of support, empowerment and to support students who cannot be helped by the teachers within the School alone. In times of crises, teachers must react as they feel is appropriate and there can be no easy formula for dealing with critical incidents but by ensuring good communication within School a crisis may be managed more effectively.

By outlining the appropriate actions to be taken in the event of a critical incident, the School aims to reduce the effect.

Critical Incidents Team

A central component of this policy is the identification of the composition, roles and responsibilities of the Critical Incidents 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 students, staff, other users of the premises and visitors;
- minimize the loss to the School in physical, human and financial terms;
- manage an incident to minimize disruption to regular operations;
- liaise with appropriate agencies, including the media.

The Critical Incidents Team will comprise the following personnel:

- ***Headteacher***
- ***Chair of Governors***
- ***Deputy Head***
- ***Health & Safety Co-ordinator***
- ***Union representatives***
- ***The School's designated Child Protection Officer***
- ***School Premises Manager***

The Critical Incidents Team will, dependent upon the nature of the incident itself, be concerned with any of the following issues:

- adequate assessment of hazards and situations which may require emergency action;
- analysis of requirements to address these hazards; establishment of liaison with all relevant emergency services; development of an effective management plan;
- dissemination of planned procedures;
- organisation of practice drills to test the plan;
- regular review of this plan;
- assisting the Headteacher with all aspects of the implementation of the plan;
- arranging staff development activities, where necessary.

Procedures during an incident

1. The Headteacher or Deputy must be informed of any critical incident as soon as possible.
2. As soon as an incident is confirmed, the Critical Incidents Team will meet to decide strategies.

3. The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting.
4. All staff should share the same information.
5. Students will be told information simply and sensitively, without fabrication, preferably in smaller group situations.
6. The School will try, as far as possible, to keep to the normal routine.

ACTION PLAN

Major incidents require the following procedures:-

1. Set up a communication network.
2. Convene the Critical Incidents Team.
3. Inform immediately the Chair of Governors, LA and any other appropriate Officers.
4. Collect, record and convey as much accurate information as possible.
5. Identify two telephonists to staff:
 - a) school phone for incoming calls
 - b) mobile phone for outgoing information/staff use.
6. Office area to be used for enquiries
7. Use the up to date list of students' next of kin (record files) and contact parents of affected children
8. Record all actions
9. Headteacher or designated representative to liaise with press.
10. Refusal of access to press/television on school premises

Action Plan Timing

Action	Timescale
Obtain factual information at the start	Within hours
Senior staff meeting with support personnel	Within hours
Advise LA	Within hours
Convene the Critical Incidents Team	Within hours
Contact families	Immediately
Call a staff meeting to give information	Same day if possible
Inform students in small groups	Same day if possible
Arrange a debriefing meeting for staff involved	Same day if possible
Arrange debriefing for students directly involved	Same day if possible
Identify high risk students and staff	Following day
Promote discussion in classes	Following days and weeks
Identify the need for group or individual treatment	Over days and weeks
Organise counselling	As required
Mark anniversary (discreetly)	Annually

It is expected that the school will:

- advise the Public Relations Unit so that appropriate assistance is made to the school.
- ensure that the appropriate Officers, including Health & Safety, are advised of the crisis so that the best possible level of support can be made immediately available, as appropriate.
- ensure that those agencies or services who are skilled in offering counselling are alerted to the crisis so that support is available as soon as seen to be appropriate.

In determining the timing of the above responses the Headteacher will liaise with the Local Authority, making certain that the support offered is timed to acknowledge the School's own response to the tragedy.

KEY INFORMATION

Headteacher	Sara Lawrenson
Deputy Headteacher	Jayne Narraway
Site Manager	Nick Owen
Education Department	Hilary Smith Head of Education for WBC
Education Department	Wendy Rydzkowski Principal Educational Psychologist CIST Co-ordinator
Police	
Office Manager	Bev Heath Sue Burrows
Chair of Governors	Jean Williams
Vice Chair of Governors	Janine Dowling
First Aiders:	John Duckett Health and Safety/Risk Co-ordinator
	Lisa Wilkinson- Gamble
Radio	Wire FM