

CRITICAL INCIDENT PLAN

CONTENTS:

1. Introduction
2. Flowchart
3. Home-base Emergency Plan
4. Emergency Procedure additional guidelines
5. Dealing with the Media
6. Telephone Contacts During Office Hours
7. Incident Log Sheet – Master
8. Emergency/Critical Incident Management Plan Review - Record Sheet

APPENDICES:

- A. Map of the School *to attach to aid Headteacher or deputy to respond to Emergency Service questions/requirements*
- B. School evacuation plan *to attach*

Written - July '04
Reviewed- See Page 9

1. Introduction

Critical Incidents may affect the School site or an offsite event.

The most possible critical incidents likely to affect the School site are considered to be:

- Gas leak;
- Falling tree;
- Major fire;
- Violent intruder;
- Bomb scare; and
- Accident involving a motor vehicle and pedestrians on the School premises or on Marlborough Lane.

The probability of each is considered to be low and therefore the School is considered to have a low risk of a Critical Incident occurring onsite.

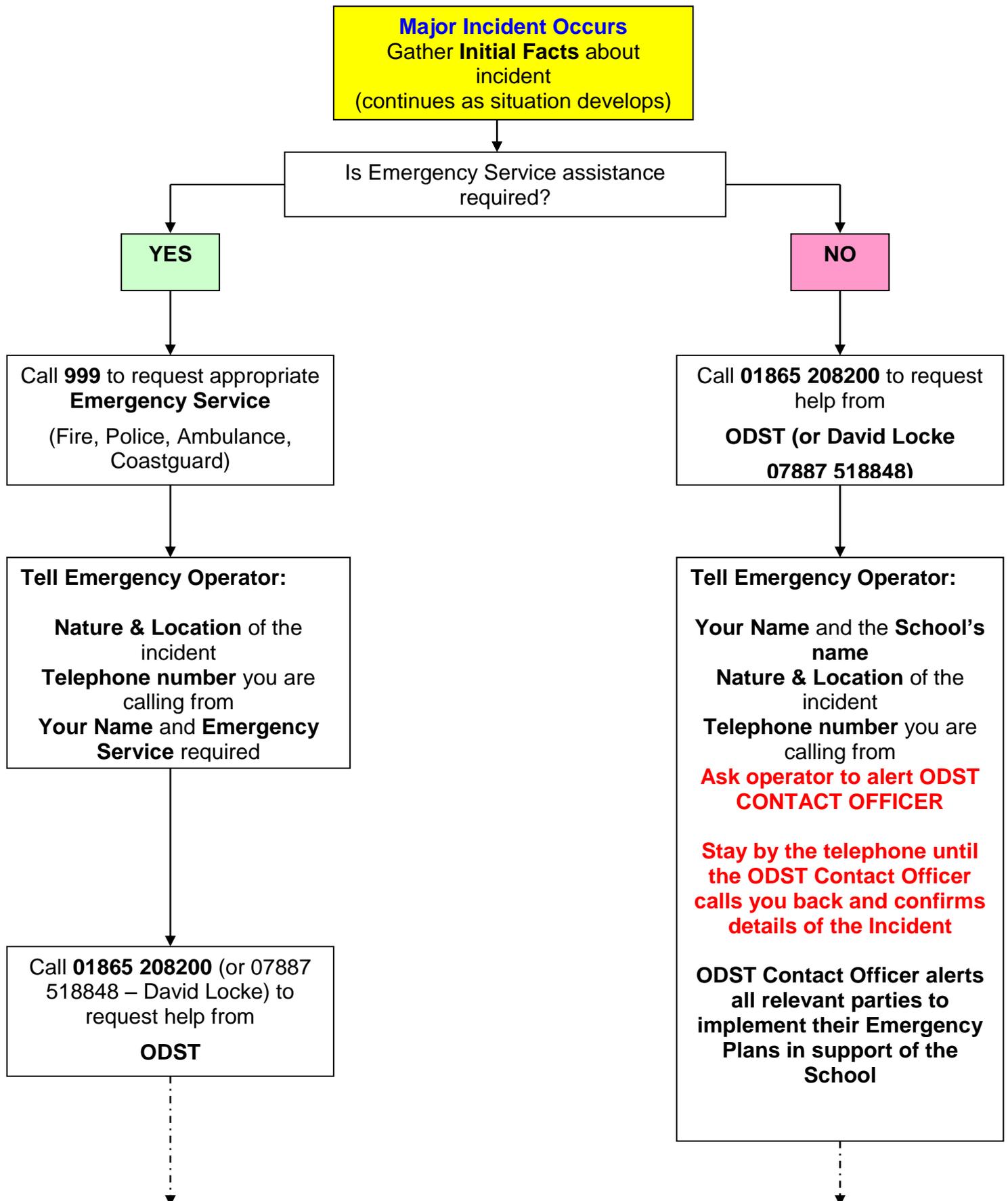
For any such Incident the School's emergency procedures should be followed and the Critical Incident Plan is in addition to those procedures. For example, if a Critical Incident such as those above occurred, the most appropriate action may be for the members of the School (all staff and pupils, plus visitors) to gather at the fire assembly point; to contact the emergency services and take their advice; and possibly to evacuate from the School site to a safe open area such as Church Green. In addition to that basic response to an incident, the Headteacher or deputy responsible in such circumstances should then follow the Critical Incident Plan.

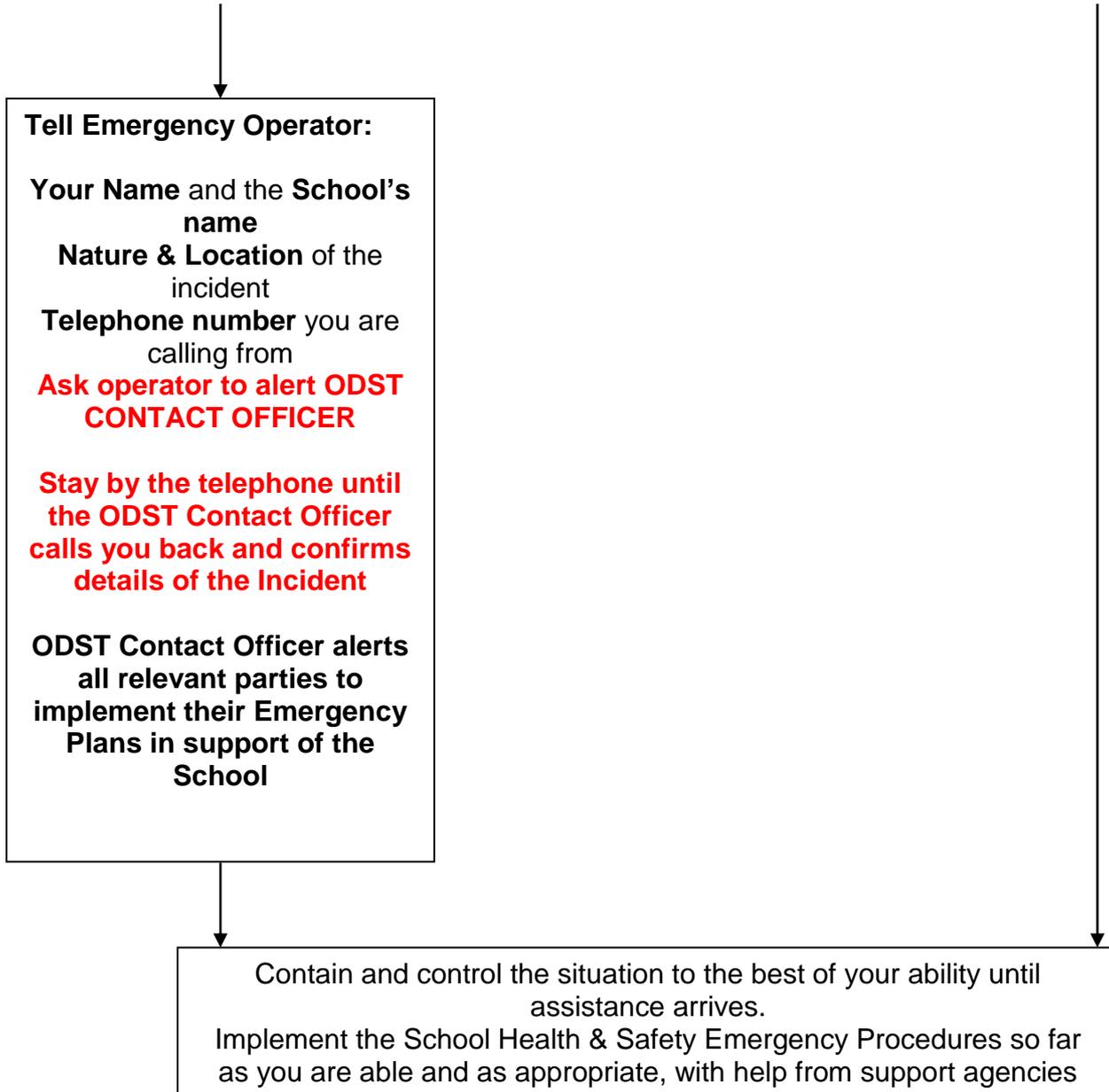
Other possible critical incidents include:

- offsite incident involving injury to staff or pupils, such as a motor vehicle accident;
- major incident in the community, for example RAF aircraft crash in the town or a major fire in the town;
- incident involving someone from the Smart Drug and Alcohol Advice Centre in Marlborough Lane.

Again the probability of each is considered to be low and hopefully, therefore, the School is considered to have a low risk of a Critical Incident occurring.

2. FLOWCHART for ONSITE or OFFSITE CRITICAL INCIDENT





3. Home-base Emergency Plan

In the event of a Critical Incident emergency the contact person will normally be the Headteacher. Where this is not possible, for example due to absence, the Headteacher will appoint a deputy to act in place of the Headteacher.

In the event of an emergency, the Headteacher or deputy shall:

1. ensure that all information regarding the emergency is obtained;
2. establish a reliable means of communication between the person directly involved in the emergency at the “sharp end” and the contact at home base;
3. advise the headteacher (if he is not the immediate contact person), ODST and the Chair of Governors;
4. obtain assistance from other employees, if possible, to help in the dissemination of information;
5. advise the parent(s)/spouse(s), etc. of those directly involved in the emergency;
6. monitor the situation so that all events, information and action taken regarding the emergency is recorded.
7. ensure that, where appropriate, all media enquiries are referred to David Locke or David Cousins at ODST for any response.

4. Emergency Procedure additional guidelines

In the event of an emergency, onsite or offsite, the following guidelines should be followed as appropriate to the circumstances in addition to the School’s Emergency procedures:

- safeguard the safety of the majority of the party;
- advise all responsible adults of the incident and assess the situation;
- where appropriate advise that emergency procedures are in operation;
- account for all those directly and indirectly involved;
- establish the names of those, if any, directly involved;
- if appropriate, request first aiders to render first aid to those injured;
- if necessary summon the appropriate Emergency Service(s);
- if the incident involves injury, ensure that the injured person, if a pupil, is accompanied to hospital or other medical treatment facility, preferably by an adult they know;
- ensure that the remainder of those involved are adequately supervised and understand the implications of the emergency;
- advise the Headteacher at the School of the incident if it occurs away from the establishment; and/or ODST if appropriate;
- restrict access to telephone or other outside contact for a suitable period of time.

5. Dealing with the Media

In the event of media attention following an emergency, the Director of Schools or Chief operating Officer at ODST will be able to give advice and support, and may act as the media liaison contact.

In the event of a major incident affecting the School ODST could help to arrange venues for large media conferences that would not be appropriate to be held on the School site.

Responding to calls from the media:

- **make a clear note of the enquiry**; the caller's name, organisation, contact details and any deadlines they may have. If an interview is to be conducted for radio or television, check whether it will be recorded or broadcast live;
- **find out** when the item you have helped with is likely to be published or broadcast (if you are checking then the media may be more likely to be careful with the story);
- **ask for time** and if necessary demand some time and promise to call the media back. Don't feel pressured into saying anything until you have a clear idea of precisely what you wish to say, and also what you do not wish to say;
- **be prepared** and note down the main points you wish to make before you call back or respond;
- **call back when you said** you would, or they will get a better story from someone else and you will have lost control;
- **never be afraid to say you don't know** or that you cannot disclose the information requested due to confidentiality restrictions or legal proceedings. Far better to say too little rather than too much;
- **keep calm and in control**, reporters need your cooperation and should not be hostile or aggressive.

Further guidance on Critical Incidents is available in Oxfordshire County Council's paper "Developing Your Emergency/Critical Incident Management Plan"

6. Telephone Contacts During Office Hours

ODST – General Enquiries.....01865 208200
ODST – David Locke01865 208289
ODST – David Cousins..... 01865 208241
Educational Psychology..... 01993 704174
MASH 0345 0507666
CYPF Media Representative..... 01865 815619

Health and Safeguarding Services:

Occupational Health Service.....0845 6435331
Oxon Safeguarding Children Board.....01865 815843
School Health Nurse.....01993 866120
Public Protection Team (Public Health).....01865 456680 or 020 7654 8000

Local Community Contacts (e.g. Church, Religious, and Community Groups):

Toby Wright 01993 704441

Trade Unions / Professional Associations / Health & Safety Executive (HSE):

Trade Unions / Professional Associations:.....

Health & Safety Executive (HSE):..... 0345-3009923

Environmental Health Officer:.....

7. Incident Log Sheet – Master

A copy of this log **must** be kept for the incident file: it may form valuable evidence.

Person compiling this log (print name):.....

Signature:.....

Date:	Time:
To:	From:
Tel:	Email:
Mobile:	

MESSAGE

ACTION

Log copied to (please tick when done):	Headteacher	<input type="checkbox"/>
	ODST	<input type="checkbox"/>
	Incident File	<input type="checkbox"/>

8. Emergency / Critical Incident Management Plan Review - Record Sheet

The School's Emergency / Critical Incident Management Plan must be reviewed and updated at least annually. It should be revised whenever necessary (e.g. changes of emergency telephone contact numbers; changes to establishment's emergency procedures; learning from experience).

Record below the name of the person responsible for reviewing and revising the Emergency and Critical Incident Management Plan, the date of the review, and which sections were revised and that any revisions are drawn to the attention of all concerned.

Reviewed (date)		Revisions made in section(s)
7.6.06		None
28.1.08		
Jan '09		None
November '09		None apart from a type error
November 2010		Page 2 added Marlborough Lane to list of possible incidents
29.11.11		Page 2 added reference to Drug & Alcohol Advice Centre
4.12.12		None
21.10.13		None
22.1.15		None
3.5.17		Updated to ODST, including all contact telephone numbers