

Fen Ditton C. P. School

CRITICAL INCIDENTS POLICY

POLICY REVIEW SCHEDULE	
LAST UPDATED	NEXT PLANNED REVIEW AND UPDATE
April 2017	April 2018

INTRODUCTION

A critical incident describes any unexpected occurrence which may suddenly have a major impact upon the school.

It may involve:

- The death of a child, staff member or any person closely connected with the school (through suicide, sudden accident, murder or terminal illness).
- Fire, flood, storm or building collapse.
- Environmental or extreme weather conditions
- Disruption to water supply
- The release of hazardous substances near or on the school site
- A violent attack (for example involving an armed intruder or a bomb alert).
- The need to vacate the building or the need to contain all children inside
- An incident which affects access to the school
- An incident off site whilst members of the school community are on a school visit
- A major incident on the school site
- Abduction/disappearance

Non Critical Incidents

Some incidents might be non-critical and examples include:

- Death of a person associated with the school
- Lower scale health issues
- External incident requiring enhanced awareness
- Short term loss of staff or infrastructure
- Expected death of a pupil or member of staff

Everyone in the school community is likely to be affected by such incidents. This policy aims to ensure that staff are properly informed on how to cover all eventualities.

Please note in the event of a child death please notify your Education Adviser as soon as possible as they will initiate the 'Child Death Protocol' to alert relevant colleagues.

PREVENTATIVE AND PRECAUTIONARY MEASURES

Whilst no amount of planning can totally prevent accidents and problems occurring, some can certainly be prevented and the effects of others minimised by sensible precautionary measures. These include:

- ensuring all staff are familiar with the school's fire and emergency routine – including evacuation or containment procedures
- weekly alarm tests carried out by the Head and caretaker
- ensuring staff are familiar with the school's security arrangements, in particular that visitors sign in and wear a badge and that the doors are secured where possible during teaching sessions
- ensuring that correct procedures are followed regarding school trips
- ensuring registers are completed accurately and returned to the office promptly
- ensuring that a pupil goes to the school office to register his/her presence if he/she is late.
- ensuring that staff are aware of pupils in their class or group with health or custodial problems and the way in which these should be treated
- ensuring that staff never leave the school site alone to deal with a potentially violent situation.
- ensuring that staff never deal with a potentially intense situation in school on their own.
- ensuring all necessary risk assessments are completed
- ensuring staff are aware of on site alone procedures
- ensuring all first aid and medical procedures are followed

In the event of an intruder damaging property or making threats towards teachers, pupils, parents or staff, or if someone is behaving in a violent manner, the police should be called immediately using 999. They will decide upon the course of action.

Included in the Critical Incident Management Policy is the LA list of support and advice in the event of a critical incident and the LA emergency out of hours telephone numbers.

Sudden Closure days

All senior managers will have a critical incident phone cascade list to refer to if necessary – to use in the event of sudden school closure such as a snow day for instance.

In the event of a sudden school closure e.g. a snow day, the head will start off the cascade phone list and inform radio stations. Parents will be notified providing them with enough information. The school notifies parents annually as to the Sudden Closure Procedures.

Lone working

Lone working of staff either out of school hours or during the holidays is discouraged. However, where unavoidable the following principles should be followed:

Ensure the car is parked close to the exit door.

Keep all doors locked.

Lone workers must have a charged mobile phone to hand.

Lone workers should inform someone they are there and when they leave.

CRITICAL MANAGEMENT PLAN

DEALING WITH A CRITICAL INCIDENT IN SCHOOL

The following information is given as a guideline only. Each emergency will need to have planning individually tailored.

Decisions and Planning

The Head is in overall charge in an emergency. In the absence of the Head, the Deputy Head assumes the role of person in charge. In the absence of the Deputy Head the remaining members of Senior Management Team will elect one of their number to fulfill the role.

Critical Incident Management team:

Headteacher – Mark Askew Tel. 07702 060965

Deputy Headteacher –Charlotte James Tel. 01638 482012/07747 835970

Sarah Hinton– Admin / phone calls (fax for out going calls; main phone line kept free for incoming calls) Tel. 01223 881115 /07759 789830

Paul Fordham – Caretaker Tel. 01223 570987/

Chair of Governors – James Pilgrim Tel. 07957 621660

Tracey Benton, Gill Topley, Jane Flack and Tracey Wane – appointed first aiders (school time only).

Team to be called if deemed appropriate by the person in charge.

The Head will carry emergency phone calls and keys at all times and delegate this to the person in charge if unavailable at any time (e.g. away on holiday)

See appendix 1 External contact numbers

See appendix 1.1 Where to get advice and support contacts for staff

See appendix 1.2 Where to get advice and support contact for Chair of Governors

See appendix 1.3 Template for Responding To A Critical Incident

See appendix 1.4 Managing Critical Incidents Time Plan

See appendix 1.5 School Critical Incident Log

There will be a yearly briefing / meeting of the Critical Incident Management Team to review this policy to ensure the well planning for any critical incident.

See appendix 1.6 Critical Incident Preparation Checklist

Evacuation

Staff should use the Fire Alarm in order to evacuate staff and pupils. Lining up and registration should follow fire drill procedures unless the person in charge instructs otherwise. The person in charge must be informed if there is a child unaccounted for. Arrangements must be made by the person in charge to find the missing child as far as it is safe to do so.

If the person in charge is responsible for a class they will designate a member of staff without a class to take charge of their class. The school secretary should check the visitor's book and staff register for other people who may be on the premises.

There could be situations where evacuating pupils could make the situation worse. In this case staff will be told to keep their class in the classroom until instructed otherwise.

See Fire Drill procedures for further details

Invacuation/Containment

In the event of an invacuation a continually blast of the school whistle will sound and the invacuation policy should be followed.

Office and senior managers are to be responsible for ensuring all doors are locked if necessary. Class teachers are to take registers and to alert senior managers if anyone is missing.

Off-site base is Fen Ditton church - Keyholder info as follows:

- 1 The key nearest to the church is at the King's Head pub – Derek and Julie keep a backdoor key (north side of church) behind the bar.
- 2 The key is at Honeysuckle Cottage, the thatch at the top of High Ditch Road by the field – Ian and Jo Ritchie (front door key), tel 292520
- 3 The priest, at the Rectory on the High St from mid-May, tel 295927
- 4 Churchwarden Jackie Ambrose (tel 513206) lives on the Newmarket Road

NB keyholders will change periodically, especially as churchwardens come in and out of office, so every May we will check to see if any details have changed.

In this event the 'Grab Bag' is collected from the school office. This pack will include site plans, contact list for staff and governors, key holders, incident recording sheets and the useful contact numbers for other external agencies.

See last page of this document.

EVENTS COVERED BY THIS GUIDANCE

Storms

Winds forecast in excess of 70mph or storm force 8 could represent a potential danger to some buildings, trees, other structures and people.

- The Meteorological Office provides a regional weather forecast
Email: www.metoffice.com
- Safety of pupils, staff and visitors take priority. Lessons may need to be disrupted and school movement kept to a minimum.
- Consideration needs to be given to movement outside of school buildings due to the risk of falling tiles, masonry, fencing etc.

- It is likely to be necessary to cancel outside play and other activities. Consideration must be given over the likelihood of pupils being blown off their feet.
- Pupils will be advised not to cycle.

Schools would need, as part of their emergency plan, to undertake a risk assessment of the site, identifying 'safe' areas.

Floods

Sudden flooding may result in local problems within school, making some rooms uninhabitable. However, of greater significance in terms of health and safety is the potential impact on transport arrangements (see the section headed 'Communication' below).

Cold Weather

This may be a problem due to the low temperature in some buildings or may be complicated by heavy snowfalls making access difficult or dangerous.

- The Education (School Premises) Regulations 1999 set a standard of 18C in teaching areas and 15C in the hall/ gymnasium, corridors, cloakrooms and toilets where the external air temperature is 1C or above.
- Failure to reach these temperatures is a maintenance issue, but if there is a breakdown which puts the heating system out of action for any length of time consideration needs to be given as to whether the building can be heated with emergency heating and continue to be occupied.
- Adverse weather conditions may result in difficulties for some staff in reaching school resulting in pupil supervision issues. In such circumstances the overriding priority will be the safety of pupils.

Disruption to the School's Water Supply

Provided sufficient notice that the water supply is to be disconnected is received, it will be possible to make a decision on whether or not to keep the school open. This decision should be based upon

- the duration of the disruption;
- the capacity of the water storage tanks which will generally enable toilets to be flushed.

SENDING PUPILS HOME EARLY

In some exceptional circumstances, a review of the local situation may lead a Head to decide that the school, or part of the school, should be closed early. Such a decision should not be taken without first consulting appropriate persons, including the Chair of Governors, and if the LA maintains the school, the school education adviser.

A number of factors need to be considered in making this decision including:

- It may often be safer to keep pupils in certain parts of the school rather than send them home early.
- There are many communication difficulties associated with contacting a large number of parents/carers, especially during the day.
- Any decision over sending pupils home early must also include an informed assessment over their safety. This will need to reflect their age and any special educational needs of the pupils and students concerned, in addition to a judgement over their safety in the period between their early arrival in their home area and the time they would normally arrive.
- Making sure staff can get home safely.

Casualties

Where a critical incident involves casualties on site the person in charge should delegate a member of staff to take the names of those injured and the hospital to which they are taken. One of the Critical Incident Team should inform parents as soon as possible. The police may undertake this task.

Where parents arrive at the school after a critical incident, which has taken place during the school day, the person in charge will decide whether pupils not directly affected be allowed to accompany their parents home. Pupils affected in some way by the incident will generally be allowed home if accompanied. Any pupil going home must be signed out. If appropriate the school hall may be used for briefing and counseling parents. Where pupils or staff are injured, the online form must be filled in.

Communication

The Critical Incident Team may be assembled for any major incident and LA contacts are to be contacted at the first stage of the incident.

It may be appropriate to hold daily staff briefings with staff being told what, if anything, to tell pupils. Parents / staff / pupils will be informed of help e.g. counseling, where appropriate.

Where an incident occurs during a school holiday the person in charge must decide which pupils/parents are to be briefed and by whom. The school will be the meeting point in all cases.

- Staff, pupils and parents are made aware **in advance** of contingency arrangements.
- Parents will be informed via the schools Parentmail system and/or the schools website.
- The staff cascade tree is used to inform all staff if the school will be closed or to advise of any contingency plans.

- In relation to school meals, consideration should be given to the impact on meal arrangements and the entitlement of some pupils to free school meals if pupils are on site for part of the day.

If the service is provided by Cambridgeshire Catering Services (CCS) contact should be made as soon as possible with your catering manager, or CCS Headquarters. Contact numbers for your area team should be held in your contingency plan. Tel 01223 706300

CCS has emergency plans in place to provide meals to pupils where there are disruptions to services and utilities and aims to ensure continuity of service as a priority.

In the event of such an emergency CCS can make arrangements for either emergency/ simple meals prepared on site, or alternatively, can arrange for meals to be transported from other schools.

Please make contact with CCS before making a decision not to provide a meals service.

In the event of a school closure for any reason the Education Advisor for your school needs to be informed.

Parents and Governors

The Chair of Governors will be informed as soon as possible. The person in charge should ensure that parents and Governors are kept informed where applicable. Parents should be engaged with as quickly as possible following an incident their child is involved in.

Sources of Help

Staff, pupils and parents may need help in coping with problems. Information should be given to parents of sources of help that are available. Contact numbers and addresses should be given where possible. Parents should decide which agency is the most appropriate for their children.

The Media

School to seek advice from Chris Meddle, Education Adviser

The Police/Emergency Services

The Police or emergency services will take charge of many aspects of dealing with a critical incident. The person in charge will liaise with them as appropriate.

Health and Safety Issues

Where necessary prime considerations should be given to health and safety issues. These include:

- a) electrical, gas and water systems to be isolated in the event of damage to a building
- b) electrical equipment to be tested where it has suffered damage
- c) issues relating to temperature

Recognition after the event

Consideration will be given by the critical incident team or the person in charge, about the suitability of any after event.

Emergency phone calls

The Head will carry emergency telephone contact numbers and keys at all times and delegate this to the person in charge if unavailable at any time (e.g. away on holiday)

All senior managers will have a critical incident phone cascade list to refer to if necessary – to use in the event of sudden school closure such as a snow day for instance.

A copy of this policy should be held safety off-site.

Appendix 1

External Contacts

This guidance is designed to support schools in developing a structured and staged approach to critical incidents and in developing their individual Critical Incident Plan. It includes a range of contact numbers for Local Authority personnel and a range of templates and examples that you may find useful in your planning.

The initial contact should be made to your Education Adviser. The table includes their work and out of hours numbers and other Local Authority staff you may find useful. The Education Adviser will make contact for you with the Emergency Planning Team and agree to contact other Local Authority colleagues who can help and assist.

Name	Title	Telephone number
Janet Copeland	Education Adviser Huntingdonshire	01223 703562
Chris Meddle	Education Adviser – Cambridge City & South Cambs	01223 703564
Carol Peel	Governance Adviser Information Governance Officer Education child Protection Service helpline	01223 715320 01223 728397 03450 455200
CREDS	CREDS Manager	01223 729006
Karen Beaton	Behaviour and Attendance Manager	01223 715577
Carol Way	Carol Way County Inclusion Manager	01480 376302
Sue Eagle	Social & Education Transport Manager	07769742160
Martin Kemp	Transport Quality Manager	01223 715605
Mark Joshi	Manager Admissions and Transport	01223 728182
Annabel	Bereavement	01480 376256
Simon Cobby	Communications Manager	01223 699281
Stephen Brown	Outdoor Education Advisory Service	01480 379677
Stuart Wood Local Authority	Health and Safety	01223 699122
Stewart	Emergency Planning Manager	01223 727944

Many schools now have contracts with a variety of organisations within and beyond the Local

Authority. It may be helpful to add in here your school's internal and external contacts. You will also have school contacts that you may wish to add

Stuart Wood (Local Authority)	Health & Safety	01223 6991220
	IT Support	0300 300 0000
Chris Jones	Legal	01223 699386
	Locality Manager	
Peter McKenny	Property Adviser	07813 202131 01787 278333/
James Pilgrim	Chair of Governors	07957 621660
Stuart Wood	Vice Chair/Reverend	01223 292454 07770 792371
	Cambridge Police	101

HELP!

Where to get support and advice

Is it a **CRITICAL INCIDENT**?

YES

NO

**Contact your Education Adviser:
Primary/Secondary
/Special**

Chris Meddle
City and South
Cambs Tel:
01223 703564
Mob: 07798
571179

Janet Copeland
Huntingdonshire Tel:
01223 703562
Mob: 07768
099930

Is it an **URGENT** request for
information/support?

Allegations against staff

Chris Meddle, Education Adviser, South
Cambs and City

Janet Copeland, Education Adviser,
Huntingdon

Child Protection Issue Education
Child Protection Advice Helpline
01223703800

Health and Safety Issue
01223 699122

Detailed legal advice 01223 699386

**Managing difficult situations
including complaints**
Please contact your
Education Adviser

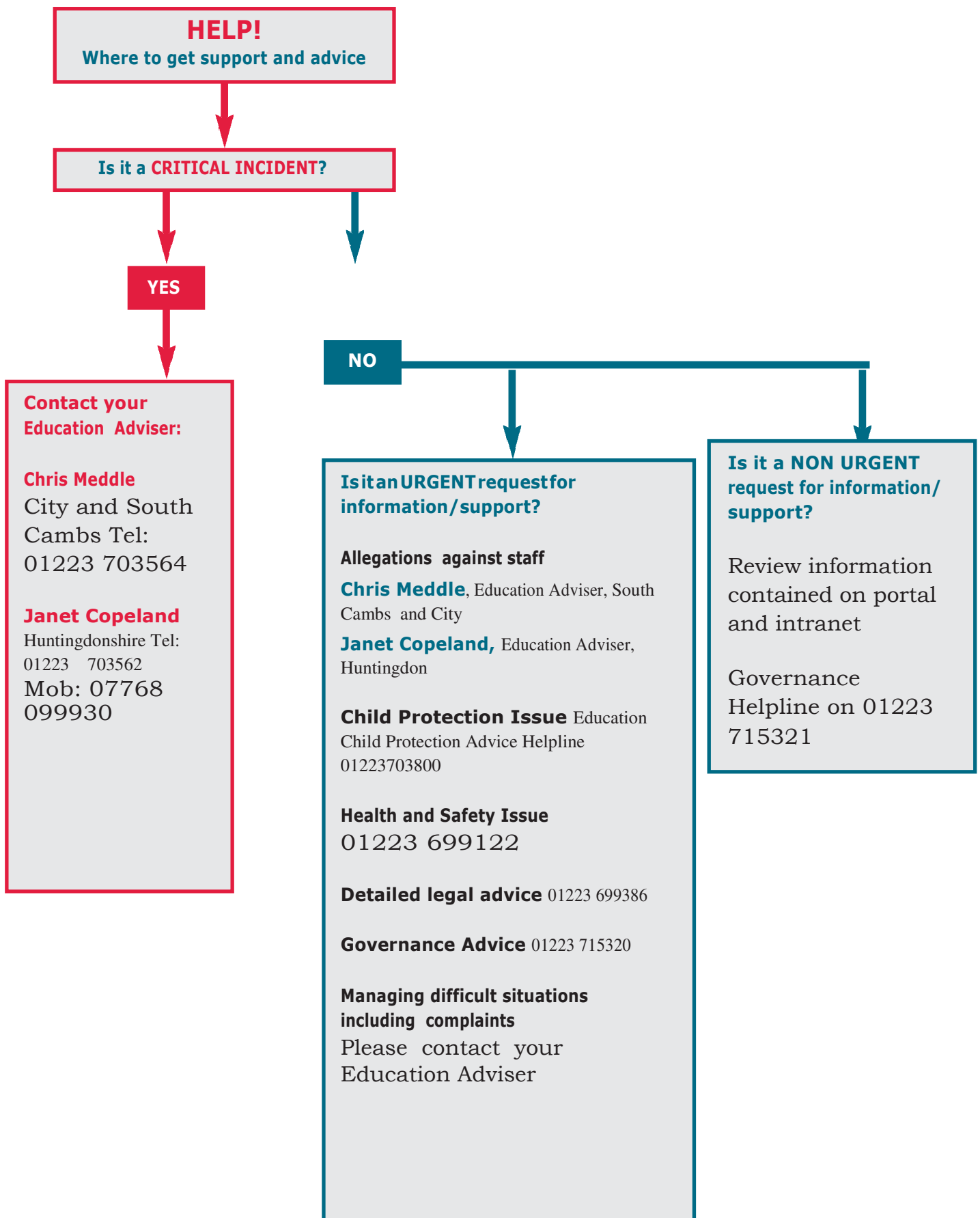
Is it a **NON URGENT**
request for information/
support?

Review information
contained on portal and
intranet

Contact your
Education Adviser

Chair ofGovernors

Where to get advice and support



USEFUL TELEPHONE NUMBERS

REFERENCES AND SUPPORT AGENCIES

If you have difficulty accessing any of the following reference materials, please contact the Educational Psychology Service who may be able to assist.

- ❑ **Loss, bereavement and critical incident resource pack**
(2000) The Scottish Educational Psychology Development Programme.
- ❑ **Giving sorrow words**
Managing bereavement in schools a resource manual (1998) S.Killick & S.Lindeman. INSET pack – has an accompanying video.
- ❑ **Safety and disaster management in schools and colleges** (1998) D. Kibble.
- ❑ **Dealing with disaster** (1994) HMSO Publications.
- ❑ **Wise before the Event** (1993) W.Yule & A.Gold. Calouste Gulbenkian Foundation.
- ❑ **Helping children cope with grief** (1998) R. Wells. Sheldon Press.
- ❑ **Death and loss: compassionate approaches in the classroom**
(1995) O.Leaman. Cassell: studies in personal and social education.
- ❑ **Helping children to manage loss: positive strategies for renewal and growth** (1998) B. Mallon. Jessica Kingsley Publishers.
- ❑ **Coping with unhappy children**
(1993) Ved Varma (Ed). Cassell: studies in personal and social education.
- ❑ **Children and bereavement, death & loss: what can the school do?**
(1993) P. Wagner. National Association for Pastoral Care in Education.
- ❑ **Grief in children** (1990) A. Dyregrov. Jessica Kingsley Publishers.
- ❑ **The forgotten mourners**
(1995) M.Pennells & M. and S. Smith. Jessica Kingsley Publishers.
- ❑ **Interventions with bereaved children**
(1995) M.Pennells & M. and S. Smith (Ed). Jessica Kingsley Publishers.
- ❑ **Coping with disastrous events:** Kent County Council.
- ❑ **Critical incidents, a support framework for schools:** Norfolk Education Dept.

CHILDREN AND BEREAVEMENT: USEFUL HELPLINES, SUPPORT GROUPS AND AGENCIES

- ❑ **The compassionate friends.** National support group for families who experience bereavement. Will also offer resources 'on loan' to schools.
Helpline: 08451 232304 www.tcf.org.uk
- ❑ **Cruse.** National organisation that supports the bereaved.
Cambridge helpline: 01223 633536. www.crusebereavementcare.org.uk
- ❑ **Centre 33.** Voluntary organisation aimed specifically at 'young adults', defined as those under 26. Can provide information, counselling and support with bereavement & loss. Tel: **01223 316488.**
www.centre33.org.uk
- ❑ **CAMHS.** Child and Adolescent Mental Health Services.
Brookside Clinic, Cambridge 01223 **746001**.
Huntingdon 01480 **415300**.
Peterborough 01733 777939
- ❑ **Childline.** National helpline for children and young people experiencing distress. Emergency Helpline **0800 1111**.
- ❑ **Child death helpline.** Telephone helpline for anyone affected by the death of a child. Tel: **0800 282986**.
- ❑ **AICH.** Advice, Information, Counselling Huntingdonshire. A registered charity, which provides free, independent and confidential counselling to young people (aged 14 – 25) in the Huntingdon area: **01480 435061**
- ❑ **The children's hospice for the eastern region:** Milton, Cambridge **01223 815100**.
- ❑ **The Samaritans.** Tel: **08457909090** www.samaritans.org.uk
- ❑ **Winston's Wish.** Provides support for bereaved children up to 18, plus their parents and carers.
Family line: **084 5203 0405** www.winstonswish.org.uk
- ❑ **National Children's Bureau.** Tel: **020 7843 6000**
- ❑ **The Refugee Council.** Tel: **020 7346 6700**
- ❑ **The child bereavement trust.** Support and counselling for grieving families.
Tel: **08000288840** www.childbereavement.org.uk
- ❑ **The Childhood Bereavement Network.** 8 Wakeley Street, London, EC1V 7QE Tel: 020 78436309
cbn@ncb.org.uk

Appendix 1.3

SUPPORT GUIDANCE MATERIALS TEMPLATE FOR RESPONDING TO A CRITICAL INCIDENT

Issues requiring immediate action

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Gather information	<ul style="list-style-type: none"> • What happened/where/when. • How many involved; who are they? • Name and contact numbers of adults at location of incident. • Details and location of injured (severity, name of injured and supervising adult(s) name(s) /contact number). • Details and location of non-injured names, and supervising adult(s) name(s) /contact number. • Has anyone else been informed e.g. Emergency Services, Education Adviser (what were they told?). • Ensure Education Adviser/LA and Chair of Governors are informed. 						
2. Call a meeting of the Critical Incident Management Team (CIMT) for briefing	<ul style="list-style-type: none"> • Assign tasks and ensure each individual knows what is expected and logs their action on a central log of events record sheet. • Consider whether you may need to close the school. • Identify a member of CIMT as the person to co-ordinate information. • Consider communication to school staff/pupils/community. 						
3. Establish a base for CIMT (this may be off school site) to operate with	<ul style="list-style-type: none"> • CIMT to agree a statement for all incoming calls, which can be managed by properly briefed staff or via informative answer phone messages where not all school lines can be operated personally (e.g. after school hours). 						

dedicated phone use	<ul style="list-style-type: none">• CIMT to brief personnel having direct links with public/media (factual brief statements only). (Discourage any speculative discussion; route all press enquiries to County Press Office in the case of a serious incident).• Establish press release in conjunction with the County Council Press Office.• Ensure telephone line(s) or mobile phones for outgoing calls available.• Action the 'telephone cascade' for staff and governors [where appropriate] to keep information flow fast and accurate.						
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Communication

<p>➤ Contact families whose relatives (children and adults) are or may be involved</p>	<ul style="list-style-type: none"> • Should be done quickly and with great sensitivity, preferably by a CIMT member – but remember it is the responsibility of the police to notify next of kin in the event of a death. • Consistency of information is essential, therefore use agreed statement and most up-to-date information from your contact adult on the site. • Try not to leave messages or use extended chains of communication. • Establish a reception base for concerned relatives coming to the school. Think carefully about the siting of this base (access phone/internet etc.). • Ensure people who can comfort and inform relatives staff this. Maintain direct contact with this base. 						
<p>➤ Prepare general information for all parents/staff/governors</p>	<ul style="list-style-type: none"> • If you have concerns about issues of legal liability or the likelihood of police action, any further information should be drafted with the help of the appropriate Education Adviser. S/he can check with relevant agencies before letters are issued to the wider school community. • Information should be simple, factual, express sympathy, concern, and should indicate when further information may be offered. 						
<p>➤ Briefing school staff and governors</p>	<ul style="list-style-type: none"> • Ensure CIMT have a schedule to brief staff on a regular basis. • Ensure all staff (teaching and non-teaching) and governors are discouraged from speaking to the media. This responsibility should be referred to a named person in the team and/or the County Press Office. 						
<p>➤ Briefing pupils</p>	<ul style="list-style-type: none"> • Usually best managed in class or tutor groups by adults 						

	<p>best known to the pupils. The agreed statement can then be delivered in a way that is age-appropriate to the group.</p> <ul style="list-style-type: none"> • A large gathering can generate hysteria, which can become a management problem in itself. 						
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Issues to be dealt with as soon as possible

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Ensure continuing support for needs of pupils, staff and relatives of those involved in the incident is planned	<ul style="list-style-type: none"> • A member of CIMT is identified as having responsibility for ensuring continuing support. • Your Education Adviser may have mobilised help from a variety of agencies able to offer support and counselling to those immediately affected: <ul style="list-style-type: none"> • Educational psychologists • Experienced counsellors • Social Workers • Child protection staff • Emergency Planning team • Locality teams • Area Directors • Property, Press and PR • Health and Safety • You need to discuss likely continuing needs with relevant professional staff. Local religious communities may be able to contribute or take a lead in providing a longer-term focus for support. • You may want to make a detailed plan of who can offer types of support and for how long this can be continued. 						

<p>2. Provide a focus for expressions of sympathy if appropriate. Refer to Bereavement Guidance in Managing Cambridge Schools (October 2006) for more detailed information</p>	<ul style="list-style-type: none"> You may wish to place a table in the foyer or a vase of flowers, with a book for tributes/condolences. Sufficient space for items of remembrance may be helpful – the public and the school community may wish to place flowers or other tributes which can block fire exits or emergency service access points if not managed. It may be more appropriate to negotiate a location away from school, i.e. church or public building. 						
<p>3. Further information Bulletin</p>	<ul style="list-style-type: none"> In your statements to the press and letters to the wider school community, you should indicate when you expect to be able to give more information. Try to honour this even if the update is very limited. You will create tension or possibly aggravate recipients of your information if your timescales are not adhered to. Clear your letters and statements with the County Press Officer and Police if necessary. 						

Supporting people involved – action extending over time and into the recovery phase

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
<p>1. Share information and advice about what has happened (this will apply immediately but will continue)</p>	<ul style="list-style-type: none"> All staff will need information about what has happened. Staff should be advised about how to talk to and support children. Information should be provided for staff on counselling available to pupils and to themselves. Parents may need information and advice on supporting and getting help for their children. 						
<p>2. Acknowledge the consequences of</p>	<ul style="list-style-type: none"> The incident may cause stress throughout the school. Acknowledge openly that the incident may affect people 						

<p>the event on the school's community, their reactions and feelings</p>	<p>(children and adults) emotionally in different ways and at different times.</p> <ul style="list-style-type: none"> • Recognise that the behaviour, concentration and performance of children and adults may change. • Recognise that not all staff will feel able to support others. • Be aware of staff who are taking the brunt of supporting others, and ensure that they, too, receive support. 						
<p>3. Provide opportunities for pupils and staff to express personal reactions (immediate and continuing need)</p>	<ul style="list-style-type: none"> • Pupils should be encouraged to talk about their feelings in class, smaller groups, or individually, with active listening. • Some pupils may show signs of needing support beyond the staff's competence or confidence. Extended counselling should be identified (with parental permission). • Staff closely affected by the event should have opportunities for debriefing and counselling if they require it. • Staff responsible for managing the critical incident should be offered supervision and relief. • Some adults and children may need therapeutic help for an extended period after the event. 						
<p>4. Consider the overall response of the school</p>	<p>The CIMT may need to consider:</p> <ul style="list-style-type: none"> • Attendance at a funeral. (It will not normally be appropriate to close the school.) Discuss attendance with the Education Officer. • Visit(s) of staff/children to hospital. • Expressions of sympathy to families affected. • An assembly or service to mark the event. • A memorial in the school or school grounds. It is advisable to consider this carefully and ensure full consultation with all parties. 						

Appendix 1.4

MANAGING CRITICAL INCIDENTS TIME PLAN

Task	Time Scale
Obtain as much factual information as possible at start of crisis	Immediate
Alert Headteacher or designated substitute. Headteacher to alert the CIMT, Education Adviser/LA	Immediate
Convene meeting of the Critical Incident Management Team	Immediate
Start the incident log. Always keep a contemporary record of decision making to explain the context	Immediate
Make arrangements for handling the media in liaison with Education Adviser and designated school media support	Immediate
Carry out quick appreciation of immediate response required	Within first hour
Select and set up control arrangements – decide roles and responsibilities of CIMT	Within first hour
Communicate details of the incident to staff, pupils, governors and parents as appropriate	Within hours if practicable
Inform pupils in a sensitive way – small groups if appropriate	Within hours if practicable
Arrange a debriefing meeting for staff involved in incident	Before leaving school
Arrange a debriefing for pupils involved in the incident	Before leaving school

Even when the incident has ended, arrangements to return the school to normal could go on for some time.

Facilitate support for high-risk pupils	Next few days, could go on longer
Funerals, rituals and memorials. Consider arrangements following full consultation with all families/carers directly involved	Next few days
Decide/agree a range of response and support measures. These have potential to run for many weeks or months after the critical incident has concluded	As soon as possible
Suggested reading and other resources	As soon as possible
Review and revise plans in light of experience	As soon as possible

Appendix 1.5

SCHOOL CRITICAL INCIDENT LOG (EXAMPLE)

INCIDENT:

Date/ Time	Details of Incident	Action Taken	By Whom

Appendix 1.6

CRITICAL INCIDENT PREPARATION CHECKLIST

Coding: **A** - In place
 B - Still needs to be done
 C - Not relevant

Up-to-date information about:	Code
Pupil/staff, Governor, Key Holder emergency contact details.	
LA emergency contact numbers including your Education Adviser School or LA press officer contact details	
Education Transport / Bus / Coach/Taxi lists	
Emergency supply teachers/ support list	
Information sheet about the school	
Up-to-date site plan	
Pupil/staff movement data (timetables / registration – who is where and when) (include sickness / day-leave rota and list of where CIMT members are during holidays)	
People, groups or organisations that visit or use the school and would need to be informed	
People and groups used by the school, e.g. suppliers and contractors	
Premises and sites plan of the school including critical locations, e.g. chemical storage, key salvage priorities, gas, electric and water mains control positions	
School bank details, account number and sort code	
Location of keys to classrooms, minibus, school safe etc	
Copy of Hazard Register and appropriate risk assessments	
Server back-up disks for all administration and student records	
Educational Visits - details of names, location, significant medical information and contact details relating to all pupils and staff off-site	
First Aider list	
List of vulnerable pupils and others with significant medical needs	
Evolve database login details (school trips)	
Evacuation and lockdown/invacuation/return to base procedures – known, visible and practised	
Telephone lines – private, mobile, emergency access	
Small room / quiet area identified for Police statements, counselling or interviews	
Plan for possible off-site location	

Management support:

Access to qualified first-aiders	
Screening of entrances / exits – siting of the identified emergency office	
Instant assemblies to release teaching staff	
Knowledge of resources available to deal with the recovery phase	
Familiarisation with 'Managing Bereavement in Cambridgeshire Schools' and access to counselling services	

School 'Specific' Information:

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