St Oswald's Catholic Primary School

Critical Incident Management Plan

October 2014

Background

This policy aims to address the issue of an event or events – usually sudden – which involve experiencing significant personal distress, to a level which potentially overwhelms normal procedures and which is likely to have organisational consequences.

Aims

To establish planned emergency arrangements and procedures

To inform staff that planned contingency procedures exist

To provide reassurance of the practical help that is available from the Local Authority and other agencies at short notice.

Objectives

To maintain as far as possible, normal educational services

Contact and advise staff of immediate contingency arrangements

Contact and reassure parents/carers that school is fully operational

Set up temporary accommodation and other resources including telephone/fax/ computer systems

This policy applies to all staff, pupils and Governors of St. Oswald's Catholic Primary School

Dated: October 2014

This policy will set out the School's approach to handling emergency incidents. All staff are to be aware of the contents and will be able to act appropriately and effectively in the event of an emergency or crisis. (See also the Incident Checklist)

The aim is to prevent the loss of life, minimise casualties and reduce the impact of the emergency in terms of personal injury, stress and damage to property.

An Emergency Incident Team will be convened consisting of the following key personnel:

Head Teacher	**Chair of Governors**
Deputy Head Teacher	**Vice Chair of Governors**
Assistant Headteacher	**SLT**
School Business Manager	**Caretaker**

Links to other policies and policies to be amended to include details from this policy:

- Flu pandemic
- Accidents and reporting procedures
- Educational visits
- Fire Safety
- Child Protection

Scope

- A deliberate act of violence, such as the use of a knife or firearm
- A fire or explosion or fire in nearby premises
- A pupil or member of staff being taken hostage or other terrorist acts including bomb threats
- Flooding of a significant part or the whole of the School
- A lightning strike
- Serious vandalism to the School premises
- Gas leaks

In addition:

- The death of a pupil or member of staff through natural causes
- A transport related accident
- A local or national emergency whereby the School has to be used as a designated place of refuge
- Civil disturbance and terrorism

ACTIVATION

INCIDENT OCCURS

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HEAD TEACHER OR DEPUTY HEAD (if deputising)

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The Head Teacher or Deputy Head telephones:

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Donna Hall Office : 486000

The LA will contact the designated Senior Officer from the Emergency Support Team

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The Senior Officer will activate the LA Emergency Plan and link with the Head Teacher/ Assistant Head in co-ordinating responses.

SCHOOL RECOVERY TEAM RESPONSIBILITIES

Area of Responsibility	Action	Person responsible for initiating the action
Press release/ advising the media	Prepare a statement for the press and media. Take advice from the Archdiocese/LA	Chair of Governors/Head Teacher
School closure	Consider closing school or sealing off an area	Head Teacher
Advising staff	Consider contacting staff members	Head Teacher/SLT
Advising parents	Contact parents by telephone	HT/SLT
Advising Governors	Contact Governors	Chair of Governors
Advising pupils	Assemblies/KS meetings	HT/SLT
Advising outside agencies and authorities	Contact these as appropriate	HT/DT / Assistant Head
Advising Insurers	Contact Insurance Companies or LA	SBM
Safety of staff & pupils	Take a roll call	Class teachers / TA's

Safety of site	Evacuate the premises. Call emergency services. Liaise with them on arrival. Have site plans ready.	HT/DT/ AH/ SBM/ Caretaker
Temporary accommodation	Arrange accommodation	Head Teacher/SBM
Temporary Telephones	Mobile availability + direct line to HT	HT/SBM
Computer systems	Re-instatement of files etc	Benchmark / LA / ICT leader
Contact suppliers	Letters, e-mails etc	Office staff

Emergency Action List

STAGE 1 – initial actions

- Open and continue to maintain a log of all factual information received, actions taken and the time of events.
- Make every attempt to clarify exactly what has happened
- Consider whether the incident requires the involvement of the 'Local Authority Support Team'. Initial contact is recommended in emergencies in case they have wider significance
- If deputising for the Head Teacher, try if possible to contact her and inform her of the situation
- Inform the Chair of Governors about the situation/incident and the level of involvement from the LA (if appropriate). Ensure they are briefed and available for interview by the media if applicable.
- It may be appropriate to postpone any media comment until advice sort from LA / Archdiocese.
- It is especially important that the names of those involved in any incident **are not** released or confirmed before the identities are formally agreed and parents/next of kin are informed.
- Call in designated staff members on the Recovery Team and nominate one as an on-site co-ordinator.

If the incident is during term time

- unless there is overwhelming pressure, avoid closing the school and try to maintain normal routines. If school remains open a number of differing facilities may need to be set up/accommodated eg a control point, a parents meeting point, a media briefing point and staff welfare facilities.

If the incident is outside of term time or school hours

- the Caretaker should arrange for parts of school to be opened as appropriate and be available for requests as and when needed. Call in school administration support as required.

STAGE TWO –Organisation

- Agree appropriate identification of Local Authority Support Team members, issuing badges and on-site facilities

- Set up arrangements to manage visitors. Record all names
- Set up arrangements to enable accurate information to flow
- Ensure sufficient staff are available to answer telephone calls. The LA may set up a 'help-line'
- Staff must maintain a record of all calls received
- Give staff answering the telephones a prepared statement and update it regularly
- Make staff aware that some calls may be bogus
- Divert media calls to the LA's press officer
- Try to arrange for a separate line for outgoing calls only
- Arrange for staff to be called in and briefed at an early stage. Short eg 10 minutes twice a day is recommended.
- Be aware of how colleagues are coping
- Arrange for pupils to be told in small groups wherever possible
- Discourage pupils and staff from speaking to the media
- Arrange for next of kin lists to be available for the Emergency Incident Team if appropriate

Parents

If students are involved, the contacting of parents will be an important early task (remember if it is a major incident that parents may have already heard on the media or from other parents). It may be appropriate for parents to come to the school for a briefing, report or further support.
Maintain regular contact with parents.
If the incident is away from school, seek police advice on whether parents should travel to the scene or whether children are to be taken home.

Staff

Remember to have regular comfort/rest breaks and advise others involved to do so.
Maintain regular contact with staff and make a point of seeing that all staff know each other's roles and responsibilities.
Try to be positive and respond positively to ideas and suggestions.
Be available to see staff when required.
Remember some members of staff may be so affected by the incident that they will not be able to support children.
Provide professional support for those dealing with the situation.

STAGE 3 – period following the close of the incident

When appropriate seek advice from the Local Authority Support Team.
Contact Father Newns regarding special assemblies/funerals/memorials etc 01942 727249
Prepare a statement regarding the incident for the Director of Service at the LA and Archdiocese.
Arrange staff contacts with children involved in the incident either at their home or at hospital
Arrange a sensitive return to school (possibly phased)

STAGE 4 – longer term issues

Work with staff to monitor pupils informally
Clarify procedures for pupils who need individual further help
Recognise that some staff may need further individual help
Recognise and be prepared to mark anniversaries

Remember to make any new staff aware of pupils and families who have been affected and how.
Remember that legal processes, inquiries and newspaper/media stories may bring back distressing memories and cause temporary upset.
If the incident lasts for several weeks then media attention is likely to continue for this time.

EMERGENCY EVACUATION

In the event of a fire, bomb threat etc. follow the normal fire evacuation procedures and assembly points.

EMERGENCY INTERNAL INCIDENT

If the danger comes from outside: **GO IN AND STAY IN**

All classes will be paged and instructed to LOCK DOWN i.e close all doors , windows and blinds and remain inside the building -
Go to rooms facing away from the incident
Tune into any local radio station and wait for any telephone communication from the Local Authority/ Police. It would be useful if a mechanically powered radio could be purchased to cover the eventuality of a power failure.

BOMB THREAT

The priority contacts in this instance are:

Ambulance
Fire Brigade
Gas Supply
Insurers
Police

Action

This may occur in two ways, either by telephone call advising school of a bomb planted on the site or by the location of an unidentified package or letter.

- If a telephone call is received inform the Head Teacher and clear the building immediately. Telephone 999.
- If a suspicious package is identified then clear the immediate area.
- Avoid the use of two-way radios and mobile phones
- Avoid causing any vibrations
- Evacuate people at least 100 metres from the immediate area
- Inform the Head Teacher
- Call the emergency services
- Do not allow anyone to re-enter the building until authorised to do so by the police
- If necessary, evacuate the school. It may be necessary to evacuate to an agreed emergency evacuation centre.

CLOSURE OF SCHOOL DUE TO SNOW/BAD WEATHER

The priority contacts are:
Local radio stations – Wish FM, Rock FM.

Action – if possible

- Inform the local radio stations
- Send a text to all parents and if possible place a message on school answer machine
- Display a large notice on the school gates
- Ensure that paths are cleared and salted as far as possible

Permission to leave should not be given to any pupil until a dismissal message is given to all staff.
The Head Teacher (or Deputy) to make the decision
No staff to leave the premises without permission

PREMISES RELATED MATERIAL DAMAGE

Priority contacts:

Buildings Officer –	Chris Willliams – Archdiocese 0151 5221071
Computer Network –	SIMS / Benchmark/ LA IT section 01942 404142 (Andrew Gibbson)
Electricity supply -	Eon
Environmental Health –	01942 828335
HSE -	0845 3450055
Insurers –	LA Chris Page 01942 827242 / David Brookes (Arch) 01253508822
Plumbers	EC Harris 0151 2362357 Andrew Dutton / Richard Jones
Electricians	EC Harris 0151 2362357 Andrew Dutton / Richard Jones
Fire Brigade	01942 813770 ex 4221 or 999
Fire Alarms –	EC Harris 0151 2362357 Andrew Dutton / Richard Jones
Gas Supply	Eon
Generators/plant hire	EC Harris 0151 2362357 Andrew Dutton / Richard Jones
Glaziers	EC Harris 0151 2362357 Andrew Dutton / Richard Jones
Temporary accommodation	EC Harris 0151 2362357 Andrew Dutton / Richard Jones
Temporary Buildings	EC Harris 0151 2362357 Andrew Dutton / Richard Jones
Water Authority	UNITED UTILITIES 08457 462200

Ambulance	999 / 211
Fire Brigade	999/ 211

Police	0161 8725050 / 999 / 211

Action
All staff to be aware of fire evacuation procedures
During the working day:

- Sound the alarm
- Dial 999
- Follow the evacuation plan
- Close windows
- Turn off computers and appliances if it is safe to do so
- Assemble at the agreed meeting point

STRUCTURAL DAMAGE

Action

Ensure everyone moves to and remains in, a safe place in another area of the building or outside, well away from the building, depending on the nature and extent of the damage
Do not allow anyone to re-enter the building until surveyors have inspected it
Inform the Chair of Governors
Review arrangements for keeping the school open

GAS LEAK

Priority Contacts:
Local radio
Local Authority
Press Office
Gas supplier

Action

Advise Caretaker immediately to check and initiate evacuation procedures
Contact gas supplier emergency telephone number
Turn off gas supply if a local isolator is fitted. If not the main supply requires isolating
Open all windows and evacuate the area following usual evacuation procedures

HAZARDOUS SPILLAGES

Action

Clear the room and surrounding areas
Contact the Caretaker or Head Teacher
Call the fire service if necessary
Remove contaminated clothing (be aware of cross-contamination) and rinse the affected person with plenty of plain water
If pupils or staff are showing any adverse medical symptoms, then call for medical help.
Cover any spillage with sand. Close doors and windows
Seek further advice from the Local Authority if required.
Be aware of COSHH guidelines

POWER CUTS

Priority contacts:
Electricity supplier
Computer network
Gas supplier
Generators/plant hire

Action

Advise caretaker or Head Teacher immediately. Staff to send a pupil to office if necessary.
Electricity supplier to be contacted
If long term power failure, arrange for alternative accommodation if available

Advise the school kitchen in order that alternative arrangements for school meals can be arranged.
Be aware that the telephone system may not be operational. Use mobile phones to contact the Local Authority/relevant people.
The Head Teacher will decide if normal lessons can continue without power.

PERSONNEL RELATED INCIDENTS

Accidents to person(s)/loss of key personnel on an activity or trip

Priority contacts:
Ambulance
HSE
Insurers
Local Authority
Local paper
Local radio
Police
Caretaker

Action

Establish the nature and extent of the emergency
Make sure all members of the party are accounted for and are all safe
If possible - advise other party staff of the incident and the actions taken. If only one adult is available then a decision has to be taken as to the best course of action.
Ensure that an adult accompanies any casualties to hospital. If only one adult is available then a decision will have to be made as to the best course of action
Ensure that remaining pupils have adequate supervision and arrange for an early return to school
Arrange for one adult to remain on the site of the incident to liaise with the emergency services until the incident is over and all the children are accounted for.

Control access to telephones until a senior member of staff has contacted parents/others who are directly involved.
Give full details of the incident including:

- Nature, date, location and time of the incident
- Details of injuries etc
- Names and home numbers of the pupils involved
- Action taken so far
- Telephone numbers for future communication

Do not discuss matters with the media
The party leader should, at the first opportunity, make notes about the incident, as should all of the other people involved. A record should be kept of names and addresses of witnesses and the people involved.
Do not discuss legal liability
Contact parents/next of kin of the pupils or staff involved and ask them to come into school if possible.
Contact Governors and Senior Leaders and arrange for the Local Authority Emergency Incident Team to be allocated space in school to work.

Hold a press conference as soon as convenient and ensure that accurate information is given out at regular intervals. This should be done in a building away from school if at possible to avoid congestion on site.
Ensure that there is at least one telephone free to make outgoing calls. If possible, make a mobile phone available.
Ensure that everyone knows what their responsibilities are
Keep the press/media away from pupils
Try to run the school as normally as possible. The Head Teacher's first responsibility is to the Emergency Incident Team.
Arrange for counselling for pupils if this thought to be appropriate
Inform insurers giving the following information:

- exact location of the incident
- time of incident
- brief description of the circumstances arrange
- Extent of loss/damage
- Current situation
- The name of the person co-ordinating the incident
- Assist parent(s) with medical or funeral arrangements
- Handle letters, tributes etc
- Consider very carefully any request to establish a charitable foundation or fund
- Be aware that the most difficult people to manage are the press and the media

ASSAULT ON STAFF

Priority contacts:
Headteacher
Police
Ambulance

Action

Raise the alarm
If the assault is by a pupil on a staff member then try to isolate the child
Assault on staff procedures to be followed and the forms completed.
Reception will contact the police and/or ambulance services if required
All incidents however minor should be reported and logged.

INTRUDERS

Priority Contacts: Headteacher / Main Office
Police
Ambulance

Action

Under no circumstances should force be used to evict intruders.

All visitors should report to Main Office and sign in.
If a stranger is sighted then challenge by asking for identification and reason for being on the premises

If you do not feel it is appropriate to challenge the person then report the matter to the Head Teacher and/or Office immediately. If the Head Teacher is not available contact a member of the Senior Leadership Team.
If the Caretaker is on duty she should be asked to check the site and locate the person.
A decision should then be made as to whether to contact the police

MEDICAL

Priority contacts:
Environmental Health
First Aiders
Emergency services
Counselling services
Catering services

Action

Outbreak of food poisoning

- Take appropriate medical action
- Inform Environmental Health Officers of the LA
- Inform parents as appropriate
- Prepare a press statement
- Discuss and reassess food hygiene and food sources with the kitchen staff

Outbreak of communicable illness eg meningitis

- Take appropriate medical action
- Isolate pupils
- Inform parents as appropriate
- Prepare a press statement

See flu pandemic policy for further details in this respect

SUICIDE ATTEMPT

Action

Call emergency services
Protect other pupils and staff from witnessing anything distressing
Contact the person with responsibility for child protection
See the school child protection policy for further information

DEATH, SERIOUS INJURY OR MEDICAL EMERGENCY

Action

Never assume someone is dead until certified by an appropriate professional. Continue to provide appropriate medical support.

- First aid staff to be called to the location of the incident

- Notify emergency services
- Ensure pupils and staff are not exposed to trauma
- Inform family of the injured person
- Complete accident report forms
- Notify HSE (RIDDOR)
- Seek advice from LA press officers

MISSING PUPILS

Priority Contacts:
Parent/Carer
Police

Action

Report incident to Head Teacher or Deputy Head
Inform parent
Question other pupils to find out the pupils' intentions or remarks
If there is a genuine safety concern then contact the police immediately

ABDUCTION

Priority contacts:
Parent/Carer
Police
LA
Press officer
Chair of Governors

Action

Call police immediately
Ensure safety of other pupils/staff
Notify the LA so other schools can be contacted
Agree a spokesperson to deal with the media and the police
Agree a venue away from school for daily meetings to review the events and plan strategy
Inform the Chair of Governors

SCHOOL CRISIS KIT

The following documentation should be kept to assist with handling a disaster/crisis effectively. This information will be stored in the school office.

- A list of pupil names and addresses and contact details will be kept up to date by administration staff and data collection sheets will be sent out annually for updating be parents/carers
- A staff list of names, addresses and emergency contact details will be kept up to date by administration staff and will be updated annually at the beginning of the academic year.
- A list of Local Authority emergency contact details
- A list of emergency services contact information
- A list of utilities contact information and details of how to cut off supply in emergency
- Copies of school floor plans
- A set of keys or master key

This policy will be monitored annually.

Dated: ……

Signed: …… Head Teacher

Signed: …… Chair of Governors

APPENDIX 1: KEY CONTACTS

NAME/POSITION	CONTACT DETAILS
Headteacher Mrs Pat Carter	07917373993 / 01942 273722
Deputy Mrs Julie Hassan	07519636113
Chair of Governors Mr Ken Stout	01942 725648
Local Authority	01942 486000
Liverpool Archdiocese Fran Coldicutt	0151 5221071
Central watch (for all emergency contact numbers)	01942 404040
Health & Safety Team F Hyland	
Police (ring 999 if serious incident)	GMP 0161 8725050
Fire Brigade (ring 999 if serious incident)	01942 813770 ex 4221
Ambulance	(ring 999 if serious incident)
Gas	Eon

Electricity	Eon
Water	United Utlilities
Radio Stations:	Wish fm 01942 761024 Rock FM 017724 777000
Health & Safety Executive	0845 3450055
RIDDOR	0845 3009923
Environmental Health	01942 828335
Insurance	Chris page 01942 827242 (wigan LA) David Brookes (Arch) 01253 508822
Fire Alarm	Unique Alarms UIS
Glazier	
Building Maintenance Officer	Andrew Dutton EC Harris 0161 2140214
Local Authority Press Office	
Local Authority Catering	01942 705094
Local Authority Premises management	01942 486017