

Critical Incident Policy and Response Plan

A “Critical Incident” can be one of the following, a personal tragedy which has occurred inside or outside the structure of Federation, an incident rendering any area of any of the schools unusable for any reason (e.g. gas explosion, fire), a local disaster/civil emergency – flood, tanker leak, pipeline leak etc.

In addition to this policy all members of staff must read the up to date completed Norfolk County Council ‘Critical Incident and Trauma Management’ documentation (Red Book) and ‘Critical Incidents’ . These must be updated annually and displayed in each school office.

In the event of a critical incident within our Federation community on or off site, we must:

- Keep Calm
- Administer emergency first aid if necessary
- Alert emergency services/ Executive Head teacher or an Assistant Head teacher.
- Keep the children safe and out of sight of anything which may upset the children further.
- If necessary call the critical incident (24 hours) support line/media team. This number must be clearly displayed in each school office and taken on an ‘Emergency Card’ on every off site trip by every member of staff/volunteer attending trip.
- Follow any advice given by critical incident team/media team.

Staff must look after the children while the most senior member of staff completes any of the following which may be necessary (The names of these people must be noted in the risk assessment/Evolve if off site):

- Note any details.
- Take any photographs if possible.
- Disturb nothing.

- Do not let anybody use their phones unless alerting school or emergency services.
- Do not talk to the press or allow any other member of the party to do so.

Whether the incident happens on or off site the Executive Head teacher or in his absence an Assistant Head teacher is:

- Responsible for managing the critical incident.
- Responsible for supporting staff, children and the wider Federation community.
- Responsible for communicating with outside agencies.
- Responsible for completing and reviewing the 'Red Book' procedures.

Whether the incident happens on or off site the Head teacher's secretary (s) and or Business Manager must:

- Ensure all members of staff and Chair/Vice Chair of Governors are notified immediately.
- Ensure all Team Members can get access to the site/ buildings.
- Delegate staff members to manage the telephones and any enquiries
- Maintain, and circulate to Team Members, up-to-date lists of contact numbers for all members of staff/parents.
- Ensure this data is circulated to all members when changes occur, or annually, whichever is earlier.
- Follow all advice given by the media team and critical incident team.

Important Numbers

These numbers should be clearly displayed in every school office and taken by every member of staff/volunteer on 'Emergency Cards' on any off site trip. (See appendix 2)

These are to be updated regularly so staff has current access in a case of an emergency.

These are NOT to be shared with parents as they are confidential staff and governor numbers.

Monitoring of the Policy

Any critical incident will be reported to the full governing body and follow up actions will be directed towards the relevant committee e.g. Health and Safety / Premises or governor with a specific responsibility – e.g. Educational Visits

Review of the Policy

This policy is to be reviewed on an annual basis or sooner if there are significant changes to the premises of each school site.

Date of Reviews/ Outcomes:

April 2015	
April 2016	
April 2017	
April 2018	
April 2019	

Appendix 1 – Action Log relating to Critical Incident

An action log needs to be kept at each stage, by each member of staff involved, using the log sheets provided. See below.

INFORMATION REQUIRED/GATHERED	INFORMATION GIVEN, WHEN, BY WHOM
What happened?	
When and where?	
Are other agencies involved? If so, who? Names, contact numbers (including extensions/mobiles)	
Name and Contact Details of the responsible person at the incident site. Staff contacts details at the site.	
Number of Injuries, Names of Injured, Extent of Injuries	
Locations of injured	
Names of uninjured, Location Contact of Responsible Person	
Who has been informed?	
What have they been told	
Action required by school	

Signed: _____ Date: _____

Senior Member of Staff who has verified this log: _____

Appendix 2: **Critical Incidents – Important Numbers**

To be displayed in school and taken on any offsite visits.

School Numbers

Colkirk School - 01328 862 684

Sculthorpe school – 01328 862 704

West Raynham school – 01328 - 838 317

Staff Numbers

Chris Allen – 07788 283 349

Emma Yerby Smith - 0797 921 65 63

Lesley David – 07788 181 911

Sarah Potter – 07530 739 059

Governor Contact

Mike Coates 01328 863 826 / 07876458540

Local Authority Numbers

The Critical Incident Co-ordinator is 07623 912 974

Media Officer – 01603 224 214 / 07818 454 782

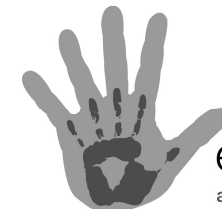
Graham Lodge 01603 307744 (County Hall)

CRITICAL INCIDENTS & TRAUMA MANAGEMENT

in schools and other settings

2013/2014 Edition

Emergency Information The Red Book



Schools and other organisations working with children are strongly recommended to prepare plans for a possible critical incident, and to use the Red Book structure with this in mind. Please revise this book annually, you will find the latest copy here:

<https://www.esinet.norfolk.gov.uk/criticalincidents/>

In particular, schools and settings should consider forming an incident management group. Individuals with specific responsibilities should be identified and recorded in the Red Book in advance of an incident.

The book should continue to work as an aide memoir/checklist but also provides space to allow schools/settings to customise it with their own information.

A Critical Incident may be defined as:

An event or events, usually sudden, which involve the experience of significant personal distress to a level which potentially overwhelms normal responses, procedures, and coping strategies and which is likely to have emotional and organisational consequences.

Critical Incident Support Line - 07623 912974

What it's for:

The Critical Incident Support Line should be used to inform and request support from the Local Authority when a **traumatic or tragic** event has occurred. A critical incident may be the unexpected death of a child or an adult closely associated with the school/setting. Equally, it may be an event causing injuries which results in temporary or long-term disablement. An example of this might be a noxious chemical leak or a road traffic accident involving pupils or staff.

Who do I speak to?

To ensure immediate response at all times we use a pager system. When you ring the number, an automated voice will say "Welcome to Page One Communications. Please hold the line for an operator, or enter your numeric message now followed by the hash key". If you choose to enter your phone number as a numeric message, please wait until you hear: "Thank you, your message has been accepted." Your number will then immediately appear on the pager held by the Children's Services officer on duty who will call you back.

If you choose to speak to an operator: he/she will ask you for your name, school or setting name, contact phone number and a brief outline of what has occurred. This information will be immediately relayed by pager to a senior member of Children's Services.

What happens next?

Once you have made contact through the Critical Incident Support Line, a senior colleague will call you to take further information, provide support and advice, and agree with you the right course of action. A range of key individuals and services will be alerted as appropriate; foremost among these will be education professionals trained in offering psychological support/trauma management (Critical Incident Team). They will be able to support the school/setting as it comes to terms with the consequences of a critical incident.

While critical incidents are, thankfully, rare, their effects can be profound and schools and others are encouraged to plan for the eventuality, to consider who might be affected and how best they might be supported. The Local Authority, through its Critical Incident Support Team, is a key partner during this difficult time.

What the Critical Incident Support Line is not for:

The Critical Incident Support Line does not provide a counselling service for employees suffering stress. There are other contact points, operated confidentially by independent service providers on behalf of the County Council, which handle issues of this nature. Employees can contact Norfolk Support Line on: 0800 169 7676 if their school pays for Norfolk's HR package or if they subscribe separately to the NSL service.

Equally, though they may be significant at the time, the Critical Incident Support Line is not for events like boiler failures or loss of water. Should you need to close your school through such an incident, please report the closure through the "my schools" section of www.schools.norfolk.gov.uk or telephone 0344 800 8019 (Mon-Fri, 8.00am – 6.00pm).

For child protection referrals please call Norfolk County Council on 0344 8008014 (24 hours).

For safeguarding matters involving staff please call the Local Authority Designated Officer (LADO) on 01603 223473 during office hours. If the matter is extremely urgent, you can call the Critical Incident Line for immediate support out of hours only.

Non-urgent advice:

If you would like non-urgent advice about a parental death or a general bereavement issue, you can phone the Critical Incident Co-ordinator on her office number 01692 502300, her mobile 07887 832413 or email bianca.finger-berry@norfolk.gov.uk.

NORFOLK COUNTY COUNCIL CHILDREN'S SERVICES

Emergency Contacts

In the event of a critical incident, you should phone the following number for assistance.

07623 912974 (24 hour pager system)

You will be asked by the operator for the following information:

Name of caller

Name of school/setting

Contact number

Brief outline of the incident

If you do not get a response within what seems to be a reasonable time frame depending on the incident, please call Julie Purdy on 01603 638196. Out of hours, please redial the pager number and ask for the call to be put through again.

Actions in the event of a Critical Incident

Take immediate action to safeguard pupils, staff and visitors. This may include contacting emergency services, administering first aid if necessary and securing the building.

Contact the Critical Incident Support Line 07623 912974

Form an Incident Management Group (see page 6) if possible/necessary

In case of an Educational visit,
refer to Graham Lodge 01603 307744
or 07825 282164 for advice and support
specific to visits

Refer to your business continuity
and guidance if appropriate

Follow advice from the Critical Incident Team
and guidance in the red and green books
(support framework for schools)

Plan arrangements for the rest of the day

Incident Management Group to meet at the end of the day to review and plan for the next day

When forming your Incident Management Group you may consider allocating the following roles, which should be revised in the event of an incident. In a small school, the headteacher might take on several roles. Consider what roles are needed in your specific case and whether you need additional roles, e.g. a community/parent link.

Incident Management Group	Name	Revised name
Incident Manager	Christopher Allen	Cheryl Melton Emma Yerby Smith Sarah Potter Lesley David
Welfare Lead	Emma Yerby Smith Sarah Potter Lesley David	Emma Yerby Smith Sarah Potter Lesley David
Communications (Media) Lead	Serviced by LA	Serviced by LA
Property Manager	Terence Rouse	Sonya Rouse
Link governor for incidents	Mike Coates	Grant Harrison
Governor for Health & Safety	Rob Curl	Grant Harrison
Governor for Child Protection & safeguarding	Mike Coates	Katie Paffet
Community Governor	Gill Yarham	Father Clive/ Father Edward

This document focuses on the needs of children and staff, therefore there will be no other reference to the property manager. Please follow your business continuity plan and consider the business continuity guidance on the schools website.

Ensure that essential details of the incident are taken and recorded (Incident Manager)

<p>What has happened?</p> <p>Date and time of the incident?</p> <p>The location of the incident?</p> <p>Details of any injuries at the scene?</p> <p>Who else witnessed the incident/ are at the scene?</p> <p>What advice have the emergency services given?</p> <p>What action has already been taken?</p> <p>Any other important information?</p>	
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- **Notify the LA of the critical incident and request assistance if necessary (Incident Manager)**
- **Ensure a dedicated emergency line is operational (alternative number for services supporting the school, in case the main school number will be busy with parental calls)**

Person Responsible:

Emergency telephone number:

- **If the incident is likely to attract media attention, you may wish to contact the LA Communications Officer, Claire Milner-Smith on 01603 217809 or the media enquiry desk on 01603 228888. If you haven't subscribed to the media service you can purchase support on an hourly basis.
Ensure that those receiving phone calls from the media know what the school's response is, and are able to respond appropriately.**
- **Contact governors as appropriate (Governor Lead)**

Governors to contact (Name)	Phone number
Mike Coates	01328 863826 / 07876458540
Helen Johnson (Clerk)	01328 838317

- **Identify vulnerable children/young people/adults (Welfare Lead) at the time of the incident**

- **Establish procedure for informing children and young people** (*see guidelines, next page*)
Person Responsible:
- **Ensure appropriate letter/email home to parents** (*sample letters are included in this booklet*)
Person Responsible:
- **Review the day and plan arrangements for the next day, consider support required for staff and children (Incident Management Group)**
Person Responsible:

Suggested guidelines for informing pupils in small groups about a death

Preparation

Information about circumstance of the death to be shared with all staff (don't forget midday staff and school secretaries), there needs to be clarity about what information can be shared with the children, e.g. what is in the public domain, what has been agreed by the family. It is helpful if the whole school can be told within the same time period. Some larger schools may inform pupils in year groups if it is not possible to do in smaller tutor/class groups.

If any member of staff feels unable to tell their class, they need to know that this is okay and alternative arrangements should be made.

Be aware of children/young people who have recently been bereaved.

With class/group (including some suggested wording):-

"I need to share some sad news with you all.(brief description of who/position in the school) has died. "

Give the information about the cause of death if possible. Use age appropriate, simple and clear language, avoid euphemisms. If children ask questions, be clear about what information can be shared with them. Answer questions open and honestly. It is okay to say *'I don't know'* or *'We don't know yet'* or *'Maybe we will be able to find out later'*.

Acknowledge that different people will react/feel differently. All possible responses are fine. Tell children they should talk to someone if they feel really upset, worried, anxious, can't sleep, etc. Say that it is also okay to be happy and have fun.

Encourage pupils to take care of/look after each other – and be aware of other's feelings.

Allow children to talk about the person who died. Consider facilitating means of expressing feelings such as painting, drawing, writing, etc. Make a decision about whether this is appropriate depending on how close the children were to the person who died, or whether to proceed with your usual lesson.

"There will be opportunities for us all to have time to think, talk and remember ... in our own way. We will talk to you again at some point about how we want to do this."

"School will continue as normal." Talk about any exceptions and arrangements, e.g. support available for pupils who are very upset, (e.g. Critical Incident Team), how to access this support.

"You will get a letter to take home to your parents/carers at the end of the day."

Sample letter when a pupil/teacher has died

Feel free to use this sample letter as a basis for a letter from your school, you can adapt and change it to your particular circumstances. You may also want to write a completely different letter, but the following might be useful to consider. In some circumstances it may not be appropriate to share the name of the person who died with the whole school community. Please consider discussing this with the Critical Incident Team.

Dear Parent/Carer,

It is with great sadness that I have to inform you about the (sudden) death of xxx (name if appropriate), one of our pupils/members of staff in Year x. The children were told this morning by their class teacher.

Xxx (or a child/member of staff in our school/ in year x) died as a result of/ or the full detail surrounding the death are not known at this stage – but children have been reassured that this is something that does not happen very often. Your child may or may not want to talk about it, but it is likely that he/she will need your special care, attention and reassurance at this difficult time.

We are all deeply affected by the death, but we are trying, for the children's sake, to keep the school as normal as possible over the coming days, whilst allowing the children opportunities to talk about xxx (the person who died) if they want to. Trained staff from the Critical Incident Team are helping to support us through this difficult time. If you feel that your child needs extra support, please let us know.

Our thoughts are with the family, and the whole school community sends them our most sincere sympathy and support.

If you have any questions or concerns, please do not hesitate to contact me.

Yours sincerely,

Xxx

Headteacher