



Sutton CE (VC) Primary School

Critical Incident Policy

February 2022



CRITICAL INCIDENT POLICY

This Policy has been drawn from the Cambridgeshire Responding to Critical Incidents.

1. DEFINITIONS

Critical Incidents

“A critical incident may be defined as any sudden and unexpected incident or sequences of events which causes trauma within a school community and which overwhelms the normal coping capacity of that school.”

Such incidents will usually require the assistance of the emergency services and/or Cambridgeshire County Council and others. The incident or event may be unanticipated, imminent or in progress. It may occur on school property, in the local community or out of school.

A major incident may be defined as:

- An accident leading to a serious injury or fatality;
- Severe injury or severe stress;
- Circumstances in which a person or persons might be at serious risk of illness;
- Circumstances in which any part, or whole of the school is unable to function as normal due to external influences;
- Any situation in which the national press or media might be involved

As such, major incidents include:

- Death of a pupil or member of staff;
- Death or serious injury on a school trip;
- Epidemic in school or community;
- Violent incident in school;
- A pupil missing from home;
- Destruction or major vandalism in school;
- A hostage taking;
- A transport accident involving school members
- A disaster in the community;
- A civil disturbance or terrorism
- Arson attacks on schools
- Major fires at a school
- Significant vandalism
- Pupil suicides and sudden deaths
- Violent attacks on pupils and staff members
- The sudden death, in tragic circumstances of members of staff
- Incident involving an intruder, believed to be armed, on school premises
- Road traffic accidents, involving fatalities within a school community
- Abductions / disappearances
- Allegations or actual incidents of abuse against pupils by staff and staff against pupils
- Incidents involving the murder of schoolchildren that attracted the attention of national and international media over prolonged periods
- Floods
- School used in an emergency

In the event of such an incident the priorities of those adults in charge of the school or trip at the time must be to:

- Save life
- Minimise personal injury
- Safeguard the interests of pupils and staff

- Minimise loss and to return to normal working quickly

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

2. CRITICAL INCIDENT MANAGEMENT TEAM (CIMT)

In the event of a critical incident the Critical Incident Management Team (CIMT) will lead to reduce confusion as to who is in charge during an emergency.

The CIMT will comprise of the following:

- Mike Harrison (Headteacher)
- Sam Brown (Welfare Officer)
- Ruth Garbutt (Deputy Head)
- Amy Tandon (Finance Administration Officer)
- Chris Shea (Chair of Governors)
- Darren Bate (Caretaker)

The CIMT has in place a plan to deal with all possible incidents, listing the roles and responsibilities of each member of the team. Key members of the CIMT are contactable 24 hours a day and have in place arrangements for continuity purposes during school holidays.

3. PREVENTATIVE AND PRECAUTIONARY MEASURES

Whilst no amount of planning can totally prevent accidents and problems occurring, it is hoped that some can be prevented and the effects of others minimised by taking sensible precautionary measures. It is expected that:

- all staff and pupils should be familiar with the school's routines for fire and the evacuation of the school building on hearing the fire alarm.
- all staff should be familiar with the routines and procedures for dealing with emergencies (as detailed in this Policy).
- all staff and pupils should be familiar with the school's security procedures, in particular that all visitors not wearing a visitor's badge should be questioned and escorted to reception.
- all staff organising school trips and visits follow the guidelines and write a risk assessment to be signed off by the Head Teacher.
- all staff are aware of pupils with medical needs or health problems.
- all staff are aware of school policy in dealing with violence at work.
- all staff are aware that they should assess associated risks to children before carrying out a curriculum or other activity.
- all staff are aware that they are responsible for assessing risks to themselves before undertaking an activity.

4. RESPONDING TO A CRITICAL INCIDENT

The school's reaction to a critical incident can be divided into the following categories:

- i. Immediate action
- ii. Short term action

- iii. Medium term action
- iv. Longer term action

Immediate Action

This occurs within hours of the incident occurring:

- Obtain and collate information relating to the incident – uncertainty breeds rumour and accurate information is essential;
- Gather and brief the CIMT (Critical Incident Management Team) – brief the team, allocate roles and responsibilities;
- Trigger support from the LA and other contacts on emergency list – establish clearly who is going to contact whom;
- Set up an incident management room and dedicated phone line – to deal with calls from anxious parents etc. CIMT should agree a factual statement and avoid speculation;
- Contact families affected – must be done quickly and with sensitivity. Consistency of information is vital. It may be appropriate for families to come to school and immediate emotional support could be a possibility;
- Make arrangements to inform other parents – may need to take advice from LA, especially if there is the possibility of legal liability. CIMT may wish to send a letter to parents, or prepare a leaflet.
- Inform teaching and other school staff – staff need to be cautioned about talking to the media or responding to questions from reporters. It is vital that all staff in contact with pupils are kept well informed and feel secure in handling comments or questions from pupils.
- Inform pupils – can be done in small or large groups depending on which is most appropriate. Care needs to be exercised to protect both children and adults closely involved in the incident. It is important that children receive a consistent account of the incident allowing for differences in their ability to understand.
- Encourage people involved to talk – the incident may need to be discussed before children go home for the day, for both pupils and adults.
- Deal with the media – most important to seek advice from LA before agreeing to speak to or be interviewed by the media. If this is not an option then an agreed text for release should be prepared by the CIMT and a designated spokesperson briefed and prepared to respond on the school's behalf.
- Devise a plan for handling the reactions and feelings of people affected – the most common reactions will include denial, distress, guilt, anger and helplessness. CIMT need to consider outside professionals to support and debrief staff and pupils affected by the incident. Those providing support also need support. At this point the CIMT will need to plan their short term reaction to the incident.

Short Term Action

The next stage of an incident occurring:

- Reunion of children with their families – especially where the incident occurs outside the school. Mostly children will need to be brought home, but sometimes parents and families need to visit the scene of the incident to understand how they deal with repercussions in terms of children's fears etc.
- Managing staff – support needs organising for all staff, preferably from within the school, but using outside agencies if appropriate. Staff monitoring should be a priority, even members of the CIMT. If a crisis persists over many hours staff become tired, weary and upset and this affects their powers to make sensible decisions.
- Encourage pupils to talk – activate strategies for enabling young people to talk about the incident, and their feelings, using outside agencies if appropriate. Staff will need briefing about ways to help the children affected by the incident, and how to identify patterns of behaviour etc. This may have implications for the wider curriculum i.e. training in bereavement counselling for staff, provision of a range of books, PSHE discussions etc.
- Debriefing meeting – it may be appropriate to hold a debriefing meeting for staff, children and parents to:
 - clarify what has happened
 - allow for sharing reactions
 - reassure people that reactions are normal
 - mobilise resources e.g. parental support groups
- An experienced person, possibly someone from outside the school community, should lead this meeting.

- Formal and informal recognition of rituals – it is important to remember to express sympathy to families of the hurt or bereaved. Visits to children/staff in hospital. Pupils may wish to send cards and letters. The school may also need to consider attendance at funerals, and/or the desirability of holding special assemblies or memorial services. Anniversaries are also key times when support and sensitivity are required.
- Re-establishing routines – every attempt should be made to provide continuity for the children. The return to school of staff or pupils directly affected by the crisis will need to be managed carefully and with sensitivity but the re-establishment of routine is an important stage in emotional recovery.

Medium Term Action

- Return to school for staff or pupils after long absence – reintegration will need to be planned carefully, and may involve home visits prior to return, part time attendance initially, reducing workloads, putting in place mentoring process etc.
- Consulting professionals – consideration should be given to consulting the Educational Psychology Service for support and guidance, especially to help those showing unusual or prolonged reaction to the incident.
- Keeping parents informed – it may be appropriate to produce a leaflet for parents giving guidance on the possible delayed reactions of pupils to an incident and making suggestions to help them deal with these.
- Support for staff – ongoing monitoring and support for staff is a major consideration. CIMT especially will not be immune to reaction from their ordeal.

Long Term Action

- Monitoring the vulnerable – the effects of a crisis can reverberate for years, and it is especially important that new staff and pupils are briefed in the school's history to help them understand and deal with potential repercussions especially at anniversary times.
- Marking anniversaries – these difficult times need to be treated with sensitivity. Some suggestions for schools to mark anniversaries are by annual concerts, memorial services, memorial prize giving ceremonies, memorial gardens etc.
- Legal processes – the length of time taken over some legal processes can prolong the recovery process following a critical incident. CIMT may need to plan for this especially where staff may be involved attending legal processes, and facing extended emotional trauma.
- Curriculum implications – it may be appropriate to schedule INSET training for staff in loss counselling, bereavement etc.

5. SCHOOL CLOSURE AT SHORT NOTICE

In the event that the school has to close at short notice or as a result of unforeseen circumstances the following procedures will take place. The CIMT team will have a grab pack containing all relevant information (up-to-date crucial records, addresses and contact numbers off-site.)

The events covered by this policy:

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.gov.uk Phone No: 0845 300 0300

Safety Issues

- 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, fallen branches and trees
- 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 should not be allowed to cycle home – parents would need to be advised over this possibility.

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.

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, 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.
- Any plans to provide emergency heating, including how these can be obtained and where they can be safely deployed, should be outlined as part of the emergency plan.
- 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 will be based upon

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

6. EMERGENCY CLOSURE PRIOR TO THE START OF THE SCHOOL DAY

It is the policy of the school to make every effort to remain open whenever possible; however in certain situations it may be appropriate in advance to decide that the school should not open. This will generally be as a result of a difficulty where there is advance notice. This could include a planned disruption to water or energy supplies. In such cases, parents will be given as much notice as possible and informed of either a confirmed date when the school will re-open or advised on how this will be communicated. This will be through the school website and school answer phone.

In other situations, weather conditions may worsen dramatically overnight. In such circumstances it will be important that decisions over closure reflect:

- intelligence over the weather conditions in the school's catchment area;
- the likelihood of a sufficient number of staff being able to reach school to make it safe to operate;
- the timing of any decision, taking account of the travel arrangements of the school.

When the Headteacher decides, in consultation with the Chair of Governors as appropriate, that severe weather warrants school closure s/he should:

- Inform staff, using a cascade system
- Inform parents by:
 - Emailing EmergencySchool.Closure@cambridgeshire.gov.uk quoting DfE number and password to record the closure on the Cambridgeshire County Council Website. This information will be displayed to the public via the schools directory on the CCC website:
www.cambridgeshire.gov.uk or direct link
www.cambridgeshire.gov.uk/education/schools/schoolclosure/
 - Contacting local radio stations:
BBC Radio Cambridgeshire 01223 287132
Heart 103 and 102.7 01223 623830 and
Cambridgeshire.News@Heart.co.uk

- Post a message on the school website and email via Pupil Asset mailing system
- Inform any transport contractor who might otherwise collect children and bring them to school:
- Inform Education Advisor -01223 703564
- Inform the Chair of Governors
- Ensure that local staff are able to be at the school to inform any parents or children who may not have received the closure message.
- Inform Catering Provider

The school will make all practicable efforts to keep parents informed as to the situation with the school during adverse weather conditions. However parents are expected to check the website and/or make themselves aware of the radio broadcasts when it is clear that a closure is a possibility.

The school appreciates that during bad weather children may arrive later than normal; parents should endeavour to contact the school to let them know they are on their way if likely to be delayed. It is important that if a parent feels it is unsafe to travel they should not attempt the journey, but must inform the school of their decision.

The school recognises there will be isolated instances where families are cut off, even where the clear majority of children can get into school. In such instances parents should inform the school of the circumstances of this exceptional situation. Parents acting on the assumption that the school would be closed without gaining confirmation, risks their child being registered as an un-authorised absence. Where the school is officially closed, all absence is counted as authorised.

Health and Safety

- In the event of snow some pathways will be cleared and salted. Via Email, DOJO and MCAS Staff, parents, children and visitors will be made aware that pathways, even where cleared, remain slippery. Children will also be reminded of this in assembly.
- In icy conditions staff will clear/ salt affected areas of the school site.
- Essential pathways will be maintained as clear as possible throughout the day.
- During adverse weather conditions, the playground may be out of bounds to children during the school day if the Headteacher decides it necessary.
- In the Headteacher's absence the senior SLT on site will assume responsibility for making all decisions relating to these procedures.

7. 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 the Education Adviser. Such temporary and emergency closures do not count against the requirement for a school in the maintained sector to meet the minimum number of sessions each year.

A number of factors will 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.
- Contacting a large number of parents/carers, especially during the day.
- Changing transport and school meal arrangements at short notice (free school meal pupil)
- Any decision over sending pupils home early must also include an informed assessment over their safety.

In the event of the school having to close during the day parents will be contacted by phone and also by email to be asked to collect their child/children.

8. COMMUNICATION

- Staff, pupils and parents will be made aware **in advance** of contingency arrangements.
- Emergency arrangements will be posted on the school website.

- A staff communication 'cascade' is used to inform members of staff if school is closed before the start of the day.
- Any alteration to travel arrangements of children will be informed to parents.

9. SCHOOL CLOSURE FOR ANY OTHER REASON

In the event of a school closure for any reason the Education Advisor for the school will be informed. The number of school sessions required is laid down in Regulation 3 of the Education (School Day and School Year) (England) Regulations 1999 and requires that every school day in a school maintained by the LEA in England is divided into two sessions. These must be separated by a break in the middle of the day unless exceptional circumstances make this undesirable. With the exception of nursery schools, each school must meet for 380 sessions a year. The DfE guidance on the teaching hours for schools applies on all days when schools are open. Parents can reasonably expect schools to maintain their normal hours on each of the 190 days that schools are open, unless adverse weather or other emergency makes this impracticable for one or more sessions. Under any such exceptional circumstances the Head Teacher of a maintained school will need to liaise with the Education Adviser for the school.

10. BOMB THREATS/SUSPECT PACKAGES

If the school receives a bomb threat:

- It is anticipated that in most cases this will be by telephone.
- The person receiving the call should try to obtain as much information as possible and then report the details to the Headteacher or Deputy Head Teacher immediately.
- Do not sound the alarm bell. To raise the evacuation alarm, the phrase "Code RED" will be communicated to staff members by a member of the CIMT.
- Staff should then follow the procedure stated in appendix C.

11. REVIEW

This Protocol will be reviewed by the SLT as and when required but at a minimum annually, as well as by the Governing Body.

Update due to the Coronavirus pandemic:

Where the school may need to be closed for a short or medium term

If the school is required to close for a medium to short term for whatever reason the school is still committed to providing the best learning possible.

- Where possible, learning will be provided at an alternative location or locations & safeguarding the new site will require a review of security arrangements.
- If it is not possible to re-locate the school and learning has to be at home (such as in the event of disease/infection outbreak then the school will provide daily 'learning packages'* and communicate with parents during normal working hours in order to support parents in home educating their children.
- These 'virtual teaching' learning packages will include instructional videos and activities that ensure as high quality curriculum coverage as possible, monitored by SLT to ensure the best standard of education possible whilst the school is closed. More information is in the FAQ's below.

*Unless there are insufficient staffing levels to maintain this due to staff illness.

Appendix A: Action cards

Guidance for all teaching and non-teaching staff

- Be ready to respond to any potential incident in about the school site.
- Contact the school office/Head Teacher in the event of any emergency, giving information about the:
 - Nature of help required
 - Type of help required
 - Emergency services required
 - Exact location of the incident
 - Number of casualties and nature of injuries
- If necessary, evacuate the building, according to procedures set out in the Fire Procedures Document.
- Maintain a calm atmosphere
- Respond to instructions given by members of the CIMT.
- Do not speak directly to the media but refer all enquires to the Head Teacher or other person designated as being responsible for contact with the media.

Guidance for staff in event of a major incident in school

Responsibility	Named person
Obtain facts and information	Head Teacher and or DHT
Call the emergency services using 999	Amy Tandon
Retain any relevant equipment	Amy Tandon / Site Manager
Inform the rest of the school staff and children	Welfare Officer / SLT
Contact local authority for advice	Head Teacher and or DHT
Contact the chair of governors	Amy Tandon
Prepare to deal with the media	Head Teacher and or DHT

Guidance for staff in event of a major incident off site

Responsibility	Named person
Administer first aid where possible	Qualified first aider
Establish a contact point with the emergency services	Events Visit Lead (EVL)
Allocate responsibility to ensure other pupils are safe	EVL
Travel with casualties to hospital	Staff +1
Inform school	EVL
Complete accident forms	EVL

Guidance for staff in event of a major incident on site E.g. fire/flood

Responsibility	Named person
Keep a record of witnesses	SLT / Welfare Officer
Keep others informed of situation	Amy Tandon
Arrange for non-causalities to evacuate school	Head Teacher and or DHT
Care for any relative arriving at school	Amy Tandon
Consider relocation to other premises	Head Teacher and or DHT
Remain available to emergency services	Head Teacher / Welfare Officer

Appendix B: Critical Incident Management Team responding to a critical incident

The base for the CIMT will be the Head Teacher's office where it is still possible to use. The reserve on-site location will be the Welfare Office. In cases where it is not possible to use the school premises as a base, the CIMT will use the partner school site in the Federation

Responsibility	Named person	Action
Lead on site	Head Teacher	<ul style="list-style-type: none"> - Ascertain details of incident - Consider evacuation of the school (via fire alarm) - Contact school CIMT - Implement communication cascade if necessary - Switch radio to 1
Point of contact for emergency services, LA, media, insurance,	Amy Tandon	<ul style="list-style-type: none"> - Contact 999 - Be prepared to give the following information: <ul style="list-style-type: none"> o Emergency services o Exact location of the incident o Number of casualties o Nature of injuries o Location and telephone number where call is being made from - Hazards which emergency services may encounter at the site
Inform Chair of Governors	Head Teacher	
Point of contact for local authority, media, insurance	Head Teacher / Amy Tandon	<ul style="list-style-type: none"> - Early establishment of central media point - Liaise and cooperate with media and answer queries - Liaise with emergency services including police press officer and setting up of media centre - Show concern and not panic - Provide basic information about the school
Collating key information	Amy Tandon	
Contacting parents and carers	Amy Tandon	<ul style="list-style-type: none"> - Ring any parents and carers of children directly involved - Contact all parents and carers when appropriate
Liaison with staff, pupils and parents	SLT	
Managing telephone contacts and individuals coming into school	Amy Tandon	
Co-ordinating a record of contacts and logging significant actions	Amy Tandon / Welfare Officer	<ul style="list-style-type: none"> - Keep a log of all actions taken using the critical incident log
Maintaining the normal running of school, if appropriate	All Staff	

CIMT Contacts

Head Teacher

Welfare Officer

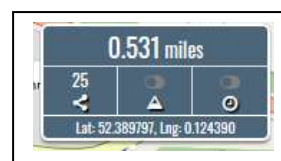
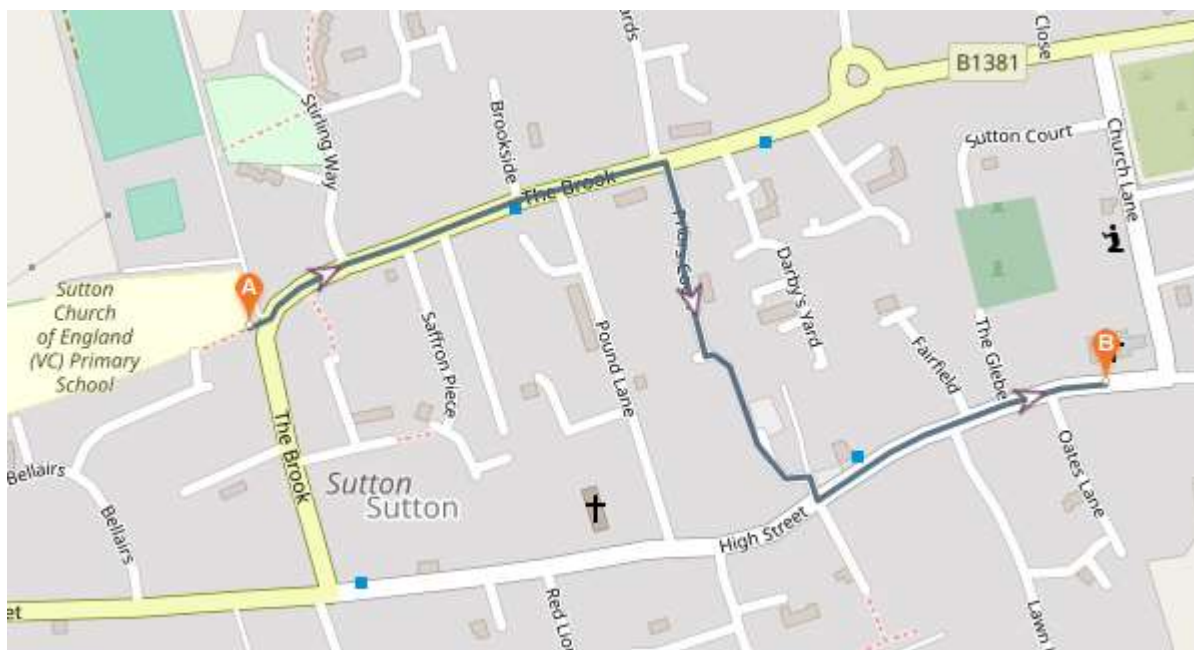
Chair of Governors

Finance / Admin Officer

Appendix C: Off Site evacuation procedure

In the event that the school building needs to be evacuated off site:

- All children and staff will gather on the playground at the fire assembly points.
- All classes will be registered and staff will be accounted for, following the standard fire alarm procedure.
- Once this is complete, the Headteacher will lead the school, starting in order from EYFS to Year 5 to the partner school in the federation.
- Any additional adults are to support EYFS and KS1 pupils. Year 6 children will support EYFS when walking to St. Andrews Church.
- The Headteacher will be the last to leave the school grounds, ensuring all have exited the site safely.



Appendix D: Invacuation and Lockdown procedure

In the event that the school has to be put in a lockdown situation:

If an invacuation is declared:

- HT/TIC/WO or office staff will be advised to implement the invacuation procedure
- Staff will be advised by CMIT that the invacuation procedure has been initiated by word-of-mouth or continuous blasts of whistle
- A radio message of "This is a Code Blue" will be transmitted to alert all children and teachers/class based TAs to return to their classroom. 1:1 TAs to accompany child to their class. All other staff will report to the designated rooms listed below to be registered.
- Switch radios to channel 16
- Once inside the cloakrooms, all doors and windows should be locked by assigned class staff. External door keys on red lanyards in numbered pouches attached to adjacent door frame
- All staff to confirm their name on channel 16 that they have switched to that channel including office and kitchen staff
- Office staff will record on an invacuation sheet when staff confirm they have switched to channel 16
- All radio communications should be kept to a minimum with short messages in a calm and light tone
- Staff to complete head count as soon as possible and notify CMIT if a child is missing via channel 16
- All staff will remain in classrooms, keeping children calm and away from windows
- All children in external PE lessons or who are outside will be advised to return to the school building as quickly as possible in an orderly manner
- All external doors to the school will then be locked, starting with main entrances
- Under no circumstances should anyone leave the classroom e.g. toilet, cloakroom etc – if children need the toilet, they must be accompanied by an adult via a route away from windows.

Follow the **CLOSE** procedure:

- **C**lose all windows and doors
- **L**ock up – using the key in the emergency boxes
- **O**ut of sight; minimise movement, closing blinds if deemed necessary and seating children on the carpet
- **S**tay silent and avoid drawing attention
- **E**ndure; be aware you may be invacuated for some time

Monitoring the Site Entrances:

Once the site is secure, staff should remain in the building and monitor entrances discretely from side windows. Staff should only open doors and gates when visual confirmation of the presence of the Emergency Services can be confirmed.

If appropriate, parents will be informed through an electronic message sent out via MCAS or phonecall:

Date:

School has been/was invacuated due to and doors were locked, nobody is allowed in or out of the building.

Thank you

Or

Date:

School has practiced our invacuation procedure today and doors were locked, nobody was allowed in or out of the building.

Thank you

Appendix E:

Message to parents RE learning during school closure:

Should closure be implemented by the Government/LA or school, as a school we will do everything we can to ensure that learning continues, maintaining quality and consistency as far as possible.

Here are some Frequently Asked Questions in the event of school closure:

How will my child continue to learn?

- Teachers will publish daily 'learning parcels' on Class Dojo, including instructional videos, pupil activities and weblinks.
- These will be copied and also sent out via MCAS as well as being published on the the class pages of our website - this will enable everyone to access learning virtually.
- Pupils will be bringing home an exercise book in which to record their learning if the school is closed. Please hold on to this, as if not required we may ask for this back.
- As in class, dojos will continue to be awarded for good learning.

What if we need help with the learning/teaching?

- You will be able to contact teachers via dojo message and/or email and these will be responded to during normal working hours (8.30am - 5.30pm)
- Teachers will be ready to answer any questions you may have - however please be aware that teachers will not be able to respond instantly with replies to queries, as they usually wouldn't during teaching hours. Please understand that many staff will also have children at home - also engaging in home learning!

HELPFUL CONTACTS

The initial contact should be made to your Education Adviser. The table includes their work and out of hours Numbers and other LA staff you may find useful.

NAME	TITLE	TEL: NUMBER
Jo Pallett	Education Adviser – Secondary/Special	01223 703562 07768 099930
Chris Meddle	Education Adviser – Primary, Cambridge City & South Cambs	01223 703564 07798 571179
Diane Stygal	Education Adviser – Primary East Cambs and Fenland	01223 703564
Carol Peel	Governance Adviser	01223 715320
Sarah Priestley	Information Governance Officer	01223 699137
Education Child Protection Service	Helpline	01223 713800
CREDS		01223 703882
	County Attendance Manager	01223 703543
Carol Way	County Inclusion Manager	01223 706342/01480 376199
Sue Eagle	Social & Education Transport Manager	0345 045 5208
John Vark	Transport Delivery Manager	01223 715599
Sam Surtees	Manager Admissions, Transport and Education Welfare Benefits	01223 699200/01223 699662

Annabel Talbot	Bereavement	01480 376256
	Business Support Helpdesk	01223 717333

NAME	TITLE	TEL: NUMBER
Joanna Stanbridge	Education Psychologist	01353 612803
Stuart Wood	Health & Safety	01223 699122
IT Helpline	IT Support	0300 300 0000
Jill Buckinghamshire	Locality Manager	01223 507166 07768 137968
Mike Bannister	Premises Manager	01908 20 8200 07884 442 565
Stephen Brown	School Visits	01480 375133

Where to get advice and support

HELP!
Where to get support and advice

Is it a **CRITICAL INCIDENT**?

Yes

Contact your Education Adviser:

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

Diane Stygal
Education Adviser
East Camb
Tel: 01223 703564

Secondary and Special
Jo Pallett
Education Adviser
Tel: 01223 703562
Mob: 07768 099930

No

Is it an **URGENT REQUEST FOR INFORMATION/SUPPORT**?

Allegations against staff
Chris Meddle, Education Adviser, South Cambs and City
Ray Worsley, Education Adviser, East Cambs and Fenland
Jo Pallett, Education Adviser, Secondary and Special

Child Protection Issue
Education Child Protection Advice Helpline 01223 703800

Health and Safety Issue
Stuart Wood 01223 699122

Detailed legal advice
Christopher Jones 01223 699386

Managing difficult situations including complaints
Please contact the Education Helpline who will locate relevant sources of advice Tel: (01223) 706399

Is it a **NON URGENT REQUEST FOR INFORMATION/SUPPORT**?

Review information contained on portal and intranet

Contact the Education Helpline for more information on (01223) 706399

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.						

<p>3. Establish a base for CIMT (this may be off school site) to operate with dedicated phone use</p>	<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). - 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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Remember in most cases the first point of contact for the school will be the Education Adviser who will act as your key contact with the LA.

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. 					

	<ul style="list-style-type: none"> - Information should be simple, factual, express sympathy, concern, and should indicate when further information may be offered. 						
Briefing school staff and governors	<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. 						
Briefing pupils	<ul style="list-style-type: none"> - Usually best managed in class or tutor groups by adults best known to the pupils. The agreed statement can then be delivered in a way that is age-appropriate to the group. - A large gathering can generate hysteria, which can become a management problem in itself. 						
Briefing the media	<ul style="list-style-type: none"> - By contacting the County Press Office at the earliest opportunity colleagues can liaise swiftly to direct press interest away from the school and CIMT, who have enough to arrange initially. - The County Press Officer can act as the local agent for media enquiries and can enable you to continue to manage the internal situation. Keep the Press Officer well briefed at all times. - Even if you have good links with local media, it is essential enquiries be directed to the County Press Officer. - If you have training sessions for CIMT on a regular basis, you may wish to invite a member of the County Council Press Office. 						

TEMPLATE FOR RESPONDING TO A CRITICAL INCIDENT Issues to be dealt with as soon as possible

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
<p>1. Ensure continuing support for needs of pupils, staff and relatives of those involved in the incident is planned</p>	<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.						
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TEMPLATE FOR RESPONDING TO A CRITICAL INCIDENT Supporting people involved – action extending over time

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Share information and advice about what has happened (this will apply immediately but will continue)	<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. 						
2. Acknowledge the consequences of the event on the school's community, their reactions and feelings	<ul style="list-style-type: none"> - The incident may cause stress throughout the school. - Acknowledge openly that the incident may affect people (children and adults) emotionally in different ways and at different times. - 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. 						
3. Provide opportunities for pupils and staff to express personal reactions (immediate and continuing need)	<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. 					
<p>5. Re-establishing normal routines</p>	<ul style="list-style-type: none"> - Normal routines should be established as soon as possible as these provide security and stability at a time of stress and/or emotional upheaval. - Bear in mind the need to create time and space for thinking and grieving about the event. - Pupils should be encouraged to resume normal attendance. - Children who cannot attend school due to injury or distress may need other ways of maintaining the contact with the school and school personnel. - Consider how/when personal effects of deceased pupils should be removed. 					

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.	A
LA emergency contact numbers.	A
Education Transport / Bus / Coach lists.	C
Emergency supply / support list.	A
Information sheet about the school.	A
Up-to-date site plan.	A
Pupil/staff movement data (timetables / registration – who is where and when) (include sickness / day-leave rota + staff list of who is where and when during holidays).	A
People, groups or organisations who visit or use the school and would need to be informed.	A
People and groups used by the school, e.g. suppliers and contractors.	B
Premises and sites plan of the school including critical locations, e.g. chemical storage, key salvage priorities, gas, electric and water mains control positions.	A
School bank details, account number and sort code.	A
Location of keys to classrooms, minibus, school safe etc.	A
Copy of Hazard Register.	A
Server back-up disks for all administration and student records.	A
Educational Visits - details of names, location, significant medical information and contact details relating to all pupils and staff off-site.	when relevant

Evacuation procedures – visible and practised.	A
Telephone lines – private, mobile, emergency access.	A
Small room / quiet area for Police statements, counselling or interviews.	when relevant
Plan for possible off-site location.	B

Management support:

Access to qualified first-aiders.	A
Screening of entrances / exits – siting of school / emergency office?	A
Instant assemblies to release teaching staff.	A
Knowledge of resources available to deal with the aftermath.	A
Familiarisation with 'Managing Bereavement in Cambridgeshire Schools' document.	B

MANAGING CRITICAL INCIDENTS TIME PLAN

Task	Time Scale
Obtain as much factual information as possible at start of crisis.	Immediate
Alert Headteacher. Headteacher to alert the CIMT, Education Adviser/LA.	Immediate
Convene meeting of the Critical Incident Management Team.	Immediate
Start the incident log.	Immediate
Make arrangements for handling the media in liaison with Education Adviser/Press and PR.	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.	Next few days
Decide/agree a range of response and support measures. These have potential to run for many weeks/months.	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

SCHOOL CRITICAL INCIDENT LOG (EXAMPLE)

INCIDENT:

Date/ Time	Details of Incident	Action Taken	By Whom

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.

DfES Teachernet Emergencies website (2006). www.teachernet.gov.uk/emergencies The Teachernet website contains useful pages of advice & guidance for schools on how to cope with emergencies. For example it contains an interactive web tool that school can use to design their own emergency plan.

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 302662.** 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.

Hinchingbrooke Hospital, Huntingdon 01480 415300.

Childline. National helpline for children and young people experiencing distress. London office 020 7650 3200. 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 860306.

The Samaritans. Tel: 01223 364455 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 6777

The child bereavement trust. Support and counselling for grieving families. Tel: 01494 446648 www.childbereavement.org.uk

The Childhood Bereavement Network. 8 Wakeley Street, London, EC1V 7QE

Tel: 020 7843 6309 cbn@ncb.org.uk