

Derby Cathedral School



Critical Incident Policy

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Statement of intent

Derby Cathedral School recognises that whilst the safety of pupils, staff members and visitors on the school's premises is paramount, it is sometimes out of the control of the school.

In an emergency, staff members will endeavour to take all reasonable actions in order to ensure the safety of its pupils.

The procedures outlined in this policy aim to minimise disruption to the learning environment whilst ensuring the safety of all pupils, staff members and visitors, by responding to critical incidents as quickly and efficiently as possible.

1. Legal framework

1.1. This policy has due regard to legislation and guidance including, but not limited to, the following:

- Workplace (Health, Safety and Welfare) Regulations 1992
- Management of Health and Safety at Work Regulations 1999
- Health and Safety at Work etc. Act 1974
- Regulatory Reform (Fire Safety) Order 2005
- DfE (2015) 'Emergency planning and response'

1.2. This policy will be implemented in conjunction with the following school policies, documents and procedures:

- Health and Safety Policy
- Educational Visits Policy
- First Aid Policy
- Complaints Procedure Policy
- Fire and Emergency Evacuation Plan
- Lockdown Procedure, including Bomb threat procedures
- Personal Emergency Evacuation Plan

2. Definition

2.1. For the purpose of this policy, a critical incident is an emergency which affects pupils, staff, visitors or property and requires immediate responsive action which is beyond that reasonably expected from the school's own management team.

2.2. Critical incidents include, but are not limited to, the following:

- The death of a pupil, staff member or governor
- A serious incident involving a pupil or staff member on, or off, the school premises
- A violent intrusion onto the premises, e.g. act of terrorism
- Extensive damage to school property
- A fire, flood or explosion
- The effects of disasters in the wider community
- Incidents whilst on educational visits
- Epidemics
- Exposure to hazardous substances near, or on, the school premises

3. Roles and responsibilities

3.1. The headteacher is responsible for:

- Appointing designated staff members to the critical incident management team.
- Working alongside the critical incident management team to ensure that critical incidents are managed effectively.
- Ensuring that an appropriate ratio of first aiders to pupils is sustained at all times.
- Ensuring that a simple and straightforward, but effective, critical incident management plan is in place.
- Ensuring that all staff members are aware of the school's critical incident management plan and the associated procedures.
- Reviewing the critical incident plan at regular intervals, ensuring that it is kept up-to-date with developments at the school, such as changes to evacuation procedures.
- Ensuring a copy of all pupil and staff personal details are held on Bromcom so that they can be accessed offsite in the event of a fire or flood.
- Liaising with the press, or appointing a designated member of staff to do so.
- Reviewing allocations of responsibilities in light of staff absence.
- Compiling an emergency contact list and ensuring that all members of staff hold a copy of this.
- Informing parents and the school community about the critical incident.

3.2. All staff members are responsible for:

- Acting in accordance with this policy at all times.
- Effectively implementing the critical incident management plan, when necessary.
- Maintaining up-to-date records of critical incidents at the school.
- Maintaining their own records of events, as well as keeping copies of notes made by other colleagues.
- Ensuring that they effectively understand the school's critical incident management plan.
- Understanding how to effectively carry out the school's emergency evacuation procedures.
- Understanding their role in the execution of the school's emergency plans, including evacuation procedures and the critical incident management plan.
- Ensuring that pupils are aware of the school's emergency evacuation procedures.

- Ensuring that their own contact details are kept up-to-date on school records.
- Reporting and recording minor and critical incidents in line with the school's Accident Reporting Procedure Policy.

4. Critical incident management team

- 4.1. The headteacher will appoint four members of staff:- HT/ Two Assistant Heads / School Business Manager who will form the school's Critical Incident Management Team. This team will be responsible for:
- Ensuring that parents are kept informed about the situation.
 - Deciding when and how to re-open the school.
 - Providing support for the families of those hurt or bereaved.
 - Ensuring the school effectively cooperates and liaises with the relevant bodies during investigations into critical incidents.
 - Dealing with continued interest from the media by making swift contact with DDAT PR (Mark Mallender).
 - Ensuring the appropriate attendance of school members at funerals.
 - Organising memorial services, including the sending of flowers.
- 4.2. In the event of a critical incident, the critical incident management team will work alongside the headteacher in order to effectively fulfil their role, as outlined above.
- 4.3. Where possible, the SLT office will be allocated to the critical incident management team and any necessary equipment and information will be stored here.
- 4.4. With prior agreement, Church House will be used as a reserve off-site location for the critical incident management team when the on-site location is not usable.
- 4.5. The team will collate and retain any records regarding the planning of, and response to, critical incidents, including written records.
- 4.6. The team will ensure that each member of staff involved in dealing with a critical incident has recorded all decisions that were made, any communication that was received and all tasks that were carried out.

5. Initial action

- 5.1. Immediate action will be taken in order to safeguard pupils and staff, using the relevant emergency procedure signal (either fire alarm or whistle) to alert staff members.
- 5.2. The alarm will be raised by the first adult at the scene of the incident.
- 5.3. Members of the critical incident management team will ascertain the details of the incident.

- 5.4. All initial information regarding the incident will be logged using the Initial Action Form – See appendix
- 5.5. First aid will be administered by the first trained first aider at the scene of the incident.
- 5.6. All first aid and medical treatment will be administered and recorded in line with the school's First Aid Policy.
- 5.7. The emergency services will be contacted and the following information will be given:
 - The emergency services required
 - Exact location of incident
 - Number of casualties
 - Number of injuries
 - Location and phone number of where the call is being made from
 - Any hazards which the emergency services may encounter on site
- 5.8. Where possible, the school will remain open and normal routine will be maintained.

6. Emergency procedures

- 6.1. All staff members and pupils are aware of the school's emergency procedures.
- 6.2. The school's designated emergency assembly points are clearly indicated and known by all staff members and pupils.
- 6.3. Derby Cathedral School will carry out a practice drill of the school's evacuation procedure at least once a term, to ensure that pupils and staff members fully understand what is involved in the procedure, and that it is implemented effectively.
- 6.4. In the event of an evacuation, staff members and pupils will be alerted by the fire alarm siren
- 6.5. In the event of an external hazard **such as:-**
 - **a dangerous animal on site**
 - **unsafe trees / buildings**
 - **unexpected severe weather conditions**
 - **air contamination**
 - **disturbance in the nearby community**
 - **urgent notification given by Police**

staff members will be signalled of the need for shelter by the Lockdown signal by a continuous whistle. This will indicate to staff that the school's Lockdown procedure should be followed.

- 6.6. In the event of an intruder, staff members will be signalled to commence the Lockdown procedure by using a continuous whistle signal
- 6.7. All staff members are aware of the evacuation routes and assembly points in the case of a bomb threat, as outlined in the school's Lockdown Procedure
- 6.8. In the event of expected severe weather, the school will implement procedures as appropriate and will refer to the school's adverse weather guidance.
- 6.9. All staff members are aware of the school's designated first aiders and the locations of first aid boxes within the school.
- 6.10. In the event that first aid or medical treatment is necessary, the procedures outlined in the school's First Aid Policy will be followed.
- 6.11. Staff members are aware of any Personal Emergency Evacuation Plans in place.
- 6.12. All staff members will receive training regarding the school's emergency evacuation procedures, and will be aware of:
 - The appropriate route to take.
 - What assembly point to use in the event of different scenarios.
 - Security arrangements that are in place, such as the locking of the school gates.
 - Access arrangements for the emergency services.

7. Emergencies during educational visits

- 7.1. All staff members will act in accordance with the school's Educational Visits Policy, following the outlined procedures in the event of an emergency.
- 7.2. Critical incidents that occur on school trips will be managed in the same way as those that occur on the school premises. Appendix 2 Managing Educational Visits Critical Incidents.
- 7.3. The trip leader is responsible for maintaining written records of any critical incidents that occur whilst on a trip, as well as the action which was taken and by whom.
- 7.4. The trip leader is responsible for reporting the critical incident to the headteacher immediately.
- 7.5. Any critical incident that occurs on a school trip will be communicated to all staff members, ensuring that they are aware of any pupils who may suffer from shock.

8. Internal communications

- 8.1. To aid communication within the school community, the school will collate an emergency contacts information sheet, copies of which will be kept in the school safe. This will include the following information:

- Pupils' emergency contact details
 - Staff members' emergency contact details
 - Contact details of members of the Chair of Governors
 - Emergency contact details for the LA and DDAT
 - Phone numbers for relevant travel companies
 - Phone numbers for supply agency
- 8.2. The school business manager is responsible for ensuring that this information is reviewed on a regular basis and is updated to reflect changes in staffing details.
- 8.3. The school's internal communication systems will be used to alert staff members to a critical incident in the first instance, without alarming pupils unnecessarily.
- 8.4. Staff members, pupils and parents will be informed of critical incidents in the most sensitive way possible.
- 8.5. The parents of pupils who are directly involved in the incident will be contacted immediately using the emergency contact details provided to the school.
- 8.6. Pupils will be informed of a critical incident in groups as small as practicable.
- 8.7. Parents of pupils not directly involved in the incident will be contacted quickly and efficiently, via email, through Bromcom, as soon as is reasonably practicable.
- 8.8. The Chair of Governors will be informed about the critical incident as soon as possible, and will be briefed about the school's policy on deferring press/media contact to DDAT.
- 8.9. During an emergency, staff members will use mobile phones to stay in contact with one another and communicate key messages.
- 8.10. Staff briefings will be conducted following the occurrence of a critical incident, in order to further investigate the event and provide staff members with any updates.
- 8.11. Weekly staff meetings will provide an opportunity for staff members to raise any concerns about the school, including those in relation to emergency procedures and critical incidents.

9. After a critical incident

- 9.1. Following the occurrence of a critical incident, the school's short term aims include the following:
- Contacting those directly involved
 - Inform the governing body, DDAT and the LA
 - Appropriately debriefing the school community

- Attempting to maintain normal school routines
- Making appropriate plans for attendance at funerals and memorials
- Monitoring the wellbeing of staff and pupils, particularly those directly involved in the incident
- Expressing sympathy to the families of those involved
- Identifying vulnerable staff and pupils, ensuring they are aware of the support available to them

9.2. In the medium term, the school's aims include the following:

- Making arrangements for pupils involved to return to school
- Arranging alternative teaching, where necessary
- Providing support to staff members and pupils affected
- Arranging consultations with educational psychologists, where necessary
- Clarifying support arrangements and referring pupils for individual help, if appropriate
- Keeping parents updated and informed

9.3. In the longer term, the school's aims include the following:

- Introducing support systems to continuously monitor vulnerable pupils and staff members
- Discussing how to mark anniversaries
- Ensuring all staff members, including new staff, are aware of pupils affected by the incident
- Acting sensitively to pupils' needs
- Ensuring pupils and staff members know how to obtain further help

10. Post-incident support

- 10.1. Staff members will strive to create a welcoming atmosphere in which pupils can openly discuss life events, including when critical incidents occur.
- 10.2. Following a critical incident, staff members will consult with the parents of pupils involved regarding how best to support the pupil, ensuring that their needs are taken into account.
- 10.3. Counselling will be offered to pupils who were involved in, or witnessed, a critical incident.
- 10.4. Topics including bereavement, stress and safety will be covered as part of the curriculum.
- 10.5. Absences must be authorised by the headteacher for pupils attending events following the incident, including funerals and counselling sessions.

- 10.6. The critical incident management team will lead debriefing meetings for staff members, pupils and parents, as well as for the wider community where appropriate.
- 10.7. The need for individual or group support will be assessed by class teachers in the period following a critical incident.
- 10.8. Where necessary, the school will liaise with parents regarding a phased return to school for pupils involved in a critical incident.
- 10.9. Information regarding the support being accessed by staff members and pupils will be treated as personal data and processed in line with the school's GDPR Policy, transferring information to external agencies where necessary.

11. Media relations

- 11.1. All information given to the media is done so through a single reliable source. All media communications will be done through the press office at DDAT, through Mark Mallender.
- 11.2. All statements will be agreed by DDAT before going to the press.
- 11.3. Pupils will not be named during communication with the press unless parental consent has been sought.
- 11.4. Personal information regarding staff members, pupils and visitors will be kept confidential and treated in accordance with the school's GDPR Policy.
- 11.5. Details of the critical incident which may be harmful to investigations into the incident or which reveal personal information will be treated as confidential.
- 11.6. Staff members will not talk off the record to the media and will refer all enquiries to the headteacher, critical incident management team or designated staff member.
- 11.7. The school will strive to liaise and co-operate with the media by answering any queries, as appropriate.
- 11.8. All statements given to the press will be factual.
- 11.9. The school will aim to reassure the public and demonstrate control of the situation, as well as counter any dangerous rumours or gossip.
- 11.10. Child protection and safeguarding measures will be taken when reporting about pupils.
- 11.11. Parental permission will be sought prior to any press interviews with pupils.
- 11.12. Times of press releases will be pre-agreed in order to avoid continuous pressure.
- 11.13. Where appropriate, a pre-prepared statement containing basic information about the school and the school's procedures will be used.
- 11.14. The critical incident management team will ensure that any media access to the site, staff and pupils is controlled.

12. Handling complaints

- 12.1. Derby Cathedral School recognises that the occurrence of a critical incident is a sensitive subject.
- 12.2. Complaints or concerns regarding the school's critical incident arrangements should be made in accordance with the school's Complaints Procedure Policy.
- 12.3. The school will continuously work to address and resolve concerns, ensuring that critical incidents are dealt with in line with the law, as well as in a sensitive and supportive manner.

13. Monitoring and review

- 13.1. This policy will be reviewed every three years by the school business manager and critical incident management team, with any changes made to the policy being communicated to all teaching staff and the governing body.

Appendix 1

Initial Action Form

In the event of a critical incident, this form should be completed by whoever receives the alert in order to gather as much information as possible.

Name of the person informing about the incident:	
Emergency procedure carried out:	
Alert raised by:	
Details of the incident:	
Number of people involved:	
Details of staff members at the scene:	
People who have been informed:	
Exact location of the incident:	
Number of casualties and injuries:	
Details of any casualties and injuries:	
Action taken so far:	

Assistance needed:	
Form completed by:	
Job role:	

Appendix 2

Managing Educational Visits Critical Incidents – Part 1 immediate response

E1	Ascertain the whereabouts of all pupils and staff. Ensure the emergency services are aware of anyone who is unaccounted for.	
E2	Contact the headteacher (or nominated emergency contact) to ask for support. Remember to clarify international dialling codes if abroad.	
E3	Establish a basic overview of the incident. Ensure that accurate, factual information is available for those arriving on-scene.	
E4	Establish arrangements to meet the immediate welfare needs of pupils and staff.	
E5	Identify pupils with Special Educational Needs (SEN) and anyone who may be particularly vulnerable. Inform the emergency services of any pupils or staff with known medical conditions or requirements.	
E6	Ensure that a member of staff accompanies any pupils to hospital but remember the safety of everyone else, even if unharmed. Do not leave anybody on their own and try to maintain an adequate adult / pupil ratio.	
E7	Ensure other staff are briefed (and given tasks) on a regular basis. Ask staff to maintain a log of actions taken and decisions made.	
E8	Keep a log of important information, actions taken and decisions made.	
E9	Remember to retain any important items / documents. E.g.: <ul style="list-style-type: none"> ▪ Contact details ▪ Consent forms (including medical and next-of-kin details) ▪ Maps ▪ Tickets ▪ Insurance policies ▪ Proof of identity ▪ Passports (if abroad). 	
E10	Avoid making comments to the media until parents / carers have been informed.	
E11	Do not discuss legal liability with others.	

Managing Educational Visits Critical Incidents – Part 2 ongoing response

E12	Continue to assess any risks to pupils and staff. Take action to prevent further harm if necessary.	
E13	Act as the main contact for co-ordination of the response and work closely with the headteacher / nominated emergency contact. Continue to liaise with the emergency services and other organisations.	
E14	Continue to brief staff and allocate tasks on a regular basis.	
E15	Monitor and reassure pupils. Make arrangements for the longer-term welfare needs of pupils and staff.	
E16	Consult the headteacher (or nominated emergency contact) about arrangements for notifying parents / carers and reuniting them with their children.	
E17	Liaise with the tour operator / provider, if appropriate.	
E18	<i>Try to obtain the names and contact details of any witnesses to the incident. If possible, obtain a written account from them.</i>	
E19	<i>If abroad, contact the Foreign & Commonwealth Office for support.</i>	
E20	<i>If abroad, check your insurance policy and seek insurance / legal advice before incurring any substantial expense (e.g. medical treatment).</i>	
E21	Retain any receipts / documentation for insurance purposes. E.g.: <ul style="list-style-type: none"> ▪ Records of expenditure ▪ Medical certificates / hospital admission forms ▪ Police incident number. 	
E22	Check that everyone who should have been notified of the incident has been informed. Remember that information given must be limited until the facts are clear and all parents / carers have been notified.	
E23	Ask the headteacher (or nominated emergency contact) to assist with developing a media statement in conjunction with DDAT), with support from other organisations as appropriate. Devise an ongoing strategy for dealing with media requests.	
E24	Ask pupils and staff to avoid talking to the media. Try to prevent the spread of misinformation (especially through the use of mobile phones).	

Managing Educational Visits Critical Incidents – Part 3 recovery

E25	Please refer to appendix 1 for providing welfare arrangements and post incident support after the initial emergency response.	
E26	Complete any necessary forms / paperwork.	