



Lea Valley Primary School

Critical Incident Policy 2016/17

Preparing for and Responding to School-Related Emergencies

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Section A: Preparatory Action by Headteachers

The maintenance of the Emergency Action Plan

Will be undertaken by Maria Kokotsis, Headteacher.

The plan will be reviewed and updated regularly

Key School Staff

Leadership Team: Headteacher

Deputy Headteacher x 2

Site Manager

Headteacher involvement

The Headteacher needs to be actively involved in planning and co-ordinating the

School's response.

Establishing a school emergency management team

The above staff will form the emergency management team.

Establishing a network of potential support

Depending on the nature of the incident, it may be appropriate to deploy support from other

agencies, either via LA officers, or to make contact directly. The school will therefore

identify and develop specific links with representatives from particular agencies.

The school recognises and utilises the National Curriculum programmes of study to serve staff in providing learning experiences for pupils about loss, change and bereavement.

Specific Preparatory Measures

To enable action to be taken quickly and correctly, in the event of an incident, the school has put

the following measures in place, in support of the plan:

Media

The Chair of Governors can be called upon to assist in responding to the media.

The Headteacher or Deputy Headteacher must approach the Council's Media and Public Relations Office (tel. 020 8489 2995) for support through the established Local Authority support team arrangements.

All other staff must not:

- Give interviews.
- Make comments on, or draw attention to, any relevant written or printed material. Nor should such material be handed out to the media.
- In the early stages of an incident, they should direct any requests to the headteacher (or their nominee), until the arrival of Haringey Council's Media and Public Relations Office.

At Home

The school emergency management plan and home telephone list

The Headteacher, together with those staff who agree to be nominated to assist them or deputise for them at a senior level, should always have an extra copy of the most up to date version of these documents at home.

At School

Contacting staff, pupils, governors and next of kin:

Nominated administrative staff have the ability to access school computer systems (eg personnel files etc).

Up to date lists of contact telephone numbers and addresses should be held centrally, both on computer and in readily accessible folders.

Staff should make contact with the school should a traumatic event occur, using the school mobile phone number normally used for absence notification.

All members of staff should notify the Headteacher before informing parents and others.

Learning Mentors and Pupil Support Teacher will be able quickly to provide support to very distressed pupils.

Staff who live locally must be aware that they may well find themselves contacted at an early stage by the media. Under no circumstances must any staff give interviews, or speak, to the Media

The Chair of Governors, Mr Samuel Arbuah can provide helpful support when faced with a serious incident.

Section B: Definition, Aims and Scope Of The Plan

Definition

'An event – or events – usually sudden, which involve experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences.'

Aims

To:

1. Create an awareness of the need for planned arrangements to be made.
2. Provide reassurance of the practical help that is available from the Local Authority and other agencies, at short notice.
3. Recommend the need for each school to develop complementary emergency arrangements, in line with this plan.
4. Pass on advice based upon previous experiences.
5. Give guidance on other sources of information and help.

Scope of the Plan

In School:

- A deliberate act of violence, such as the use of a knife or firearm.
- A school fire or a laboratory explosion.
- A pupil or teacher being taken hostage.
- The destruction or serious vandalism of part of the school.

Outside School:

- The death of a pupil or member of staff through natural causes or accident.
- A transport-related accident involving pupils and/or members of staff.
- A more widespread disaster in the community.
- Death or injuries on school journeys or excursions.
- Civic disturbances and terrorism.

NB: *In respect of school trips and visits, please contact: Senior Health and Safety Officer. (0208 489 4661 or Page Haringey 285)*

Section C: Emergency Action List

Action By: Headteacher (or Nominee)

Stage 1 – Initial Actions

- Note name, postal address and telephone number.
- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events.
- Make every attempt to clarify exactly what has happened.
- Then consider whether the incident requires involvement of the Local Authority support team.

NB: *Initial contact should always be made with the Local Authority in emergencies in case they have wider significance, see Appendix 1.*

During term time:

- Unless there is overwhelming pressure, avoid closing the school and endeavour to maintain normal routines and timetables.

Outside term time (or outside school hours):

- Arrange for:
 - The caretaker to open certain parts of the school, as appropriate, and to be available (and responsive) to requests;
 - Immediate school administration support.
- Think about what you are wearing when you go into school, in case you are unavoidably drawn into a TV interview.
- If the incident does attract media attention, you are likely to be inundated with requests for interviews and statements. Try to postpone media comment until a representative from the borough's Communications & Media Unit arrives. If you cannot, see the attachment 'Dealing with the Press – Guidelines and Advice for Headteachers' for some key points to remember.

NB: *It is especially important that if names of those who may have been involved in the incident are known. **DO NOT** release – or confirm – them to anyone, before those identities are **formally** agreed and parents are informed.*

- If deputising for the Headteacher try, if possible, to contact and brief her.

- Inform the chair of governors:
 - Of the incident and, if appropriate, of the involvement of the Local Authority support team;
 - He should standby to be available for interview by the media.
- Call in the designated staff members to form the school emergency management team, and nominate one as an on-site co-ordinator to oversee that team on your behalf.
- Be prepared to receive many telephone calls.
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

Stage 2 – Ongoing Procedure

Brief staff member to oversee the following:

- If the Local Authority support team has been activated, arrange for on-site facilities for the team.
- Use Visitor badges to identify people.
- Expect to see identification of the Local Authority support team officers.
- Set up arrangements to manage visitors – arrange for their names to be recorded.
- Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring:
 - Sufficient help is available to answer the many calls that could be received (the Local Authority support team will be able to assist with a help line);
 - Staff maintain records of calls received;
 - Brief, but up to date prepared statements are available to staff answering telephones;
 - Media calls are directed to the LA's Communications & Media Officer;
 - Care is taken when answering telephone calls;
 - An independent telephone is made available for outgoing calls only – a mobile telephone can be useful – but remember such messages can be readily intercepted;
 - Telephone staff are reminded that some calls could be bogus.
- To arrange for **all** staff – not just teaching staff – to be called in and, if necessary, briefed at an early stage. (Subsequent briefings should be arranged as appropriate.)
- To be aware of how colleagues are coping.
- The press statement should contain the same key messages that are communicated to staff and parents.
- The school to set a system of contact for parents, if necessary.

- Secondary schools need a strategy to deal with students using mobile phones prior to a statement being agreed – this is the best way to issue the agreed statement to students and staff as soon as possible, to ensure facts are known.
- Parents should be discouraged from coming to the school in immediate response unless asked to do so.
- To arrange for all pupils to be told, in simple terms, at an early stage (ideally in small groups and initially by class teachers, wherever possible) of the situation.
- To brief the team to discourage staff and pupils from speaking to the media.
- To arrange, if appropriate, for team members to each have a copy of the next of kin list.

Parents

- If pupils are involved, the contacting of parents will be an important early task (remember if it is a major incident, the parents may well have already heard). It may be appropriate to ask the parents to come to the school for a briefing and support. This will need to be done with the utmost care.
- Maintain regular contact with parents.
- School to issue regular updates to parents.
- If the incident is away from the school, seek Police advice whether parents should travel to the scene, or whether children should be taken home.

Staff

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with staff (teachers and office staff). Make a point of seeing that all staff involved know each other's roles and responsibilities.
- Always try to think of something positive to say to staff and respond positively to ideas and suggestions.
- Be available to see staff when required.
- Remember some members of staff may be so affected, that they will not be able to help in supporting children.
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- If the incident is away from school, try to dissuade shocked staff from driving parents to the scene.

Local Authority Support Team

- Maintain liaison with the Local Authority support team senior officer for the duration of the incident.

Stage 3 – Period Following the Close of the Incident

- When appropriate, seek advice from the Local Authority support team and the local clergy on special assemblies/funeral/memorial services.
- Prepare a joint report with the named senior officer for the Director of Education Services.
- Arrange for a member of staff to make contact with any pupils who are either at home or in hospital.
- Make sensitive arrangements for the return to school (as appropriate).

Stage 4 – Longer-Term Issues

The effects of some incidents can continue for years. Thought will need to be given to:

- Work with staff to continue to monitor pupils informally.
- Clarify procedures for referring pupils for individual help.
- Be aware that some staff may also need help in the longer term.
- Recognising and, if appropriate, marking anniversaries.
- Remember to make any new staff aware of which pupils were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Remember if the incident does attract media attention, it is likely that interest will continue for many weeks.

Action By: School

Stage 1 – Initial Actions

- Obtain the full facts of the incident from the Headteacher.
- Open and continue to maintain a personal log of information received, actions taken and the time of those events.
- Liaise with the Headteacher and arrange on-site facilities for the Local Authority support team.
- Arrange to contact other nominated members of the school emergency management team.
- Arrange for administrative assistance (ideally from the school) to support the teams. (**NB:** If bringing them in from home remind them to bring any keys they may need!)
- Inform the Local Authority support team co-ordinator on arrival, of factual information of the incident.

Stage 2 – Ongoing Procedure

Expect early briefing from the Headteacher (or nominee) regarding:

- Arrangements for on-site facilities to be made should the Local Authority support team be activated.
- Set up arrangements to manage visitors:
 - Set aside rooms (for media queuing and interviews);
 - Arrange for their names to be recorded.
- Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring that the process is managed as follows:
 - Brief up to date prepared statements are available;
 - Staff maintain records of call received;
 - Media calls being directed to the Local Authority's Communications & Media Officer;
 - Care is taken when answering telephone calls;
 - An independent telephone is made available for outgoing calls only – a mobile phone can be useful – but remember such messages can be readily intercepted;
 - Remind telephone staff that some calls could be bogus;
 - Ensuring team discourages staff and pupils from speaking to the media;
 - Establish the areas of need with the team co-ordinator;

- Assist in the preparation of a statement which can be used to assist those dealing with telephone calls;
- Keep the Headteacher fully informed;
- Joint organisations and management of team with the Local Authority support team co-ordinator throughout the incident;

Stage 3 – Period Following The Close of the Incident

With the Local Authority support team co-ordinator, assist with debriefs.

Action By: School Emergency Management Team*

Stage 1 – Initial Actions

- Obtain the full facts of the incident from the Headteacher.
- Open, and continue to maintain, a personal log of information received, actions taken and the time of those events.
- Assist, where appropriate, in assessing the emotional needs of staff and pupils. Co-ordinate rapid action to sensitively inform staff and pupils to provide appropriate support.
- Assist class teachers who will undertake classroom briefings.
- Arrange special groups for very distressed pupils.
- Letter to parents to be sent the same day to avoid 'Chinese whispers'.
- Letter to match Press Office statement.

Stage 2 – Ongoing Procedure

- Under guidance from the school on-site co-ordinator, assist the Headteacher (or nominee).
- Work with the LA support team, the Headteacher (or nominee) and school on-site co-ordinator as directed.

Stage 3 – Period Following Close of the Incident

- As above.

*** The school emergency management team should comprise of up to four senior members of staff, together with office staff.**

Action By: Administrative Assistants

Stage 1 – Initial Actions

- Obtain full facts of the incident from the Headteacher.
- Open, and continue to maintain, a personal log of information received, actions taken and the time of those events.
- If coming in from home, remember to bring useful items, such as any keys needed.

Stage 2 – Once Established

- Under guidance from the school on-site co-ordinator, assist the Headteacher (or nominee).
- Work with the LA support team, the Headteacher (or nominee) and school on-site co-ordinator, as directed.
- Remember the school office is likely to be the first point of contact for visitors, so exercise caution in making comments.
- Dealing with incoming telephone calls:
 - Take special care when answering telephone calls early on;
 - Maintain a record of calls received;
 - Only give out information from prepared statements that will be made available;
 - Remember that some calls could be bogus.

Stage 3 – Period Following the Close of the Incident

- As above.

Appendix 1

In the Event of a School Related Emergency proposed procedure is outlined below

Incident occurs		
<ul style="list-style-type: none"> • Headteacher (or nominee) is notified • Any continued risk is assessed and safety of pupils and staff ensured • Emergency Services are called, if appropriate 		
Headteacher (or nominee) rings:		
<ul style="list-style-type: none"> • Director of Education Services 020 8489 3206 (office hours) • Informs Chair of Governors • Ensures children are briefed • Press Office (if appropriate) 		
In office hours (09.00 – 17.00hrs)		Emergency Planning Officer
		020 8489 4589
Out of office hours		Haringey Emergency
		020 8348 3148
The senior officer notified:		
<ul style="list-style-type: none"> • Establishes contact with the Headteacher (or nominee) • Activates first response officers as per contact list to attend the school • e.g. Press officer • LEA School Improvement Partner • Educational Psychology Service 		
Major Incident	Smaller Incident	Headteacher or Nominee
LEA Team Co-ordinator: 020 8489 3838 020 8489 1164 - Puts support team officers on standby* <ul style="list-style-type: none"> • Attends site • Mobilises support team officers as required • Ensures a letter goes out to 	Assigned inspector or other officer attends site to: <ul style="list-style-type: none"> • Assist/advise Headteacher/nominee • Determine full needs • Take action accordingly • Ensures a letter goes out to parents that day matching press release 	<ul style="list-style-type: none"> • Activates on site co-ordinator • Identifies on-site facilities • Mobilises on-site team (if appropriate) • Ensures that admin officer is recording actions taken and decisions made • Ensures a letter goes out to parents that day matching press release

parents that day matching press release		
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Appendix 2

Critical Incident – Summary Checklist for Headteachers

Task	When	Who by	✓
Assess continuing risk and ensure safety of pupils and staff	Immediate	Headteacher (or D/H)	
Contact appropriate agencies including Chair of Governors e.g. EAL Dept, Press Office, Emergency Planning Office	ASAP	Headteacher (or D/H)	
Brief the school critical incident support team	ASAP	Headteacher (or D/H)	
Establish facts: <ul style="list-style-type: none"> • Where • When • Injuries to pupils/staff • Location of uninjured children • Care needs of children • Hospital where children taken • Names of adult(s) with children • Emergency services involved • Extra staff to support/transport home 	Within hours	Critical Incident Support Team (CIST)	
Set up emergency/alternative telephone line	Within hours	CIST	
Inform children in classes or groups Be aware that children with mobiles are likely to use them to call home Be clear whether you want to encourage or discourage that course of action	Same day	Headteacher	
Ensure that the nominated person is handling media interest	Within hours	Headteacher	
Inform parents not directly involved using telephone tree and/or letter	Same day	Headteacher	
Call staff meeting for	Same day	Headteacher	

information and briefing			
Arrange debriefing meeting for staff involved in incident; involve Educational Psychology Service in care audit	Within a few days	Headteacher	
Plan to meet debriefing needs of children involved in crisis: <ul style="list-style-type: none"> • Letter to parents • Arrange suitable groupings • Decide appropriate venue • Involve Educational Psychology Service in care audit • Identify high risk children/staff 	Within a few days (& ongoing)	Headteacher/CIST	
Ensure that children have opportunity to discuss incident through PSE curriculum in class and/or in smaller groups	Days/weeks	CIST	
Plan for school involvement in follow up investigations, inquests, funerals, memorial services, collections, special assemblies, memorials for the future	Days/weeks	Headteacher/CIST	
Maintain contact with families most directly affected	Days/weeks	Headteacher	
Evaluate and review effectiveness of plan in supporting response and evaluate and review support team response and ensure that this informs future planning	Weeks	Headteacher/CIST	

Appendix 3

School Staff List

School Staff List		
Name specific staff and actual roles, for example: <ul style="list-style-type: none">• Who takes the calls;• Who has walkie-talkies or mobiles;• Who is at the incident;• Who is in charge of the school.		
Name	Contact Details *	Responsibility
Maria Kokotsis, Headteacher	07801 480927	<ul style="list-style-type: none">• In charge of the school• Taking calls
Eleni Andreou & Gina Demetri Deputy Headteacher	0208 8016915	<ul style="list-style-type: none">• Practical management of the incident, communication with staff. Pupil support, parental involvement
Jason Harvey Acting Site Manager	07903 270333	<ul style="list-style-type: none">• Taking calls• Health and Safety

***All personal mobile numbers are known to the Emergency Management Team**

Appendix 4

Points to Note with Media Interviews

- Make contact with the Council's Media and Public Relations Office (tel. **020 8489 2995**) before the interview is to take place for guidance and support.
- Have another person with you, if possible, to monitor the interview.
- If possible, agree an interview format, i.e. establish what the interviewer wants to ask.
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out.
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview.
- Be prepared to say you cannot comment.
- Do not over-elaborate your answers.
- Refuse requests for photos or school work of children/staff involved.
- Try to keep a grip on your emotions during interviews – especially if it is TV.
- Most journalists are responsible, but check where interview/camera team go, when interview is over.

Appendix 5

Contact List

Containing information regarding names, organisations and telephone numbers of individuals who might be useful/helpful to the school in an emergency.

Organisation or Specialising Official	Name	Telephone
Director of Children's Service	Libby Blake	020 84893206
Health and Safety Officer, LA	Fabrice Terrochaire	020 84894504
Property Services, LA	Steve Barnes	020 84893805
Deputy Director (CYPS) (Prevention and early intervention)	Jan Doust	020 84892450
Chair of Governors	Samuel Arbuah	0208 8016915

Appendix 6

Duty Pack Checklist

- Guidance Manual:-
- Emergency Incident Report, List of Key personnel,
- Emergency Action Plan
- Safety personal protective equipment (PPE), footwear, jacket, face mask etc
- Note Pad and pen
- Mobile phone
- In-Car-Charger

General Advice

Check contents of emergency pack regularly.
Carry mobile phone with you at all times during your call-out period.