



**Emmanuel Christian School,
Leicester**

CRITICAL INCIDENT MANAGEMENT PLAN

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Overview

This plan has been prepared and agreed by the staff and Governors of Emmanuel Christian School to assist in dealing with critical incidents on or off the site that affect the school community.

Aims

The aims of the school's plan are:

- * To provide support to all children and staff affected by the incident.
- * To maintain the normal running of any parts of the school not affected.
- * To return the whole school to normal as soon as possible.

Types of Incident Covered by the Plan

A Critical Incident is defined as an emergency affecting pupils, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

It may involve:

- * the death of a child, staff member or governor;
- * a serious accident involving children and/or school personnel on or off the premises;
- * a violent intrusion onto school premises (e.g. an armed intruder or a bomb alert) including a hostage situation;
- * extensive damage to school premises;
- * a disaster in the community;
- * civil disturbance or terrorism;
- * the release of hazardous substances near or on the school site.

Notification of Incident

The incident may be reported from a number of sources:

- a staff member
- a pupil
- the police
- parents
- the media
- County Council

Whoever receives the alert should ask for as much information as possible:

- the name of the caller
- what has happened?
- have the emergency services been informed/are they attending?
- exact location (and any access problems if not on site)
- casualties
- actions taken so far
- name/contact at the scene (if not on site)
- what assistance is needed?

(A log sheet is also included in the plan for use by staff to record information and actions - Appendix 2.)

The Headteacher or member of Senior Leadership Team (SLT) in his absence, will decide on the level of response needed:

- can the school cope alone?
- if not, the local emergency services will be contacted

Contact List and Call Out Arrangements

Emergency contact lists for pupils and staff of home/work addresses and phone numbers are stored in a file on the Headteacher's desk. These are available only to staff authorised to have access as part of the plan in order to preserve confidentiality.

Critical Incident Management Team (CIMT)

The CIMT will comprise:

- Headteacher
- Chair of Governors (where contactable/available)
- Members of the SLT who are on the premises. They are all employed part time

Base for Critical Incident Management Team

The base for the CIMT will be the Headteacher's office area in the foyer if it is still possible to use this. The reserve on-site location will be the Portakabin. In cases where it is not possible to use the school premises as a base, the CIMT will make use of The Oaks Centre on Bendbow Rise Contact Judith Kemp, 0116 3260269

Critical Incident kit

An 'Emergency Pack', particularly for out of school activities is available from the office and should be taken on school trips. The pack includes the following items:

- A list of pupils on the trip including contact numbers
- Accident form Appendix 3
- A mobile telephone
- A First Aid kit

Information for all teaching and non-teaching staff

- * Be ready to respond to any potential hazard in and about the site.
- * Contact the school office/Headteacher in the event of any emergency, giving information about the nature of the incident;
type of help required;
emergency service(s) 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 Critical Incident Management Team.
- * Do not speak directly to the media but refer all enquiries to the Critical Incident Management Team as being responsible for contact with the media.

ACTION FOLLOWING A CRITICAL INCIDENT ALERT

A serious accident involving children and/or school personnel on or off the premises:

If a member of the school community is injured on or off site the priority would be to contact the emergency services.

Advice from the emergency services would then be followed.

On site: following the removal of the injured party to hospital the necessary accident form would be completed.

Off site: staff would ensure school was informed and the injured party was removed to hospital. Staff on the trip would then need to make a decision whether or not to return to school.

Following the incident Health and Safety guidance would need to be reviewed. Pastoral care would be offered to all those affected by the incident.

A violent intrusion onto school premises (e.g. an armed intruder):

The administrative staff or another member of staff would contact the emergency services. Staff would be alerted and told to ensure the children are kept safe.

Bomb alert:

The emergency services would be contacted and their advice followed. The evacuation procedure would be followed.

Fire:

The evacuation procedure would be followed.

Extensive damage to school premises:

The evacuation procedures would be followed including off site evacuation. The CIMT would then make decisions about alternative arrangements eg Parents would be contacted immediately and, if necessary, use would be made of The Oaks Centre

Incident in local community including the release of hazardous substances near or on the school site:

In the event of an incident in the neighbourhood the school would be notified by the emergency services and appropriate action taken.

Appropriate action may be that the children inside the school will be kept indoors, children outside will be brought inside by a member of staff. Children will remain in the classroom in which they were when the alarm was raised, with the teacher who had responsibility for the class at the time. If necessary, the school would then be evacuated following advice from the emergency services.

CRITICAL INCIDENT MANAGEMENT TEAM – ROLES AND RESPONSIBILITIES

ROLE	NOMINATED PERSON	RESPONSIBILITIES
Person in charge of critical incident management team	David Baynes (Headteacher)	<ul style="list-style-type: none"> • To take charge of events. • To decide upon an action plan for the specific incident. • Where appropriate, to liaise with County Council/Children and Younger Adults Department staff. • To delegate responsibilities and give task sheets to the chosen person. • To provide a flexible response, based on the Critical Incident Management Plan. • To appoint a secretary who will keep a comprehensive incident log and support the person in charge. • To consult with the Police and the person responsible for liaison with the media about the release of information to students, staff, parents, general enquiries and the media. • To establish a crisis team meeting place, close to the incident control point.
Person to contact Emergency Services	David Baynes (Headteacher)	<ul style="list-style-type: none"> • Contact as appropriate: Police, fire and / or ambulance • Be prepared to give the following information: <ul style="list-style-type: none"> ○ Emergency Service(s) required. ○ <u>Exact</u> location of the incident. ○ Number of casualties. ○ Nature of injuries. ○ Location and telephone number where call is being made from. ○ Hazards which may be encountered by the Emergency Services at the site. • To respond to the directions from the person in charge of the Critical Incident Management Team or other personnel in control, i.e. Police, Fire or other Emergency Services.
Person responsible for liaison with the media	David Baynes (Headteacher)	<ul style="list-style-type: none"> • Early establishment of central media point. • To liaise with and cooperate with the media and to answer their queries, as appropriate. • To provide press statements • To liaise with emergency services including the Police Press Officer and County Council over the setting up of a Media Centre. • To show concern and not panic. • To provide basic information about the school - refer to separate sheets in file. • To liaise between the press and those affected about press interviews; asking the interviewer the questions to be asked in advance of the interview.

ROLE	NOMINATED PERSON	RESPONSIBILITIES
Secretary to the person in charge of the CIMT	Member of SLT on site	<ul style="list-style-type: none"> To support the person in charge. To keep a comprehensive incident log, as dictated by the person in charge.
Person responsible for immediate actions to safeguard students and staff	EYFS/KS1 Carol Patel Yvonne Terry Sarah Seeds KS 2 Caroline Vickers Andy Harris KS 3/4 Ruth Allen Louise Hallam O’Gara Those on site	<ul style="list-style-type: none"> To evacuate the building in accordance with the School Fire Procedures. If necessary, to use an alternative assembly point. To liaise with the Critical Incident Management Team Leader and Emergency Fire Services, once the names of those present have been checked against attendance list. The responsibility for rescue rests with the Fire Service. To liaise with staff to ensure that immediate reassurance and support is given for anyone who is distressed. To ensure that parents do not take pupils away, unless directed to do so. To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, etc.
Person responsible for checking channels of communication	David Baynes (Headteacher)	<ul style="list-style-type: none"> Check that all available communications and office equipment are working (phones, fax, copiers), in Headteacher’s office area in foyer & CIMT Base CIMT Alternative Base - Portakabin on site or The Oaks Centre as appropriate Be ready to give the information to local authority. Respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, etc.
Person to open appropriate buildings and exits	David Baynes (Headteacher)	<ul style="list-style-type: none"> Open the appropriate parts of the school. Ensure gates are opened to allow access for the Emergency Services. To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, etc.

EVACUATION PROCEDURES

1. Any person finding a fire (or similar cause for evacuation) should sound the nearest alarm.
2. On hearing the alarm all classes should evacuate the building by the nearest exit and assemble on the playground in their nominated places. Children working elsewhere in school should leave the building by the nearest exit accompanied by the adult with whom they are working. These children should join their class in the appointed line on the playground.
3. Teaching staff and teaching assistants will accompany the class to which they are attached and bring with them the attendance registers. Other school staff will exit and assemble on the playground. Visitors in school should also assemble on the playground with the rest of the school.
4. The Headteacher will exit the office area in the foyer bringing with him the visitors' book and critical incident management pack containing emergency contacts.
5. Teachers will then ensure all children are on the playground and accounted for. On registering all pupils staff will signal to the Headteacher stating whether all pupils are accounted for.
6. Visitors should report to the Headteacher who will check against the visitor's book to ensure all visitors are accounted for.
8. All people will remain on the playground until informed by the emergency services that it is safe to return to the building.

In the event of return to the building not being possible:

If a return to the building is not possible the Headteacher and the CIMT will need to decide on an appropriate course of action. This may be either for parents of children to be called and asked to collect them or to relocate to alternative premises. Relocation premises are The Oaks Centre on Bendbow Rise at the end of Didsbury Street. Contact Judith Kemp 0116 3260269.

Evacuation from School Premises

If it is necessary to evacuate the school then:

- Children and adults will exit the building as detailed in the procedure above.
- If it is not possible to remain in a safe place on site the children will be walked by their class teacher and Teaching Assistants to the nearest available exits from school premises. EYFS and Key stage 1 will leave by their exit and then round to the front gateway and walk along Didsbury Street. Key Stage 2 will leave by the main exit and walk along Didsbury Street. All children will be encouraged to leave quietly and sensibly, staff will act to reassure and calm children. Any classes or groups of children being taught upstairs will walk down the stairs and leave by the fire exit. Key stages 3 and 4 will leave the Portakabin and then go through the main gates to walk along Didsbury Street
- Headteacher or nominated person to call The Oaks Centre to inform them that children are walking down.

Teaching staff should ensure that they take class registers with them during evacuation.

Once the children and adults are off site the administrative staff will telephone pupil emergency contacts and ask for them to be collected from the evacuation site. As children are collected teaching staff will sign each of the children out on the class register as they are collected.

Guidance sheet 1 **Major incident occurring on the school site**

Guidance for Headteacher

1. Ascertain details of incident.

A log of decisions made and actions taken should be kept. (Appendix 2)

In the event of a major incident occurring on the school site the actions below should be considered and implemented as appropriate.

2. Alert relevant emergency services (Police, Fire, and Ambulance) via 999 system.
3. Consider evacuation of school (via fire alarm or word of mouth).
4. Initiate School Critical Incident Management Plan.
5. Allocate staff to:
 - account for all pupils/staff/visitors on school site.
 - administer first aid if persons injured.
 - ascertain if there are any witnesses.
 - inform staff/pupils of incident. If incident occurs out of school hours consider briefing staff/pupils at earliest opportunity.
6. Inform parents/relatives as appropriate. If there are casualties then visits to parents/relatives should be arranged in conjunction with the Police.
7. Inform Chair of Governors and arrange for other governors to be informed.
8. Consider closing the school.
9. Consider relocation to other premises. If relocation is required this should be arranged in consultation with parents and Braunstone EFC.
10. Notify **HSE via RIDOR forms stored in filing cabinet** if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary. These should be completed on line but an aid to collecting necessary information is in Appendix 4.
11. Arrange for the ready availability of contact by phone. Ensure that staff are fully briefed on facts and are aware of what information can be released.
12. Prepare to deal with the media - this should be done in accordance with the Police and nominated person in school.

Guidance sheet 2 **Major incident occurring on an out of school activity**

Guidance for group leaders

**A log of decisions made and actions taken should be kept.
(Appendix 2)**

In the event of a major incident occurring on an out of school activity the actions below should be considered and implemented as appropriate.

1. Ascertain details of incident.
2. Alert relevant emergency services (Police, Fire, Ambulance, Coastguard) via 999 system.
3. Call for assistance if available (staff, passers-by).
4. Administer first aid where possible.
5. Account for all members of the party and ensure that all persons uninjured stay together.
6. Allocate staff member(s) to travel to hospital(s) with casualties.
7. Ascertain if there are any witnesses.
8. Allocate staff member(s) to stay at incident site to liaise with the emergency services.
9. Arrange for all non-casualties to return to base (accompanied by a member of staff) and that all members of the group are informed of the incident as soon as possible.
10. Inform Headteacher/member of senior management team (at school) as soon as possible. Give as much of the following information as possible:
 - date, time, location and nature of incident.
 - names of those involved.
 - details of any injuries.
 - actions taken.
 - contact point to be used.
11. Consider requesting additional assistance. Keep Headteacher/member of senior leadership team regularly updated.
12. Consider whether activity should be abandoned. If so, arrange for non-casualties to return to school. Liaise with Headteacher/senior leadership team over transport arrangements.
13. Do not discuss legal liability.
14. Prepare to deal with the media - this should be done in consultation with the Police and the nominated person at the school.

Guidance sheet 3 Incident occurring on an out of school activity

Guidance for Headteacher

**A log of decisions made and actions taken should be kept.
(Appendix 2)**

In the event of a major incident occurring on an out of school activity the actions below should be considered and implemented as appropriate.

1. Ascertain the following:
 - date, time, location and nature of incident.
 - names of those involved.
 - actions taken.
 - who is in charge at the scene?
 - if additional assistance is needed at the site.
2. Inform:
 - Headteacher
 - other staff - if out of school hours.
 - Chair of Governors and arrange for other governors to be informed.
3. Initiate Critical Incident Management Plan.
4. Ensure that staff are fully briefed on facts and are aware of what information can be released.
5. Arrange for parents of uninjured to come to the school to meet the children on their return.
6. Arrange for parents/relatives of injured to be informed - this to be done in conjunction with the Police.
8. Notify **HSE via RIDOR forms** if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary. These should be completed on line but an aid to collecting necessary is in Appendix 4.
9. Prepare to deal with the media - this should be done in consultation with the Police and the nominated person in school.

APPENDIX 1

BASIC INFORMATION ABOUT THE SCHOOL

Name:		Emmanuel Christian School	
Address:		Didsbury Street, Leicester, LE3 1QP	
Telephone:		0116 2220792	
Age Range:	4- 16	Number on Roll:	Maximum of 60
Plan of School:		included in file – appendix 8.. <i>To be done</i>	
Map of surrounding area:		included in file – appendix 9... <i>To be done</i>	

DETAILS OF SENIOR STAFF

Headteacher	David Baynes
Senior Leadership Team	R. Allen, C. Vickers, C. Patel and Y. Terry

DETAILS OF GOVERNORS

Chair of Governors	Pat Wells until 31-07-18. Then Neil Seeds
Vice Chair of Governors	<i>Nobody at present</i>

DETAILS OF CRITICAL INCIDENT MANAGEMENT TEAM

Headteacher	David Baynes
Senior Leadership Team	As above
<i>Assisted by other adults on site/on out of school visit at time of incident.</i>	

APPENDIX 2
INCIDENT LOG

Incident:			
Location of Incident:			
<u>Date</u>	<u>Time</u>	<u>Event/Action taken</u>	<u>Signature</u>

To be continued on another sheet as necessary

APPENDIX 3

Useful contact numbers:

Leicestershire Fire and Rescue Service	0116 287 2241
Chair of Governors – Pat Wells 07711 157716 (mobile)	0116 2886580 (home)
Community Centre Judith Kemp	0116 3260269

APPENDIX 4

Accident / incident / assault to student / visitor

(The form should be completed online but the following information will be required.)

School: Emmanuel Christian

DfE no:856/6018

Pupil's name

Male / Female

D.O.B.

Pupil's address:

Phone number:

Place where accident happened:

Date and time of accident:

Details of injury:

Brief statement as to how accident happened:

Name & address of any witnesses:

Staff on duty:

Brief statement of treatment and who given by:

Taken to doctor?

Doctor called to school?

If yes, name and address of doctor:

Taken to hospital?

Form of transport

Name of person accompanying:

Present condition:

General remarks:

Major Injury?

Taken directly to hospital?

APPENDIX 4

Accident / incident / assault to staff

(The form should be completed online but the following information will be required.)

School: Emmanuel Christian

DfE no: 856/6018

Name

Male / Female

D.O.B.

Address:

Phone number:

Job title:

Details of accident:

Date and time of accident:

Location:

Inside / outside / offsite

Address where accident occurred:

Activity being conducted at the time:

What were the expected working hours for the day?

What were the actual working hours for the day?

Accident reported to:

Date & time:

Exact nature of injury:

What happened?

Witnesses:

First aid treatment given:

APPENDIX 5

Dealing with the media

Remember, unless you were directly involved in the incident, the media may find out about it before you do. You need to be prepared, and someone in the out of school group or at the school should have received some training in dealing with the media (a number of staff should be trained in dealing with the media).

Governing bodies should nominate one person to deal with the media before an incident arises. Individual governors must understand that this is agreed policy.

At Emmanuel Christian School the first nominated person would be the Headteacher, in His absence this role would fall ***to a member of the SLT on duty at the time of the incident***. The chair of governors may also be involved in speaking to the media.

There will be great pressure from the media to talk to those directly involved. The general rule will be that only those nominated to do so will talk to the press. Other staff should not unnecessarily hinder or obstruct media personnel. The attitude of all staff towards the media will reflect upon the school and the local authority. Staff should not allow themselves to be distracted from their main task and, if necessary, should explain why they are too busy to speak to the media.

ADVICE FOR OFFICIAL SPOKEPERSON(S)

X DO NOT speculate - your interpretation or understanding can and probably will be exaggerated or quoted as hard fact.

X DO NOT give any fact unless you are certain it is correct.

X DO NOT say "NO COMMENT" - it can be taken as a negative answer which could be inaccurate and lead to difficulties later.

X DO NOT be afraid to say "I DO NOT KNOW".

✓ **DO** have the confidence in yourself and your command of the situation to take a positive attitude towards the media.

✓ **DO** inform the Press Officers of any development which may assist them and of any journalist you suspect of acting inappropriately.

**N.B. PUPILS SHOULD NOT TALK TO THE MEDIA UNLESS
ARRANGED BY STAFF/PARENTS AND THEN ONLY WITH
WRITTEN PERMISSION FROM PARENTS/GUARDIANS**

APPENDIX 6

General Guidance on coping with the aftermath

The consequences of any major event upon all those connected with it cannot be precisely defined. The care and support necessary for individuals will be needed as quickly as possible after the event.

Teachers know their own pupils and have some idea on how best to handle them. Each individual may need a different approach. There will be much to consider and the job ahead may be very difficult.

Teachers – remember:

- You are the person best placed to help your children.
- If possible keep to your routine.
- Talk to your children today, tomorrow and so on.
- Talk to other staff, you are your own best support group. You are not alone, lean on your colleagues.
- Listen to your children and each other – take time.
- Arrange for debriefings.
- Remember the incident, draw pictures, consider acting it out. Separate facts, feelings and thoughts.
- Remember your friends, talk about them.
- Monitor possible effects, seek professional support if necessary
- Educational Psychology Service - 0116 2845100
- Be careful how you answer the phone, it may be a relative of a casualty; it may be the press – check identity before supplying information.
- Don't talk to the media without prior approval and use the nominated "Press Link" person.
- Try not to apportion blame.
- Consider how hurt and bereaved families should be contacted. Use the most appropriate people with relevant skills – consider how governors can help.
- Consider how hospital visits should be arranged; who should go, who should not go.
- Discuss protocols for funerals with family, seek advice e.g. ethnic/religious considerations. Discuss with Chair of Governors if school is to be closed. Clarify who will attend.
- Consider a special assembly or book of condolence.
- Consider how to handle spontaneous memorials e.g. flowers in school.

LATER:

- Consider what may have been lost, not only lives but other things: resources, accommodation, coursework, personal property, continuity.
- Consider re-entry to school of injured pupils or staff.
- Consider establishing a memorial or holding a service.

REMEMBER

- You can do no more than your best.
- Expect heightened anxiety or guilt.
- Mistakes may happen, we are only human.
- Do not expect instant results.
- Do not expect to please everyone.
- Learn from what has happened; adjust emergency plans accordingly.

APPENDIX 7

Staff and Pupil Contacts

Details of Staff and Pupil contacts are held on file by the Headteacher and should be employed to make contact with all those concerned during and following an incident.

APPENDIX 8

Plan of local area

On the map below the location of the School is shown in column G as the black dot, to the left of Braunstone Park, on Didsbury Street.

