16b. Major/Critical Incident Policy

This policy sets out the procedures to be followed to ensure the safety and protection of the whole school community in the event of a critical incident.

Definition

A critical incident can be a physical incident or psychological trauma that has a severe immediate impact and likely long-term effect on pupils, staff or parents. This may include:

- Major incidents that involve staff, children or young people or others
- People-made disasters/emergencies, acts of terrorism
- Natural disasters/emergencies

In-school

- the death of a pupil or member of staff through natural causes, such as illness
- a traffic accident involving a pupil or staff member
- a deliberate act of violence, such as a knife attack or the use of a firearm
- a bomb hoax
- a pupil or teacher being taken hostage
- a school fire or flood
- allegations or actual incidents of abuse against pupils by staff and staff against pupils
- an arson attack on the school

Out-of-school

- deaths or injuries on school journeys, trips, or residential trips
- tragedies involving children from many schools at public events such as football matches
- civil disturbances
- refugee children joining a school, uprooted from their countries and perhaps shocked by wars or atrocities
- abductions / disappearances
- Incidents involving the murder of school children that attract the attention of national and international media over prolonged periods
- a civil disturbance or terrorism
- a disaster in the community
- a transport accident involving school members

Major Incidents Focused on People

Whilst all critical incidents are difficult for all concerned, those that involve serious injury or death are inevitably traumatic. By their very nature and definition, critical incidents tend to disorientate and may

overwhelm those involved. Planning ahead is a necessary precaution and can be crucial. Communication during and following an incident is, of course, of great importance.

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:

- Staff and pupils will be familiar with the school routines for fire and the evacuation of the school building on hearing the fire alarm
- Staff will be familiar with the routines and procedures for dealing with emergencies
- Staff and pupils will be familiar with the school's security procedures, in particular that all visitors not wearing a visitor badge/lanyard should be questioned and escorted to the school entrance area
- Staff organising school trips and visits follow the guidelines and write a risk assessment to be signed off by the Headteacher or Deputy Head
- Staff will sign in and out of the premises
- Staff are aware of pupils with medical needs or health problems
- Staff are aware that they should assess associated risks to children before carrying out a curriculum (or other) activity
- Staff are aware that they are responsible for assessing risks to themselves before undertaking an activity

Additionally, in the event of a critical incident, the priorities of those adults in charge of the school or trip will be able to:

- Attempt to save life
- Minimise personal injury
- Safeguard the interests of all pupils and staff
- Minimise loss and to return to normal working as quickly as possible

Contacting Staff and Children off site (on trips, visits or at fixtures)

- Staff leading visits off site will be contacted as soon as possible.
- The nature of the visit will determine the appropriate action e.g. off site on a residential or walking back to school.
- Children walking back to school will be taken straight to the Safe Alternative Building (Worship Square).

In the event of a school related emergency the proposed arrangement is outlined here:

Incident occurs

The Headteacher, Mike Stanley is notified on School landline 020 7247 1588 or mobile 07939 066126.

The Headteacher or member of the Senior Leadership Team will then contact:

- Emergency Services 999 if appropriate
- Lead Governor – David Goodhew – 07877 645837 david.goodhew@dukeseducation.com
- Bursar and Head of Operations – Natalie Wray – 07792367048 – nwray@lyceumschool.co.uk
- Deputy Head - Sara Taggart 07837 875 staggart@lyceumschool.co.uk
- Local Authority - London Borough of Hackney 020 8356 2366

Out of School Hours

A member of staff witnessing or first discovering the incident will be responsible for initiating the immediate response to the emergency situation. He/she will:

- Call the emergency services 999
- Evacuate the premises immediately, if necessary
- Inform the Headteacher and Bursar of the incident
- Group leaders will:
    - Account for all party members
    - Delegate a member of staff to take care of uninjured members of the party
    - Call the School
    - Keep a log of actions taken and conversations held

Shelter/Lockdown Procedures

Shelter in an alternative building (Worship Square) may be appropriate if there is a:

a. toxic release posing a threat to safety
b. threat from an intruder or animal on the school grounds or within the vicinity of the school
c. an act of terrorism within the school
d. a terrorist hoax event (e.g. bomb, firearm) or warning of such an event

(See separate Lockdown Procedure)

Evacuation

In the event of the need to evacuate the building, the school's Fire Drill procedures will be followed.

Bomb Hoax Warning

If a bomb warning is received, the school will be evacuated using the Fire Drill Procedure to Worship Square.

Communication

As soon as the situation is secure and the school is in 'lock down' the Headteacher, Deputy or Assistant Head or nominated member of staff will attempt to undertake the following – if it is safe to do so:

a. Contact parents/carers by text message notifying them that the school is in 'lock down' and they should not attempt to attend the school.
b. A banner with the above information will be put on the school website by the Marketing Manager/a member of Dukes Marketing team.
c. Contact staff who may be en-route to notify them that the school is in 'lock down' and they should not attempt to attend the school.

School Closure

The decision to close the school will only be made in exceptional circumstances by the Headteacher.

Due to the timing of the school day, the decision to close the school due to say severe weather conditions will need to be made the previous day or by 6.30am on the day. A decision to close the school on subsequent days will be made by 2.30pm.

This will be communicated via The Lyceum's email and published on the school website by members of the Office Team.

Important Areas in an Emergency Situation (when evacuation is not needed)

- Control Point - Headteachers office
- Parents/Pupils – Main Hall
- Media Briefing Point – Main Hall
- Staff Welfare Facilities – Staffroom

Incident Response Team & Roles

Role	Name	Responsibilities
School Incident Response Team	Headteacher Deputy Head Assistant Heads Bursar and Head of Operations Nursery Manager	As listed below
Incident Manager	Headteacher	Consider the need to alert other colleagues and external agencies. Collate all relevant information relating to the emergency. Coordinate the emergency response strategy, liaising with relevant agencies, e.g. the emergency services, School Governors as appropriate. Monitor the emergency response. Provide regular staff/team briefings. Authorise any additional expenditure. Maintain a master log of key events and decisions.

Deputy Incident Manager	Bursar and Head of Operations	Assists Incident Manager. Co-ordinates and manages staff in the Incident Response Team. Monitors staff welfare and organises staff roster.
Parent Liaison Officer(s)	Headteacher Deputy Head	Advises parents and provides information. Provides point of contact. Arranges on site coordination of visiting parents. Maintains regular contact with parents where appropriate.
Administrators	Front reception and admin office team	Answer telephone lines. Help to collate information. Relay incoming and outgoing messages by telephone, email, etc. in a prompt manner. Provide admin support to the Incident Manager and Deputy Incident Managers.
Communications Officer/Media Spokesperson	Marketing Executive in liaison with Headteacher & Lead Governor	Acts as point of contact for media enquiries. Assist with internal communications.
Teachers		Maintain supervision. Ensure the safety and security of pupils. Provide information and offer reassurance. Monitor pupils' physical and psychological welfare.
Site Leader	Bursar	Ensure site security at all times. Provide information about site facilities/layout as necessary. Assist with access to the school.
Liaison Officer	Marketing Executive in liaison with Headteacher & Lead Governor	Communicating with press, if necessary.

Timeframe for Action

Task	Time scale	Lead person/team
Contact Headteacher, SLT with details of Incident	Immediately	Member of staff/public who discovered the incident
Obtain factual information at start of crisis	Immediately	Headteacher

Contact 999, LA emergency response team	Immediately	Headteacher Deputy Head Bursar
Leadership team meet with Administrators to establish record of phone calls/visits/log. If Worship St site is not safe, an alternative incident room will be set up in Hopes and Dreams, Paul Street. The reception and admin office have access to iSAMS via personal devices where all contact numbers can be found. A paper copy of staff and parent phone numbers will be stored at Hopes and Dreams.	Within hours	Headteacher Deputy Head Lead Governor Bursar
Establish Response Team protocol for handling information coming in and out of the school	Within hours	Headteacher Deputy Head Lead Governor
Call a staff meeting to give information	Within hours	Headteacher Deputy Head Lead Governor
Contact families – establish point of contact, protocol for updating parents	Within hours - continue until all are informed	Admin staff directed by Deputy/Assistant Head/Bursar and Head of Operations
Inform pupils in small groups	Same day if practicable	Deputy & Assistant Head & Teachers
Establish communications strategy	Within hours	Headteacher Deputy Head/Assistant Heads
Liaison between LA & School	Within hours and continuously	Deputy Head/Assistant Heads
Debrief with all staff and agencies involved in incident – lessons learnt	same day if practicable	School Incident Response Team
Arrange a debriefing meeting for staff involved in disaster	same day if practicable	School Incident Response Team
Debriefing for parents/pupils involved in the disaster	as soon as possible, allowing for health and safety	School Incident Response Team
Implement any lessons learnt from Incident	as soon as possible	School Incident Response Team

Information to be available on and off site

The following information will be held in the Emergency Bag which is located in the First Aid Room and will be taken to the site of safety:

- Names of key holders (including the Incident Managers)
- Pupil contact information
- Details of names, location and contact details relating to all pupils and staff off site at any time, e.g. school outings, etc.
- Significant medical information relating to pupils and staff off site on school outings at any time
- Telephone number of Lead Governor
- Usernames and passwords to all critical systems
- Contact list of all people, groups or organisations who visit or use the school and would need to be informed (external club providers)
- Contact list of people and groups used by the school, e.g. suppliers, contractors
- Premises and site plan of the school
- Gas, electric and water mains control positions
- Copy of the Asbestos Log

Post incident care

Incident Care

We recognise that all pupils, staff and parents may need post incident care and will utilise all available school counselling services available, as well as those available from other schools, the Local Authority and external agencies to provide the level of support required.

Recovery Plan Checklist

As soon as possible after the emergency:

- Liaise with parents/carers regarding plans for attendance at funerals if necessary
- Liaise with parents/carers regarding plans for attendance/representation at memorial services
- Arrange debriefing meetings for staff and pupils
- Arrange debriefing meetings for the headteacher and Critical Incident Management Team
- Identify and support high-risk pupils and staff
- Promote discussion of the emergency in class
- Consider the need for individual or group support
- Help affected pupils and staff to come back into school
- Initiate a review of the school emergency plan, evaluating the school's response and feeding in any lessons learnt

In the longer term:

- Consult and decide on whether and how to mark anniversaries
- The impact of some incidents can continue for years, so thought may need to be given to ongoing identification and support measures for both pupils and staff who are affected

- Remember that legal processes, enquiries and news stories may bring back distressing memories and cause upset within the school
- Remember to make any new staff aware of which pupils were involved and how they were affected

Appendix 1 - Activation

Information about an incident may come from a staff member, pupil, parent, the emergency services or the local authority.

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

Name of the person informing of the incident	
Details of the incident	
Who else has been informed **(e.g. emergency services etc)**	
Exact location of the incident	
Details of any casualties	
Any action taken so far	

Name and number of contact at the scene	
What assistance is needed	

Appendix 2 - Responsibilities/Checklist of Initial Action by Headteacher or Nominee

Responsibilities

- Take charge of events
- Draw up an action plan for the specific incident
- Delegate responsibilities and give task sheets to the chosen person
- Consult with the Police and the person responsible for liaison with the media about the release of information to students, staff, parents/carers, general enquiries and the media
- Establish a crisis team meeting place, close to the incident control point

Action to be taken	Tick when complete
Ascertain details of incident	
Take immediate action to safeguard pupils and staff where necessary	
Alert relevant emergency services (Police, Fire, Ambulance) via 999 system Be prepared to give the following information: • Emergency Service(s) required • Exact location of the incident. The School Address is 65 Worship Street, EC2A 2DU • 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	
Log all communications and actions	
Notify: Hackney Emergency Planning Team Office hours: 020 8356 2379 Ask for the Duty Emergency Planning Officer Emergency.planning@hackney.gov.uk	
Assemble a Critical Incident Management Team from pre-identified staff	
Where possible, avoid closing the school and try to maintain normal routines	

Appendix 3 - Implementation

Headteacher or Nominee

Action to be taken	Tick when complete
Ensure that accurate, factual information is available for those arriving at the scene	
Liaise with the local authority, police, fire and ambulance services, and other agencies who may become involved	
Act as the main contact to co-ordinate the response	
Inform the chair of governors	
Inform all staff, and parents/carers of injured pupils	
Decide how to inform other parents/carers of injured pupils	
Ensure all staff maintain a log of actions and decisions	
Allocate tasks to members of the Critical Incident Management Team as appropriate	
Provide regular briefings for staff	
Continue to liaise with the local authority and the emergency services	
Try to maintain normal routines as far as possible	
Inform staff involved to prepare a written report of their involvement, noting events and times	
Inform the LA health and safety consultant who will advise on reporting procedures, and inform trade unions if necessary	
In the event of serious injuries or a fatality, the Health and Safety Executive should be informed by the quickest practicable means in line with the departmental accident reporting guidance.	
Continue to allocate tasks to members of the Critical Incident Management Team as appropriate	

Appendix 4 - Welfare

Action to be taken	Tick when complete
Secure the immediate safety of pupils and staff - this may include evacuation or keeping pupils and staff inside the building (sheltering)	
Establish the location of all pupils, staff, and visitors using timetables, registers and the visitor book, and make a list of those unaccounted for	
Establish a staff rota and ensure that staff take regular rest periods	
Identify those pupils and/or staff who are badly affected, and who need extra support	
Make arrangements for reuniting pupils with their parents/carers	
Take account of religious and cultural factors, and consider contact with leaders of local faith communities	

Appendix 5 - Communications

Action to be taken	Tick when complete
Consider emergency communications needs - the Headteacher/SLT will be in communication with emergency services via mobile	
Dedicate lines for incoming and outgoing calls and arrange extra support for Front Office. The school switchboard should be used for incoming calls only. Mobiles will be used for outgoing calls.	
Arrange for the staffing of telephone - all calls will be logged with date, time and details of each call	
Inform pupils, in groups as small as practicable, considering the best way to impart worrying or tragic news (advice is available from the educational psychology service)	
Inform parents/carers of children not directly involved in the incident, as decided by the headteacher or nominee - use any existing arrangements for contacting parents/carers quickly and efficiently	
Receive visitors to the school, ensuring they sign in and out and are issued with identification badges	

Ensure that staff are fully briefed on facts and are aware of what information can be released	

Appendix 6 - Media

Action to be taken	Tick when complete
Ensure that any media access to the site, staff and pupils is controlled In a major emergency, the police will deal with the press and prevent access to the school	
Liaise with and co-operate with the media and to answer their queries, as appropriate	
Liaise with the Hackney communications division to prepare a press statement. 020 8356 5339 Alternatively, email press@hackney.gov.uk or 020 8356 3736 (out of hours press office: 07528 969363)	
Be aware of the potential problems caused by the spread of misinformation through pupil and/or staff use of mobile phones	
Be prepared to be interviewed by the press if necessary and agreed	
Liaise between the press and those affected about interviews - seeking permission from parents/carers/guardians of any students involved in interviews. Any students involved in interviews should be supported	

Advice for Official Spokesperson(s)

- û DO NOT speculate - your interpretation or understanding can and probably will be exaggerated or quoted as hard fact
- û DO NOT give any fact unless you are certain it is correct
- û DO NOT say "NO COMMENT" - it can be taken as a negative answer which could be inaccurate and lead to difficulties later
- û DO NOT be afraid to say "I DO NOT KNOW"
- ü DO have the confidence in yourself and your command of the situation to take a positive attitude towards the media
- ü DO inform the Press Officers of any development which may assist them and of any journalist you suspect of acting inappropriately.
- ü If you know that everyone is safe and well, or those parents/carers of injured children have been told - say so as soon as possible - it stops other panicking.

Appendix 7 - Resources

Action to be taken	Tick when complete
Ensure access to site for emergency services	
Open/close parts of school as required, and turn off water, gas and electricity supplies if necessary	
Ensure the security of the school premises	
Establish a safe and secure base for the Critical Incident Management Team	
Check that all available communications and office equipment are working (phones, copiers) in: • School Office • Critical Incident Management Team Base • Critical Incident Management Team Alternative Base	
Arrange a place to receive parents/carers and children involved	
If necessary, evacuate the building in accordance with the School Fire Procedures	
Ensure that parents/carers do not take students away, unless directed to do so	
Consider relocation to other premises	

All other teaching and non-teaching staff

Action to be taken	Tick when complete
Respond to instructions given by members of the Critical Incident Management Team	
Be ready to respond to any potential hazard in and about the site	
Maintain a calm atmosphere	
Do not speak directly to the media but refer all enquiries to the Headteacher or other person designated as being responsible for contact with the media	

Appendix 8 - Emergencies during Educational Visits

The Headteacher should be informed by the visit leader as soon practicably possible.

- Maintain a written record of your actions using this check list and attached log sheet
- Offer reassurance and support.
- Be aware that all involved in the incident, those at the school and you, may be suffering from shock or may panic.
- Find out what has happened. Obtain as clear a picture as you can - who informed you of the incident? (Usually the group leader)
- Record the details of the off-site activity/visit during which incident occurred

Location and nature of activity/visit	
Name of person in charge of visit	
Telephone number(s)	
Number of people on the visit	Teachers: Pupils: Other adults:
Date and time of incident	
Location	
What has happened?	
People affected including name, injury, where they have been taken	
Emergency Services involved and advice	
Names/locations of hospitals involved	
Arrangements for pupils not directly involved in the incident	

- Depending on the scale of the incident, consider assembling a Critical Incident Management Team to assist with the response

Appendix 9 - Log Keeping

How to write the log:

- Note all relevant facts in chronological order
- Stick to the FACTS - do not include any assumptions (if you are noting down assumptions to show your reasoning for making a decision, make this clear)
- If you make a mistake, cross it out with a single line so that what is underneath is still visible, and initial it
- Unused space after the end of a series of entries should be ruled through, then signed in full, dated and timed
- Avoid approximations and abbreviations

Log Sheet

Incident:			
Location of incident:			
Date	**Time**	**Event/Action Taken**	**Initials**