

Critical Incident Policy and Business Continuity Plan

Roman Road Primary School

CRITICAL INCIDENT POLICY AND BUSINESS CONTINUITY PLAN

Introduction

The handling of crises is a normal part of school life, but some incidents are of a critical, more overwhelming nature, and in recent years incidents have occurred within schools.

Critical incidents are those likely to cause:-

- a) immediate or delayed emotional reactions in large numbers of staff, students and parents surpassing their normal mechanisms to cope
- b) serious disruption to the normal running of the school
- c) significant media attention for the school.

This policy is intended to provide guidance and a response and recovery plan for use should such an incident occur and is supplemented by the guidance and good practice in the Newham Council "Schools Critical Incident Plan" folder – hard copy available in the school Office.

Aims

The aim of this policy is to encourage and support pre-planning to help reduce the impact of an incident, and provide a pre-planned course of basic actions. It is not intended to be prescriptive or to attempt to cover all possible events. In a crisis, the central objective is to safeguard students and staff, ensure the Headteacher establishes early control in partnership with appropriate other agencies, minimise disruption, and to recover a full educational programme as quickly as possible.

Roles and Responsibilities

The Governing Body and Headteacher must ensure that all appropriate preventative measures are taken to minimise the risk of an incident occurring:-

A major incident may be defined as:

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

As such, major incidents include:

- Death of a pupil or member of staff;
- Death or serious injury on a school trip;
- Epidemic/pandemic/health risk e.g. meningitis, swine flu etc in school or community;
- Violent incident in school;
- A pupil missing from home;
- Destruction or major vandalism in school;
- A hostage taking;

- A transport accident involving school members;
- A disaster in the community;
- A civil disturbance or terrorism
- Fire or flood or explosion at local factories/petrol stations
- Accident on main road adjoining school (A607)
- Computer failure

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

- Save life
- Minimise personal injury
- Safeguard the interests of pupils, students and staff
- Minimise loss and to return to normal working quickly

Critical Incident Response

There is no rigid formula to responding to incidents – this depends on the nature and scale of the incident. Accurate records must be maintained of all decisions, actions and expenditure to assist cost recovery and to inform post-incident debriefs. Once convened the Schools Critical Incident Team will meet regularly to review their actions and provide ongoing support for those directly and indirectly involved in the incident.

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

- a) Immediate action
- b) Short term action
- c) Medium term action
- d) Longer term action

Immediate Action

- Assess the situation
- Remove people from danger
- Make sure other people are safe and looked after
- Arrange first aid for casualties
- Call the emergency services as required and provide the following information:-
 - Precise location (including postcode)
 - Description of the incident
 - Time of the incident
 - Number of casualties
 - Report missing persons
 - Nature of injuries
 - Total number in the party (if an off site visit)
 - Your name and telephone number
 - The name of the school
- Relay information to the senior management of the school
- Co-ordinated support will be available to the school from the Local Authority and it is practical to contact them immediately
- If the incident involves the police, they will take control of certain management issues

- Senior management to refer to response flowchart – Appendix B
- Allocate responsibility (within Critical Incident Team) for dealing with media

Short Term Action

- Reunite students with their families
- Manage/support staff
- Identify strategies for helping students cope with the situation
- Debrief – staff, students, parents as appropriate to clarify, share information, mobilise resources/agencies for support
- Formal and informal recognition of rituals – hospital visits, special assemblies, memorial services, etc
- Re-establish routines

Medium Term Action

- Reintegration especially where staff or students have had long absences following an incident
- Consultation with professionals for support – e.g. Educational Psychologist
- Communication – keeping students/staff/parents informed
- Ongoing support for those involved both directly and indirectly

Longer Term Action

- Monitor the vulnerable
- Mark anniversaries
- Consider curriculum implications
- Legal processes – can often prolong the recovery process

Action Cards

The Action Cards give responsibilities for specified staff in the event of a critical incident

- (a) away from the school
- (b) in the school environment

These should be used in the event of a major incident and be carried by staff on school visits.

Due to the nature of school life, which includes the absence of staff on courses, at meetings etc. the following staff order should be followed.

On Trips (i.e. Out of School) - Action Card 1

Person identifying	(INFORMS)	Group Leader informs Head or Senior Teacher
	(SAVES)	Nominated adult (to be shown on risk assessment)
	(CARES)	Nominated adult (to be shown on risk assessment)

Incidents in school – Action Card 2

<p>INFORM</p> <p>OBTAIN FACTS AND INFORMATION</p> <p>CALL THE EMERGENCY SERVICES USING 999</p> <p>RETAIN ANY RELEVANT EQUIPMENT</p> <p>INFORM REST OF SCHOOL STAFF AND CHILDREN AS APPROPRIATE</p> <p>CONTACT DIRECTOR OF EDUCATION AND CULTURAL SERVICES (or his/her representative)</p> <p>CONTACT CHAIR OF GOVERNORS</p> <p>CONTACT HEALTH AND SAFETY REPS</p> <p>PREPARE TO DEAL WITH THE MEDIA</p>	<p>ADULT 1 - INFORMS</p> <p>(1 of below in preferential order)</p> <p>Head Teacher Asif Mahmood</p> <p>Deputy Head Teachers Sam Stone Sapna Mahmood Senior Teachers Monira Rahman, Nooreena Hossenbux-Ali, Sawaira Safdar</p>

<p>SAVE</p> <p>ADMINISTER FIRST AID WHERE POSSIBLE</p> <p>ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES</p> <p>TRAVEL WITH CASUALTIES TO HOSPITAL</p> <p>COMPLETE ACCIDENT FORMS</p>	<p>ADULT 2 - SAVES</p> <ul style="list-style-type: none"> • Senior First Aiders- Kevin Ellis • Majority of staff are first aid trained.
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<p>CARE</p> <p>KEEP A RECORD OF WITNESSES</p> <p>KEEP OTHERS INFORMED OF SITUATION</p> <p>ARRANGE FOR NON-CASUALTIES TO EVACUATE SCHOOL</p> <p>CARE FOR RELATIVES ARRIVING AT SCHOOL</p> <p>CONSIDER RELOCATION TO OTHER PREMISES</p> <p>REMAIN AVAILABLE TO EMERGENCY</p>	<p>ADULT 3 - CARES</p> <p>(1 of below in preferential order)</p> <p>Head Teacher Asif Mahmood Deputy Head Teachers</p>
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	<p>Sam Stone Sapna Mahmood Senior Teachers Monira Rahman, Nooreena Hossenbux-Ali, Sawaira Safdar</p>
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<p>ASSIST</p> <p>KEEP OTHERS INFORMED OF SITUATION</p> <p>ENSURE ALTERNATIVE ACCOMODATION IS AVAILABLE IF NEEDED</p> <p>KEEP SWITCHBOARD STAFF AWARE OF KNOWN FACTS</p> <p>HELP TO ESTABLISH INCIDENT ROOM</p>	<p>ADULT 4 - ASSISTS</p> <p>Angie Wicks or Caroline McPhillips</p>
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Critical Response Planning Team

In the event of an incident it will be necessary to name a planning team to guide operations and carry out specific tasks. At Roman Road School, in the immediate aftermath of an incident, this team would consist of all/any of the following: See contact details attached.

1. The Head Teacher –Asif Mahmood
2. Deputy Head – Sam Stone, Sapna Mahmood
3. Senior Teachers- Monira Rahman, Nooreena Hossenbux-Ali, Sawaira Safdar
4. Chair of Governors – Sharon Blackwood
5. Vice Chair of Governors – Shalima Begum
6. LA Representative
7. Emergency (LA) Planning Officer
8. Member of the police/fire service if appropriate

1. In the event that the school buildings cannot be used and evacuation is necessary staff will escort pupils to Brampton Manor Academy.
2. No adult should speak to the press/media under any circumstances without the express permission of the adult in charge of the school at the time e.g. The Head Teacher/Senior Teacher
3. A clear and concise record of actions taken **MUST** be kept by those involved
4. Although mobile phones can be a good method of communication in some situations, they are **NOT** secure and should **NOT** be used to relay information about casualties.

A telephone cascade system will be put in place to alert parents if necessary or TXT Round to be used if appropriate.

5. Media requests for information should be directed to the Director of Childrens Services. Any other statements should first be checked with Newham Council Public Relations Officer and with the emergency staff at the scene. One person only should be nominated to talk to the media – preferably an LEA member as above.

In the event of a fire or incident involving evacuation the same routine should be followed as that during standard fire practices. Pupils should exit and go to the nearest safe assembly point. In most cases:

1. All classes evacuate to main Astro Turf.
2. All windows and doors should be left shut.
3. Registers must be taken by teacher where register in class, by administration staff when in office. Roll call will be taken by teacher in charge for each class.
4. Staff should ensure pupils do not have to pass obvious danger points to reach a safe area.
5. Classes will wait to be directed following evacuation.

Ways of defusing an incident

1. Re-unite parents with children as soon as possible (only with permission of named adult e.g. Head Teacher, Senior teacher)
2. Keep parents and community informed of developments following the incident to prevent speculation.
3. Do not make 'off the cuff' or unofficial comments to people at any time – including after the incident.
4. Always raise concerns with the Critical Incident Team.
5. Monitor pupils and staff carefully after an incident for signs of stress or distress. The LEA will provide support.

Identified School First Aiders

The majority of school staff are first aid trained in Emergency First Aid at Work

Senior First Aiders (Paediatric trained)

All Staff

N.B. It is crucial to know at all times where the children are at any given moment. This is especially important at a time of possible stress and worry.

ACTION CARD 1

GUIDANCE FOR GROUP LEADERS ON OUT-OF-SCHOOL ACTIVITIES

THERE HAS BEEN A MAJOR INCIDENT

INSTRUCT ALL COLLEAGUES TO RECORD THEIR ACTIONS AS SOON AS POSSIBLE

ALLOCATE KEY RESPONSIBILITIES – as outlined by the emergency action cards

<p>The Group Leader will</p> <p>OBTAIN FACTS AND INFORMATION</p> <p>CALL THE EMERGENCY SERVICES USING 999 SYSTEM</p> <p>RETAIN ANY RELEVANT EQUIPMENT</p> <p>INFORM SENIOR SCHOOL STAFF WHO WILL CONTACT HEALTH AND SAFETY REPRESENTATIVES AT COUNTY WHO WILL PREPARE TO DEAL WITH MEDIA IF AGREED WHERE HEAD TEACHER WILL, IN MOST CASES, ARRANGE APPROPRIATELY</p> <p>REQUEST ASSISTANCE ON SITE AS NECESSARY</p>	<p>ADULT 1 - INFORMS</p> <ul style="list-style-type: none">• Group Leader named on Risk Assessment
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<p>The nominated adult will</p> <p>ADMINISTER FIRST AID WHERE POSSIBLE</p> <p>ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES</p> <p>TRAVEL WITH CASUALTIES TO HOSPITAL TAKING PERSONAL MEDICATION AND CONTACT DETAILS</p> <p>COMPLETE ACCIDENT FORMS</p>	<p>SAVES</p> <ul style="list-style-type: none">• Nominated adult to be shown on risk assessment
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<p>The nominated adults will</p> <p>CALL OTHER ASSISTANCE AS NECESSARY</p> <p>KEEP A RECORD OF WITNESSES</p> <p>KEEP OTHERS INFORMED OF SITUATION</p> <p>CONSIDER ABANDONMENT OF ACTIVITY</p> <p>ARRANGE FOR NON CASUALTIES TO RETURN TO SCHOOL</p> <p>REMAIN AVAILABLE TO EMERGENCY SERVICES AND SUPERVISING COLLEAGUES</p>	<p>CARES</p> <ul style="list-style-type: none">• Nominated adult to be shown on risk assessment
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MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES

GUIDANCE FOR SENIOR STAFF ON HEARING OF A MAJOR INCIDENT AFFECTING AN OUT-OF-SCHOOL ACTIVITY

THERE HAS BEEN A MAJOR INCIDENT

INSTRUCT ALL COLLEAGUES TO RECORD THEIR ACTIONS AS SOON AS POSSIBLE

ALLOCATE KEY RESPONSIBILITIES – as outlined by the emergency action cards

<p>Head or Senior Staff</p> <p>OBTAIN FACTS AND INFORMATION</p> <p>ENSURE EMERGENCY ASSISTANCE HAS BEEN CALLED</p> <p>CONFIRM WHO IS IN CHARGE</p> <p>CONTACT OTHER SENIOR STAFF</p> <p>CONTACT EMERGENCY PLANNING OFFICER</p> <p>CONTACT CHAIR/VICE CHAIR OF GOVERNORS</p> <p>CONTACT LEA REPRESENTATIVES</p> <p>PREPARE TO DEAL WITH THE MEDIA</p> <p>DECIDES WHO AND HOW TO TELL PARENTS OF CHILDREN ON THE VISIT</p>	<p>Group Leader INFORMS</p> <ul style="list-style-type: none"> • Asif Mahmood- Head Teacher • Sam Stone and Sapna Mahmood - Deputy Head Teachers
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<p>SLT or Head</p> <p>CONTACT OTHER STAFF</p> <p>CONTACTS PARENTS OF CHILDREN ON THE VISIT AS INSTRUCTED</p> <p>ESTABLISH INCIDENT ROOM (Head's Office)</p> <p>ESTABLISH ROOM FOR RELATIVES (Staff Room/Hall)</p> <p>REMAIN AVAILABLE FOR SUPERVISING COLLEAGUES</p>	<p>ASSISTS</p> <p>Monira Rahman Nooreena Hossen-bux Ali Sawaira Safdar</p>
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<p>The nominated adults will CARE</p> <p>SUPERVISE AND MONITOR PUPILS AND CLASSES REMAINING IN SCHOOL</p>	<p>CARES</p> <ul style="list-style-type: none"> •
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SUPERVISE PUPIL COLLECTION IF PUPILS GO HOME REMAIN AVAILABLE TO SUPERVISING COLLEAGUES	
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ACTION CARD 3 (Page 1 of 2)

**GUIDANCE FOR SCHOOL STAFF IN EVENT OF A MAJOR INCIDENT IN SCHOOL ENVIRONS
THERE HAS BEEN A MAJOR INCIDENT**

INSTRUCT ALL COLLEAGUES TO RECORD THEIR ACTIONS AS SOON AS POSSIBLE

ALLOCATE KEY RESPONSIBILITIES – as outlined by the emergency action cards

Head Teacher and/or Senior Staff will	
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Roman Road Primary School

<p>OBTAIN FACTS AND INFORMATION</p> <p>CONTACT OTHER SENIOR STAFF</p> <p>CALL THE EMERGENCY SERVICES USING 999</p> <p>RETAIN ANY RELEVANT EQUIPMENT</p> <p>DECIDE WHO AND WHEN TO INFORM REST OF SCHOOL STAFF AND CHILDREN AS APPROPRIATE</p> <p>CONSIDER ABANDONMENT OF ACTIVITY IN SCHOOL</p> <p>CONTACT DIRECTOR OF CHILDREN'S SERVICES (or his/her representative Emergency Liaison Officer)</p> <p>CONTACT CHAIR/VICE CHAIR OF GOVERNORS</p> <p>PREPARE TO DEAL WITH THE MEDIA</p> <p>CONTACT HEALTH AND SAFETY REPS AT COUNTY OFFICES</p>	<p>Person identifying situation - INFORMS</p> <ul style="list-style-type: none">• Head Teacher (Asif Mahmood) or• Deputy Heads (Sam Stone or Sapna Mahmood)
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<p>First Aider(s) will</p> <p>ADMINISTER FIRST AID WHERE POSSIBLE</p> <p>ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES</p> <p>TRAVEL WITH CASUALTIES TO HOSPITAL TAKING PERSONAL MEDICATION AND CONTACT DETAILS</p> <p>COMPLETE ACCIDENT FORMS</p>	<p>FIRST AIDERS - SAVE</p> <ul style="list-style-type: none">• All staff
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<p>Administrators</p> <p>ARRANGE FOR TWO ADDITIONAL INDEPENDENT TELEPHONE LINES THROUGH CIVIL PROTECTION IF REQUIRED</p> <p>KEEP OTHERS INFORMED OF SITUATION APPROPRIATELY</p> <p>ENSURE ALTERNATIVE ACCOMMODATION IS AVAILABLE IF NEEDED (Village Hall/ Sir William Robertson School)</p>	<p>ASSISTS</p> <p>Sam Stone and Sapna Mahmood</p>
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Roman Road Primary School

HELP TO ESTABLISH INCIDENT ROOM (Head's Office)	
KEEP RECORD OF WITNESSES	
ARRANGE PUPIL TRANSPORT IF APPROPRIATE	

Senior Staff/ TAs	CARES
SUPERVISE AND MONITOR PUPILS AND CLASSES REMAINING IN SCHOOL	<ul style="list-style-type: none">• ALL STAFF
SUPERVISE PUPIL COLLECTION IF PUPILS GO HOME	
REMAIN AVAILABLE TO EMERGENCY SERVICES AND SUPERVISING COLLEAGUES	

**MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES
DO NOT ALLOW PUPILS TO TALK TO THE MEDIA UNLESS STAFF OR PARENTS HAVE GIVEN
PERMISSION**

MAINTAIN VITAL COMMUNICATIONS WITH COLEAGUES AT ALL TIMES

Incident Log

This is provided to record incident and agreed actions and is accompanied by a list of what should be asked.

Incident Evaluation Form

A review of procedures should be conducted following incidents to inform future policies.

Record of Actions

All actions must be recorded by staff who are involved in planning and assistance.

Offensive Weapons Guidance

Information attached identifies procedures for incidents involving offensive weapons.

Fires in Schools

Further guidance is contained within the LEA's Premises Manual section L.

Further Information

Please refer to the School's Critical Incident Plan manual for further guidance. Staff should familiarise themselves on a regular basis.

Full Critical Incident Pack will include

Critical Incident Guidance
Critical Incident Policy
Pupil Contact Details
Staff List Contact Numbers
Governor List
Pupil Medication Records
Going to School in Newham Booklet for other school numbers
Key Holders List
Emergency Procedure for Gas Leak
Emergency Closure Policy
Local Map identifying public telephone, police station, fire station, ambulance station, alternative parking, hospital, local schools
Local telephone directory
Paper Copy of School Inventory (Latest updates to be recovered via back up tape)
Back Up Tape
School Plans showing fire points, water services, assembly points, storage areas of flammable products, fire extinguishers, oxygen
Boiler Installations and Technical Manuals
Outdoor Education Policy
Health and Safety Policy
Procedure following Burglar Alarm sounding
Road Map
Pens
Paper

USEFUL CONTACTS

As part of the emergency plan, this list of contacts should be obtained as a matter of course. Telephone numbers can be added to this page and the whole list MUST be updated regularly and frequently.

As a matter of urgency there will be a need for emergency telephone lines. Contact the Emergency Planning Officer for Lincolnshire who is able to make these arrangements with British Telecom.

CONTACT	NAME	TELEPHONE
Head Teacher	Asif Mahmood	07827931257
Deputy Head	Sam Stone Sapna Mahmood	07827931258 07765855072
Emergency Services Police, Fire & Rescue, Ambulance, Coastguard		
Main School Telephone Number	02074761602	
Emergency Planning Unit	1 st Call after 999	
Independent Telephone Line to be established by Civil Protection		
Director of Children's Services		
Emergency Liaison Officer		
Duty Civil Protection Officer, Fire & Rescue	Duty Officer	
Health & Safety Rep.	ALAN MERRY	07770227094
Public Relations Media Officer		
Chair of Governors	Sharon Blackwood	
Vice Chair of Governing Body	Shalina Begum	
All Governors		
Police -	Newham	999
Police		
Fire Brigade		
School Doctor		
School Nurse		
Education Psychology Service Central Office		
Newham Hospital		
Samaritans		
Insurance Section L.C.C.		
Legal Team LCC		
Powergen		
British Gas		
British Telecom		
Environment Agency		
CRUSE Bereavement Care		
Childline		

Roman Road Primary School

Social Care Emergency Duty Team		

Critical Incident Management Team

See separate contact list in Critical Incident Box

Governors

See separate Governor contact list in Critical Incident Box

Staff Contact Details

See separate staff list

TXT Round – Parent Contact Details

See separate access information