

HAZELDENE SCHOOL



CRITICAL INCIDENTS IN SCHOOL POLICY JUNE 2016

SIGNED DATE.....
HEADTEACHER

SIGNED DATE

CHAIR OF GOVERNORS

TO BE REVIEWED JUNE 2018

CRITICAL INCIDENTS POLICY

The aim of this policy is to lessen the effect of a critical incident on the staff, students and parents at Hazeldene School and The Hills Academy. It is relevant here for this to be a joint policy as the buildings are on the same site. It is anticipated that by adopting the procedures outlined in this policy it will be possible to provide a more secure environment for everyone associated with the Schools.

What is a critical incident?

A critical incident is one which arises suddenly. Critical incidents may occur in school or out of school, but both types will have a major impact on staff and students. An incident might be designated as critical where the result is likely to be serious disruption to the running of the School, or where there is likely to be significant public and/or media attention on the School.

There can, of course, be no rigid formula for responding to incidents, but broadly speaking, it has been assumed that where damage to premises is the focus, Bedford Borough Council will take the leading role in managing the crisis in collaboration with the school and other agencies. Where the crisis is related to people, such as in the event of a death or serious injury, the assumption is that the Schools are likely to take the lead, with the support of the LA, as necessary.

This Plan needs to be read in conjunction with the School EVC Policy.

Examples of in-school critical incidents

- A serious accident to a child or adult
- The death of a student or member of staff through natural causes, such as an illness
- A traffic accident involving a student or staff member
- Violence or assault within school
- A school fire or explosion
- Destruction of part of the school building
- Abduction of a student
- A student or students absconding
- An illness such as meningitis within the school or the local community

Examples of out-of-school critical incidents

- An accident to a student or staff while out of school on a visit or swimming etc.
- Death or injuries on a school journey
- Tragedies involving children from many schools, e.g. the tragedy at Hillsborough Football Ground

- Civil disturbances

Support Agencies and Personnel

A list of significant contacts and telephone numbers is included as an appendix to this document.

Practice within school

Individual class teachers have an important role to play in managing critical incidents and may well be the best people to deal with the students in their classes. The main role of specialist agencies is one of support, empowerment and to support students who cannot be helped by the teachers within the School alone. In times of crisis, teachers must react as they feel is appropriate and there can be no easy formula for dealing with critical incidents but by ensuring good communication within School a crisis may be managed more effectively.

By outlining the appropriate actions to be taken in the event of a critical incident, the Schools aim to reduce the effect.

Critical Incidents Team

A central component of this policy is the identification of the composition, roles and responsibilities of the Critical Incidents Team.

The role of the team is to review and direct the handling of the incident and the response and recovery process in order to:

- ensure the safety and security of students, staff, other users of the premises and visitors;
- minimize loss in physical, human and financial terms;
- manage an incident to minimize disruption to regular operations;
- liaise with appropriate agencies, including the Media.

The Critical Incidents Team will comprise the following personnel:

- Headteachers of both schools (as appropriate)
- Chair of Governors of both schools (as appropriate)
- Deputy Head/Assistant Head of both schools: Strategic systems
- NUT Health & Safety Representative
- The School designated Child Protection Officers
- Site Agents of both schools..

The Critical Incidents Team will, dependent upon the nature of the incident itself, be concerned with any of the following issues:

- adequate assessment of hazards and situations which may require emergency action;
- analysis of requirements to address these hazards; establishment of liaison with all relevant emergency services; development of an effective management plan;
- dissemination of planned procedures;
- organisation of practice drills to test the plan;
- regular review of this plan;
- assisting the Headteachers with all aspects of the implementation of the plan;
- arranging staff development activities, where necessary.

Procedures during an incident

1. The Headteacher of each school or Assistant Head must be informed of any critical incident as soon as possible.
2. As soon as an incident is confirmed, the Critical Incidents Team will meet to decide strategies.
3. The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting.
4. All staff should share the same information.
5. Students will be told information simply and sensitively, without fabrication, preferably in smaller group situations.
6. The School will try, as far as possible, to keep to the normal routine.

ACTION PLAN

Major incidents require the following procedures:-

1. Set up a communication network.
2. Convene the Critical Incidents Team.
3. Inform immediately the Chairs of Governors, Director of Education and any other appropriate Officers.
4. Collect, record and convey as much accurate information as possible.
5. Identify two telephonists to staff in each school:
 - a. school phone for incoming calls
 - b. mobile phone for outgoing information/staff use.
 - c. Office area to be used for enquiries
 - d. Use the up to date list of students' next of kin (record files) and contact parents of affected children
6. Record all actions
7. Headteachers, only, to act as 'press officer'
8. Refusal of access to press/television on school premises

Action Plan Timing

Action	Timescale
Obtain factual information at the start	Within hours
Senior staff meeting with support personnel	Within hours
Advise Director of Education	Within hours
Convene the Critical Incidents Team	Within hours
Contact families	Immediately
Call a staff meeting to give information	Same day if possible
Inform students in small groups	Same day if possible
Arrange a debriefing meeting for staff involved	Same day if possible
Arrange debriefing for students directly involved	Same day if possible
Identify high risk students and staff	Following day
Promote discussion in classes	Following days and weeks
Identify the need for group or individual treatment	Over days and weeks
Organise counselling	As required
Mark anniversary (discreetly)	Annually

It is expected that Bedford Borough LA will: -

- advise Public Relations Unit so that appropriate assistance is made to the school.
- ensure that the appropriate Officers, including Health & Safety, are advised of the crisis so that the best possible level of support can be made immediately available, as appropriate.
- ensure that those agencies or services who are skilled in offering counselling are alerted to the crisis so that support is available as soon as seen to be appropriate.

In determining the timing of the above response by the Local Authority, the Director of Education needs to be guided by the Headteachers, making certain that the support offered is timed to acknowledge the School's own response to the tragedy.

Essential Contacts

Name	Role	Work	Mobile	Home
Helen Ward	Headteacher of Hazeldene Lower	300200	07921620173	01234740801
Moya Whitehead	Headteacher of Hills Academy	266498	07961124740	01234 343099
Jo Sumner	Assistant Headteacher Hazeldene Lower	300100	07914340254	
Victoria Kilroy	Assistant Headteacher Hazeldene Lower	300100	07798916632	
Venetia Thomson	Deputy Headteacher Hills Lower	266498	078576 27842	01234 402884
Shirley Mackay	Child Protection Officer Hills Lower	266498		
Helen Ward	Child Protection Officer Hazeldene Lower	300100	07921620173	01234740801
Eleanor Norman	Office Manager Hazeldene	300100	07843 676614	
Sarah Dickson	Office Manager Hills Lower	266498	07967 115892	01234 326481
Steve Thorogood	Site Agent – Hazeldene Lower	300100	07833228327	
Victoria Cromwell	Chair of Governors – Hazeldene Lower	02077164894	07717416622	01234 959794
Chris Jones	Chair of Governors – Hills Lower	406162		
Police	01234275268/999			
Fire Brigade	999			
Ambulance	999			
Casualty				