

## CRITICAL INCIDENTS

This policy also applies to EYFS pupils and children in our Nursery Provision

The aim of this policy is to lessen the effect of a critical incident on the staff, pupils and parents at Bedford Greenacre Independent School. 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 School.

### 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 pupils. 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 the Principal and Chair of governors will take the lead, as is necessary.

This plan needs to be read in conjunction with the Educational Visits Policy.

### Examples of in-school critical incidents

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

### Examples of out-of-school critical incidents

- An accident to a pupil or staff while out of school on a visit
- Death or injury on a school journey
- Civil disturbances
- Local tragedies involving children

### 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 and Form Tutors have an important role to play in managing critical incidents and may well be the best people to deal with the pupils in their classes. The role of specialist agencies is one of support, empowerment and to support pupils who cannot be helped by the teachers within the school alone. In times of crises 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 the School a crisis may be managed more effectively.

By outlining the appropriate actions to be taken in the event of a critical incident, the School aims 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 pupils, staff, other users of the premises and visitors;
- Minimise the loss to the School in physical, human and financial terms;
- Manage an incident to minimise disruption to regular operations;
- Liaise with the appropriate agencies, including the media.

The Critical Incident Team will comprise of the following personnel:

- Principal
- Chair of Governors
- Deputy Head Teachers
- Assistant Heads of Pastoral Care / Junior School Lead
- School Business Manager
- Nursery Manager
- Heads PA
- Estate Manager

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 Principal with all aspects of this plan;
- arranging staff development activities where necessary

### Procedures during an incident

1. The Principal or Deputy Head Teacher must be informed of any critical incident as soon as possible.
2. As soon as an incident is confirmed, the Critical Incident 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. Pupils will be told information simply and sensitively, without fabrication, preferably in small 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 Incident Team
3. Inform immediately the Chair of Governors and any other appropriate Officers 4.  
Collect, record and convey as much accurate information as possible.
5. Identify two telephonists to staff:
  - a) school phone for incoming calls
  - b) mobile phone for outgoing information/staff use
6. Office area to be used for enquiries
7. Use the up to date list of pupils' next of kin (record files) and contact parents of affected children
8. Record all actions
9. Principal alone, or designated Deputy, to act as 'press officer'
10. 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 person	Within hours
Convene the critical Information Team	Within hours
Contact families	Immediately
Call staff meeting to give information	Same day if possible
Inform pupils in small groups	Same day if possible
Arrange debriefing meeting for staff involved	Same day if possible

Arrange debriefing meeting for pupils directly involved	Same day if possible
Identify high risk pupils and staff	Following day
Promote discussion in class	Following days and weeks
Identify the need for group or individual treatment	Over days and weeks
Organise counselling	As required
Mark anniversary (discreetly)	Annually

### Essential Contacts

Name	Role	Work	Mobile	Home
Ian Daniel	Principal	01234 352031		
Steve Williamson	Chair of Governors			
Sue Diffey	Business Manager	01234 329248		
Alun Evans	Deputy Head Teacher	01234 329244		
Ashley Jones	Deputy Head Teacher	01234 264128		
Emma Brewer	Assistant Head Pastoral / Junior Lead	01234 329246		
Michael Logan	Maintenance	01234 352031		
Philippa Abruzzese	Head's P.A.			
Emma Niro	Nursery Manager	01234 264123		
Nicky Van De Sande	Deputy Head of Juniors	01234 352031		
Aidan Diffey	Site staff	01234 352031		