



Our Vision
"Do whatever He tells you"
"Through the strength of God's love and the power of prayer
we are guided to do whatever He tells us. Many hearts,
one accord, growing and learning together for life to build the kingdom of God."

Critical Incident Plan

Name of school: Our Lady of Grace Catholic Academy

Date of review: Autumn 2018

New review date: Autumn 2019

Introduction

Schools, under normal circumstances, provide a safe and secure environment for all children to learn, develop and grow. Unfortunately, crises and emergencies can occur which can result in significant distress to children, staff and visitors and the aim of this policy is to provide a framework to:

- ensure that swift and appropriate action is taken the moment that the school is made aware of a critical incident
- maintain, as far as possible, the normal routines of school life so as to offer a secure framework and to provide continuity of care to pupils and staff

This document **MUST** be referred to when dealing with the aftermath of a critical incident.

Incidents and Reporting

There are a number of incidents which could occur during a school day requiring immediate action and reporting. For example:

- a danger (e.g. gas leak)
- a suspicious stranger on the site

The procedure should always be to stay calm, report to a senior member of staff and where appropriate, follow the critical incident procedures highlighted in this plan.

What is a Critical Incident?

An incident may be designated as critical where the result is likely to be serious disruption to the running of the school, or to have a major impact on students and staff or where there is likely to be significant public and/or media attention on the school. For example:

- a serious accident to a child or adult within school or out of school
- the death of a student or member of staff through natural causes
- violence or assault within school
- a school fire or explosion
- abduction of a student
- an illness such as meningitis or flu pandemic in the local community
- injury or death on a school journey or visit
- civil disturbances outside of school

Critical Incident Team (CIT)

The role of the CIT is to review and direct the handling of a critical incident and the response and recovery process.

The Critical Incident Team will comprise the following personnel:

- The Executive Principal
- Head of School
- Executive Office Manager

Disaster Management Roles & Responsibilities Name	Role	Responsibilities	Alternative
Ian Beardmore	Executive Principal	Information gathering and overall coordination/incident response. Directing of all communication channels.	Helen Rigby
Helen Rigby	Head of School	Deal with other pupils and staff on site, keeping disruption to a minimum.	Maria Stonier
Tracey Edge	Executive Office Manager	Coordination of school business support services.	Kelly McGough

Procedures

- The Executive Principal (or in event of his absence, the Head of School) must be informed immediately of a critical incident. Members of the CIT will advise each other immediately (whether on or off site)
- The first priority in the event of a critical incident that requires lockdown or evacuation is the safety of pupils, staff and visitors and actions will be taken in accordance with the Critical Incident Plan.
- As soon as the children are made safe, the Executive Principal will gather all factual information – what has happened, where, who, when, what help is needed, who needs to be contacted and how.
- The CIT will meet in a designated incident room to confirm strategies and procedures
- The Executive Principal will reassign responsibilities to other members of the CIT in the event of a team member not being available
- The Executive Principal will inform the Chair of Governors and appropriate officers at Staffordshire Health and Safety (see contacts list)
- The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting. Staff will be advised of the arrangements for informing children if necessary.
- Parents will be notified as required
- The school will try, as far as possible to keep the normal routine
- Staff must NOT comment, either verbally or on social media, on the incident to anyone unless directed to do so by the Executive Principal

Action Plan and Timings Action	Preferred Timescale
Executive Principal to obtain factual information	Within an hour
CIT convene	Within an hour
Contact affected families	Within two hours or when safe to do so
Advise Local Authority Personnel	Within 2 hours
Staff Meeting to give information	Same day if possible
Inform students in small groups	Same day if possible
Make arrangements for informing other parents	Same day if possible
Debriefing for staff directly	Same day if possible
Debriefing for students directly involved	Same day if possible
Identify high risk pupils and staff following the incident	Following day
Promote discussions in class	Following days and weeks
Identify need for individual or group input	Over following days and weeks
Organise counselling	As required

Managing the Media

Good, clear communication is paramount as rumour and supposition will be treated as fact by the media. The member of the CIT assigned to the media will need to protect the children, parents, staff and Head from the glare of publicity. The Executive Principal will contact the Staffordshire Media Relations Officer (See Contact List) prior to preparing an agreed text.

DO – tell story quickly and accurately
DO – respond to what and when questions
DO – consider the needs of the audience
DO – prepare and rehearse so that you always give the same story
DO – choose your own time to speak to the media

DON'T – reply to how and why questions
DON'T – speculate, bluff or lie
DON'T -- make “off the record” comments
DON'T – make excuses or lay blame
DON'T – respond to blind quotes
DON'T – say no comment but explain why you cannot comment
DON'T – allow words to be put in your mouth

It is also expected that parents respect the privacy of a situation and do not speak to the press or use social media to discuss a situation.

Recovery Management

As far as is possible, the school will return to “normal” routines quickly to restore a sense of security to the school, staff and pupils. Support systems will be set up for children and staff who wish to share their feelings and thoughts. The school will approach counselling services and specialist treatment for those at the heart of the incident or most affected by it.

Appendix 1
EVACUATION PROCEDURES
OCTOBER 2018

If a fire is discovered, go to the nearest 'break glass' point and activate.

If there is a critical incident that requires emergency evacuation, the same process will be followed upon instruction from the Executive Principal (or Senior Leader in his absence)

The building will be evacuated in the following way:

- On hearing the alarm, all teachers will walk their classes safely and quietly out of the building by the nearest, safest exit and assemble on the playground at the rear of the building.
- Kitchen staff will leave through the nearest, safest exit and go to their assembly point.
- Office staff will notify the Fire Brigade or other relevant emergency service via **999**
- Responsibilities for checking individual children, staff and central areas are highlighted below
- NO-ONE must re-enter the building unless they have had confirmation it is safe to do so by the Executive Principal.

CLASS TEACHERS ARE RESPONSIBLE FOR CHECKING ALL CHILDREN AND ADULTS WORKING WITH THEIR CLASS AT THE TIME OF THE EVACUATION (INCLUDING SUPPORT STAFF).

KEY STAGE MANAGERS ARE RESPONSIBLE FOR CHECKING THEIR OWN KEY STAGE CORRIDORS AND TOILETS ON THEIR WAY OUT.

KS2 CLASS TEACHERS ARE RESPONSIBLE FOR CHECKING THE WORKROOM AND STAFF ROOM ON THEIR WAY OUT.

SCHOOL SECRETARY IS RESPONSIBLE FOR CHECKING ALL OFFICE STAFF INCLUDING SITE SUPERVISOR.

SCHOOL SECRETARY IS RESPONSIBLE FOR CHECKING THE OFFICE SPACE AND STAFF TOILETS.

SCHOOL SECRETARY IS RESPONSIBLE DISTRIBUTING REGISTERS TO TEACHERS AND CHECKING ALL VISITORS TO THE SCHOOL.

SCHOOL COOK IS RESPONSIBLE FOR CHECKING ALL CATERING STAFF AND RELEVANT KITCHEN SPACES.

LUNCHTIME SUPERVISOR IS RESPONSIBLE FOR CHECKING ALL MID-DAY ASSISTANTS IN THE EVENT OF A LUNCHTIME EVACUATION.

HEAD OF SCHOOL IS RESPONSIBLE FOR CHECKING AFTER SCHOOL CLUB.

EXECUTIVE PRINCIPAL/HEAD OF SCHOOL IS RESPONSIBLE FOR CHECKING THE HALL AND ENSURING STAFF HAVE TAKEN RESPONSIBILITY FOR THE ABOVE.

In the event of the whole site needing immediate evacuation, the Executive Principal & Head of School will instruct staff to take their class in an orderly line directly into the Church.

Appendix 2

“LOCKDOWN” PROCEDURES

Remaining in class with doors and windows locked

September 2018

The first priority in the event of a critical incident that requires ‘lockdown’ is the safety of pupils, staff and visitors on site. If it is not possible to contact the Head within a reasonable timeframe, the Senior Leader who becomes aware of a situation should make the decision to inform the rest of the school that a ‘lockdown’ procedure is required

- Call 999 to ask for appropriate support and contact the office and to inform them of the issue if the situation allows – Office telephone number – 01782 512644.
- Staff are alerted to the activation of the plan by a recognised signal, audible throughout the school (an intermittent ring from the fire alarm). This will be a rehearsed, recognised sound (to ensure that the school does not confuse the alarm with the fire alarm as the building may not be evacuated)
- Upon hearing alarm and as appropriate, the office should establish communications with the Emergency services as soon as possible. The office to notify Staffordshire Council. Numbers must be visible in the reception office.
- All blinds must be shut (where possible) and classroom doors locked.
- Any children in the corridors to go immediately back to the closest classroom. Staff can alert other staff if they have taken other children into their room by email.
- Any internal doors should be shut behind the office staff and locked. The office staff members who have raised the alert should position themselves in each building by an external phone line.
- **All classes** upon hearing the Lockdown alarm must ask children to be seated silently at desks, remain calm and lock all external doors/pull down the blinds. Office staff will advise staff if children need to be seated under the desks.
- A register of children must be taken to ensure all children are in the classroom.
- Staff should await further instruction from the Executive Principal before leaving the classroom.

In the event of a critical incident during playtime which requires children to enter the school immediately. The following should take place:

- The member of staff on duty who spots that the children need to be removed from the playground immediately should alert all children to move calmly into their classrooms (if safe to do so).
- The member of staff on duty should get a message to the Executive Principal immediately so a lockdown procedure can be initiated.

Appendix 3 – Useful contacts

The names and telephone numbers of organisations and individuals who may be useful to the School in an emergency:	Availability	Telephone number
Water board		
Key Holder		
Security		
Electricity Supplier		
Telecoms provider		
Gas		
Fire Alarm		
contractor		
Intruder Alarm		
Plumber		
Electrician		
ICT support		