

St Catherine's Catholic Primary School

"Loving and Learning Together as Jesus taught us"



St Catherine's Catholic Primary School

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Critical Incidents Plan

Date of policy review: November 2016

Next review: November 2017

Policy Reviewed & Passed by the Governors
Key Person Responsible: Maureen Kelly

1. Introduction

There are a number of important factors in successfully managing a critical incident:

- Prior planning – so the school is prepared.
- Clear responsibilities and flexible procedures.
- Ready availability of relevant information and support.
- A clear understanding of the resources that can be deployed to help a school manage and recover from a critical incident.

2. Definition

2.1 A critical incident may be defined as any unexpected occurrence which has a major impact upon the school or centre, which is likely to cause serious disruption to the running of the establishment and/or which is likely to result in significant public or media attention.

2.2 The risks for a school are to:

- the children and the staff.
- the buildings, premises and grounds.
- the systems and services without which the school cannot function effectively.

2.3 The sort of incidents that can affect a school may include:

- The death/suicide of a child or member of staff.
- A serious accident to a child or member of staff on the premises or in the immediate vicinity or on a school visit or journey.
- An outbreak of a serious communicable disease e.g. meningitis, E-coli, flu pandemic.
- Severe weather.
- Asbestos contamination.
- Major fire, flood or explosion.
- A bomb threat.
- Release of hazardous substances near or on the premises.
- A significant physical threat to students or staff by a parent or member of the public.
- Hostage taking or abduction.
- Serious terrorist threat/incident in Greater London Area.

3. Major elements in drawing up the Plan for dealing with critical incidents

3.1 It is impossible to predict the exact form or effect of an emergency.

3.2 Essential roles

- The Headteacher will be responsible for completing and maintaining the Critical Incidents Plan and will review the Plan at least once a year so that it is kept up to date.
- The Incident Managers at St Catherine's are – the Headteacher, the Deputy Headteacher, Caretaker, and Chair of Governors. Other members of staff may be involved as appropriate (eg, Assistant HTs). The Headteacher will be the initial or main point of contact with the LA during a critical incident.
- The role of the LA is to:
 - give immediate support, guidance and advice to the incident Manager.
 - supply relevant technical expertise and advice.
 - manage the press and the media.
 - provide information.
 - subsequently, support the school to recover after the incident.

The Diocese of Westminster may also offer this or similar support and must be informed of any major incident.

3.3 Checklists of information See Appendix 1 & 2

3.4 Procedures for responding to Critical Incidents

3.4.1 The Incident Plan should indicate that, in chronological order, the Incident Manager will take the following actions:

- Call the emergency services and/or other agencies as appropriate
- Phone the LA to seek support.
 - Monday to Friday 8.30am – 5.00pm on 020 8359 7618
 - At all other times and weekends on 020 8359 2000
- Inform the Chair of Governors.
- Gather information on the incident – what it was, where and when did it happen, which persons were involved and why it possibly happened.
- Identify, if necessary, a central liaison point. Whenever possible this should be the school/centre office. Ideally the liaison point should have telephone, fax and email facilities.

3.4.2 Death of child or member of staff

- In addition to 3.4.1 Make safe [if possible] any hazard so others are not harmed or in danger.
- Preserve any evidence of the cause of the incident .
- Contact parents/carers/next of kin.
- Arrange counselling.
- Inform the school's Health and Safety Managers.
- Later inform the Health and Safety Executive (by phone) and complete and

return Form 2508 (RIDDOR) to the Health and Safety Executive within 10 days and copy it to the Health and Safety Manager.

3.4.3 Serious accidents or illness

- If a parent is unavailable to meet the student at hospital, the accompanying member of staff should act 'in loco parentis' including giving permission for treatment – subject of course to any known parental wishes e.g. Jehovah's Witnesses.
- Complete entry in Accident Log on line system
- Inform the Health and Safety Manager.

3.4.4 Assaults on staff by parents or members of the public

- Try to identify the assailant but do not detain by force.
- Collect and retain names of any witnesses and prepare witness statements.
- Complete and return the LA's "Harassment and Violence at work: Major Incident Report Form".
- Member of staff to contact the police.

3.4.5 Bomb threats

Follow the procedures set out in LB Barnet Health and Safety Bulletin No. 162 "Dealing with bomb threats".

Intermittent fire alarm will sound. Evacuation point is at the far end of the field. Confirm with staff and the police that the building is empty doing a roll call (see fire procedures).

- Do not re-enter the building without clearance from the emergency services.

3.4.6 Emergency school closure

- Ensure adults are available at home or they can collect the child. If not then the child should remain at school or in a supervised place. (This could be another local school or Church facilities if nowhere else is available.)
- Communicate reasons to parents for closure to parents as soon as possible.
- Plan for reopening school and communicating with parents.
- In case of radiation fallout keep children inside school until safe to release them.
- A school mobile phone can be used for emergency use away from the building.

3.4.7 Managing information

- In the immediate aftermath of an incident or crisis it is possible that the school will be inundated with incoming calls from anxious parents and others – including the media. The Incident Manager should prepare for this eventuality. Staff dealing with these calls should liaise with the Communications Unit (see 4.2 below) and provide an agreed, factual statement along with a reassurance that appropriate actions are

Mutual support agreements with other schools eg; St Michael's, Sacred Heart, FCH, St Theresa's

As a last resort providing a child minding service using volunteers & remaining staff

Arrangements to manage loss of technology/power

- Back up of key data
- Revert to paper systems if necessary
- Flexible lesson planning
- Emergency generator-contact LA
- Contact the utility company responsible
- Use Mobile phones
- Laptops with power can be used

Arrangements to Manage denial of access to premises

- Using mutual support agreements with otherschools
- Pre agreed arrangements with ST Michaels, Sacred Heart, FCH, St Theresa's
- Use web site for virtual learning
- Localising the incident & utilising different areas of site.
- Off-site activities
- Stagger lessons/breaks/lunchtimes to accommodate

Arrangements to mitigate loss of key suppliers

- Pre identified alternative suppliers
- Insurance cover
- Using mutual support agreements with otherschools

5. Recovery Planning

- Once an immediate crisis has been addressed, the school, Headteacher and Senior Leadership Team will set up a recovery team where this is appropriate, and will be assisted by the LA and the council and LDBS. Depending on the nature of the incident, the LA or LDBS may take the lead role.

The range of issues that may need to be addressed in a recovery programme is varied but may include:

- ways of communicating to staff, parents and children.
- formal and informal recognition and rituals.
- support for staff and children, which may include therapeutic help.
- support for the Incident Managers and the recovery team.
- the curriculum implications – timetabling, staffing etc.
- building issues (perhaps in the case of a major fire).
- policies and procedures implications.
- essential key suppliers that are

The LA recommends that an impact assessment is carried out, with the support of the council officers, and that a recovery programme is then drawn up. Checklists from the Communication Unit will be used to support recovery.

Data Protection: Procedures are detailed in the Data Protection and Security Policy

APPENDIX 1

CRITICAL INCIDENTS PLAN

Key Contacts

INCIDENT MANAGERS	NAME & CONTACT DETAILS
LA out of hours emergency service	020 8359 2000
Media [Barnet Communications Unit] <ul style="list-style-type: none">• 9.00am- 5.15pm• out of hours service	020 8359 7299 020 8359 2640
Chair of Governing Body	Alessia Errico Mob: 07885953829
Caretaker	Ken Clare Home No: 0208 441 9457 Mobile: 07958392675
Key Holders and emergency key holder	Mary Ainger – Deputy Head Ken Clare – Caretaker
Headteacher	Maureen Kelly Office No: 020 8440 4946 Mobile: 07884383151
Emergency Services Police, Fire and Ambulance	999 and ask for the particular service (s)
Emergency - Electricity	105
Emergency – Gas Leak	0800 111 999
LB Barnet Education H&S Officer	020 8359 7955 James Loring
Health and Safety Executive	www.hse.gov.uk (no reporting line/number)
School HR contact office Christina Silva	020 8359 7899

APPENDIX 2

CRITICAL INCIDENTS PLAN

Essential Information

	NOTES
An up to date list of emergency contact for all children and staff	On line system accessible at any location- Integris Teachers to Parents.
School visit and journey lists	1 copy for trip leader, 1 copy retained at school or held by senior staff responsible for the trip – evening or overnight. Day trip- information held at the school office. Details of names, addresses, location and contact details for all children and staff on school visits and journeys. Significant medical information relating to the above.
Premises site plans including hazardous substance storage locations, gas, electric and water control positions.	Maureen Kelly - Headteacher Ken Clare - Caretaker
Copy of school asbestos survey	Kept by Maureen Kelly and Ken Clare in their offices along with other Health and Safety documents.
School credit card, bank details, account number and sort code on Business Manager's lap top.	Finance Dept, LB Barnet Gary Topp 0208 359 7227

APPENDIX 3

- Barnet Health and Safety Bulletin No 162 “Dealing with bomb threats.” 1997
- LB Barnet, ‘Advice and procedures for educational visits’. 2004
- LB Barnet, “Guidance on measures to take if you discover a suspect chemical or biological package.” (behind door in office)
- LB Barnet, “Fire precautions in educational establishments” LCOP 14 2001
- Gulbenkian Foundation “Wise before the Event: Coping with crises in school” William Yule and Anne Gold. 1993. ISBN 0903319 667
- DfES ‘Health and Safety of students on educational visits. A good practice guide’. 2001
 - Part 1 supplement: Standards for LEAs in overseeing educational visits 2002
 - Part 2 supplement: Standards for adventure. 2002
 - Part 3 supplement: A handbook for group leaders. Group safety at the water margins. 2002

(Trip leader has ‘what to do in an emergency’ guidance from Trip Policy.)

The DfES documents can be reviewed and downloaded from:

<http://www.teachernet.gov.uk/visits> and they are also available from DfES publications tel: 0845 6022260

Useful websites include:

- www.ukresilience.info
- www.londonfirst.co.uk
Available for download on this site is, ‘Expecting the unexpected. Business continuity in an uncertain world.’ This guide for contingency planning for business gives a very clear and concise overview of how the private sector is recommended to approach this issue.
- www.thebci.org
- www.epcollege.gov.uk
This is the website of the government’s emergency planning college, which runs many courses on emergency planning.

Tracking

DfE Stat Policy	Best Practice	Web	MyUSO	Signed by Staff	Version
-	✓	✓	-	-	1.0
-	✓	✓	-	-	1.1



CATHOLIC CHURCH INSURANCE ASSOCIATION

How to Contact Insurers about a Property Claim

In normal office hours

Please always contact CCIA on **01296 422030**.

Emergencies out of office hours

If you have a major loss and require urgent assistance out of office hours please contact Zurich Municipal directly on **01252 387529**.

Zurich Municipal will provide expert advice and assistance, or your call will default to their nominated loss adjusters, Cunningham Lindsey, who will provide the same immediate support.

If a loss adjuster is instructed you should contact them directly for any queries you have such as obtaining approval for works or for an update on the progress of your claim.

If you encounter any difficulties in contacting Zurich Municipal or your loss adjuster please contact CCIA for assistance.

November 2014