



Stewart Headlam Primary School

CRITICAL INCIDENT PLAN POLICY

VISION:

Stewart Headlam is a safe and stimulating environment where children encounter challenging and creative Learning experiences.

Each member of the school community is motivated to be a life-long Learner.

We will equip everyone with the skills to achieve their full potential in a climate of mutual respect and personal responsibility.

Mission Statement

We aim to:

- develop a friendly, supportive and forward looking school which inspires everyone to achieve their best and make positive contributions;
- deliver a rich, creative and stimulating curriculum in order to raise the attainment of all children;
- encourage and promote independence, self-discipline and excellent standards of teaching and learning;
- build an inclusive school community whereby all parents, children and staff feel safe, proud, respected and valued.

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Definition

'An event - or events - usually sudden, which involve experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences'.

AIMS

To:

1. Create an awareness of the need for planned arrangements to be made.
2. Provide re-assurance of the practical help that is available from the Local Authority and other agencies, at short notice.
3. Recommend the need for each school to develop complementary emergency arrangements, in line with the enclosed draft plan.
4. Pass on advice based upon previous experiences.
5. Give guidance on other sources of information and help.

SCOPE OF THE PLAN

In School

- A deliberate act of violence, such as the use of a knife or firearm
- A school fire or laboratory explosion
- A pupil or teacher being taken hostage
- The destruction or serious vandalising of part of the school

Outside School

- The death of a pupil or member of staff through natural causes or accidents
- A transport-related accident involving pupils and/or members of staff
- A more widespread disaster in the community
- Death or injuries on school journeys or excursions
- Civil disturbances and terrorism

In respect of school trips and visits guidance is available from the DfE good practice guide Health & Safety of Pupils on Educational Visits.

The Local Authority Support Team

Activation

In the event of a School related emergency the proposed arrangement is outlined here:

INCIDENT OCCURS



Cathy Gillespie rings:

Major Incidents / Major Emergencies: 020 7364 7000/5000 (Office Hours) or:
Out of Hours Emergency No: 020 7364 3228 Requesting LA help



OUT OF OFFICE HOURS - Central Control Contacts a Designated Senior Officer from the '**LA EMERGENCY SUPPORT TEAM**'



The Senior Officer Activated:

- Establishes contact with the Headteacher, Cathy Gillespie
- Activates 'First Response Officers' as per contact list, to attend the school (e.g. Communications Experts, Public Relations and an LA Team Co-ordinator.)



LA Co-ordinator

- Puts Support Team Officers on Standby
- Attends site
- Mobilises Support Team Officers as required



Senior Officer

- Attends site to:
- Assist/advise Headteacher/ Nominee
 - Determines full needs
 - Takes action accordingly



Headteacher (or Nominee)

- Nominates on-site Co-ordinator
- Identifies on-site facilities
- Mobilises on-site Team (if appropriate)

Emergency action list

ACTION BY:- Cathy Gillespie

Stage 1 - Initial Actions

- Open and continue to maintain, a personal log of all factual information received, actions taken, and the time of those events.
- Make every attempt to clarify exactly what has happened.
- Then consider whether Incident requires involvement of 'Local Authority Support Team' NB it is requested that initial contact always be made with the Local Authority in emergencies in case they have wider significance.
- If so, contact one of the single point contact numbers listed on page 11.
- Establish whom they will contact. Check this includes the Education Committee Chair.

If during term time

- Unless there is overwhelming pressure, avoid closing the school & endeavour to maintain normal routines & timetables.

If outside term time (or outside school hours)

- Arrange for:-
 - the site supervisor to open certain parts of the school as appropriate and to be available (and responsive) to requests.
 - Immediate School Administration support.
- Think about what you are wearing when you go into school, in case you are unavoidably drawn into a TV interview.
- If the Incident does attract Media attention, you must always contact the LA for advice prior to making any statement or giving any interviews. ,The LA's PR Officer will be part of the 'Local Authority Support Team'

NB: It is especially important that if names of those who may have been involved in the incident are known DO NOT release - or confirm - them to anyone, before those identities are formally agreed and parents are informed.

- If deputising for the Headteacher, try if possible to contact and brief him/her.
- Inform Chair of Governors-
 - of Incident and, if appropriate, of involvement of 'Local Authority Support Team'.
 - they should standby to be available for interview by the Media.
- Call in the designated staff members to form the 'School Emergency Management Team', and nominate one as the On-Site Coordinator to oversee that Team on your behalf.
- Be prepared to receive many telephone calls.
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

Stage 2 - Once established

Brief Staff Member acting as On-Site Co-ordinator to oversee the following:-

- If 'Local Authority Support Team' has been activated, arrange for On-Site facilities for the Team.
- Agree appropriate identification of staff by using badges
- Expect to see identification of Local Authority Support Team Officers.
- Set up arrangements to manage visitors - arrange for their names to be recorded.
- Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring -
 - sufficient help is available to answer the many calls that could be received (The Local Authority Support Team will be able to assist with a 'Help-Line')
 - staff maintain records of all calls received
 - brief, but up-to-date prepared statements are available to staff answering phones
 - media calls are directed to the LA's PR officer
 - care is taken when answering telephone calls
 - an independent telephone is made available for outgoing calls only - a mobile phone can be useful - but remember such messages can be readily intercepted
 - telephone - staff are reminded that some calls could be bogus
- To arrange for all staff - not just teaching staff - to be called in and, if necessary, briefed at an early stage.
- To be aware of how colleagues are coping
- To arrange for all pupils to be told, in simple terms, at an early stage (ideally in small groups and initially by class teachers, wherever possible).
- To brief Team to discourage staff and pupils from speaking to the Media.
- To arrange, if appropriate, for Team members to each have a copy of the Next-of-Kin List.

Parents:

- If pupils are involved, the contacting of parents will be an important early task (remember if it is a major Incident, the parents may well have already heard). It may be appropriate to ask the parents to come to the school for a briefing and support. This will need to be done with the utmost care.
- Maintain regular contact with parents.
- If Incident away from school seek Police advice whether parents should travel to the scene, or whether children should be taken home.

Staff:

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with staff (Teachers and office staff). Make a point of seeing that all staff involved, know each other's roles and responsibilities.
- Always try to think of something positive to say to staff & respond positively to ideas and suggestions
- Be available to see staff when required.
- Remember some members of staff may be so affected, that they will not be able to help in supporting children
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- If Incident is away from school, try to dissuade shocked staff from driving parents to the scene.

'Local Authority Support Team'

- Maintain liaison with 'Local Authority Support Team' Senior Officer for duration of Incident.

Stage 3 - Period following the close of the incident

- When appropriate, seek advice from 'Local Authority Support Team' and local clergy contact on special assemblies/funeral/memorial services.
- Prepare joint report with named Senior Officer, for Director of Education.
- Arrange for a member of staff to make contact with any pupils either at home or in hospital.
- Make sensitive arrangements for the return to school (as appropriate).

Stage 4 - Longer term issues

The effects of some Incidents can continue for years. Thought will need to be given to:-

- Work with Staff to monitor pupils informally
- Clarify procedures for referring pupils for individual help
- Be aware that some Staff may also need help in the longer term.
- Recognise and if appropriate, marking anniversaries
- Remember to make any new staff aware of which pupils were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Remember if the Incident does attract Media attention, it is likely that interest will continue for many weeks.

Emergency action list

ACTION BY:- EMERGENCY MANAGEMENT TEAM

Stage 1 - Initial Actions

- Obtain full facts of Incident from Cathy Gillespie
- Open and continue to maintain a personal log of information received, actions taken and the time of those events
- Assist, where appropriate, in assessing the emotional needs of the staff and pupils. Co-ordinate rapid action to sensitively inform staff and pupils to provide appropriate support
- Assist class teachers who will undertake classroom briefings
- Arrange special groups for very distressed pupils.

Stage 2 - Once Established

- Under guidance from School On-Site Co-ordinator, assist Cathy Gillespie
- Work with LA Support Team, the Headteacher and School On-Site Co-ordinator as directed.

Stage 3 - Period Following Close of the Incident

- As above

This team should comprise: Up to 4 senior members of staff, together with office staff.

- **Cathy Gillespie (Headteacher)**
- **William Neighbour (Deputy Headteacher)**
- **Kulsoom Patel (Assistant Headteacher)**
- **Sam Sharpe (Assistant Headteacher)**
- **Nilufar Chowdhury (Assistant Headteacher)**
- **Carol Brown (School Business Manager)**
- **Jean O'Keeffe (Senior Admin Officer)**
- **Kerry Malone (Resources Manager/Senior MMS)**
- **Victor Leonards (Site Supervisor)**
- **Lynn Holmes (G4S Manager)**

In case of emergencies the information is shared as bellow:

- Victor Leonards/ Lynn Holmes will contact Cathy Gillespie
- Cathy will contact Mike Hibbs, Sam Sharpe, Nilufar Chowdhury, Kulsoom Patel and Carol Brown
- Mike Hibbs will contact KS1 and KS2 Teaching Staff.
- Kulsoom Patel will contact KS1/KS2 Senior TA's and TA's

- Sam Sharpe will contact Foundation Stage Teachers/Nursery/Nurses/TAs
- Carol Brown will contact admin team, Home School Workers, Learning Mentors.
- SNR MMS contact MMS.

If staff are trying to contact the school during a critical incident please call, Cathy's mobile or the mobile of any member of the Senior Leadership and Management Team.

During an incident staff are asked to check emails as frequently as possible as updates will be sent out regularly.

Emergency action list

ACTION BY:- ADMINISTRATIVE ASSISTANTS

Stage 1 - Initial Actions

- Obtain full facts of Incident from Headteacher
- Open and continue to maintain a personal log of information received, actions taken and the time of those events
- If coming in from home, remember to bring useful items, such as any keys needed.

Stage 2 - Once established

- Under guidance from School On-Site Co-ordinator, assist the Headteacher
- Work with LA Support Team the Headteacher and School On-Site Co-ordinator as directed.
- Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments
- Concerning incoming telephone calls
 - take especial care when answering telephone calls early on
 - maintain a record of calls received
 - only give out information from prepared statements that will be made available
 - remember that some calls could be bogus

Stage 3 - Period Following Close of the Incident

- As above

Points to note with media interviews

- LA authorisation must be given before proceeding with any interviews.
- Have another person with you, if possible, to monitor the interview
- If possible, agree an interview format i.e. establish what the interviewer wants to ask.
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out.
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview.
- Be prepared to say you cannot comment.
- Don't over-elaborate your answers
- Refuse requests for photos or schoolwork of children/staff involved.
- Try to keep a grip on your emotions during interviews - especially if it is TV.
- Most journalists are responsible, but check where interview/camera team go, when interview is over.

Contact List

The names and telephone numbers of organisations and individuals who may be useful to the School in an emergency:

Organisation	Name	Telephone No.
Stewart Headlam Primary School Headteacher	Cathy Gillespie	Work: 020 72471201 Mobile: 07786 085765 Home: 0208 983 6559
LA	Head of PA, Executive Support Alison Wright	020 7364 4956
LA	Director of children's Service Debbie Jones Interim Director of Adult Services Luke Adam	020 7364 4811
LA	Head of Building Development Pat Watson Paul McGrath FM Monitoring Officer (PFI)	020 7364 4328 020 7364 4314
LA	Principal Educational Psychologist David Carroll	020 7364 4418
LA	Personnel Manager Jacinta Gasson-Mulcahy	020 7364 4525
LA	Principal Attendance and Welfare Advisor David Hough	020 7364 3437
LA	Child Protection Duty Line	020 7364 3444
LA	Corporate Health and Safety/Emergency Planning - Steve Crawley	020 7364 4291

	Corporate Health & Safety Advisor Stuart McGregor	0207364 4193
LA	Public Health Services Somen Banaerjee	020 7364 2127
LA	Social Services Social Services	020 7364 5716 020 7364 2726
LA	OUT OF HOURS EMERGENCY NUMBER (Enquires / officer's contact numbers)	020 7364 7000
LA	MAJOR INCIDENTS / MAJOR EMERGENCIES	020 7364 3284
G4S Manager	Lynn Holmes	Mobile 07786 313883
Stewart Headlam Primary School Deputy Headteacher	William Neighbour	Work: 020 7247 1201 Mobile: 077313 12318 Home: 01252 645304
Stewart Headlam Primary School Assistant Headteachers	Kulsoom Patel Sam Sharpe Nilufar Chowdhury	07405 490042 07912 421934 07404 069449
Stewart Headlam Primary School School Business Manager	Carol Brown	Work: 020 7247 1201 Mobile: 07802 702369 Home: 020 8591 3926
Senior Admin Officer	Jean O'Keeffe	Work: 020 7247 1201 Mobile: 07943 383156

		Home: 020 8552 1227
Stewart Headlam Primary School Resource Manager/ Senior Midday Meals Supervisor	Kerry Malone	Mobile: 07956 965796
Stewart Headlam Primary School Site Manager	Victor Leonards	Mobile: 07786 313729