

**CECIL ROAD PRIMARY  
& NURSERY SCHOOL**

**CRITICAL INCIDENT POLICY –  
DEALING WITH A CRISIS**

## **CRITICAL INCIDENT POLICY**

### **Contingency plan in case of a crisis/disaster**

The staff and governors of Cecil Road Primary & Nursery School are always conscious that an emergency, crisis or disaster, affecting the school community, could happen at any time, either in school, on a school visit or in the local community. No-one can predict when, or if, a disaster might occur. This policy and contingency plan were formulated to assist staff and governors to deal with the immediate aftermath of a traumatic incident and with the distress and long-term effects on the pupils, families and staff. It is a policy that we hope we never have to use.

Copies of this policy are kept in the offices, site supervisor's room and staff room. Every member of staff, the governors and the LEA has a copy.

**If a critical incident occurs during the school day, or while pupils are on a visit, the school emergency procedures should be activated by the members of staff present, who should:**

1. Assess the situation.
2. Safeguard the uninjured members of the group.
3. If there are injuries, establish immediately the names of the injured people and the extent of their injuries.
4. Attend to the casualty/ies.
5. Inform the emergency services, and everyone who needs to know, about the accident.
6. Notify the police if necessary.
7. Share the problem; advise all other group staff that the accident/emergency procedure is in operation.
8. Make sure **every** member of the group is accounted for.
9. Ensure that the injured are accompanied to hospital (preferably by an adult whom they know).
10. Ensure that the rest of the group understands what has happened, is adequately supervised and kept together.
11. Inform the school and pass on all the details, including names of casualties, their injuries, action taken and names of others involved. The contact will initiate this policy, if the accident/emergency warrants.
12. If abroad, contact the British Embassy/Consulate, if advisable.
13. Notify insurers, especially if medical assistance is required.
14. Notify the tour operator.
15. Ascertain telephone numbers for future calls.
16. As soon as possible, write down accurately relevant facts and witness details. Preserve any vital evidence.
17. Keep a written account of subsequent events, times and contacts after the incident.

18. Complete accident report forms, contacting the LEA and HSE if necessary.
19. No-one in the group should speak to the media. Media enquiries should be referred to the media contact in the home area.
20. No-one in the group should discuss legal liabilities with other parties.

## **Communications**

Should a critical incident occur, pupils should not speak to the media; staff and governors should not speak to the media, unless authorised to do so as the designated Press Officer.

Please note the following:

- Misleading rumours should not be allowed to spread. The designated staff should make sure accurate and confirmed facts are available to the relevant people as soon as possible
- The Press Officer/Chair of Governors/Headteacher should give statements and regular briefings to the media
- Work in partnership with journalists
- Do not discuss the incident with the rest of the children or parents. Do not gossip!

A full report of the incident must be written and collated as soon as possible, for submission and future reference.

## **Crisis team**

All staff and governors not immediately affected by the incident should report to the school to help with management and support.

### **Strategic Team**

Headteacher	A.T. Sparks
Deputy Headteacher	K. Shubrook
Assistant Head	T. Adams

### **Non-Teaching Staff**

Administrator	J. Deacon
Site Supervisor	R. Bloomfield

### **Governors**

Chair of Governors	G. Reeves
Vice-Chair	S.Sandford/J. Richards
All Governors	

## **School network**

### Key holders

Site Supervisor	R. Bloomfield	07951415720
Headteacher	A. Sparks	01474 823906
Deputy Headteacher	K. Shubrook	01322 400183

### **The following incidents set the policy/contingency plan in motion:**

- Death or serious injury of pupils or members of staff during school hours, on a visit or in tragic circumstances out of school time
- Violent assault
- Accident to a school party, or a member thereof, on a visit
- Fire
- Major vandalism
- Any incident that attracts intense media coverage

### **Contingency plan for critical incidents**

Staff and governors activate the contingency plan:

- The Headteacher, with the assistance of the Deputy Headteacher and Management Team should liaise with the emergency services, visit the site of the incident (if out of school), and communicate with parents of the pupil(s) involved and the critical incident team in school.
- All parents and family members of pupils involved in the incident should be treated with sensitivity. A room will be provided in the school, where the family can wait for news or receive counselling.
- Administration staff will respond to all telephone calls, make contacts and arrange media interviews. The Headteacher as the nominated Press Officer is the only person who should give information to the media.
- The Senior Management Team should contact the parents of children not affected. The children not affected should be kept well away from the scene of the incident and sent home as soon as it is safe.
- Parents should be asked to wait off the school site if it is not practical for them to collect their children in the school grounds. They will be kept informed of the situation.
- The incident team should decide how the media relations are to be managed. This will depend on the incident and the recommendation from the LEA, which might send an officer to help. Options are:
  - Keep the media out of the school premises, with the authorised person giving an interview outside the school, only when ready;
  - Invite a small group of press/TV into the school (in one room well away from the incident) for a general interview by the authorised person;
  - Say very little/nothing.

The person briefing the media should be well prepared, having agreed beforehand the questions to be asked. A member of the school crisis team should be present to take notes or even tape the interview. If the answers given are taken out of context or the media reports untruths