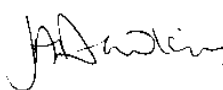




CASTLE MANOR ACADEMY CRITICAL INCIDENT POLICY



Date Approved	May 2018
Signed	(Chair of Local Governing Body)
Name	 Justine Dawkins
Minuted	May 2018
Date of Next Review	May 2020



CONTENTS:

SECTION 1 - Dealing with Critical Incidents

Introduction
Staff Awareness
Communications
Responsibility for Task
When a Crisis Occurs - Action to Take
Draw up an Incident Action Plan, Questions to Ask
Handling the Media
Re-Entry Following a Crisis

SECTION 2 - Other Crises

Assault on Staff
Incident Involving Children or Staff During the School Day
Bereavement (Pupil or Relatives)
Bereavement (Member of Staff or Relative)
Missing Pupil
Telephone Bomb Alert
Power Cut

APPENDIX

Appendix A Important Contacts
Appendix B Record of Communication
Appendix C Trained First Aiders
Appendix D Incident Log
Appendix E Radio Frequencies

PERSON RESPONSIBLE

Headteacher - Vanessa Whitcombe



SECTION 1 - DEALING WITH CRITICAL INCIDENTS

1. INTRODUCTION

A critical incident is one that triggers a real, perceived or possible threat to a member or members of the Academy community, Academy property or the Academy's reputation and credibility.

The following must be remembered in relation to the Critical Incident Policy and Plan

- that the duty of care is maintained;
- that it is followed as closely as possible;
- that designated personnel understand their tasks and are competent to carry them out;
- that other people do not take unilateral decisions;
- that consideration and sensitivity is shown by all;
- that students, staff and parents/carers are protected from press intrusion;
- that normal business be resumed as soon as possible;
- that there is a realisation that total recovery may take a long time.

A critical incident is managed best when:

- Quick and efficient action ensures it does not escalate into a crisis;
- The impact on the academy community is kept to a minimum;
- The dangers have been anticipated and action planned to manage it;
- The Critical Incident Management Team controls the situation;
- A complete emergency contact list is maintained and is readily available.

Incidents may be personnel related (e.g. injury, illness, accident; both on Academy premises or on an Academy-arranged trip away from academy premises), or premises related (e.g. material damage through fire, collapse, adverse weather, criminal or accidental damage). It is important to deal quickly and efficiently with the practicalities of an incident, and also to recognise the traumatic effect that it can have on the people involved, both children and adults.

Some incidents are completely avoidable if foresight has been exercised, potential risks identified and evaluated and preventative measures put in place.

2. STAFF AWARENESS

Both teaching and non-teaching staff in the academy will be kept informed of arrangements for dealing with critical incidents, including who to contact in case of emergency.

Considering the implications of a range of critical incidents will be dealt with annually in the Spring Term by the local governing body and through staff meetings and/or training events.

This policy provides details of the Academy Incident Management Team (AIMT) guidance on coping with a traumatic situation. There is also a set of appendices containing forms, checklists and emergency telephone numbers.

The members of the **Academy Incident Management Team (AIMT)** are:

Headteacher	Vanessa Whitcombe
Senior Deputy Headteacher	Ele Stoneham
Deputy Headteacher	James Gosden
Senior Leadership Team	Vicky Horne, Ann Grimstone
Estates Manager	Chris Brown
Trust Director of Operations	Debbie Willson
Trust Director of HR	Kay Maddox
Chair of Governors	Justine Dawkins

The AIMT are responsible for:



At the planning stage

- Preparing a contingency plan;
- Updating existing policies;
- Arranging staff briefings and training;
- Preparing contact lists and making them readily available;
- Identifying individuals to perform specific tasks.

At the incident stage

- Communication and record keeping;
- Information and briefings;
- Liaison with helpers and visitors;
- Press and media liaison;
- Arranging support for individuals.

3. COMMUNICATIONS

The Academy e-mail address is: admin@castlemanor.org.uk

The Headteacher's Office will be used as a communications centre.

The Conference Room will, if necessary, be dedicated as a quiet space for parents.

4. RESPONSIBILITY FOR TASKS

In the event of a critical incident, the responsibility for specific tasks will be adopted as follows:

Details	Responsibility
Contacting the Trust CEO and Director of Primary / Secondary	Headteacher
Obtaining factual information at the start of the crisis	Headteacher
Contacting families	SLT
Briefing staff	Headteacher
Informing pupils	Headteacher
Media Liason/Contact the Trust PR	Senior Deputy Headteacher
Arranging support for pupils and staff involved	Deputy Headteacher
Important Contacts	See Appendix A
Trained First Aiders	See Appendix C

5. WHEN A CRISIS OCCURS - ACTIONS TO TAKE

IMMEDIATE ACTION - within hours

ACTION	WHO IS RESPONSIBLE?
Obtain and collate accurate information about the incident, ensuring that record keeping is on-going	Headteacher / Senior Leadership Team
Inform the Emergency Services as appropriate	Deputy Headteacher
Assess the severity of the incident and, if necessary inform the Chair of the Governing Body	Headteacher
Inform the members of the AIMT	Senior Deputy Headteacher
Draw up Incident Action Plan; Establish a communications room and dedicated mobile phone line; Start the Incident Log (Appendix D) and Record of Communication (Appendix B) and record-	AIMT



keeping procedures ; Contact the families of children involved; Arrange to inform other parents; Inform teaching and support staff - Emergency Contact Flowchart available to all members of staff; Contact appropriate support services (Appendix A); Respond to and inform media.	
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SHORT TERM - (within hours or days)

- Keep to a normal routine if possible;
- Arrange a debriefing for staff and pupils involved in the incident;
- Develop a plan for handling feelings and reactions of people;
- Release a more detailed press statement;
- Keep website news up to date.

MEDIUM TERM - (within days or weeks)

- Continue to provide updates on facts.

6. DRAW UP AN ACTION PLAN (Appendix D Incident Log & Appendix B Record of Communication)

Start the Incident Log and record-keeping procedures stipulating:

- What action has been taken;
- What has been said;
- Details of people informed;
- Details of people who have attended (e.g. helpers).

Questions for Incident Management Team to ask

INCIDENTS AT THE ACADEMY

- What is the nature of the incident?
- Has the Academy been evacuated? If not should pupils leave the premises?
- Is there information available about the pupils involved?
- Are staff with the pupils?
- Have other Services (e.g. Police, Fire, Ambulance) been called?
- Is transport required?
- Do messages need to be sent to parents?
- If police are involved what are the restrictions on the publication of information?
- Has the Chair of Governors been informed?
- Has the Trust been informed?
- Does the Academy need further staff support urgently?
- Does the Property Team for the academy need to be contacted about, for example:
 - The safety of the building structure;
 - The loss of mains services;
 - The security of the building.
- Are the media involved?
- Do other children (e.g. siblings at this, or another school; classmates, etc.) need to be told?
- Will arrangements have to be made to close the Academy or to change its normal pattern of operation?
- How will you make contact, especially if phone lines are likely to be busy?



- Do you need to agree a schedule of actions or pre-arrange further contact times as well as the means of contact (e.g. a mobile phone, or ex-directory line, or a telephone in adjacent accommodation)?

INCIDENTS OUT OF ACADEMY

- What is the nature of the incident?
- Can the Academy be identified?
- Can the Academy be contacted?
- Who is the appropriate contact in the Academy?
- How serious is the incident?
- Are there lists available of pupils and staff?
- Where has the incident taken place?
- Are there any Services (e.g. Police, Fire) involved?
- Do the Suffolk Police know about the incident? Can they help in obtaining information?
- Can the Academy educational visit party be contacted?
- Is further assistance needed at the scene of the incident to assist staff or because of injury (or possible injury) to staff?
- Has the Headteacher / Chair of Governors / Trust been informed?
- Can the parents be contacted? Do messages need to be given to parents?
- How will further contact be made with the Academy?
- Are the media involved?
- Do other children need to be told?

Particularly relevant if information is received from, for example, the media or the police, rather than the Academy.

Provide support for individuals as the facts progressively emerge and change. Review procedures - Annually.

7. HANDLING THE MEDIA

All information requests from the media must be directed to Dave Gooderham Trust PR consultant

Effective use of the media ensures:

- public response to the incident is kept in proportion;
- the impact on the Academy is kept to a minimum;
- messages relating to the incident are accurately and quickly relayed, and understood;
- the Academy is perceived in a positive light - caring, concerned and in control.

The audience includes:

- internal: governors, staff, pupils, parents, victim/victim's family, accused/accused person's family;
- external: the media, local residents, lobby groups, authorities;
- The internal audience will be reached by: briefings, phone calls, personal visits;
- The external audience will be reached by: press statements, press conferences, interviews.

During the Crisis

- Act decisively to move from knowledge of the incident to control of the information as quickly as possible;
- Inform the Academy Incident Management Team;
- Assemble all relevant facts (who, what, where, when, how, why);
- Channel all information via the spokesman;
- Withhold sensitive information until next of kin have been informed;
- Identify the audience and define the message;
- Tell it accurately and fast - avoid a news vacuum, or people will invent their own;
- Provide regular updates, even if nothing new has happened;



- Prepare written statements to distribute after interviews;
- Establish a news monitoring system.

Dealing with the Press

- Never ignore a press call, refer to Dave Gooderham Trust PR before responding;
- Find out what the reporter knows, what they want from you and their deadline. Get their details and phone them back at an agreed time;
- Gather the necessary information;
- **DO NOT INCLUDE:** information about an individual pupil without parental consent;
- **DO NOT INCLUDE:** information about an incident where there may be an internal or police inquiry;
- **DO NOT** speak off the record;
- **DO NOT** make off the cuff remarks;
- Prepare a statement with the assistance of the Trust PR Consultant;
- Imagine supplementary questions and plan your response;
- Keep calm and polite;
- If necessary stall the reporter with a comment such as: “we are looking into the situation.”

8. RE-ENTRY FOLLOWING A CRISIS

Extract from "Should Crisis Call" - Stirling Council Education Services

When academy attendance has been interrupted consideration of return to the Academy should be part of the Crisis Management Contingency Plan.

Strategies for re-entry into the Academy could include:

- liaison with other services and agencies where appropriate regarding re-entry:
 - education officials, police, social work, health board, community services, voluntary agencies and press officer;
- liaison with parents, governing body, PTFA and letters to parents giving full information regarding re-entry;
- the teacher visiting a student/s at home or in hospital;
- maintaining contact between the home and the Academy and deciding who is the most appropriate person to do this;
- checking what worries the students (siblings; injured) and the parents have about re-entry and making appropriate arrangements e.g. visit to the child's classroom; to the scene of the incident;
- checking worries about examinations and making appropriate arrangements;
- consideration of part-time attendance;
- adjustments to the curriculum;
- adaptations to the building or availability of aids if the child is temporarily or seriously disabled;
- check on worries about meeting other children and discussing reactions to questions and comments;
- establishing a 'quiet place' in the Academy where the student can go to 'get away from it all' if they become particularly upset;
- establishing a parents' room where parents can have private support and basic needs such as refreshments;
- ensuring that all staff who will come into contact with the students are aware of the expectations of the students, parents and other staff.



9. Guidance around press- Contact Dave Gooderham for support.

DETAILS	CONTENT
The Statement	Aim to show - Care, Compassion, Control
Introduction	A statement of personal concern, honesty, commitment - <i>sorry, regret the incident, concern for all involved, highest standards expected etc</i>
Facts	Two or three key pieces of information - <i>details known/not known, full/further investigation, appropriate action taken etc</i>
Conclusion	A summary including details of further updates



SECTION 2 - OTHER CRISES

1. ASSAULT ON STAFF

Priority Contacts: Police 999 (or 112) Ambulance 999 (or 112)

Action:

1. Raise the alarm - either by:
 - Fire bell;
 - Internal telephone;
 - Verbally if necessary.
2. Send for assistance - send child to office to say **Emergency** if appropriate;
3. If teaching, send children quickly and quietly to another classroom or to a place of safety;
4. Try to isolate or calm offender, but do not tackle them physically;
5. Office to contact Police and / or Ambulance as necessary.

2. INCIDENT INVOLVING CHILDREN OR STAFF DURING THE SCHOOL DAY

Action:

1. Headteacher to be informed immediately - teaching staff to remain with children;
2. Teacher may evacuate whole class area or isolate a section, e.g. corridor, toilet or immediate area of a broken window;
3. Headteacher to assess situation and respond accordingly which may be evacuation of the whole building, calling the police, other emergency services or organising emergency repairs.

3. BEREAVEMENT (Pupil or Relatives)

Priority Contacts: Parents / Carers / All Staff / Trust

Action:

1. Establish facts as action could vary dependent upon who has died.
 - (a) Parent/Relative**
 - (i) Ensure the pupil is not left alone;
 - (ii) Let them talk about their feelings;
 - (iii) Make sure there is someone at home before arranging transport home. Ensure that someone accompanies them.
 - (iv) Arrange for counselling if appropriate, with the parents' consent.
 - (b) Friends**
 - (i) Make sure the pupil is not left alone;
 - (ii) Let them talk about their feelings;
 - (iii) Arrange for counselling if appropriate, with the parents' consent.
2. Provide a quiet room for distressed pupils, with adults available.
3. Talk to class or all of the children at the Academy.
4. Maintain normality as far as possible.

4. BEREAVEMENT (Member of Staff or Relative)

Priority Contacts: Next of kin, All other staff, Trust

Action

1. **Staff - Close Relative**
 - (i) Ensure they are not left alone;
 - (ii) If appropriate cover class or role;
 - (iii) Let them talk about their feelings.
 - (iv) Make sure there is someone at home before arranging for transport home.Ensure that



someone accompanies them.

2. **A current member of staff**
 - (i) Inform all other staff;
 - (ii) Inform parents of the children;
 - (iii) Let the staff talk about their feelings;
 - (iv) Close Academy for the day?
3. Talk to class or all of the children at the Academy;
4. Allow the Academy to be a central meeting place;
5. Maintain normality as far as possible.

5. MISSING PUPIL

Priority Contacts: Police, Parents/Carers, Trust

Action

- Inform Headteacher;
- Talk to friends and try to ascertain his/her intended movements;
- Check environmental area pond and road visible from academy;
- Make other children safe;
- Send someone with a mobile phone to child's home, to follow their normal route on foot;
- Inform parent / carer;
- Assign a member of staff with a mobile phone, to carry out further search of local area if necessary, reporting back on regular basis to the academy;
- If all else fails inform Police;
- If there is any possibility that the child could have gone with someone else, inform Police as a matter of priority.

6. TELEPHONE BOMB ALERT

Action: Call Emergency Services Immediately

- Headteacher to assess need for evacuation - advice from Police;
- Headteacher to assess safety to return and to either organise return to building or evacuation to Trust Offices, Park Road

7. POWER CUT (Involve Director of Operations)

Priority Contacts:

Available at www.suffolk.gov.uk/business/business-services/corporate-property-and-utilities-services/utilities-emergency-notes/

Name:	Contact:	Number:
Water Supply	Anglian Water	0845 714 5145
Electricity Supply	British Gas	0800 783 8838

Action

1. Advise office immediately, who will contact the Emergency Services Team on 01473 264488. If out of hours or immediate action is required, use numbers above;
2. If long term, investigate alternative arrangements;
3. During Academy hours the Headteacher will liaise with the Property Advisor if appropriate, and will decide whether normal schooling should continue in classrooms without power.

STAFF CONTACT NUMBERS AND NEXT OF KIN DETAILS KEPT on SIMS



APPENDIX A

IMPORTANT CONTACTS

CONTACT	NAME	PHONE
Headteacher	Vanessa Whitcombe	07979793943
Senior Deputy Headteacher	Ele Stoneham	07877427761
Deputy Headteacher	James Gosden	07702848419
Chair of Governing Body	Justine Dawkins	07835823434
Vice Chair of Governing Body	Janette Godfrey	07715591740
Estates Manager	Chris Brown	07714327141
Samuel Ward Academy Trust Office	Park Road, Haverhill	01440 333400
CEO	Tim Coulson	07388949917
Director of Primary	Darren Woodward	07854316614
Director of Secondary	Mark Neild	07729111792
Director of Operations	Debbie Willson	07967107413
Trust Secretary	Lisa Taylor	07939214612
Trust PR	Dave Gooderham	07903872531
ICT	Ian Messal	07834365427
Director of IT	Pete McCarthy	07837468285
Local Police	101 Local	999 URGENT
Fire Department	SCC Brigade HQ	01473 260588
West Suffolk Hospital, BSE	Main Switchboard	01284 713000
Doctor's Surgery	Christmas Maltings and Clements Practice	01440 840380
Nearest Primary School:	Place Farm Primary School	01440 702836
Suffolk County Council:	Main Switchboard	01473 583000
Social Services	Haverhill	01440 762051
Suffolk Safeguarding Board / Customer First	Emergency Officer	0808 800 4005
RPA Insurance - Policy detail:	Gallagher Bassett Ltd	01132462040



APPENDIX B

RECORD OF COMMUNICATION

DATE	Person or Organisation to whom Given	Brief Summary of Information (More detail can be placed on the incident file)



Staff First Aid List as at May 2018

APPENDIX C

Name			Role	First Aid Certified



INCIDENT LOG

Date:	Time:	Action: eg. Press Releases, who has been informed	Details: Names and Telephone Numbers	Completed by:

RADIO FREQUENCY DETAILS:

APPENDIX E



Radio Station and Area Covered	Frequency (all are FM stations)	Phone No:
BBC Radio Suffolk (Whole Country)	95.5 - 95.9, 103.9 - 104.6	01473 340707
SGR FM (Most of Suffolk)	96.4 - 97.1	01473 467570
Q103 (Cambridge/Newmarket)	103.0, 97.4	01733 281444
Vibe FM (Kiss) (Most Suffolk)	105 - 108	01284 715329
BBC Radio Essex (South Suffolk)	95.3, 103.5	01206 597756
BBC Radio Cambridge (West and North-West Suffolk)	95.5 - 96.0	01223 259696
Websites		
Castle Manor Academy	www.castlemanor.org.uk	
Samuel Ward Academy Trust	swatrust.co.uk	
Suffolk CC	www.suffolk.gov.uk	
Suffolk School Closure page	http://schoolclosures.suffolk.gov.uk/	