



Castle Manor Academy

Critical Incident Policy and Plan

Date Approved	Jan 2018
Signed	(Chair of Local Governing Body)
Name	Justine Dawkins
Minuted	Jan 2018
Date of Next Review	Jan 2021

Policy Statement

Castle Manor Academy is totally committed to ensuring that, in the event of a critical or major incident, the school will provide a high level of care and education for its population.

The Director of Children's & Young People's Services (CYPS) Suffolk and the Chief Executive Officer of Samuel Ward Multi Academy Trust will be informed immediately if this plan comes into effect.

The Headteacher and the Governing Body of Castle Manor Academy are responsible for annually reviewing the Plan and identifying areas of weakness.

The school is responsible for updating relevant sections of the Plan on a regular basis.

The Governors of the school uphold the Suffolk CYPS Managing School Emergencies advice.

Definition

A major incident may be defined as a physical incident or psychological trauma that has a severe immediate impact and likely long-term effect on students, staff, governors or parents/carers.

It may involve significant threat, damage or injury to property and /or individuals.

Aims

1. To maintain a duty of care
2. To minimise educational and administrative disruption within school
3. To enable normal working to be resumed in the shortest possible time

Objectives

1. To ensure control is established at a senior level within school at the critical early stages of a major incident situation
2. To provide the Director of Children's & Young People's Services with a detailed list of actions to cover the initial period following a major or critical incident, up to and until the repaired or rebuilt premises are reoccupied where necessary.

Preamble

It is impossible to predict when a major incident may occur or what form it may take, but the following may be considered as examples:

- Fire or flood to buildings and contents
- Death, accident or assault to members of staff or students

Professional **R**esilient **O**ptimistic **U**nderstanding **D**riven

- Natural major incident within the local community
- Terrorism
- Missing Person(s) /abductions

The Major Incident Policy and Plan cannot cover every aspect of recovery from a major incident.

Occurrences may arise which cannot be foreseen or considered.

The major incident may occur during the school day, during the evening, during the school holidays or on a school trip.

Dealing with a 'low incidence, high consequence' emergency will always be a challenge, and the amount of preparation which is reasonable should always be balanced against an assessment of risk.

To be prepared for one eventuality is to be prepared for all

It is important that the Critical Incident Policy & Plan and the County Guidance is easily understood and swings into action immediately.

The following must be remembered in relation to the Major Incident Policy:

- 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 actions;
- 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.

The Major Incident Recovery Team (CIRT) has responsibility for ensuring that procedures are properly addressed at times of high emotion and that if the Headteacher is the subject of the incident then the response mechanism should proceed effectively. If the incident involves legal action, a precise response to the incident should be known and is able to be verified by more than one person.

The Critical Incident Recovery Team (CIRT):

Name	Position in School	Role during incident
Mrs Vanessa Whitcombe	Headteacher	<ul style="list-style-type: none"> • Leader of plan • Designate roles and responsibilities • Liaise with emergency services • Co-ordinates from school • Informs SWMAT of incident
Mr Chris Brown	Estates Manager	<ul style="list-style-type: none"> • Assist leader • Remain at school
Mrs Jackie Taylor Mrs Gill Mitchell	Office Manager Headteachers PA	<ul style="list-style-type: none"> • Assist leader • Remain at school • Inform parents /relatives • Liaise with emergency services • Contact relevant outside agencies
Mrs Ele Stoneham	Deputy Headteacher	<ul style="list-style-type: none"> • Assist leader • Adopt leader role if Headteacher not available
Mr James Gosden Mrs Victoria Horne Miss Ann Grimstone	Leadership team	<ul style="list-style-type: none"> • Assist leader • Adopt leader role if Headteacher or Deputy not available

All members of the critical incident recovery team must:

- have a copy of the Major Incident Kit, Policy and CYPS advice at home and at school
- be aware of the roles of each part of the plan to enable the school to react swiftly and accordingly
- have contact numbers of each other for 24 hour contact
- have an on call rota for any member who is not available in the event of a school trip
- in the event of a school trip /visit, have access to a list of names for staff and students.

IMMEDIATE INCIDENT CHECKLIST - PEOPLE RELATED

Major incident involving people

1. Death of a student or member of staff
2. Abducted /missing student
3. Assault causing serious injury
4. Transport incident involving school visit /journey
5. Communicable Disease
6. Food poisoning
7. Terrorist Incident: Full Lockdown
8. Due to civil disturbance/air pollution etc: Partial Lockdown

1. Death of a student or member of staff on site	
Action	Action Taken
Withdraw the students to a secure controlled area	
Secure site i.e. electricity, gas, water etc if due to an accident	
Contact emergency services	
Inform CIRT leader	
Inform next of kin	
Notify LA	
Inform Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	
Ensure safety /welfare of other students and staff	
Complete accident book	
Investigate circumstances	

2. Abducted /missing student	
Action	Action Taken
Inform CIRT leader	
Inform police	
Notify next of kin	
Notify LA	
Attend to emotional welfare of students and staff	
Notify Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	
Update school registration details	

3. Assault causing serious injury	
Action	Action Taken
Administer first aid and contact emergency services	
Secure site for investigation	
Inform MIP leader	
Inform next of kin	
Inform CYPS	
Inform Chair of Governors & Chief Executive Officer of SWMAT and his/her PA	

Complete serious incident forms	
Ensure safety /welfare of students and staff	

4. Transport incident involving school visit /journey	
Action	Action Taken
Establish the nature and extent of the incident	
If an injury - assess injury (preferably by first aider)	
Contact emergency services	
Ensure all other members of the group are accounted for	
Ensure all other members are safe from danger and looked after	
Inform CIRT leader - giving full information of incident	
CIRT leader to oversee situation from school	
Confirm hospital details	
If serious incident inform LA	
Inform Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	
Make arrangements for return of group to base or home	
Contact place of visit and inform them of the situation	
Obtain a police report	
Obtain insurance information	

5. Communicable Disease - only classed as an outbreak if more than one case	
Action	Action Taken
Inform CIRT leader	
Contact and liaise with Health & Safety Department within LA	
Contact School Nurse	
Inform Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	
School nurse and /or LA to advise re: letters to parents/carers	
Attend to emotional welfare of students and staff	

6. Food Poisoning	
Action	Action Taken
Inform CIRT leader	
Identify who is affected and assess severity of the illness	
Continue observation of casualty or casualties	
Administer first aid as required	
Contact next of kin and advise hospital details	
Contact Health Team - Consumer Protection Department giving full information	
If serious outbreak inform LA	
Inform Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	
Exclude affected people from school where necessary	
Identify cause of illness to avoid a reoccurrence	

7. Terrorist Attack Involving People: Full Lockdown	
Action	Action Taken
Ensure CIRT is informed	
All students to return to their base (classroom, tutor room, hall or another agreed location)	
External doors locked	
Classroom doors locked. Windows locked. Blinds down. Students out of sight.	
Registration taken	
Inform everyone that mobile phones must not be used.	
Inform emergency services	
Inform parents	
Inform Local Authority	
Inform CEO SWMAT or his/her PA and Chair of Governors	
Attend to welfare of staff and pupils	

8. Due to Civil Disturbance/Air Pollution etc: Partial Lockdown	
Action	Action Taken
Ensure CIRT Informed	
All students and staff to return to building.	
External windows and doors locked.	
Liaise with Emergency Services if needed	
Inform Local Authority	
Inform parents	
Inform CEO of SWMAT and Chair of Governors	

IMMEDIATE INCIDENT CHECKLIST - PROPERTY RELATED

Critical incident related to property

1. Widespread structural damage
2. Major fire
3. Terrorist incident

1. Widespread structural damage	
Action	Action Taken
Evacuate the premises	
Take a roll call	
Call emergency services	
Ensure CIRT leader is informed	
Decide whether to keep students in school or send home	
Provide information to parents/carers via phone /letter	
Inform LA	
Inform Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	
Ensure no unauthorised persons gain access to the site	
Contact the CYPS Premises Section /NPS for a structural	

Surveyor to assess damage/repairs	
Strictly control access to the damaged building	

2. Major fire	
Action	Action Taken
Ensure safety of students, staff and visitors by following schools evacuation procedures - Option to move to the Secondary Evacuation Point	
Ensure CIRT is informed	
Ensure safety and security of premises	
Staff /students must not be allowed to re-enter the building until emergency services allow them to do so	
Advise the LA /Insurance Department	
Contact the CYPS Premises Section /NPS for a structural Surveyor to assess damage/repairs	
Close the school if necessary	
Advise the Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	

3. Terrorist incident	
Action	Action Taken
For bomb scares and gas leaks implement standard fire evacuation procedures - Option to move to the Secondary Evacuation Point	
Follow the schools Emergency Lockdown Procedures.	
Inform everyone that MOBILE PHONES MUST NOT BE USED	
Establish a safety point at a fair distance away from the school	
Ensure CIRT is informed	
Inform LA	
Inform Chair of Governors, Chief Executive Officer of SWMAT and his/her PA	

ONGOING ACTION FOLLOWING A PROPERTY RELATED INCIDENT

- Ensure safety of students and staff
- Ensure all parents/carers, staff and governors are informed of and are aware of incident
- Evaluate damage to building and likely disruption to the education process
- Ensure safe removal of hazardous materials and debris
- Identify welfare support of students and staff
- Review health & safety and security /fire prevention on site
- Review the accommodation and catering
- Maintain communications with outside bodies
- Be involved in rebuilding and /or occupation of temporary premises
- Formalise the revised transport arrangements

- Prepare inventory to furnish alternative accommodation
- Inform other users of the premises
- Provide written information regarding the incident
- Hold a fire drill as soon as possible if new exit routes and assembly points are necessary
- Walk through the building to check fire escape requirements
- Reallocate parking space and student areas
- Hold briefing meeting with staff
- Ensure all utilities have been checked and are functioning correctly
- Exercise caution before using electrical equipment
- CIRT to maintain a brief Diary /Log of events and action taken.