

HINTON ST GEORGE CHURCH of ENGLAND PRIMARY SCHOOL

'Let Your Light Shine'



Critical Incident Contingency Plan

Date Adopted: September 2023

Reviewed: Annually

Date of next review: September 2024

Signed: _____
on behalf of Governing Body

Date: _____

Guidance from the LA: 'This document relates to where an individual linked to the school (ie. staff, young person) is involved in a severe or traumatic incident and the guidance outlines what can be done in that instance. In most cases it would require a call to the Local Authority/Educational Psychologists, especially where the incident results in the death or serious injury of an individual.'

Hinton St George C of E Primary School

This plan should be taken and used as part of Hinton St George Church of England School's overall strategy and implemented within the context of our vision and Instrument of Government aims and values as a Church of England School.

This plan is meant to be read with reference to the appendices and will be reviewed annually.

This plan will be stored where staff know where to find it and should be referred to in staff induction.

HINTON ST GEORGE C OF E PRIMARY SCHOOL

Critical Incident Contingency Plan

ETHOS STATEMENT

The Christian foundation of the school ensures that the spiritual development of the children and Christian values have a particular emphasis within the whole life of the school. In accordance with the principles of the Church of England and in partnership with the Church at parish and diocesan level, we aim to develop within our children not only an awareness of self and sensitivity to others, but also the acquisition of a set of moral values and the confidence to make moral judgements and develop habits of self-discipline and acceptable behaviour. The school aims to serve its community by providing an education of the highest quality within the context of Christian belief and practice.

SCHOOL VISION

'Let your Light Shine' (Matthew 5:16)

We are a family school at the heart of the community, providing an education of the highest quality within the context of Christian values, belief and practice. We aim to ensure that children flourish and leave the school fully equipped to go out and shine as lights in the world!

INTRODUCTION

A Critical Incident may be defined as a single incident or sequence of incidents which:

- are sudden and unexpected
- contain real or imagined threats to a person
- overwhelm usual coping mechanisms
- cause severe disruption
- are traumatic to anyone

Critical Incidents affecting schools may include: -

- Death of a pupil(s) or staff member(s) through sudden accident, murder, illness, or suicide.
- A serious accident involving pupils and school personnel on or off school premises.
- A violent attack or intrusion onto school premises, e.g., involving an armed intruder or bomb alert.
- Fire, flood, building collapse or major vandalism in school.
- A hostage situation.
- A disaster in the community, e.g., transport accident, terrorism.

The TRAUMA caused by critical incidents challenges individuals mentally, physically, emotionally, and spiritually.

CRITICAL INCIDENT MANAGEMENT TEAM

As part of the plan, Hinton St George Primary School have formed a Critical Incident Management Team (Headteacher, School Administrator, School Finance Manager, and Health and Safety Governor), but also including staff. This team will aim to meet annually to review and update the Critical Incident Contingency Plan.

The team includes:

- Charlotte Hall – Headteacher
- Clair Teig – Health and Safety Governor
- Sharon Mountain – School Office Administrator
- Samantha Hughes-Williams – School Finance Manager

In the event of a Critical Incident the key personnel as identified by the school's Critical Incident Management Team will need to act promptly and be responsible for dealing with the following issues if necessary:

- Ensuring that evacuation procedures are followed correctly
- Contacting the emergency services
- Gathering information
- Contacting relevant stakeholders
- Accessing relevant support

A vital first task is to obtain accurate information about the incident. Rumours spread quickly and can add to the distress of those involved. Find out: -

- What has happened
- Where and when
- Extent of injuries, numbers, and names
- Location of injured and uninjured

ACCESSING SUPPORT

The school should contact the Senior Educational Psychologist at the Area Base who will initiate the Critical Incident Response Procedure.

Contact numbers South Somerset Team: 01823 357000

Contact CYPD so the appropriate people within the LA are mobilised to help you - 01823 355759 or 355953 or 07585 307010.

INFORMING STAKEHOLDERS

Staff

- All Staff will be informed promptly of the incident - it may be necessary to convene a short staff meeting and to set up procedures for keeping staff updated with incoming information.
- Staff will need to agree how and when pupils and parents will be informed.
- Staff will be encouraged to show sensitivity to the feelings of each other, particularly those who are closest to the pupils and adults involved in the incident and to those who have had recent personal traumas.

Governors

The Chair of Governors should be informed as soon as possible after a major incident.

Local Authority

The Principal Educational Psychologist will be informed as soon as possible after a major incident.

Parents/ Guardians of children directly involved in an incident

- Parents and guardians will be contacted quickly and with sensitivity. The Headteacher or most senior member of staff present will identify the staff best suited to making any telephone calls recognising that this can be a very stressful task. This job may be undertaken by more than one person though information shared with parents and guardians must be reliable and consistent, avoiding chains of communication. Staff will ensure that a list will be kept ensuring that all adults with parental responsibility are informed, messages are not duplicated, and nobody is missed out.
- If necessary, the Headteacher or most senior member of staff present will set a room aside in school for meetings with parents. A telephone number may be set aside in school, dedicated to receiving enquiries. Parents will be informed how, when and where they can obtain more information.
- An up-to-date list of pupils' next of kin and contact details are kept on SIMS and a printed copy of these details are kept in the school office.
- In the event of an incident involving death or serious injury, particularly off site, the police will often make the first contact with families.
- Where appropriate the school will seek to offer help with transport arrangements and with permission, give the contact numbers of other families involved in the crisis.

Parents/ Guardians of children not directly involved in an incident

- Parents and guardians will be informed that the school has experienced an incident and that their child may be upset.
- The school will prepare a letter to parents for distribution as soon as possible which gives; brief details of the incident without names; explanation about any involvement of the Educational Psychology Service or other services supporting staff and pupils at the school and how parents can get more information.

Pupils

- Some staff may find it difficult to be involved in the dissemination of information to pupils and the Critical Incident Management Team will be sensitive to this.
- Pupils will be told simply and honestly what has happened. This will be done in classes, small groups or whole school assembly as appropriate.
- Questions will be answered in a straightforward way, passing on only facts and avoiding speculation.
- Some classes or year groups may be more directly affected by the incident and will benefit from extra consideration, support, and sensitive handling of information.
- Siblings and other close relatives of victims will be informed separately and, where possible, in liaison with parents.

Dealing with enquiries

The school may be inundated with telephone calls. People will need to staff the telephone which can be a stressful task. The confidential nature of the task should be emphasised to all telephone operators and clear guidance given on what it is appropriate to say. An agreed factual statement will be made available for the telephone operators, which includes reassurance about the action being taken at the school/incident site. Those answering the telephones should keep notes and have them checked against school records so that there is

certainty about who has telephoned in and who should still be contacted. This should include media, governors, etc.

Dealing with the media

The Headteacher or most senior member of staff present will identify the member of staff best suited to liaise with the media. In the first instance the LA communications team (Press office) will be contacted to advise the school as to next steps. It may be necessary to prepare a factual written statement which can be read out or handed to reporters – the press office will be able to advise and assist with this. The school will strive to work co-operatively with the press and reporters can be told when further information can be expected. In the event of a death, the school will prepare positive comments about pupils/staff who have died and expressions of sympathy for the bereaved family.

RESPONSIBILITIES

Contacting and liaising emergency services as necessary	Charlotte Hall/Sharon Mountain/Samantha Hughes-Williams
Contacting and liaising with support services, Educational Psychology Service, and other local support agencies as appropriate.	Charlotte Hall/Sharon Mountain/Samantha Hughes-Williams
Organising and supporting the school office staff	Charlotte Hall/Sharon Mountain/Samantha Hughes-Williams
Dealing with the media	Charlotte Hall/Most Senior Member of Staff/ Sharon Mountain /Samantha Hughes-Williams
Managing those aspects of the school that continue to function normally	Charlotte Hall/Most Senior Member of Staff/Sharon Mountain /Samantha Hughes-Williams
Allocating and staffing rooms for counselling/debriefing/support work, and a meeting room for parents.	Charlotte Hall/Sharon Mountain/Samantha Hughes-Williams
Co-ordinate the communication	Charlotte Hall/Most Senior Member of Staff/Sharon Mountain/Samantha Hughes-Williams

Although the school has identified members of staff to take responsibility in these areas, the nature of a critical incident may mean that the most senior member of staff available will delegate these responsibilities to a member of staff more suited to the task, (e.g. if named staff are absent, injured, killed or traumatised).

MAINTAINING LISTS OF KEY INFORMATION.

The following lists are maintained and are located with this plan.
The lists are to be updated by the business manager.

Information	Location
Headteacher contact information while offsite	Kept with this plan in School Office
Pupils' parents/guardian	Kept with this plan in School Office
First Aiders	Kept with this plan in School Office
Staff (including part time/supply teachers and assistants)	Kept with this plan in School Office
Staff who can provide additional help/back-up support both during and after school hours and at weekends	Kept with this plan in School Office
Governors	Kept with this plan in School Office
Support Agencies	Kept with this plan in School Office

SCHOOL TRIPS OFFSITE

During offsite school trips a list of all staff and pupils involved will be prepared, this list will highlight any updated medical information about pupils. The teacher in charge will take a list of everyone attending and a list of contact numbers. During off-site trips, staff should take a mobile phone with them and share this number with all members of the trip and office staff at school. The person co-ordinating the visit will ensure that in the absence of office staff, a person holding contact details for all families is contactable.

SCHOOL EVACUATION PROCEDURES

Fire

In the event of a fire the school's alarm system may be triggered through smoke detection or through a member of the school community raising the alarm at a fire alarm call point. On hearing the alarm staff and children will evacuate the building through the following exits:

- Sapling Class (year 3 and 4) – through back door onto decking area and exit via gate back kitchen
- Children/staff in office/staffroom or front entrance area – through main front entrance near Sprout Class (Reception, Year 1 and Year 2)
- Children/staff in Sprout Class – through main front entrance leading from Sprout Class
- Children/staff in Oak Class (Years 5 and 6) – through old front entrance via their cloakroom
- Children/staff in playground – through side playground gate next to back kitchen
- Children/staff in hall – through door by children's toilets and exit via gate by back kitchen

Staff will instruct children to evacuate the premises calmly and to leave belongings behind. The school will have a fire drill to practice these procedures at least termly so that members of the school are familiar with the routines for school evacuation. Children will be briefed to wait at the friendship bench if they are stranded in the playground when the fire alarm sounds.

The first 2 members of staff to leave the building will stand in the road at either end of the school to stop the traffic to ensure that evacuating children can cross the road safely.

Children and staff will walk directly to the school field and assemble at the Fire Meeting Point just inside the field gate to the right-hand side near the 'Fire Meeting Point' notice attached to the inside of the school field fence.

Individual Responsibilities:

Office Staff	<ul style="list-style-type: none"> • Contact emergency services • Wait at front of school to greet fire brigade ('the Greeter') • Collect sign-in app information, registers and grab bag and give to Headteacher. In the absence of the Headteacher, the office staff will ensure registers are given to any member of staff during the evacuation. Office staff to ensure that all visitors are safely evacuated
Headteacher / Most senior teacher	<ul style="list-style-type: none"> • Make sure emergency services have been called • Ensure member of staff is deployed to meet fire brigade • Check that grab bag has been taken • To be aware of any additional people on site in the absence of Office Staff • Following registration, ensure all adults and children are present (including the pre-school) - as the Fire Warden, join the greeter and inform the Fire Brigade if any people are not accounted for
Sprout Class Teacher	<ul style="list-style-type: none"> • Ensure that children present in Sprout Class evacuate the building calmly and safely through the main front entrance. • Once assembled at the school field, register Sprout Class children and inform the Headteacher/most senior teacher if anyone is missing.
Oak Class Teacher	<ul style="list-style-type: none"> • To delegate a member of the support staff to remove the padlock from the gate, check the toilets and playground for children and instruct them to leave the premises via the playground gate next to the back kitchen • Ensure that children present in Oak Class evacuate the building calmly and safely via their cloakroom through the old front entrance • Once assembled at the school field, register Oak Class children and inform the Headteacher/most senior teacher if anyone missing.
Sapling Class Teacher	<ul style="list-style-type: none"> • Ensure that children present in Sapling Class evacuate the building calmly and safely through the gate next to the back kitchen • Once assembled at the school field, register Sapling Class children, and inform the Headteacher/most senior teacher if anyone missing.
Support Staff	<ul style="list-style-type: none"> • If outside of classroom, to ensure that the children they are working with, evacuate the building calmly and safely through the nearest exit • Support teaching staff with the calm and safe evacuation of children • To follow instructions of the class teacher if tasks can be delegated • To collect any medicines, medical equipment for the children e.g., Inhalers
Peripatetic Teachers	<ul style="list-style-type: none"> • To ensure that children they are working with evacuate the building calmly and safely through the nearest exit.

Further Issues to Consider:

- The needs of children and staff with any known conditions and disabilities that would impact on their ability to evacuate the premises will be considered and if necessary a separate plan will be provided for them.
- The Critical Incident Contingency Plan will be disseminated to all staff, and will be kept in the School Office. New Staff will need to be made aware of the policy content and its whereabouts.
- This plan and the procedures within have been written to help the school deal with incidents in the best possible way, but there may be circumstances where it may be necessary for staff to amend these procedures to ensure safety for staff and pupils in their care (e.g. using alternative exits if routes are blocked or unsafe).

Finally: In the event of a major incident or disaster the emergency services (police, fire, ambulance) will take the lead role and the Social Services Department have a statutory duty to manage and co-ordinate the situation in line with Somerset County Council's Emergency Planning Procedures.

KEY CONTACTS FOR EDUCATIONAL AND EARLY YEARS SETTINGS AT TIMES OF A CRITICAL INCIDENT

Appendix 1

A CRITICAL incident may be a single incident or a sequence of incidents which in the setting:

- *contain real or imagined threats to people;*
- *overwhelm usual coping mechanisms;*
 - *cause severe disruption;*
 - *are traumatic to anyone.*

- **Anybody with knowledge of a Critical Incident**

- **Inform the setting leader and indicate that they should follow the Somerset County Council Emergency Response if appropriate and follow their Major Incident Contingency Plan**

OUT OF HOURS:

Key Contacts During Working hours:

Civil Contingencies Duty number: 01823 257185
Corporate Health & Safety Unit - 01823 355089/07811 309112
Educational Psychology, SEN & Inclusion: 01823 357000
Media Officer office number on 01823 355020
Contact Somerset Direct (schools) on 0300 123 2224
Scientific Services (Asbestos): 01823 355195

▪ **Contact 01823 257185 (Deane Helpline) – Please ask for Somerset Local Authorities Civil Contingencies Officer. This Officer will alert services including Educational Psychologists, Duty Gold Officer and Communications team**

When office opens, contact and update Executive Support Team who will follow internal procedures

Educational Psychology Service will initiate Critical Incident Procedure with the setting

Principal Educational Psychologist will inform and update the Director and his Management Team and other key central area personnel

The Critical Incident Response procedure will be initiated by the Senior Educational Psychologist

Relevant Educational Psychologist will contact setting and oversee response

Inform Principal Educational Psychologist who will inform the Director and all other relevant central and area personnel

All incidents are logged, and the response evaluated with the setting

ALL SETTINGS ARE ADVISED TO HAVE A CONTINGENCY PLAN SUCH AS THE ONE AS OUTLINED IN "CRITICAL INCIDENTS IN SCHOOLS".

Appendix 2**USEFUL TELEPHONE NUMBERS**

As part of a contingency plan, this list should be regularly updated and attached to a Staff Notice Board or in a Staff Handbook.

Contact	Name	Telephone Number
LEAD COMMISSIONER – CHILDREN AND LEARNING (DCS)	Claire Winter	01823 359023
ASSISTANT DIRECTOR – EDUCATION PARTNERSHIPS & SKILLS	Amelia Walker	07968 889374
CIVIL CONTINGENCIES UNIT		01823 257185
SOMERSET DIRECT (SAFEGUARDING)		0300 123 2224
SCIENTIFIC SERVICES	Sharon Larkman	01823 355195
CORPORATE HEALTH AND SAFETY UNIT (SCHOOLS) (01823 355089)	Daniel Thomas Steve Dorrall	01823 355953 07811 309112
CHAIR OF GOVERNORS	Jane Wheeler	07714 981826
PRESS AND MEDIA OFFICE		01823 355018
EDUCATIONAL PSYCHOLOGY SERVICE, Special Educational Needs and Inclusion	InclusionSENSupportServices@somerset.gov.uk	01823 357000
SOUTH WEST HEALTH PROTECTION TEAM		0300 303 8162 (option 1, option 1)
PROPERTY REPAIRLINE (For schools that have purchased SSE Property & Grounds) CORPORATE PROPERTY		01823 357357
CHILD AND FAMILY THERAPEUTIC SERVICE		Yeovil Hospital 01935 475122 or 01935 606060
LOCAL COUNTY COUNCILLOR	Somerset Council	Adam Dance
EDUCATION SOCIAL WORKER		0300 123 2224
This list was updated on:		03/10/2023

Name of School/Establishment – (include town)	
Principal Contact (include main contact number or contact point)	
Nature of Incident: <ul style="list-style-type: none"> • Include date and time • Who and numbers involved 	
Have you called any of the emergency services?	
Have you assembled your management team, including: <ul style="list-style-type: none"> • Overall lead • Coordinator • Communications Officer(s) • Record / log keeper • Logistics (i.e. main telephone/contact numbers, transport arrangements, alternative accommodation) • Chair of Governors • Premises Manager • Media Officer 	
Logistics – Are evacuation, school closure (if required), transportation, accommodation arrangements required?	
Resources – Are special designated areas required? i.e. to facilitate Parents, Emergency Services, Local authority support, quiet area for emotional support?	
Have you contacted the Local Authority for support i.e. School closures, CHSU, Educational Psychologist, Property Services?	
Check security of site	
Arrange contact and safe collection of pupils/young people	
Maintain a log/record of all activities, decisions, and communications.	
Consider implementation of your Business Continuity Plan	
Have you activated your emergency procedures from your asbestos management plan (if applicable)?	

Appendix 3

FURTHER GUIDANCE AND CONTACT DETAILS FOR DEALING WITH MAJOR OR CRITICAL INCIDENTS. WHAT TYPE OF EMERGENCY?

Major Emergency/School Closures:

School closure decisions are made by the Headteacher, in consultation with the Chair of Governors (maintained schools) or appropriate governing body for Academies/VA schools.

School closures guide: [School Closures](#) Website to log a closure:

<http://somersetschoolclosures.org.uk>

Support Services for Education Link:

<http://www.supportservicesforeducation.co.uk/Services/3242>

Guidance for managing school closure arrangements link:

[Appendix B - Guidance for Schools – Managing School closures](#)

Epidemic/Major illness/Significant absence due to pupil/staff sickness:

Having contacted the LA, follow guidance as above.

HPA Guidance on Infection Control in Schools and Other Child Care Settings:

[Guidance on infection control in School & Child Care settings](#)

Public Health England (Health Protection Team) – Follaton House, Plymouth Road, Totnes, TQ9 5NE. Contact: 0300 303 8162 (option1 then option 1).

Out of Hours: 0300 303 8162 (option 1)

Somerset Health Protection (out of hours): 01823 333444

Asbestos – discovery of asbestos through accidental disturbance or damage:

[em1.pdf \(hse.gov.uk\)](#)

Disruption to Education - Pandemic Flu/Coronavirus:

Covid is managed as an Acute Respiratory Infection (ARI) in line with other infectious diseases:

<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>

The school's [business continuity plan](#) should also be reviewed and updated as necessary.

Guidance for Schools and Colleges in Managing Critical Incidents 2022/23:

Please contact InclusionSENSupportServices@somerset.gov.uk for a copy of this document.

National Counter Terrorism Security Office (Protect UK) website – includes links to guides such as Stay Safe and how to report suspicious behaviour: [Protect UK](#)

School Security and Lockdown guidance: [School security | NEU](#)

[NASUWT | School Lockdown Procedures](#)

Dealing with the media at times of crisis:

<http://intranet.somerset.gov.uk/EasySiteWeb/GatewayLink.aspx?aId=3046>

Accident and Incident Reporting:

Accident Report to be completed for all incidents including accidents and near misses (including those involving violence to staff). [Data collection form](#) [EEC Safety Suite](#)

Outdoor Education National Guidance - Critical Incidents on School Trips:

<http://oeapng.info/download/1764/>