

# HINTON ST GEORGE CHURCH of ENGLAND PRIMARY SCHOOL

'Let Your Light Shine'



## Critical Incident Contingency Plan

Date Adopted: September 2022

Reviewed: Annually

Date of next review: September 2023

Signed:- \_\_\_\_\_  
on behalf of Governing Body

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 Office, 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
- Vacancy – Health and Safety Governor
- Anna Chambers – 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:                      Tel: 01935 476130

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

- Oak Class (year 5 and 6) – through back door onto decking area and exit via side gate by decking area
- 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 Sapling Class (Years 3 and 4) – through old front entrance via their cloakroom
- Children/staff in playground – through side playground gate next to the decking
- Children/staff in hall – through door by children's toilets and exit via side gate by decking area

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"> <li>• Contact emergency services</li> <li>• Wait at front of school to greet fire brigade ('the Greeter')</li> <li>• Collect visitor book / signing out book, 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</li> </ul>
Headteacher / Most senior teacher	<ul style="list-style-type: none"> <li>• Make sure emergency services have been called</li> <li>• Ensure member of staff is deployed to meet fire brigade</li> <li>• Check that grab bag has been taken</li> <li>• To be aware of any additional people on site in the absence of Office Staff</li> <li>• 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</li> </ul>
Sprout Class Teacher	<ul style="list-style-type: none"> <li>• Ensure that children present in Sprout Class evacuate the building calmly and safely through the main front entrance.</li> <li>• Once assembled at the school field, register Sprout Class children and inform the Headteacher/most senior teacher if anyone is missing.</li> </ul>
Sapling Class Teacher	<ul style="list-style-type: none"> <li>• To delegate a member of the support staff to check the toilets and playground for children and instruct them to leave the premises via the side playground gate next to the decking area</li> <li>• Ensure that children present in Sapling Class evacuate the building calmly and safely via their cloakroom through the old front entrance</li> <li>• Once assembled at the school field, register Sapling Class children and inform the Headteacher/most senior teacher if anyone missing.</li> </ul>
Oak Class Teacher	<ul style="list-style-type: none"> <li>• Ensure that children present in Oak Class evacuate the building calmly and safely through the side gate next to the decking area</li> <li>• Once assembled at the school field, register Oak Class children, and inform the Headteacher/most senior teacher if anyone missing.</li> </ul>
Support Staff	<ul style="list-style-type: none"> <li>• If outside of classroom, to ensure that the children they are working with, evacuate the building calmly and safely through the nearest exit</li> <li>• Support teaching staff with the calm and safe evacuation of children</li> <li>• To follow instructions of the class teacher if tasks can be delegated</li> <li>• To collect any medicines, medical equipment for the children e.g., Inhalers</li> </ul>
Peripatetic Teachers	<ul style="list-style-type: none"> <li>• To ensure that children they are working with evacuate the building calmly and safely through the nearest exit.</li> </ul>

## 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.

**Local Authority Guidance is also kept with the Grab Bag**



# Appendix 1

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

***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:

- **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**

### 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

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

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

**Educational Psychology Service will initiate Critical Incident Procedure with the setting**

**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**

## Appendix 2

## USEFUL TELEPHONE NUMBERS

Contact	Name	Telephone Number
LEAD COMMISSIONER – CHILDREN AND LEARNING (DCS)	Julian Wooster	01823 359544
ASSISTANT DIRECTOR – EDUCATION PARTNERSHIPS & SKILLS	Amelia Walker	07968 889374
CIVIL CONTINGENCIES UNIT		01823 257185
SOMERSET DIRECT		0300 123 2224
SCIENTIFIC SERVICES	Sharon Larkman	01823 355195
CORPORATE HEALTH AND SAFETY UNIT (SCHOOLS) (01823 355089)	Steve Dorrall Jayne Slocombe Graham Holmes Julie Rutter	07811 309112 07919 540895 07769 931174 07811 314927
CHAIR OF GOVERNORS	Sarah McEvansoneya	H: M:
FIRST AIDERS	Phil Griffiths, Catherine Wyatt, Rebeccah Blunn, and James Batchelor, Michelle Down	
PRESS AND MEDIA OFFICE		01823 355018
EDUCATIONAL PSYCHOLOGY SERVICE, Special Educational Needs and Inclusion	<a href="mailto:InclusionSENSupportServices@somerset.gov.uk">InclusionSENSupportServices@somerset.gov.uk</a>	01823 357000
CORONAVIRUS SUPPORT HELPLINE	<a href="mailto:SCCPHincidentroom@somerset.gov.uk">SCCPHincidentroom@somerset.gov.uk</a>	0300 790 6275
PROPERTY REPAIRLINE (For schools that have purchased SSE Property & Grounds) CORPORATE PROPERTY		01823 357357
CHILD AND FAMILY THERAPEUTIC SERVICE	Jemma Harwood (PFSA)	07825054694
LOCAL COUNTY COUNCILLOR	<a href="http://Somerset County Council">Somerset County Council</a>	
This list was updated on:	02/09/2022	

<b>Appendix 3 Major Incident Reporting Form</b>	
Name of School/Establishment – (include town)	
Principal Contact (include main contact number or contact point)	
Nature of Incident: <ul style="list-style-type: none"> <li>• Include date and time</li> <li>• Who and numbers involved</li> </ul>	
Have you called any of the emergency services?	
Have you assembled your management team, including: <ul style="list-style-type: none"> <li>• Overall lead</li> <li>• Coordinator</li> <li>• Communications Officer(s)</li> <li>• Record / log keeper</li> <li>• Logistics (i.e. main telephone/contact numbers, transport arrangements, alternative accommodation)</li> <li>• Chair of Governors</li> <li>• Premises Manager</li> <li>• Media Officer</li> </ul>	
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	

## **Appendix 4**

### **FURTHER GUIDANCE AND CONTACT DETAILS FOR DEALING WITH MAJOR OR CRITICAL INCIDENTS**

#### **WHAT TYPE OF EMERGENCY?**

##### **Major Emergency/School Closures:**

Schools must notify the Local Authority when a decision is made by the Headteacher, in consultation with the Chair of Governors to close a school/educational establishment.

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 - 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

##### **Disruption to Education - Pandemic Flu/Coronavirus:**

In view of the ongoing Covid pandemic, schools will be expected to have an Outbreak Management Plan in place that outlines how a school plans to operate during periods of disruption. Initial guidance can be found in the Department for Education document:

[Contingency Framework: education and childcare settings](#). Localised guidance is published on the SSE website: [COVID-19 Guidance & Information | Support Services for Education](#). Any Covid related questions can be directed to: [SCCPHincidentroom@somerset.gov.uk](mailto:SCCPHincidentroom@somerset.gov.uk)

Positive cases that need to be reported under the framework guidance should be notified using the Covid-19 notification form: [Covid-19 Notification form – schools, nursery and childcare settings](#)

[Dealing with disruption to Education: School Business Continuity Plan](#)

[Support Services for Education – Talking to Children about COVID-19](#)

Please refer to "*Wise Before the Event*" Coping with crises in schools, authors: William Yule and Anne Gold book. All schools should have a copy.

##### **Guidance for Schools and Colleges in Managing Critical Incidents 2020/21:**

<https://staffonly.somerset.org.uk/iPost/Lists/Latest%20iPost%20Documents/Attachments/10180/CI%20Guidance%20for%20Schools%20Sept%2020->

[21%20with%20sensitive%20numbers.pdf](#)

**National Counter Terrorism Security Office website** – includes links to guides such as Stay Safe and how to report suspicious behaviour:

<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

**Dealing with the media at times of crisis:**

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