

Emergency Action Plans / Critical Incident Plans Procedure

An incident becomes critical when it constitutes a serious disruption arising with little or no warning on a scale beyond the coping capacity of the Trust or individual academy operating under normal working conditions.

Examples of critical incidents include death, serious injury, serious accidents, major fire, building collapse, and serious acts of violence.

Such incidents can occur on site whether during or outside of academy hours, or away from the academy site on academy or Trust business.

This procedure has been compiled to provide guidance for those formulating Emergency Action Plans and Critical Incident Plans. It is impossible to plan for every eventuality and by their nature; critical incidents will disorientate and overwhelm those involved. Effective planning and adherence to procedures will greatly assist in the management of a critical incident and help to restore normality as soon as possible.

A critical incident may be defined as:

- An accident leading to a fatality
- Severe injury or severe stress
- Circumstances in which a person or persons might be at serious risk of illness e.g. outbreak of contagious illness/disease like meningitis
- Circumstances in which any part, or whole of the academy is unable to function as normal due to external influences e.g. fire
- Any situation in which the national press or media might be involved.

Critical incidents may include:

- Death of a pupil or member of staff
- Death or serious injury on an educational visit
- Epidemic in academy or community
- Violent incident in the academy or Trust building
- A student missing from home
- Destruction or major vandalism or arson in the academy or Trust building
- A hostage taking situation
- A transport accident involving Trust / academy members
- A disaster in the community
- A civil disturbance or terrorism

Chief Executive Officer is responsible for:

- Providing oversight to ensure that the Heads of Academy are undertaking their responsibilities and that site specific Emergency Action Plans & Critical Incident Plans are

documented, reviewed in accordance with the Trusts policies and Procedures, and that plans are cascaded to relevant persons.

- Documenting an Emergency Action Plan & Critical Incident Plan which covers all foreseeable situations for each Academy within their region, using the Trusts Critical Incident Template. Liaising with, and gaining the involvement of, the Academy's Head of Academy and Site Manager in this undertaking.
- Providing a copy of the Emergency Action Plan & Critical Incident Plan to the Academy, and cascading it to the Head of Academy and Site Manager.
- Ensuring that Emergency Action Plans & Critical Incident Plans are reviewed in accordance with the Trusts Policies and Procedures.
- Ensuring that Emergency Action Plans & Critical Incident Plans are practiced to ensure they remain suitable and sufficient.
- Providing training to employees commensurate with their level.

Heads of Academy are responsible for:

- Ensuring a copy of the Emergency Action Plan & Critical Incident Plan is accessible and cascaded to Academy staff.
- Participating in any drills that are undertaken and documenting evidence of such drills including the outcomes of such drills to enable improvements.

Undertaking an Emergency Action Plan & Critical Incident Plan:

The prime objective is to serve the best interests of students and staff in coping with an incident, collectively and individually.

All Trust academies will develop an Emergency Action Plan and Critical Incident Plan using the Trust's Critical Incident Plan template.

In order to respond effectively in the event of a critical incident it is important to keep the documents up to date and keep them in a readily accessible place and ensure that all staff are made aware of it. The Critical Incident Plan pack ensures that academy staff follows best practice and legal guidelines.

All the forms required to form the pack are contained in Appendices 1-5 as follows:

1. Critical Incident Plan Template
2. Contact information of Academy Critical Incident Management Team (CIMT), Trust Emergency Team and local numbers that might be of use
3. Guidance for academy staff if the Critical Incident is within the academy environs
4. Guidance for group leaders if the Critical incident is out of the academy

5. Incident Log

Appendix 1 – Critical Incident Plan template

The overall priorities in the event of a critical incident are to save life, minimise personal injury, safeguard the interests of the students and staff and to minimise loss and return to normal working quickly.

An academy's reaction to a critical incident has been divided into the following categories:

- a) Immediate action
- b) Short term action
- c) Medium term action
- d) Longer term action

a) Immediate Action – 10 Step Plan

1. Obtain and collate information relating to the incident

- Personnel with information relating to the critical incident will brief the Head of Academy
- Head of Academy or designated staff member will contact the Trust's CEO, the Trust's Head of HR and the Chair of Governors
- CIMT will be called together– Cover Supervisors / Free Teaching Staff will cover any necessary classes

2. Gather and brief the CIMT (Critical Incident Management Team)

- The Head of Academy (or senior member of the SLT) will brief the CIMT and assign appropriate roles and responsibilities.
- A factual statement to summarise the situation will be prepared.

3. Trigger support from BAAF and other contacts on emergency list

- Designated staff member will trigger any additional support required

4. Set up an incident management room and dedicated phone line

- The designated staff member will be stationed in the office to answer incoming calls from anxious callers using the prepared response. No additional information will be shared with callers to limit speculation or unnecessary rumours.

5. Contact families affected

- The designated staff member will contact parents/carers and share a brief agreed statement to communicate the necessary information. Additional personnel may be required
- If families need to come to the academy for support an area will be designated that is clear of any risk.

6. Make arrangements to inform other parents/carers

- The designated staff member will prepare a letter to inform parents of the situation if appropriate in consultation with the Chair of Governors and BAAF.

7. Inform teaching and other academy staff

- An emergency briefing session will be scheduled to inform the staff of the incident and identify immediate action to be taken. If staff are required to share any information with students a written response will be issued to ensure consistency in approach. Staff will be briefed on the nominated person/s who will address the media if required.

8. Inform students

- If appropriate, the Head of Academy will address all students to feedback the necessary information. Alternatively staff will be provided with statement to give students, which will be issued within class/form groups.

9. Deal with the media

- The Head of Academy will seek guidance from the Trust on the appropriate response for the media.

10. Devise a plan for handling the reactions and feelings of people affected

- The CIMT will remain in the academy to support the students, staff and families if appropriate. A short-term action plan will be prepared to manage procedures for the forthcoming hours/day

b) Short Term Action

1. Re-union of children with their families

CIMT will organise the logistics of reuniting students and families, visiting the scene and the repercussions of the incident as appropriate. An in-house support plan for students, staff and the academy community will be prepared.

2. Managing staff

BWAF will guide the CIMT on organising the necessary support from outside agencies. A staff briefing will inform colleagues of the planned action and available support programmes.

3. Encourage students to talk

The CIMT will brief staff on the support students may need and appropriate strategies, which could be used in the short term. The long-term implications of the incident will be reviewed.

4. Debriefing meeting (if necessary)

At an appropriate time a Trust representative or other appropriate person will hold a debriefing meeting for staff, students and their families. The debrief will address:

- A clarification of the incident
- Shared reactions
- Information on available support e.g. parental support group

5. Formal and informal recognition of rituals

The CIMT will make the necessary arrangement to contact the families of the hurt or bereaved on behalf of the academy. If necessary, cover will be organised to enable students/staff to attend funerals/memorials. Special assemblies, or appropriate memorial service will be organised.

6. Re-establishing routines

The Academy will return to routine as soon as possible to enable students to gain a sense of normality and begin the initial stages of emotional recovery.

c) Medium Term Action

1. Return to the Academy for staff or children after long absence

The CIMT will manage the reintegration of staff or students who return to the Academy after prolonged absence. Strategies to support returned students/colleagues will be considered according to the needs of the individual. Professional support will be sought if necessary from Educational Psychology Service to support individuals who have given signs of prolonged reaction to the incident.

2. Keeping parents/carers informed

The Head of Academy will update parents/carers of any additional information or guidance to deal with the effects of delayed reactions of those students who may have as a result of the critical incident.

3. Support for staff

The staff will be monitored and a support programme will be made available for those who may need to access it – including the CIMT.

d) Long Term Action

1. Monitoring the vulnerable

The Academy pastoral team will monitor the progress and emotional well-being of students affected by the events of the critical incident. New staff and students will be briefed on the academy's history if appropriate to raise awareness of potentially sensitive issues and anniversary times.

2. Marking anniversaries

The opinions of the staff and students will need to be sought on how the academy community may wish to mark the anniversary of events and if indeed such a commemoration is required. Suggestions for academy to mark anniversaries are by annual concerts, memorial services, memorial prize giving ceremonies, memorial gardens etc.

3. Legal processes

The CIMT will make the necessary contingency plans, if appropriate, to support staff and students through the time period required for legal proceedings to be concluded.

4. Curriculum implications

Appropriate support and INSET training will be provided for staff e.g. loss counselling, bereavement etc.

Key Messages

- No adults or children should speak to the press / media under any circumstances without the express permission of the Head of Academy or member of the CIMT. Media requests for information should be directed to the CEO for The Boston Witham Academies Federation (the Trust). Any other statements should be first checked with the Trust's CEO with the emergency staff at the scene. One person only will speak to the media – usually the CEO. ***Do not make "off the cuff" or unofficial comments to anyone at any time, even after the incident.***
- A clear and concise record of all actions taken must be kept by all of those involved. (Use the Incident log sheet in Appendix 5)
- Mobile phones are a useful method of communication however care should be taken when using a mobile to report or relay information about casualties as they are not secure.
- Always inform the CIMT of any concerns however minor they may appear.

COPING WITH EMERGENCIES & THE AFTERMATH

Dealing with the aftermath of a major incident

The effects of any major incident upon all of those connected with it cannot be precisely predicted and necessary care and support will be needed as soon as it can possibly be provided. The Educational Psychology Service, Staff Welfare and Social Services all have staff trained to assist and support schools in such circumstances. Equally, the Academy may have established links with other county and voluntary groups able to assist.

Remember you will not be alone and outside support is available to you BUT it is essential that if more than one agency is involved in the incident their efforts must be co-ordinated

- You are the best placed to help your children.
- Remember to keep to your routine.
- Keep talking to your school community - to students, to staff, to your Governors. At the same time listen to them. Remember to talk to your friends.
- Arrange for debriefings and build on the experiences through discussion, drawing and role-play. Look to separate facts, thoughts and feelings.
- Monitor possible effects.

- Do not talk to the media without prior approval and be careful how you answer the telephone. Try not to apportion blame.
- Think carefully about how hurt or bereaved parents / carers should be contacted, or how hospital visits should be arranged. Use the support of the Governors.
- Consider any protocol for funerals. Consider a special assembly. Think carefully about any plans for memorial services or fund raising.
- Consider what may have been lost - not only lives, but property and belongings.
- Think carefully about how you will manage the return to the academy for injured students or staff.

REMEMBER

- You can do no more than your best
- Expect heightened anxiety or guilt
- Mistakes may happen
- Do not expect instant results or to please everyone
- Learn from what has happened

Below are checklists which are intended to help staff ensure all actions listed above are completed. Academies should include these in the Critical Incident Plan pack.

Checklist of Immediate Actions:

ACTION 1 – Implement Critical Incident Management Pack

- Key staff released from all duties
- Collect CIM Pack – use off site copy if necessary
- Open log of events, actions, times.
- Preserve scene of crime – if appropriate

NB: Recording what has happened in a log of events with times and details of actions taken will be important for any subsequent inquiry, which could range from an internal academy/Trust inquiry to a formal inquiry with legal implications such as a Coroners inquiry or an insurance claim. Those involved may be required to give a statement to Police and/or attend court as a witness. The original contemporaneous record of events and actions is crucial in these circumstances.

ACTION 2 – Assess risks, ensure safety

- Contact Emergency Services
- Open incident log and maintain throughout - use Resource Sheet 2
- If off-site, establish plans for return of party
- Determine condition of adults for continuing safe supervision

ACTION 3 – Gather Information

- When and where incident took place
- Names of children and adults involved and witnesses
- Nature of injuries, name of hospitals used etc
- Emergency action taken
- Location and care of uninjured
- Remaining hazards
- Collect emergency contact information for students and staff
- Control possible escape of inaccurate information

ACTION 4 – Inform the Trust

- Contact the Trust Emergency team (CEO, Head of HR and Head of PR and Communications)
- Agree whether the Trust needs to initiate Critical Incident Plan

ACTION 5 – Mobilise Academy Critical Incident Management Team (CIMT)

- Brief CIMT and establish independent telephone line (may be mobile)
- Clarify tasks, assign roles as identified in the Academy's plan

- Timetable meeting(s) for review
- Plan for role of Trust staff
- Inform the Chair of Governors

ACTION 6 – Contact families

- Designate key members of staff and brief them (write statement)
- Use academy records methodically – no duplication or omissions
- Offer other useful phone numbers, offer contact with other families if alone
- If parents/carers/family cannot be contacted seek assistance from other professional e.g. the police, social services
- Arrangements for contacting students / staff families and returning home

ACTION 7 – Information Update

- Brief staff and governors, students, parents and community – Resource Sheet 3
- Establish support of Chair of Governors
- Schedule briefing updates
- Take advice from Public Relations re: Media contact
- Give appropriate support for key staff with stressful tasks
- Identify absentees and plan briefing for them

Checklist of Short Term actions:

ACTION 1 – Plan Management of Incident

- Meet with CIMT and the Trust representatives
- Review plans, clarify tasks, assign roles
- Co-ordinate Academy / other agencies roles
- Establish meetings to review management of incident
- Clarify criteria for withdrawal of agencies
- Access further advice if required

ACTION 2 – Arrangements for dealing with enquiries

- Before speaking to media, contact the Trust's Head of PR and Communications
- Ensure all future media contacts are in line with advice
- Release no names to media until confirmed by statutory authority e.g. police
- Ensure families know the situation and have given permission
- Provide written statement for those answering the phone
- Caution staff about talking to the media
- Organise CIMT member to deal with visitors
- Designate an area / areas for parents / media / others to avoid overcrowding
- Maintain log – key events and contacts

ACTION 3 – Arrangements for support

- Identify those most likely in need
- Arrange individuals / agencies able to offer support
- Ensure all know that support arrangements are being made
- Set aside appropriate areas for distressed students/staff
- Include arrangements for support in media statement
- Be aware of possible wider issues e.g. witnesses, siblings, apportioning blame, vulnerable students
- If closing the academy, ensure arrangements are known to all; transport, collection, safe waiting areas, plans for re-opening
- Plan for on-going support on return to the Academy

ACTION 4 – Arrangements for personal effects, registers and areas of academy affected

- Make decision after discussion with parents/carers with regard to personal effects
- Discuss with class members about work on displays, books, lockers etc.
- Adjust class registers, rotas and other pupil listings
- Make appropriate arrangements for any parts of the Academy affected e.g. cleaning, painting

Checklist of Medium and Long Term actions:

ACTION 1 – Expression of sympathy

- Plan how this will be carried out (EPS will help)
- Plan how best to support family
- Plan for attendance at funeral
- Plan for any form of memorial
- Arrange for Academy rep. to visit ill/bereaved
- Cards and messages from students/adults
- Special assembly or service
- Special area for dedicated display

ACTION 2 – Return of those involved to the Academy

- Home visit by class/form tutor to discuss needs e.g. part-time return
- Support for emotional needs, e.g. how to cope with questions
- Support for possible physical needs e.g. mobility problems
- Rota of home visits by school friends
- Work to be done at home prior to return if appropriate
- Brief staff and students prior to return on how best to offer support
- Arrangements for differentiated work, missed course work, exams, workload for returning staff. Time off for those staff involved.

ACTION 3 – Memorials and commemorations

- Consider appropriate memorial – wishes of those involved
- Appeals and donations, seek advice from Red Cross
- Marking of anniversaries
- Brief subsequent new staff about the incident and long-term emotional needs of those affected
- It can be helpful to recognise that an incident typically consists of three phases - immediate actions, managed response and return to normality.

Appendix 2 – Contact Information

The Critical Incident Management Team (CIMT) comprises the following staff:

Name	Position	Role in CIMT	Phone number
Rachel Hydes	Head of Academy	Decision Maker	Personal - 07502197997
Kerry Carr	Deputy Head of Academy	2 nd Decision Maker in the absence of the Head	Personal – 07794419214
Peter Knights	Deputy Head of Academy	3 rd	Personal – 07795484275
	Safeguarding and Pastoral Lead	Rachel Hydes Kerry Carr Peter Knights Dina Nicholson	01205 319904 ext 351 / 07519 054721
	Trust Site Manager	Jon Anderson	07366393683
	Site Manager	Gualt Alves	07707843182

Useful emergency contacts

Contact	Name	Telephone
The Trust Emergency team : CEO Head of HR	Helen Joyce	07885912263
	Emma Hadley Sarah Grundy	07590367930
		319505
		319507
Chair of Governing Body	Chris Penny	Chris.penny@bwaf.net
Police	999	
Fire Brigade	999	
Civil Protection Officer		
Academy Doctor/Community Medical Officer	NA	
Academy Nurse	NA	
Education Psychologist	NA	
Child/Family Psychiatry Service	NA	
Clinical Child Psychologist	NA	
Emergency Department at local Hospital	999	
Home School Liaison Officer	NA	
Social Services Area Team Leader		
Counselling Services		
Other Voluntary Agencies	Samaritans	0345 909090
Press and Media Contacts	Nathan Black	319518

The County Civil Protection Unit should be used to mobilise wider responses.

The Civil Protection number will connect to the Fire and Rescue control for out of hours emergencies. Ask them to inform the duty officer of the nature of the emergency and leave a number for a return call.

In the event that the academy buildings cannot be used and an evacuation is necessary, staff will escort students to **Insert name of place* that has the capacity to accommodate all the students until they can be dismissed as appropriate.

Appendix 3 – Guidance For Critical Incidents Within The Academy

Head of Academy and members of CIMT - **INFORMS**

INFORM

- Obtain facts and information
- Call the emergency services using 999
- Retain any relevant equipment
- Inform rest of academy staff and children as appropriate
- Contact the Trust CEO
- Contact Chair of Governors
- Contact health and safety representatives
- Prepare to deal with the media

First Aiders - **SAVES**

SAVE

- Administer first aid where possible
- Establish a contact point with the emergency services
- Travel with casualties to hospital
- Complete accident forms

Designated member of CIMT - **CARES**

CARE

- Keep a record of witnesses
- Keep others informed of situation
- Arrange for non casualties to evacuate the Academy
- Care for relatives arriving at the Academy
- Consider relocation to other premises
- Remain available to emergency services

Designated teachers and/or pastoral care staff – **ASSISTS**

ASSIST

- Keep others informed of situation
- Ensure alternative accommodation is available if needed
- Keep switchboard staff aware of known facts
- Help to establish incident room

**MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES
DO NOT ALLOW STUDENTS TO TALK TO THE MEDIA UNLESS STAFF
AND/OR PARENTS/CARERS HAVE GIVEN PERMISSION**

Appendix 4 – Guidance For Critical Incidents Outside The Academy

Group Leader – **INFORMS** (Instruct all colleagues to record their actions as soon as possible)

INFORM

- Obtain facts and information
- Call the emergency services using 999
- Retain any relevant equipment
- Inform senior Academy staff
- Contact health and safety representatives
- Request assistance on site as necessary
- Prepare to deal with the media

Nominated First Aider - **SAVES**

SAVE

- Administer first aid where possible
- Establish a contact point with the emergency services
- Travel with casualties to hospital
- Complete accident forms

Nominated adult on the Risk Assessment - **CARES**

CARE

- Call other assistance as necessary
- Keep a record of witnesses
- Keep others informed of the situation
- Ensure staff and students do not use telephones until the situation is under control and all necessary information has been passed onto the head of establishment and Trust representatives
- Consider abandonment of activity
- Arrange for non-casualties to return to the Academy
- Remain available to emergency services and supervising colleagues

MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES

Guidance for senior staff on hearing of a critical incident affecting an Out-Of-Academy activity

There has been a major incident

Instruct all colleagues to record their actions as soon as possible

Head of Academy - **INFORMS**

INFORM

- **Obtain facts and information**
- **Ensure emergency assistance has been called**
- **Confirm who is in charge**
- **Contact Head of Academy/senior staff**
- **Contact the Trust CEO**
- **Contact Chair of Governors**
- **Contact other staff**
- **Prepare to deal with the media**

Designated member of CIMT - **CARES**

CARE

- **Decide who and how to tell parents of children on the visit**
- **Establish incident room**
- **Establish room for relatives**
- **Remain available to supervising colleagues**

MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES

Appendix 5 – Incident Log

Incident log for recording vital information in the event of a critical incident

Name.....Date.....Page.....of.....

DATE	TIME	EVENT Name and nature of incident	AGREED ACTION(S)

Prompts for filling in incident recording log

Recording vital information in the event of a major incident

The following information should be recorded at any critical incident.

- Who is reporting the incident?
- Where are they reporting from? (Telephone Number)
- What has happened?
- Where has the incident occurred?
- When did the event occur?
- Have the emergency services been summoned?
- Have they arrived?
- Have any other support services been summoned?
- Have they arrived?
- How many of the party are involved?
- What has happened to them?
- What is their condition?
- Where are the rest of the party?
- Who is with them?
- Where are the casualties to be taken?
- Who is accompanying them?
- Do they have a contact number?
- When will the next contact be made?
- If a crime has been committed, has the scene of crime been preserved as far as possible?