



Harvington Prep School

CRITICAL INCIDENTS POLICY

Rationale

Harvington Preparatory School recognises that in the course of its normal operations there can be Critical Incidents which may have a potentially detrimental effect on children, staff and the reputation of the School.

Its policy therefore is:

- To reduce the risk of Critical Incidents to the reasonable minimum through Risk Assessment, for example of its premises, activities (including educational visits) and working practices
- To have a Critical Incident Management Team in place to manage any incident which occurs in spite of risk reduction measures
- To require the Critical Incident Management Team to meet at least once a year to consider any new issues, and to carry out a simulation to refresh thinking and check that information and contact details are up to date

Examples of Critical Incidents are:

- Serious injury or death of a colleague, child (or parent or contractor when on site)
- Any incident with extremely unusual circumstances which provides a high level of immediate or delayed emotional reaction surpassing an individual's normal coping mechanisms
- An event which draws adverse media attention to the School

- An event which has a potential long term effect on the School effecting premises and their upkeep
- A terrorist threat

Responsibilities, contacts and likely issues

Overview

It is not possible to write a plan that covers all eventualities. What follows therefore is a framework of responsibilities that must be shouldered, and the key issues that are likely to arise in dealing with a Critical Incident.

Responsibilities

It is the responsibility of the Headmistress:

- To determine when an incident is critical, and to call the Critical Incident – (threshold is an incident which poses potential danger to staff and children) Management Team together. See Note A
- To assign roles to the members of the Critical Incident Management Team
- To add members to it according to the skills and abilities required
- To determine when the incident is no longer critical
- To direct members and give specific instructions (eg in any contact with the media)

It is the responsibility of the team to:

Use common sense and critical thinking to manage the incident so that its effects are minimised.

- To familiarise staff with the principles of managing a Critical Incident
- Support each other and especially the Headmistress
- To have available all relevant information with which to work
- To establish where a communications centre/s might be located
- To ensure that means of communication are available
- To have contact lists available
- To manage the media (see above)

Note A

Membership of Critical Incident Management Team:

It is likely that this would be comprised of the Headmistress, Deputy Head, Head of Early Years, School Site Manager, the class teacher (if appropriate), members of the school's administrative staff and the Chairman of Governors. (See Annex 1 for contact details.)

Critical incident plan – On site:

If a disaster happened to the school, such as major damage to school buildings, a major accident to children or staff (or parent or contractor on site), or scandal, our plan is in place to help us to make a full recovery from the incident. In the first instance, we would hope to contain the emergency and communicate appropriately with all the people concerned, both in school and with external agencies.

We would also aim to minimise disruption to staff and children and return to normal working as soon as possible

- To minimise stress
- To minimise adverse publicity

A Critical Incident Management Team (CIMT) will be convened in the event of a disaster.

Minor Incident:

The internal phone and email systems will be used to relay information that an incident is occurring which requires children to be kept in lessons. The 'All Clear' will also be relayed in the same manner.

Major Fire or Bomb Emergency:

The admin staff responsible for answering the phone, will follow DfE and police guidance, should a threat of a bomb, be telephoned through to them. The police emergency – 999- will be informed. Should there be an intruder who gains entry, an attempt to call police will be made, failing that, the Head will have the responsibility to decide evacuation or not. This risk is discussed with staff, as it is possible they may have to react to the situation quickly. Steps to consider would be not to put one's self in immediate danger; get a message across, if possible; sound the fire alarm; all depending on circumstances. Should an evacuation off site be necessary, as advised by the Headmistress/and police, the children will be marched off site, using the Durston Car Park, or failing that, the front door/s and up Blakesley Avenue, where they will shelter in The Abbey.

Major accidents to staff and children:

After the senior First Aider and ambulance and/or Police have taken action, the staff and children will be notified of the accident by the Headmistress. Counselling services will be provided in a fatality. The school will close on the funeral day as a mark of respect.

Potential Press Interest:

All staff and children, if appropriate, must be informed immediately if a story breaks.

ONLY THE APPOINTED SPOKESPERSON SHOULD MAKE A STATEMENT TO THE PRESS. If approached by the media, staff should avoid using the phrase, 'no comment' and should simply refer them to the Headmistress. Extreme caution should also be taken while manning the phones or at school entrances during the disaster period or follow-up time, as staff may be approached by the media.

Evacuation:

In the event of one of the school buildings needing to be evacuated the evacuation site will be the other school building, if safe. In the event of all buildings needing to be evacuated the evacuation site is The Abbey, on Blakesley Avenue.

Critical incident plan – Educational visits:

A mobile phone, with which to contact the school, must be held by the party leader for all visits. Other staff are asked to carry their own phones and to ensure that the school’s contact records are up to date before they leave the premises. When the party breaks into sub groups, each sub group leader must ensure that they have the party leader's mobile number. The party leader should hold the mobile phone numbers of all sub group leaders.

The School Office holds all emergency contact details. In the case of an emergency, a clarion call may be put into action via the School, once an agreed statement has been put together by a member of the CIMT.

A sub group leader out of immediate contact with the party leader should:

- a) Establish the nature and extent of the emergency
- b) Establish the extent of any injuries and administer appropriate First Aid
- c) Establish the name(s) of the injured and call whichever emergency services are required
- d) Make sure all other members of the party are accounted for and are safe
- e) Advise other staff of the incident and that the emergency procedures are in operation
- f) Ensure that an adult from the party accompanies casualties to hospital
- g) Ensure that the remainder of the party are adequately supervised throughout and arrange for their early return to base
- h) Arrange for one adult to remain at the incident site to liaise with emergency services until the incident is over and members of the party are accounted for
- i) Control access to telephones until contact is made with the Headmistress, emergency contact point or designated senior member of staff and until they have had time to contact those directly involved. Give full details of the incident:

Name
Nature, date and time of incident
Location of incident
Details of injuries
Names and telephone numbers of those involved (once obtained from the School Office)
Action taken so far
Telephone numbers for future communication

- j) Where the media may become involved, no leader or other party members should discuss the incident and no casualty names must be divulged. The Headmistress or other designated spokesperson will alert the Chairman of the Governors and will deal with the matter from that point
- k) Write down as soon as practicable all relevant details whilst they are still fresh in the memory, as should any other party staff members, if asked to do so.
- l) Keep a record of the names and addresses of any witnesses. Legal liability should not be discussed or admitted
- m) Complete all accident forms. The school will contact the insurers and the Health and Safety Executive
- n) Pass over control of the situation to the CIMT
- o) In addition, the school telephone may need to be manned in the evening following a major incident
- p) Children and staff should be briefed by the Headmistress following a major incident

Annex 1

Contacts – Harvington School:

Position	Name	Home Tel	Mobile Tel
Headmistress	Anna Evans	020 8451 3785	07733263632
Head of EYFS	Jane Wallace	020 8993 3197	07813480559
Deputy Head	Katherine Hogan		07815111981
School Business Manager	Marie Fonseca	020 8997 8691	07940519545
Admin	Marie Fonseca	020 8997 8691	07790781204
School Secretary	Joyce Millar022		07784144056
School First Aid Co-ordinator	Joyce Millar		07784144056
Chair of Governors	Alan Gillett	020 89973858	07770810574
School Site Manager	Neil Bryan	020 89971583	07982899719

Headmistress, Deputy Head and Head of Early Years will work together on any callout and decide who in addition may be required. The use of Clarion Call will be considered but in addition, the school has its own group email and text contact with staff and parents.

List of Services:

Service	Provider	Telephone Number	Account Number
Police	Ealing	020 8246 9575	
Gas Emergency	National Grid	0800 111999	600055632
Water	Thames Water	08003169800	69745 88162
Electricity	British Gas	03301000222	601129537

Reviewed September 2018
Anna Evans