

# Wyton on the Hill Critical Incident Management Plan

This pack contains:

- details of the critical incident management team,
- procedures for cascading of information to staff,
  - contact information for all agencies
  - and up to date floor plans of the building.



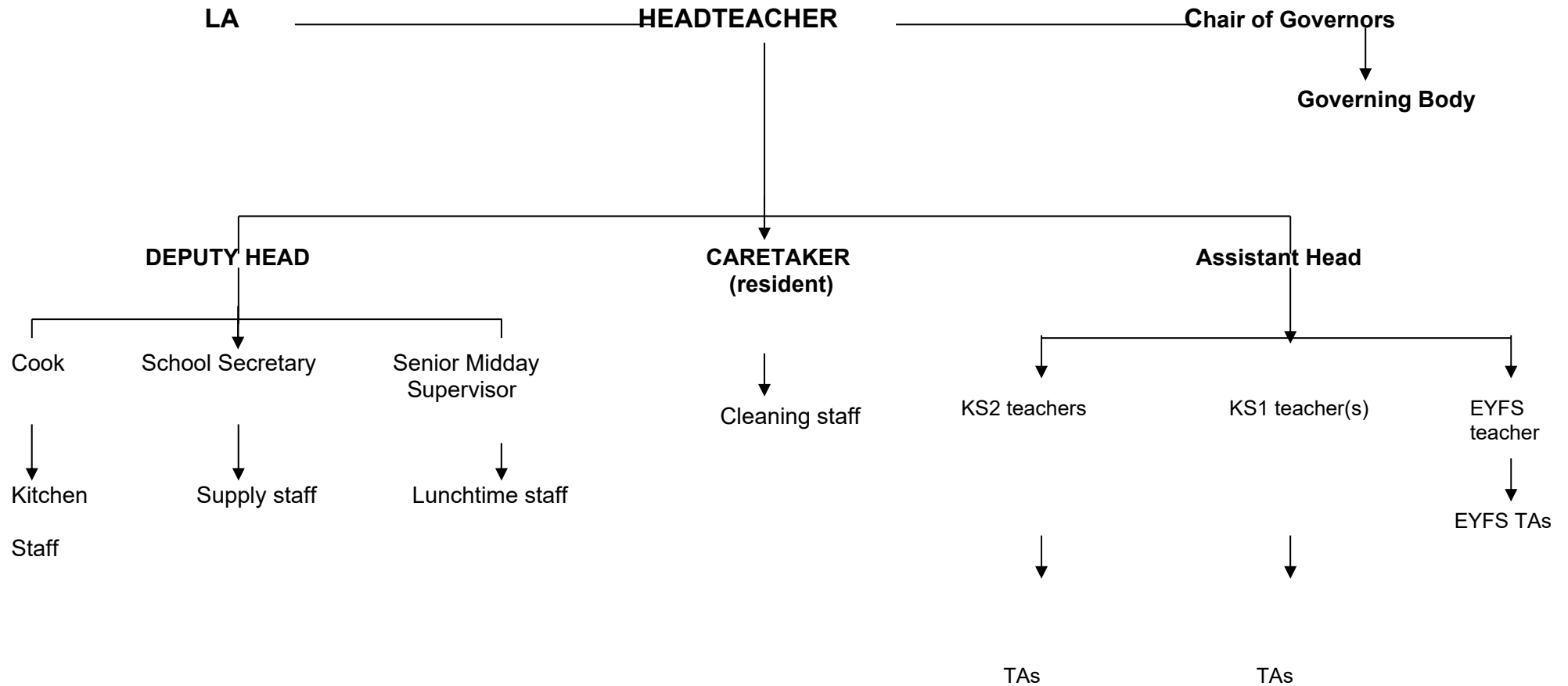


## Contents



1. Critical Incident Management Team & Cascading of Information
2. Time Plan
3. Telephone Tree
4. Template for Responding to a Critical Incident 1: issues to be dealt with as soon as possible
5. Template for Responding to a Critical Incident 2: Communication
6. Template for Responding to a Critical Incident 3: Issues to be dealt with as soon as possible
7. Template for Responding to a Critical Incident 4: Supporting people involved – action extending over time
8. Template for School Critical Incident Log
9. LA Services Directory

# 1. Critical Incident Management Team & Cascading of Information



The Critical Incident Management Team (CIMT) shall consist of:

- The Head teacher
- The Deputy Head teacher
- The Assistant Head
- The School Secretary
- The Caretaker
- The Chair of Governors

In the event of one or more of these people being unavailable, additional CIMT members should be nominated by the Head teacher or Chair of Governors to ensure that the burden of responsibility does not fall too greatly on the others.

## 2. TIME PLAN

Task	Time Scale
Obtain as much factual information as possible at start of crisis.	Immediate
<i>Alert Headteacher. Headteacher to alert the CIMT, Education Officer/LA.</i>	Immediate
Convene meeting of the Critical Incident Management Team.	Immediate
Start the incident log.	Immediate
Make arrangements for handling the media in liaison with Education Officer/Press and PR.	Immediate
Carry out quick appreciation of immediate response required.	Within first hour
Select and set up control arrangements – decide roles and responsibilities of CIMT.	Within first hour
Communicate details of the incident to staff, pupils, governors and parents as appropriate.	Within hours if practicable
Inform pupils in a sensitive way – small groups if appropriate.	Within hours if practicable
Arrange a debriefing meeting for staff involved in incident.	Before leaving school
Arrange a debriefing for pupils involved in the incident.	Before leaving school

***Even when the incident has ended, arrangements to return the school to normal could go on for some time.***

Facilitate support for high-risk pupils.	Next few days, could go on longer
Funerals, rituals and memorials.	Next few days

Decide/agree a range of response and support measures. These have potential to run for many weeks/months.	As soon as possible
Suggested reading and other resources.	As soon as possible
Review and revise plans in light of experience.	As soon as possible

## 4. RESPONDING TO A CRITICAL INCIDENT 1: Issues requiring immediate action

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Gather information	<ul style="list-style-type: none"> <li>• What happened/where/when.</li> <li>• How many involved; who are they?</li> <li>• Name and contact numbers of adults at location of incident.</li> <li>• Details and location of injured (severity, name of injured and supervising adult(s) name(s) /contact number).</li> <li>• Details and location of non-injured names, and supervising adult(s) name(s) /contact number.</li> <li>• Has anyone else been informed e.g. Emergency Services, Education Officer (what were they told?).</li> <li>• Ensure Education Officer/LA and Chair of Governors are informed.</li> </ul>	Begin Critical incident log - details page					
2. Call a meeting of the Critical Incident Management Team (CIMT) for briefing	<ul style="list-style-type: none"> <li>• Assign tasks and ensure each individual knows what is expected and logs their action on a central log of events record sheet.</li> <li>• Consider whether you may need to close the school.</li> <li>• Identify a member of CIMT as the person to co-ordinate information.</li> <li>• Consider communication to school staff/pupils/community.</li> </ul>						
3. Establish a base for CIMT (this may be off school site) to operate with dedicated phone use  Preferred sites, if appropriate / available <u>On site</u> : School office (2 phonelines) <u>Off site</u> : WOTH Information Centre	<ul style="list-style-type: none"> <li>• CIMT to agree a statement for all incoming calls, which can be managed by properly briefed staff or via informative answer phone messages where not all school lines can be operated personally (e.g. after school hours).</li> <li>• CIMT to brief personnel having direct links with public/media (factual brief statements only). (Discourage any speculative discussion; route all press enquiries to County Press Office in the case of a serious incident.).</li> <li>• Establish press release in conjunction with the County Council Press Office.</li> <li>• Ensure telephone line(s) or mobile phones for outgoing calls available.</li> </ul>						

	<ul style="list-style-type: none"><li>Action the 'telephone cascade' for staff and governors [where appropriate] to keep information flow fast and accurate.</li></ul>						
--	--	--	--	--	--	--	--

Remember in most cases the first point of contact for the school will be the Education Officer who will act as your key contact with the LA. (See page Directory of LA Services)



## 5. RESPONDING TO A CRITICAL INCIDENT 2: Communication

Action Point	Guidance Note	CIMT Action	Personnel	Done	Who by	Time	Comment
➤ Contact families whose relatives (children and adults) are or may be involved	<ul style="list-style-type: none"> <li>Should be done quickly and with great sensitivity, preferably by a CIMT member – but remember it is the responsibility of the police to notify next of kin in the event of a death.</li> <li>Consistency of information is essential, therefore use agreed statement and most up-to-date information from your contact adult on the site.</li> <li>Try not to leave messages or use extended chains of communication.</li> <li>Establish a reception base for concerned relatives coming to the school. Think carefully about the siting of this base (access phone/internet etc).</li> <li>Ensure people who can comfort and inform relatives staff this. Maintain direct contact with this base.</li> </ul>						
➤ Prepare general information for all parents/staff/governors	<ul style="list-style-type: none"> <li>If you have concerns about issues of legal liability or the likelihood of police action, any further information should be drafted with the help of the appropriate Education Officer. S/he can check with relevant agencies before letters are issued to the wider school community.</li> <li>Information should be simple, factual, express sympathy, concern, and should indicate when further information may be offered.</li> </ul>						
➤ Briefing school staff and governors	<ul style="list-style-type: none"> <li>Ensure CIMT have a schedule to brief staff on a regular basis.</li> <li>Ensure all staff (teaching and non-teaching) and governors are discouraged from speaking to the media. This responsibility should be referred to a named person in the team and/or the County Press Office.</li> </ul>						
➤ Briefing pupils	<ul style="list-style-type: none"> <li>Usually best managed in class or tutor groups by adults best known to the pupils. The agreed statement can then be delivered in a way that is age-appropriate to the group.</li> <li>A large gathering can generate hysteria, which can become a management problem in itself.</li> </ul>						

➤ Briefing the media	<ul style="list-style-type: none"> <li>By contacting the County Press Office at the earliest opportunity colleagues can liaise swiftly to direct press interest away from the school and CIMT, who have enough to arrange initially.</li> <li>The County Press Officer can act as the local agent for media enquiries and</li> </ul>						
----------------------	--	--	--	--	--	--	--

	<p>can enable you to continue to manage the internal situation. Keep the Press Officer well briefed at all times.</p> <ul style="list-style-type: none"><li>• Even if you have good links with local media, it is essential enquiries be directed to the County Press Officer.</li><li>• If you have training sessions for CIMT on a regular basis, you may wish to invite a member of the County Council Press Office.</li></ul>						
--	---	--	--	--	--	--	--

## 6. RESPONDING TO A CRITICAL INCIDENT 3: Issues to be dealt with as soon as possible

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Ensure continuing support for needs of pupils, staff and relatives of those involved in the incident is planned	<ul style="list-style-type: none"> <li>● A member of CIMT is identified as having responsibility for ensuring continuing support.</li> <li>● Your Education Officer may have mobilised help from a variety of agencies able to offer support and counselling to those immediately affected: <ul style="list-style-type: none"> <li>- Educational psychologists</li> <li>- Experienced counsellors</li> <li>- Social Workers</li> <li>- Child protection staff</li> <li>- Civil Protection Team</li> <li>- Locality teams</li> <li>- Area Directors</li> <li>- Property, Press and PR</li> <li>- Health and Safety</li> </ul> </li> <li>● You need to discuss likely continuing needs with relevant professional staff. Local religious communities may be able to contribute or take a lead in providing a longer-term focus for support.</li> <li>● You may want to make a detailed plan of who can offer types of support and for how long this can be continued.</li> </ul>						
2. Provide a focus for expressions of sympathy if appropriate. Refer to Bereavement Guidance in Managing Cambridge Schools (October 2006) for more detailed information	<ul style="list-style-type: none"> <li>● You may wish to place a table in the foyer or a vase of flowers, with a book for tributes/condolences. Sufficient space for items of remembrance may be helpful – the public and the school community may wish to place flowers or other tributes which can block fire exits or emergency service access points if not managed.</li> <li>● It may be more appropriate to negotiate a location away from school, i.e. church or public building.</li> </ul>						
3. Further information Bulletin	<ul style="list-style-type: none"> <li>● In your statements to the press and letters to the wider school community, you should indicate when you expect to be able to give more information. Try to honour this even if the update is very limited. You will create tension or possibly aggravate recipients of your information if your timescales are not adhered to.</li> <li>● Clear your letters and statements with the County Press Officer and</li> </ul>						

	Police if necessary.						
--	----------------------	--	--	--	--	--	--

## 7. RESPONDING TO A CRITICAL INCIDENT 4: Supporting people involved – action extending over time

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Share information and advice about what has happened (this will apply immediately but will continue)	<ul style="list-style-type: none"> <li>All staff will need information about what has happened.</li> <li>Staff should be advised about how to talk to and support children.</li> <li>Information should be provided for staff on counselling available to pupils and to themselves.</li> <li>Parents may need information and advice on supporting and getting help for their children.</li> </ul>						
2. Acknowledge the consequences of the event on the school's community, their reactions and feelings	<ul style="list-style-type: none"> <li>The incident may cause stress throughout the school.</li> <li>Acknowledge openly that the incident may affect people (children and adults) emotionally in different ways and at different times.</li> <li>Recognise that the behaviour, concentration and performance of children and adults may change.</li> <li>Recognise that not all staff will feel able to support others.</li> <li>Be aware of staff who are taking the brunt of supporting others, and ensure that they, too, receive support.</li> </ul>						
3. Provide opportunities for pupils and staff to express personal reactions (immediate and continuing need)	<ul style="list-style-type: none"> <li>Pupils should be encouraged to talk about their feelings in class, smaller groups, or individually, with active listening.</li> <li>Some pupils may show signs of needing support beyond the staff's competence or confidence. Extended counselling should be identified (with parental permission).</li> <li>Staff closely affected by the event should have opportunities for debriefing and counselling if they require it.</li> <li>Staff responsible for managing the critical incident should be offered supervision and relief.</li> <li>Some adults and children may need therapeutic help for an extended period after the event.</li> </ul>						

<p>4. Consider the overall response of the school</p>	<p>The CIMT may need to consider:</p> <ul style="list-style-type: none"> <li>● Attendance at a funeral. (It will not normally be appropriate to close the school.) Discuss attendance with the Education Officer.</li> <li>● Visit(s) of staff/children to hospital.</li> <li>● Expressions of sympathy to families affected.</li> <li>● An assembly or service to mark the event.</li> <li>● A memorial in the school or school grounds. It is advisable to consider this carefully and ensure full consultation with all parties.</li> </ul>						
<p>5. Re-establishing normal routines</p>	<ul style="list-style-type: none"> <li>● Normal routines should be established as soon as possible as these provide security and stability at a time of stress and/or emotional upheaval.</li> <li>● Bear in mind the need to create time and space for thinking and grieving about the event.</li> <li>● Pupils should be encouraged to resume normal attendance.</li> <li>● Children who cannot attend school due to injury or distress may need other ways of maintaining the contact with the school and school personnel.</li> <li>● Consider how/when personal effects of deceased pupils should be removed.</li> </ul>						



## 8. SCHOOL CRITICAL INCIDENT LOG

INCIDENT: .....

Date/ Time	Details of Incident	Action Taken	By Whom



## 9. LA Services Directory



LA SERVICES	SUPPORT PROVIDED	Phone	Fax
Education Officer	The Education Officer, in conjunction with the school, will determine whether an incident is critical, and will act as a key contact between the school and internal and external support agencies, mobilising and co-ordinating resources as required. Specific support services involved may include:	Work: Home: Mobile:	
Educational Psychology	Can provide immediate support and counselling to pupils if considered appropriate	Hunts Team: 01480 375276 Cambridge City: 01223 717666 East Cambs: 01223 717666	01480 375275 01223 718179
Counselling Service (Staff)	Can provide limited medium-term support for staff – accessed via Human Resources Team.	Joyce Fenton: 01223 717925 Heather Fell: 01223 718597	
Personal, Social & Health Education (PSHE)	Can advise and support schools in the context of an incident, particularly in terms of appropriate responses with the whole school community.	01480 375171	01480 375170
Buildings and Capital (formerly Education Property)	Emergency support in the case of major emergencies, i.e. fire, floods, etc.	Buildings and Capital Manager 01223 717361	01223 717019
Child Protection Team	Provides support, training and guidance on child protection issues.	01223 712096	01223 712097
Civil Protection Team	Emergency planning, staff training, emergency exercises, control and co-ordination centres.	0845 045 5219	01223 717623
Education Welfare Team	As well as a school attendance brief the service has other responsibilities in relation to school-age employment, children in entertainment, home education and child protection. Access is available through the locality teams.	Cambridge (01223) 566756 Huntingdon (01480) 375509 Fenland (01354) 661736	Fax: (01223) 712570 Fax: (01480) 388549 Fax: (01354) 661768
Risk Management including Insurance and Health & Safety	Telephone helpline on Health & Safety matters. Accident reporting and recording service (liaise with Property). Management Insurance – Risk Management: This service is part of the Risk Management Division within Cambridgeshire	01223 717399 (Health & Safety)  01223 717267 (Insurance)	01223 717246  01223 717485



	County Council. Provides advice on claim handling and settlement, insurance cover etc.	01223 717259 (Risk Management)	
Legal Services	Provide comprehensive legal advice	01223 717439	01223 717074
Press and Public Relations	In the event of a major incident the Press and PR team are available to come to the school to manage excessive media attention on behalf of the school's head teacher. The Press Officer will also help in less serious incidents in the drafting of press releases and liaising with media.	01223 717627 01223 717670	01223 717192 01223 467640
Property & Procurement	Provides technical advice and support on all property-related matters including building projects, Devolved Formula Capital, Premises Plans and Health and Safety.  School Property Provider: Strictly Ed (Roy Neesom)	Jim Harris Partnership & Procurement Management (Maintenance) Mob: 07876 790958  John Bartram (Maintenance Manager) Mob: 07818 455837	01223 717865
Education Transport	This service arranges education transport for primary, secondary and special needs. Can provide CRB checked staff and licensed vehicles, including specialist vehicles.	Education Transport Manager 01223 714189 07769 742160	
Social Services Children's Team	Provides an Information Service (e.g. emergency accommodation), support and counselling.  Cambridge City & South Cambs Team: South Fenland & East Cambs Team: N West Cambs Team: St Neot's Team: N Fenland Team:	01223 718211 0845 045 5203 0845 045 5203 0845 045 5203 0845 045 5203	01223 718212 01480 376748 01480 376748 01480 376748 01480 376748
Police Headquarters	Hinchingbrooke Park, Huntingdon, PE29 8NP	01480 456111	
Hospital	Hinchingbrooke Health Care NHS Trust, Huntingdon: Addenbrookes Hospital, Cambridge (A & E Unit): Peterborough District Hospital: Queen Elizabeth Hospital, Kings Lynn:	01480 416416 01223 217118 01733 874000 01553 613613	01480 416561 01223 217057 01733 874001 01553 613700
CAMH	Mental health/training in bereavement support	01480 415300/331	01480 415393
Cambs & Peterborough Health Protection Team	Kingfisher House, Huntingdon, PE29 6FH	01480 398607	01480 398684

Education Personnel Management Ltd	Are able to advise on pay and pension issues in the event of a bereavement for schools subscribing to their service. Other personnel providers should be able to assist for those schools not using EPM Ltd.	01480 431993 (If you are not with EPM you need to check individual personnel provider's number)	01480 431992
Diocesan Office	Church of England - The Rev'd Canon Tim Elbourne Roman Catholic - Mrs Julie O'Connor	01353 652711 (or 652724) 01508 495509	01353 652700 01508 495358