

St Anne's Fulshaw CE Primary School

Critical Incident Plan and Financial Recovery System

Approved by:



Headteacher

Approved by: _____

Chair of Governors

Date: 05.05.21

Review Date: Summer 2022

Policy Statement

St Anne's Fulshaw CE Primary School is totally committed to ensuring that, in the event of a major incident, the school will provide a high level of care and education for its population.

The Director of Children's Services and Chester Diocese will be informed immediately if this plan comes into effect (Jacky Forster on 01606 271504 / Chris Penn on 01928 718834).

The Headteacher and the Governing Body of St Anne's Fulshaw CE Primary School are responsible for annually reviewing the Plan and identifying areas of weakness.

The school is responsible for updating relevant sections of the Plan on a regular basis.

The Governors of the school uphold the LA's Managing School Emergencies advice.

Definition

A major incident may be defined as a physical incident or psychological trauma that has a severe immediate impact and likely long-term effect on pupils, staff, governors or parents.

It may involve significant threat, damage or injury to property and /or individuals.

Aims

1. To minimise educational and administrative disruption within school
2. To maintain a duty of care
3. To enable normal working to be resumed in the shortest possible time

Objectives

1. To ensure control is established at a senior level within school at the critical early stages of a major incident situation
2. To provide the Director of Services with a detailed list of actions to cover the initial period following a major incident, up to and until the repaired or rebuilt premises are reoccupied

Preamble

It is impossible to predict when a major incident may occur or what form it may take, but the following may be considered as examples:

- Fire or flood to buildings and contents
- Death, accident or assault to members of staff or pupils
- Natural major incident within the local community
- Terrorism
- Missing Person(s) /abductions

The Major Incident Policy and Plan cannot cover every aspect of recovery from a major incident.

Occurrences may arise which cannot be for-seen or considered.

The major incident may occur during the school day, during the evening, during the school holidays or on a school trip.

Dealing with a 'low incidence, high consequence' emergency will always be a challenge, and the amount of preparation which is reasonable should always be balanced against an assessment of risk.

To be prepared for one eventuality is to be prepared for all.

It is important that the incident policy is easily understood and swings into action immediately.

The following must be remembered in relation to the incident policy:

- that it is followed as closely as possible;
- that designated personnel understand their tasks and are competent to carry them out;
- that other people do not take unilateral actions;
- that consideration and sensitivity is shown by all;
- that pupils, staff and parents are protected from press intrusion;
- that normal business be resumed as soon as possible;
- there is a realisation that total recovery may take a long time.

The Major Incident Recovery Team (MIRT) has responsibility for ensuring that procedures are properly addressed at times of high emotion and that if the Headteacher is the subject of the incident then the response mechanism should proceed effectively. If the incident involves legal action, a precise response to the incident should be known and is able to be verified by more than one person.

The Major Incident Recovery Team (MIRT):

| Name | Position in School | Role during incident |
|--------------------------------------|--------------------|---|
| Ms Clare Daniel | Headteacher | <ul style="list-style-type: none"> • Leader of plan • Designate roles and responsibilities • Liaise with emergency services • Co-ordinates from school • Informs LA of incident |
| Mrs Penny Thomas | Deputy Headteacher | <ul style="list-style-type: none"> • Assist leader • Acts as leader if leader is not present • Assist at site of incident if not occurred on school premises • Liaise with emergency services at incident site |
| Mrs Jacky Chapman / Mrs Sharon Dale. | Senior Teacher | |
| Mrs Wendy Clark | Admin Officer | <ul style="list-style-type: none"> • Assist leader • Remain at school • Inform parents /relatives • Liaise with emergency services • Contact relevant outside agencies • Organise administration – in the event of IT equipment theft or failure. |

All members of the major incident recovery team must:

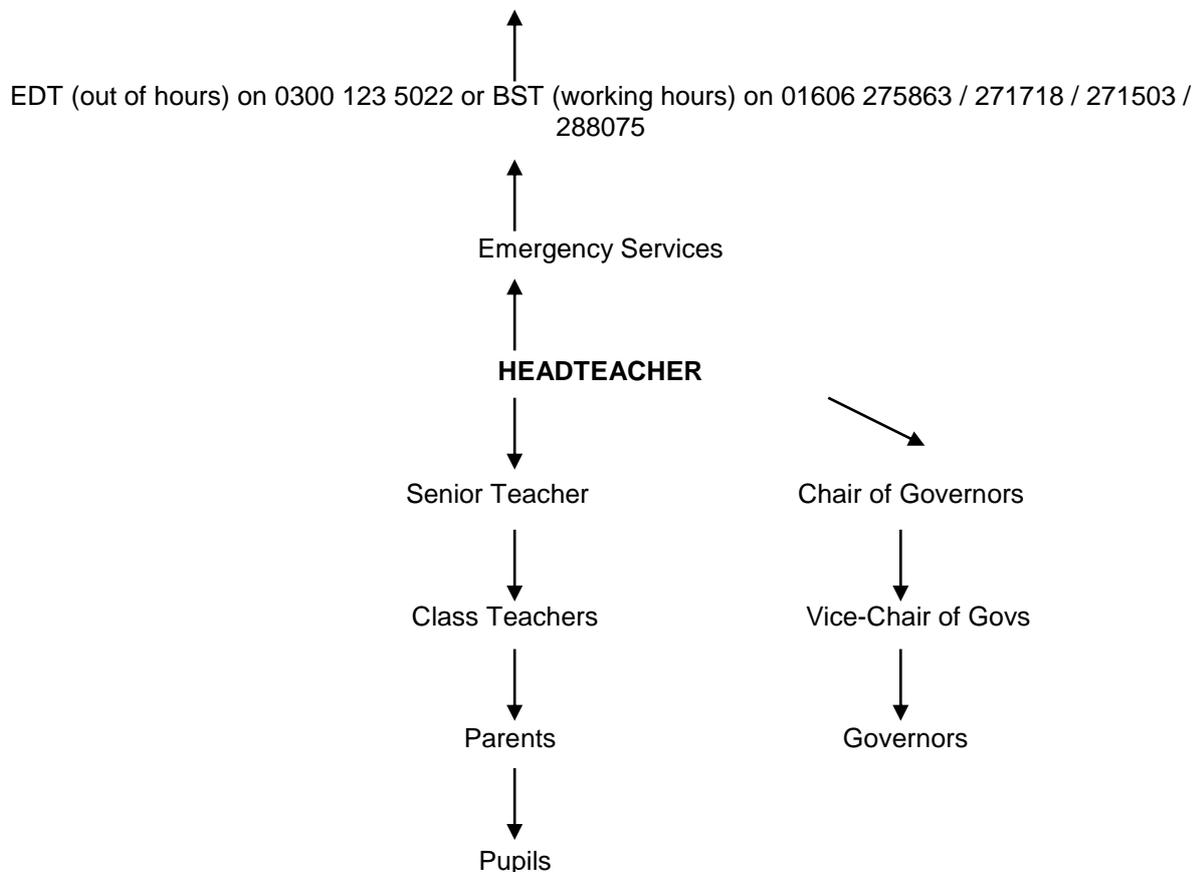
Ensure the following information is held within school and duplicated off site, and that it is kept up to date, with senior staff knowing how to access it:

- A copy of the Major Incident Kit and Policy at home and at school
- A list of pupils names, addresses, contact numbers, mobile numbers and known medical conditions;

- A list of staff names, addresses, contact details and mobile phone numbers.
- A list of the Governing Body's addresses, contact details and mobile phone numbers
- A list of local emergency services contact numbers
- A list of LA contact numbers for emergency use
- A list of LA numbers for dealing with the press and media.
- A detailed site plan for the school buildings and grounds.
- Site plans indicating evacuation routes, fire exits, fire alarm sites, isolation points, assembly points, fire extinguisher points, storage areas for flammable and hazardous products.
- Information to cut off gas, electricity and water.
- Details for contacting the utility services.
- Keys to all doors and security passes where applicable.
- Details for agreed meeting point for emergency services
- Checklists with details for dealing with crisis events
- A named person in school with responsibility for dealing with the media, updating the plan, keeping the inventory up to date and off site, keeping back up procedures up to date.
- A programme for testing the plan with arrangements, and also the follow up procedure for monitoring and evaluating such a test.
- Actions to be taken by person receiving the call about an off-site emergency affecting the school.

CRITICAL INCIDENT CASCADE OF CONTACTS

Other LA contacts (selective according to situation) – Property related incidents 01606 686888



EMERGENCY ACTION LIST

ACTION BY HEADTEACHER

Stage 1 – Initial Actions

- Open, and continue to maintain, a personal log of all factual information received, action taken, and the time of those events – using the Cards as prompts.
- Make every attempt to clarify what has happened.
- Then consider whether incident requires involvement of 'Local Authority Support Team'. NB it is requested that initial contact be always made with the Local Authority in emergencies in case they have wider significance.
- If so, contact one of the single point contact numbers listed on page 4.
- Establish whom they will contact. Check this includes the Education Committee Chair.

If during term time:

- Unless there is overwhelming pressure, avoid closing the school and endeavour to maintain normal routines and timetables.
- If the incident does attract media attention, you are likely to be inundated with requests for interviews and statements. Try to postpone media comment until after the LA's PR Officer has arrived or you have discussed arrangements with the PR Officer on the telephone (who will be part of the 'Local Authority Support Team'). If you cannot, see Appendix 1 for some key points to remember.

If outside term time (or outside school hours)

- Arrange for:
 - The Caretaker to open certain parts of the school as appropriate and to be available (and responsive) to requests.
 - Immediate School Administration support.
- Think about what you are wearing when you go into school, in case you are unavoidably drawn into a TV interview.

NB: It is especially important that if names of those who may have been involved in the incident are known **DO NOT RELEASE – OR CONFIRM** – them to anyone before those identities are formally agreed and parents are informed.

- If deputising for the Headteacher, try if possible to contact and brief him/her.
- Inform Chair of Governors:
 - Of incident and, if appropriate, of involvement of 'Local Authority Support Team'.
 - They should standby to be available for interview by the media.
- Call in the designated staff members to form the 'Critical Incident Management Team', and nominate one as the on-site coordinator to oversee that team on your behalf.
- Be prepared to receive many telephone calls.
- Recognise the relevance of multi-cultural and multi-faith factors in the response.

Stage 2 – Once established

Brief staff member acting as on-site coordinator to oversee the following:

- If 'Local Authority Support Team' has been activated, arrange for on-site facilities for the team.
- Agree appropriate identification of staff by using badges.
- Expect to see identification of Local Authority Support Team Officers.

- Set up arrangements to manage visitors – arrange for their names to be recorded on the attached Cards.
- Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls, by ensuring:
 - Sufficient help is available to answer the many calls that could be received (The Local Authority Support Team will be able to assist with a help-line.)
 - Staff maintain records of all calls received.
 - Brief, but up-to-date prepared statements are available to staff answering phones.
 - Media calls are directed to the LA's PR Officer.
 - Care is taken when answering telephone calls.
 - An independent telephone is made available for outgoing calls only– a mobile phone can be useful – but remember such messages can be readily intercepted.
 - Telephone staff are reminded that some calls could be bogus.
- To arrange for **ALL** staff – not just teaching staff – to be called in and, if necessary, briefed at an early stage. (Subsequent briefings say 2 per day for 10 minutes, should be arranged.)
- To be aware of how colleagues are coping.
- To arrange for all pupils to be told, in simple terms, at an early stage (ideally in small groups and initially by class teachers wherever possible).
- To brief CIMT to discourage staff and pupils from speaking to the Media.
- To arrange, if appropriate, for CIMT to each have a copy of the Next-of-Kin list.

Parents

- If pupils are involved, the contacting of parents will be an important early task (remember if it is a major Incident, the parents may well have already heard). It may be appropriate to ask the parents to come to the school for a briefing and support. This will need to be done with the utmost care.
- Maintain regular contact with parents.
- If incident away from school seek Police advice whether parents should travel to the scene, or whether children should be taken home.
- Consider sending a letter to all parents to include brief details of the incident, current situation, impact on the school, (ie closure period, partial relocation, etc), expected duration of temporary arrangements, contact points for further details.

Staff

- Remember to have regular breaks, and advise others to do so.
- Maintain regular contact with staff (Teachers and office staff). Make a point of seeing that all staff involved know each other's roles and responsibilities.
- Always try to think of something positive to say to staff and respond positively to ideas and suggestions.
- Be available to see staff when required.
- Remember some members of staff may be so affected that they will not be able to help in supporting children.
- Recognise also that if the burden of dealing with the situation falls disproportionately on a small number of staff, they too could need professional support.
- If incident is away from school, try to dissuade shocked staff from driving parents to the scene.

'Local Authority Support Team'

- Maintain liaison with 'Local Authority Support Team' Senior Officer for duration of Incident.

Stage 3 – Period following the close of the incident

- When appropriate, seek advice from Local Authority Support Team and local clergy contact on special assemblies/funeral/memorial services.
- Prepare joint report with named Senior Officer for Director of Children's Services
- Arrange for a member of staff to make contact with any pupils either at home or in hospital.
- Make sensitive arrangements for the return to school (as appropriate).

Stage 4 – Longer term issues

The effects of some incidents can continue for years. Thought will need to be given to:

- Work with staff to monitor pupils informally.
- Clarify procedures for referring pupils for individual help.
- Be aware that some staff may also need help in the longer term, ie stress counselling for staff.
- Recognise and if appropriate mark anniversaries
- Remember to make any new staff aware of which pupils were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Remember if the incident does attract media attention, it is likely that interest will continue for many weeks.
- Be aware of needs of parents and pupils, i.e. stress counselling.

EMERGENCY ACTION LIST

ACTION BY CRITICAL INCIDENT MANAGEMENT TEAM

Stage 1 – Initial Actions

- Obtain full facts of incident from Headteacher.
- Open and continue to maintain a personal log of information received, actions taken and the time of those events.
- Assist, where appropriate, in assessing the emotional needs of the staff and pupils. Coordinate rapid action to sensitively inform staff and pupils to provide appropriate support.
- Assist class teachers who will undertake classroom briefings.
- Arrange special groups for very distressed pupils.

Stage 2 – Once Established

- Work under guidance from school on-site coordinator, assist Headteacher.
- Work with LA support team the Headteacher and school on-site coordinator as directed.

Stage 3 – Period Following Close of the Incident

- As above.

ACTION BY ADMINISTRATION STAFF

Stage 1 – Initial Actions

- Obtain full facts of incident from Headteacher
- Open and continue to maintain a personal log of information received, actions taken and the time of those events – using CIMT Cards.

- If coming in from home, remember to bring useful items, such as any keys needed.

Stage 2 – Once Established

- Under guidance from school on-site coordinator, assist the Headteacher. Work with LA support team, Headteacher and school on-site coordinator as directed.
- Remember the School Office is likely to be the first point of contact for visitors, so exercise caution in making comments.
- Concerning incoming telephone calls:
 - Take especial care when answering telephone calls early on
 - Maintain a record of calls received
 - Only give out information from prepared statements that will be made available
 - Remember that some calls could be bogus

Stage 3 – Period Following Close of the Incident

- As above

In the event of the administration IT equipment being stolen or a major failure occurring.

There are teacher laptops in the school which would be used in an emergency. The admin officer would contact the ICT helpdesk to organise access to the files via the laptop. They would install all files using the latest cloud back up. This would ensure continuity of administration tasks being carried out.

INFORMATION AND ADVICE WITH REGARD TO EMERGENCY EVACUATION OF THE SCHOOL

Alarm Fire bell ringing with continuous sound of bell.

Exit Instructions with regard to this are clearly displayed in all rooms.

Procedure On discovering a fire or in response to a bomb threat, the nearest fire alarm will be activated. It is normally the responsibility of the Administration staff to inform the fire brigade. On hearing the alarm, pupils and staff will immediately walk quietly (without running) via the fire exits to the assembly area on the playground. A secondary evacuation point will be used, should it be unsafe to be in the immediate proximity of the building. This is the far end of the school field by the fence bordering houses on South Oak Lane.

If possible, shut windows on vacating rooms. Ensure all doors are closed.

No electrical apparatus should be disconnected or touched.

APPENDIX 1

Points to note with media interviews

- Prepare an **agreed, factual statement, in consultation with LA** public relations and press officers. Express sympathy for those involved in the incident. Consider a message for the community. **Do not speculate.**
- If you are contacted by the media, allow yourself **time to consider** a response Do **not give off-the-cuff answers**. Arrange a time to ring the reporter back – no more than 20 minutes later – and **keep to the appointment.**
- Prepare and rehearse your answer.
- **Confront the truth.** Take care with the words used.
- Consider the **facts** to be given. What happened? Who was involved? Where were they? Who were the adults on site? How many injured? Extent of injury? Where are the injured? Who is the adult in charge? Where are the uninjured? Who is looking after them?
- Outline the **measures being taken** to help those distressed, especially the students in school.
- **Tell it your way.** Have your own agenda. **Think sound bites** – try to focus on a **maximum of three facts**. Use 'thinking time' and introductory phrases such as, "To put this in context" "Your viewers will want to know"
- **Do not speculate.** Beware also of questions such as "Wouldn't you agree that?" And "I'm told by one of your colleagues that ..."
- Do not reply to why and how questions. Do not bluff or lie.
- Do not make off the record comments or say 'No comment'. Explain yourself.

Remember that TV enables viewers to make instant judgements. 90% of the impression made is made in the first five seconds. Decide how you want to come across – think image/colours/appropriateness of dress. Consider your voice: how to say things and how they may come across to viewers. Choose the location for the interview

IMMEDIATE INCIDENT CHECKLIST – PEOPLE RELATED

Major incident involving people

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|--|
| • Death of a pupil or member of staff |
| • Abducted /missing pupil |
| • Assault causing serious injury |
| • Transport incident involving school visit /journey |
| • Communicable Disease |
| • Food poisoning |

Death of a pupil or member of staff on site

| Action | Action Taken |
|--|---------------------|
| Withdraw the pupils to a secure controlled area | |
| Secure site i.e. electricity, gas, water etc if due to an accident | |
| Contact emergency services | |
| Inform next of kin | |
| Inform MIP leader | |
| Notify LA | |
| Inform Chair of Governors | |
| Ensure safety /welfare of other pupils and staff | |
| Complete accident book | |
| Investigate circumstances | |

Abducted /missing pupil

| Action | Action Taken |
|---|---------------------|
| Inform MIP leader | |
| Inform police | |
| Notify next of kin | |
| Notify LA | |
| Attend to emotional welfare of pupils and staff | |
| Notify Chair of Governors | |
| Update school registration details | |

Assault causing serious injury

| Action | Action Taken |
|---|---------------------|
| Administer first aid and contact emergency services | |
| Secure site for investigation | |
| Inform MIP leader | |
| Inform next of kin | |
| Inform CYPS | |
| Inform Chair of Governors | |
| Complete serious incident forms | |
| Ensure safety /welfare of pupils and staff | |
| Inform Police | |

Transport incident involving school visit /journey

| Action | Action Taken |
|--|---------------------|
| Establish the nature and extent of the incident | |
| If an injury – assess injury (preferably by first aider) | |

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|--|--|
| Contact emergency services | |
| Ensure all other members of the group are accounted for | |
| Ensure all other members are safe from danger and looked after | |
| Inform MIP leader – giving full information of incident | |
| MIP leader to oversee situation from school | |
| Confirm hospital details | |
| If serious incident inform LA | |
| Complete the County Accident Form (PRIME) | |
| Inform Chair of Governors | |
| Make arrangements for return of group to base or home | |
| Contact place of visit and inform them of the situation | |
| Obtain a police report | |
| Obtain insurance information | |

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| Communicable Disease - only classed as an outbreak if more than one case |
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Macclesfield Hospital informs school if a pupil is known to have contracted a communicable disease.

| Action | Action Taken |
|--|--------------|
| Inform MIP leader | |
| Contact and liaise with Health & Safety Department within LA | |
| Contact School Nurse | |
| Inform Chair of Governors | |
| School nurse and /or LA to advise re: letters to parents | |
| Attend to emotional welfare of pupils and staff | |

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|---------------------------|
| Notifiable Disease |
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| Action | Action Taken |
|--|--------------|
| Inform MIP leader | |
| Contact and liaise with Health & Safety Department within LA | |
| Contact School Nurse | |
| Inform Chair of Governors | |
| School nurse and /or LA to advise re: letters to parents | |
| Attend to emotional welfare of pupils and staff | |

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| Food Poisoning |
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| Action | Action Taken |
|--|--------------|
| Inform MIP leader | |
| Identify who is affected and assess severity of the illness | |
| Continue observation of casualty or casualties | |
| Administer first aid as required | |
| Contact next of kin and advise hospital details | |
| Contact Health Team – Consumer Protection Department giving full information | |
| If serious outbreak inform LA | |
| Inform Chair of Governors | |
| Exclude affected people from school where necessary | |
| Identify cause of illness to avoid a reoccurrence | |

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| Absence of Headteacher/Deputy for extended period |
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| Action | Action Taken |
|---------------------------------------|---------------------|
| Inform LA | |
| Find supply teacher if required | |
| Check urgency of work | |
| Inform Primary Adviser if necessary | |
| Check financial management guidelines | |

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| Absence of School Administrator for extended period |
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| Action | Action Taken |
|---|---------------------|
| Inform LA | |
| Find supply admin | |
| E mail other local schools to find cover/help | |
| Check urgency of work | |
| Check office procedures | |
| Check financial management guidelines | |

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| Absence of Site Maintenance Officer for extended period |
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| Action | Action Taken |
|--------------------------|---------------------|
| Inform LA | |
| Contact relief Caretaker | |
| Check urgency of work | |

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| Intruder on the Premises |
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| Action | Action Taken |
|--------------------------|---------------------|
| Inform Headteacher | |
| Inform all staff | |
| Contact Police | |
| Warn other local schools | |

IMMEDIATE INCIDENT CHECKLIST – PROPERTY RELATED

Major incident related to property

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|--------------------------------|
| • Widespread structural damage |
| • Major fire |
| • Terrorist incident |

Evacuation procedures

| Action | Action Taken |
|---|--------------|
| Sound the alarm or use the bell | |
| Evacuate the premises | |
| All children to exit the school and line up in playground | |
| Secretary to give the teachers the registers | |
| Teacher in charge to do a roll call of each class | |
| Headteacher to inform when safe to re-enter the building | |

Widespread structural damage

| Action | Action Taken |
|---|--------------|
| Evacuate the premises | |
| Take a roll call | |
| Call emergency services | |
| Ensure MIP leader is informed | |
| Decide whether to keep pupils in school or send home | |
| Provide information to parents via phone /letter | |
| Inform LA | |
| Inform Chair of Governors | |
| Ensure no unauthorised persons gain access to the site | |
| Contact the DCS Premises Section for a structural Surveyor to assess damage/repairs | |
| Strictly control access to the damaged building | |

Major fire

| Action | Action Taken |
|---|--------------|
| Ensure safety of pupils, staff and visitors by following schools evacuation procedures – Option to move to the Secondary Evacuation Point | |
| Ensure MIP is informed | |
| Ensure safety and security of premises | |
| Staff /pupils must not be allowed to re-enter the building until emergency services allow them to do so | |
| Advise the LA /Insurance Department | |
| Contact the DCS Premises Section for a structural Surveyor to assess damage/repairs | |
| Close the school if necessary | |
| Advise the Chair of Governors | |

Chemical Leak

| Action | Action Taken |
|--|--------------|
| Inform all staff | |
| Stay indoors and close all windows and doors | |

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| Shut off ventilation system | |
| Take a register check | |
| Inform Headteacher / Bursar of any missing personnel | |
| Inform LA and await further advice | |

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|---------------------------|
| Terrorist incident |
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| Action | Action Taken |
|--|--------------|
| For bomb scares and gas leaks implement standard fire evacuation procedures – Option to move to the Secondary Evacuation Point | |
| Inform everyone that MOBILE PHONES MUST NOT BE USED | |
| Establish a safety point at a fair distance away from the school | |
| Ensure MIP is informed | |
| Inform Police | |
| Inform LA | |
| Inform Chair of Governors | |

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|-----------------------|
| Suspect Parcel |
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| Action | Action Taken |
|--|--------------|
| Do not explore or attempt to open the parcel | |
| Notify Headteacher | |
| Ensure MIP is informed | |
| Inform Police | |
| Inform LA | |
| Inform Chair of Governors | |

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| Theft or destruction of the computer systems |
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| Action | Action Taken |
|---|--------------|
| Inform LA | |
| Inform CE EARS | |
| Inform County IT if admin machine | |
| Obtain replacement | |
| Restore Management Information Systems from back up | |
| Change all passwords to protect data | |

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|-------------------------------------|
| No Internet/computer systems |
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| Action | Action Taken |
|---|--------------|
| Inform County IT helpdesk | |
| Check hub unit power system | |
| Arrange for technician to reinstate systems | |

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| No power/water to kitchen |
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| Action | Action Taken |
|--|--------------|
| Inform Cheshire Catering | |
| Either provide alternative food arrangements | |
| Cheshire Catering to bring food in | |

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| Heavy snow |
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| Action | Action Taken |
|---|--------------|
| Headteacher to contact Chair of Governors | |
| School to close due to heavy snowfall | |
| Inform radio stations | |
| Inform LA | |
| Local staff to go into work to telephone parents advising of procedures | |

Insurance Claim

| Action | Action Taken |
|---|--------------|
| School Administrator to contact CE EARS Insurance | |
| Asset register to be checked for items to be claimed | |
| Claim form to be completed | |
| Purchase of urgent items required – receipts to be kept | |
| Asset list to be revised | |
| Items to be added for asset register | |

ONGOING ACTION FOLLOWING A PROPERTY RELATED INCIDENT

- Ensure safety of pupils and staff
- Ensure all parents, staff and governors are informed of and are aware of incident
- Evaluate damage to building and likely disruption to the education process
- Ensure safe removal of hazardous materials and debris
- Identify welfare support of pupils and staff
- Review health & safety and security /fire prevention on site
- Review the accommodation needs of the school, including liaison with the LA and other local partner schools to secure temporary accommodation (this may include spare classrooms at Wilmslow High School or another larger local primary school, Church halls, use of the local leisure centre)
- Review catering arrangements with Cheshire Catering (this may include the use of another school's kitchens to prepare and distribute meals for pupils who are entitled to universal and income related free school meals during a period of disruption)
- Maintain communications with outside bodies
- Be involved in rebuilding and /or occupation of temporary premises
- Formalise the revised transport arrangements
- Prepare inventory to furnish alternative accommodation
- Inform other users of the premises
- Provide written information regarding the incident
- Hold a fire drill as soon as possible if new exit routes and assembly points are necessary
- Walk through the building to check fire escape requirements
- Reallocate parking space and pupil areas
- Hold briefing meeting with staff
- Ensure all utilities have been checked and are functioning correctly

- Exercise caution before using electrical equipment
- MIRT to maintain a brief Diary /Log of events and action taken.