St Faith's

Church of England
Infant and Nursery School

CRITICAL INCIDENT MANAGEMENT PLAN

Our inclusive St Faith's family strives to enable all to achieve their full potential and inspire a community of hope and friendship.
We seek excellence by ensuring a safe, respectful and flourishing learning community, where differences are celebrated and our genuine love and high expectations make a difference to all." Aspire not to have more, but to be more." (Oscar Romero)

Introduction

As a Church School, the distinctive Christian values of respect, compassion, trust, justice, friendship and community are promoted through the experiences we offer to all our pupils, to give pupils the knowledge, skills and understanding that they require to lead confident, healthy and independent lives. We promote the teaching and understanding of fundamental British values in order to prepare pupils for life in modern Britain. We positively teach the values of democracy, the rule of law, individual liberty, mutual respect for and tolerance of those with different faiths and beliefs and for those without faith. Teaching the fundamental British values helps the children to become informed, active and responsible citizens.

This policy outlines the purpose, nature and management of **Critical Incidents** in our school. It reflects the consensus of opinion of all members of staff. It is based on current practice and has the full agreement of the governing body. The implementation of this policy is the responsibility of the Head, teaching staff and support staff. It is our collective responsibility to raise awareness and that all policies are known, understood and used in an appropriate way.

The handling of a crisis is a normal part of school life, but some incidents are of a critical, overwhelming nature, and sadly in recent years there have been incidents, previously deemed unthinkable, which have occurred in UK schools.

An incident becomes a critical incident when it constitutes a serious disruption arising with little or no warning on a scale beyond the coping capacity of the school operating under normal conditions and requiring the assistance of the Emergency Services and/or Lincolnshire County Council and others. The incident or event may be unanticipated, imminent or in progress. It may occur on the school property, in the local community or out of the school area (e.g. on a school trip). It can be defined as any sudden and unexpected incident or sequence of events which causes trauma within a school community, and which overwhelms the normal coping mechanisms of the school.

This policy is our school's contingency plan designed to provide a framework for handling a critical incident. The formulation of this policy is intended to clearly define the roles, responsibilities and procedures to follow for school staff dealing with such an incident. All staff have an important role to play in supporting the emotional health and well-being of their school community and in maintaining control of the situation in school. Each critical incident is unique, and it is not possible to plan for every eventuality. However, any critical incident can be shocking and disorientating, so a prepared procedure is essential to ensure that the school's reaction is effective and efficient.

The details contained within this document will form the basis of the school's approach to such a crisis. Co-ordinated support will be available to the school from the LCC, and it will be practical to contact the LCC immediately. If the incident involves the police, they will take control of certain management issues.

A Critical Incident Management Team (CIMT) will comprise the following staff:
Headteacher (Team Leader) and Deputy Head teacher
Members of Senior Leadership Team, including the SENDCo
Caretaker, School Business Manager and Administrator
Chair of Governors, or other Health and Safety/Safeguarding Governor
Local vicar (if appropriate)

The School Business Manager will become the staff member responsible for the central information point. She will:

1. Ensure essential telephone lines are kept clear
2. Receive incoming calls
3. Deal with distressed parents by phone or in person
4. Keep a log of incoming and outgoing calls to ensure duplication is avoided

The SENCo (or Deputy Head) will become the staff member responsible for:

1. Dealing with distressed pupils
2. Supporting staff and pupils

The Headteacher (or Deputy Head) will become the staff member responsible for:

1. Preparing a statement (with advice from LCC)
2. Dealing with the media (with advice from LCC)

The Chair of Governors (or Vice-Chair) will become the member responsible for:

1. Be the principal governor contact during the incident (with advice from LCC)
2. Support the headteacher in difficult decisions (with advice from LCC)
3. Attend emergency briefings (with advice from LCC)
4. Coordinate governing body involvement (with advice from LCC)
5. Help plan the longer-term recovery phase (with advice from LCC)

Type of emergency/critical incidents which could affect St. Faith's Church of England Infant and Nursery School in or outside school are considered to be:

- Sudden death of pupil or member of staff
- Disappearance of a pupil or member of staff
- Death or injury of a pupil or member of staff on a school outing
- Severe injury to a pupil or staff member as a result of a road traffic accident
- Serious assault on a pupil or staff member in school
- Violent/disturbed intruder on school premises during the school day
- Serious damage to school building or property through fire, flood or vandalism
- An incident which affects access/egress for the school
- Civil disturbance, or terrorism in local community
- A more widespread emergency in the community e.g. release of hazardous substances, severe weather etc
- Pupil or member of staff with contagious illness
- Immediate evacuation of the school with no likelihood of return for a number of hours
- Death or serious injury of someone within close proximity of the school
- A pandemic that affects the whole country

Not all of these examples will require a full-scale response. However, plans must not overlook the long-term effects and wider consequence management issues that can arise during or following on from an incident. Children may, for example, suffer secondary losses which could also affect them, such as losing their home, belongings etc.

It is recognised that sometimes, critical incidents that take place at weekends or during school holidays can impact on the school. Any incidents of this nature that occur within the school premises will be initially referred to the caretaker, who will inform the Headteacher as soon as possible.

In the event of the need to evacuate the building the following actions will be taken:

1. Senior Leaders will assess the need to evacuate immediately, without taking belongings (e.g. for fire, arson attack, bomb threat etc) or to evacuate as soon as possible, taking belongings (e.g. loss of main utility etc).
2. If immediate evacuation is required, the fire alarm will sound, and pupils and adults will evacuate as per the fire evacuation procedures.
3. If less immediate evacuation is required, staff will be informed of what to do and where to meet by the member of staff allocated to this role.

4. In all instances, the school business manager and/or administrator will bring the pupil and staff emergency contact information, pupil evacuation registers, staff and visitor registers and a mobile phone.
5. In all instances, the staff will bring all pupil medication, and staff medication, where applicable.
6. Registers will be taken by staff and the administrator will check all staff and visitors are present.
7. A Senior Leader will direct actions as appropriate to the situation, for example, contacting emergency services, evacuating to another site e.g. Children's Centre, Junior School, Church Hall, notifying parents etc.

In the event of the need to <u>lockdown</u> the building e.g. in the case of an intruder or incident in the community, the following actions will be taken:

1. Senior Leaders will assess the need to lockdown immediately.
2. If possible, external doors in common areas and the front door will be locked immediately. The security screen to the office will be closed.
3. The school business manager and/ or administrator will call the emergency services immediately.
4. If immediate lockdown is required, a whistle will be blown in the corridors to signify a lockdown for adults. All classrooms have whistles, and they are also located in the common areas of the school. The whistle is 'passed on' by staff to others if there are those who may not have heard it e.g. connecting classrooms, Forest School.
5. Staff will immediately lock the external doors, close windows and close the internal doors. Blinds will be closed and the children asked to go under tables.
6. If less immediate lockdown is required, staff will be informed of what to do and where to meet by the member of staff allocated to this role.
7. In all instances, the staff will have at hand all pupil medication, and staff medication, where applicable.
8. If possible, registers will be taken by staff and the administrator will check all staff and visitors are present.
9. A Senior Leader will direct actions as appropriate to the situation, for example, further contact of emergency services, evacuating to another site e.g. Children's Centre, Junior School, Church Hall, notifying parents etc.

At the end of the policy there is an emergency contacts list – this will be reviewed annually and updated where necessary. The school's reaction to a critical incident can be divided into the following categories:

a) Before the Incident
b) During the Incident
c) After the Incident

Before the Incident

A critical incident management plan will be in place and reviewed annually by the critical incident management team. Lockdown practises will take place to ensure that children and staff know what to do in such an incident. The practise doesn't involve all elements due to the age of our children e.g. don't go under the tables, and they are told of an age-appropriate scenario for why we are having a practise. Parents are informed of the lockdown practise <u>before</u> it occurs.

During the Incident

Actions by Headteacher:

- Will establish the facts of the incident and assess its significance for the school and the school response. This will be reviewed as new information emerges.
- Gather team for a briefing.
- Agree the school routine for that day.
- Prepare/adapt a media statement, if applicable.
- Prepare a statement for families.
- Assess initial impact of the incident on staff and pupils – consider a referral to other agencies for support, such as the Diocese, or Educational Psychology Team.

Actions by School Business Manager /Administrator:

- Contact the Local Authority and the Diocese to ensure that they are fully informed of the incident.
  Inform other key contacts (see list – emergency services, Chair of Governors) and request them to attend school if needed.
- Inform emergency services/other relevant authorities and agreed parties.

- Establish a dedicated telephone line.
- Inform parents (if urgently - once script agreed, if not urgently – once a factual letter has been drafted).
- Inform parents of absent pupils.

Actions by SENCo/Deputy Head:

- Inform staff through briefing session(s) as outlined below*.
- Set up a recovery/designated room.
- Ask teachers to inform pupils (once a carefully worded announcement has been agreed).

Normal School Routine

School will restore normal school routine as soon as is practically possible, with flexibility to allow staff and pupils to access support.

***Briefing Sessions for Staff**

It is essential that staff receive factual information on what has occurred, how the incident will be handled and how they can help. A formal staff briefing will take place as soon as possible after the circumstances of the incident are known, with a time set for a formal debriefing at the end of the school day(s). Absent teachers should also be briefed. Staff should be kept updated on developments during the day at breaks, lunchtime. If the incident is in the future e.g. school closure imminent, the staff briefing will take place as soon as possible before school closure. All staff teams will be briefed.

The briefing should include:

- A brief statement of facts and the chance for staff to ask questions
- The schools response and proposed plan of action
- An outline of staff responsibility for monitoring pupil and staff welfare
- Identification of vulnerable staff and pupils who may be at risk
- Clarification on any specific responsibilities for staff
- Advice for staff on the procedure for dealing with media enquiries
- Advice for staff on the agreed procedure for informing pupils and parents
- Informing staff of the support services available
- Reassurance for staff and pupils that they will be supported
- Advice for staff of the time/place of the next briefing and debriefing session

Breaking the news to pupils – done simultaneously where possible

Teachers will:

- Be mindful of any vulnerable pupils in the class.
- Inform pupils as soon as possible, in their classrooms, to avoid speculation and rumours in an age-appropriate way (they can decline this task if they feel unable to do it).
- Inform pupils of any support that can be offered to them and where the designated space* will be, for if they need to come out of class to speak to someone (SENCo, Deputy Head, Nurture Leader).
- Allow time for pupils to begin to discuss their feelings in a listening and supportive role (this needs to be on-going throughout the day(s)).

Vulnerable pupils

These might be: close friends or relatives of those affected, pupils who have experienced recent bereavement, separation or other significant loss, pupils with mental health difficulties, pupils with child protection needs, pupils with learning, communication or sensory difficulties, non-communicative pupils who have difficulty talking about their feelings, pupils experiencing serious family difficulties including mental/physical illness, those with English as an additional language. These pupils will be supported by staff and the Nurture Lead.

Informing Parents

Parents must be informed when a critical incident occurs. They are told in a timely manner and kept up to date throughout the incident, should this occur over a period of time, e.g. a pandemic. The urgency and nature of contact will depend on the type of critical incident.

Parents directly involved should be telephoned or visited. If there has been a death of a pupil, the school should make contact as soon as possible to express sympathy, liaise over messages of condolence and ask about funeral arrangements. The wishes of parents should be paramount.

Other parents also need to be informed, most likely by letter. The letter should give only accurate facts of the incident. Consideration will be given to how best to inform parents for whom English is not their first language. The letter will also include information on how young people might respond to a traumatic event to help parents to support their child.

Media Management

The Headteacher will contact LCC for advice and support and the following actions will be taken BEFORE a statement is made:

- A check is carried out with police, ambulance, fire and rescue service.
- The LCC communications Officer for schools is contacted for advice.
- A decision is made on whether media enquiries and follow up enquiries are handled by the Head teacher or another member of CIMT.
- An accurate, factual report is prepared as a background to any questions.
- All staff are informed that they MUST NOT make comment or provide comment on the incident.
- Agree whether news media (television, radio, print media and photographers) should be allowed on site.
- Inform all pupils and parents of how to deal with contact from or with the media, or on social networking sites.

Acceptable use of mobile phones, e-safety and social networking

- Members of the school community should not publish specific and detailed thoughts and information.
- Pupils should not upload personal information or images.
- Parents should be advised to phone a dedicated number or wait for information.

Support for Staff

Within our school environment, staff are well placed to support each other. However, external sources of support will be identified if needed – such as the Employee Support and Counselling Service at LCC, local faith leaders, Governors etc. Time will be given to staff to meet, discuss and share thoughts and consideration given to covering classes if needed to allow for 'time out'. Staff will be supported throughout the incident.

Assisting Statutory Investigations

School will be prepared to support any investigation following a serious incident.

After the Incident

This will cover the weeks, months and years following a critical incident to help the community cope and recover. Monitoring of staff and pupil wellbeing will be ongoing.

Pupils: Arrangements will be made to support pupils to return to school. These may include: a home visit to discuss plans or a phased return, a rota of support from school friends, arranging for school work to be sent home, briefing staff and pupils how to support individuals returning to school, arranging physical or emotional support.
Any individual pupil affected by bereavement will have a record kept, which will be passed on if the pupil moves schools. Pupils showing signs of significant stress after a number of weeks may require a referral for specialist help. They may also need a support plan or a referral to other agencies (including Children's Services if needed).

Families: Families of a pupil who has died will require long term support. The school will provide any mementos and return all personal belongings, sensitively.

Staff: Some staff may need support in the longer term. Members of the CIMT will remain mindful of the possible longer-term impact**.**

Memorials and Commemorations

The school may wish to hold a special assembly to celebrate the life and achievement of a pupil or colleague. In this instance, the wishes of the family will always be taken into account. The school will remain aware that significant events such as birthdays, anniversaries or a court case or inquest may be unsettling for the staff, pupils or school.

Review

Within 6 weeks of a critical incident, a review will take place. This will include consultation with the school community and other agencies to evaluate the effectiveness of this plan and make any necessary modifications. Key questions will include: *what went well, what was most/least helpful, were there any gaps, have all necessary referrals to support services been made, is there any unfinished business, have all records relating to the incident been secured, are there any identified training needs, does the plan need to be reviewed, changed, updated?*

The CIMT will meet three times a year to discuss the plan and ensure it is fit for purpose. They will also take into account recent experiences of other schools and check key contact details. This plan will be formally reviewed annually.

Good Practice tips:

- Keep a log of events with times and details of actions and decisions taken. This could be important for any subsequent inquiry which could range from an internal school/local authority 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. A record of events and actions is crucial in these circumstances.
- For all off site activities provide a mobile phone for the leader of the activity so that they can call for assistance in the event of an incident. Ensure school mobile phones are kept charged and with credit.
- Maintain contact with Local Authority Emergency Liaison Officer.
- Keep all contact lists up to date, making any changes as soon as necessary.
- Always make sure you talk to the Local Authority team for advice.

GOOD PREVENTABLE PRACTICE

Curriculum – PSHE/RSHE and certain resources and websites provide opportunities to cover issues of loss, bereavement and death.

Pastoral Support – The clear school ethos of care, trust and support and strong links with parents and carers will help management of any crisis. The Nurture Lead will offer additional support, as required.

Social and Emotional Communication Policy – Agreed codes of behaviour with pupils and adults will help reduce risk.

Training – Training on prevention, management and response to incidents will raise awareness and understanding of what to expect if an incident occurs. Regular reminders and updates will keep issues alive. The CIMT should regularly meet to maintain and practise their skills and School Admin staff will require training to respond quickly and efficiently.

School Security – Effective school security systems, including entry and out of hours security reduce the potential for damage and vandalism.

Administrative Practice – There should be:

- A list of all pupils and staff, with next of kin contact details held on and off site in electronic (via Arbor at SFSM Junior School) and hard copy which is updated regularly.
- Registers completed promptly in the morning and afternoon. Names of pupils who are late or leave school after registering should be recorded.
- An inventory of equipment held on and off site in electronic and hard copy which is regularly updated.
- An effective signing in and out procedure for all staff and visitors in school.
- Emergency procedures for all areas of the school site.

School Closures

A Headteacher may take the decision to close their School for a number of reasons. Whatever this is, it will be classed as either an Emergency Closure or a Planned Closure:

Emergency Closure: This would occur where there is no advance warning of a situation when the Headteacher may take the decision that the school cannot open. Examples of situations when a Headteacher may make this decision include after/during a fire or flood, or the unexpected failure of an essential utility.

Planned Closure: This would occur where the Headteacher receives advance warning of an issue which they determine would mean the school cannot open as planned. Examples could include where a utility company gives prior warning that services will be unavailable for a day, when the school is a polling station or during a pandemic.

Responsibility for the decision to close sits with the Headteacher.

Planning for Trips and Visits: It is essential that schools follow the Department for Education (DfE) guidance. Guidance is also available on the County Council's education visits website.
Each school must have an Educational Visits Co-ordinator. All Category C visits must have Local Authority approval.

Health and Safety: All whole school policies should include reference to health and safety procedures and how these relate to the teaching and organisation of the subject. This is particularly pertinent for physical education activities, technological / practical work, science and outdoor education.
All schools have clear guidelines and advice on the testing and maintenance of equipment, fixtures and fittings. All electrical, PE and firefighting equipment should be inspected and tested annually.
Regulations are published for the storage and security of potentially hazardous substances and chemicals. Regular health and safety checks on the buildings and site should be conducted, with any potential dangers reported and dealt with. Schools should follow the guidance provided by the County Council's Health & Safety team. Details are available on the County Council website.

Publication of any information online should always be considered from a personal and school security viewpoint. Material such as staff lists or a school plan is better published in the school handbook or a secure part of the website which requires authentication.

Business Continuity
All schools should have their own business continuity arrangements in place in the event of partial or total loss of site/facility and/or evacuation. These arrangements will be activated in response to an incident causing significant disruption to the School, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of these arrangements could include:

- Loss of key staff or skills e.g. above normal levels of absenteeism due to illness or other
- Scenarios such as severe weather, transport disruption
- Loss of critical systems e.g. ICT failure, power outage
- Denial of access, or damage to, facilities e.g. loss of building through fire or flood, an external emergency with the School in the Emergency Service's cordon preventing access, School facilities in use for General/Local Elections, severe weather scenarios or utilities failure
- Loss of a key resource e.g. an external supplier/partner vital to the delivery of a critical school activity such as your catering provider or any providers of transport e.g. for SEN pupils

Further details of our business continuity can be found in the Risk Management Plan.

CONCLUSION
The prime objective, shared between the school and Lincolnshire County Council, is to serve the best interests of pupils and staff in coping with an incident, collectively and individually. Schools who have made contingency plans for responding to a critical incident are likely to cope better and recover more fully. As a school, we are also aware that in an emergency situation we may be asked to use our building for the community. This policy has been compiled to provide guidance, in the hope that it will never be necessary to refer to it in the context in which it has been written. It is impossible to plan for every eventuality and, by their nature; critical incidents will disorientate and overwhelm those involved. A format for a whole school response to such an incident will provide focus for those with whom the responsibility will rest.
This is in line with Martyn's Law. Our school is considered as a standard tier public premises (having a capacity between 200-799 people). We understand that planning ahead saves lives. The responsible people are the Governing body for strategic planning, and the day-to-day procedural responsibility lies with the Headteacher and Senior Leadership team.

Safeguarding procedures

At St Faith's we have a positive culture of safeguarding, with effective policies and procedures in place. Our safeguarding procedures are outlined in our Child Protection and Safeguarding Policy, which can be found on our website https://stfaithscofe.secure-primarysite.net/safeguarding-information-and-policies/.

Reviewed and approved by the governing body on:-	November 2026
Signed (Chair of Governors)	Emile Van Der Zee
Signed (Headteacher)	Amanda Konrath
Date for next review	November 2027

APPENDIX 1 – USEFUL CONTACTS

This information should be regularly checked and updated accordingly. – last updated Feb 2021

LINCOLNSHIRE COUNTY COUNCIL	
Head of Education Support	01522 553213 (Office hours)
Director's Office	01522 553201 (Office hours)
Emergency Planning and Business Continuity Service	01522 582220 (Office hours) 01522 888111 (Outside office hours, request a call back from the Duty EPO)
Communications Team	01522 552305
Educational Psychology Service Grief and loss: A support pack for schools is available directly from the Applied Psychology Service	01522 553473
Employee Support & Counselling Service (LCC School Employees)	01522 555440
Health and Safety Helpline	01522 550485 01522 554917 corporatehealth&safety@lincolnshire.gov.uk
School Services Transport Team	01522 782020
LCC Insurance Manager	insurance@lincolnshire.gov.uk (LCC or buy-back only)
Educational Visits	EVOLVE system https://evolve.edufocus.co.uk/evco10/unknown.asp
VINCI-Mouchel Property Service Centre 24hour helpdesk	01522 555555 (LCC or buy-back only)
EMTET (Ethnic Minority & Traveler Education	01427 787190

Team)	
Pupil Reintegration Team (PRT)	prt@lincolnshire.gov.uk 01522 555798 (North Lincolnshire) 01522 555816 (South Lincolnshire)
Out of School Team	01522 782030
School Admission Team	schooladmissions@lincolnshire.gov.uk
The Working Together Team (TWTT)	outreach@gosberton-house.lincs.sch.uk 01775 840250 (school office) 07881 650631 (mobile for Vicki Fitzakerley-Operational Manager for WTT). http://website.twtt.org.uk/
The Specialist Teaching Team (STT) and Specialist Teaching and Applied Psychology Service (STAPS)	STTenquiries@lincolnshire.gov.uk 01522 553265
Sensory Education and Support Team (SEST)	SEST@lincolnshire.gov.uk 01522 554211
Liaise (A parent support service, to signpost parents for support e.g. for appeals for exclusion, EHCP process etc.)	liaise@lincolnshire.gov.uk 0800 195 1635
TEACHER ASSOCIATIONS	
National Association for Primary Education	01604 647 646
NUT	020 7388 6191
NASUWT	0121 453 6150 – Headquarters 03330 145550 – Support & Advice
Association of Teachers and Lecturers	0207 930 6441 – London Office
National Association of Headteachers	0300 30 30 333
Association of School and College Leaders	0116 299 1122
UNISON	0800 171 2193 – Join 0800 0857 857 – Contact Us
RELIGIOUS ORGANISATIONS	
Diocesan Education Trust	01522 504010
Lincoln County Hospital Duty Chaplain	01522 573080 – Non-urgent

Roman Catholic - Nottinghamshire Diocesan Board of Education	01332 293833
Islamic Association of Lincoln	01522 528743
Lincoln Jewish Minyan	info@lincolnjewishminyan.org.uk
LOCAL SERVICES AND ORGANISATIONS	
Lincolnshire Centre for Grief & Loss	19 Carlton Mews, The Carlton Centre, Lincoln, LN2 4FJ 01522 546168 email@lcgl.org.uk
NATIONAL ORGANISATIONS	
CRUSE Bereavement Care Website: www.cruse.org.uk www.hopeagain.org.uk (a site for young people) Telephone counselling service for those who are bereaved and those who care for bereaved people. Can offer referrals to local Cruse branches and other bereavement and counselling services throughout the UK	0808 808 1677 – Free helpline
The Compassionate Friends Website: www.tcf.org.uk Support for bereaved parents who have lost a child of any age from any circumstances	0345 123 2304 - Helpline
Winston's Wish Family Line Website: www.winstonswish.org.uk Information and guidance for families of bereaved children. Can provide contact details for local groups which support bereaved children	08088 020 021 – Free helpline
The Samaritans Website: www.samaritans.org Confidential emotional support for anyone in a crisis	0116 123 / 08457 90 90 90
Survivors of Bereavement by Suicide Website: www.uksobs.org Can provide details of local self-help groups for those bereaved by suicide	0300 111 5065 – Helpline 0115 944 1117 – National Office
Childline	0800 1111 (free phone) National help line for children
British Red Cross National Office Advice on memorials and donations	0344 871 11 11 - Helpline

44 Moorfields, London, EC2Y 9AL	
National Society for Prevention of Cruelty to Children (NSPCC)	0808 800 5000