

MILFORD PRIMARY SCHOOL

CRITICAL INCIDENT MANAGEMENT PLAN



Vision Statement

'Milford Primary is a community orientated school, centred around the children as individuals. We are committed to helping children work towards their potential as lifelong learners who care, share, respect and learn in a stimulating environment.'

Spring 2016

1. CRITICAL INCIDENT MANAGEMENT PLAN

1.1 This plan has been prepared and agreed by the staff and Governors of Milford Primary School to assist in dealing with critical incidents on or off the site that affect the school community.

1.2 Aims

The aims of the school's plan are:

- * To provide support to all children, staff and visitors (including parents) affected by the incident.
- * To maintain the normal running of any parts of the school not affected.
- * To return the whole school to normal as soon as possible.

1.3 Types of Incident Covered by the Plan

A Critical Incident is defined as an emergency affecting pupils, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

It may involve:

- * the death of a child, staff member, visitor or governor;
- * a serious accident involving children and / or school personnel on or off the premises;
- * a violent intrusion onto school premises (e.g. an armed intruder or a bomb alert);
- * extensive damage to school premises;
- * the release of hazardous substances near or on the school site.

1.4 Notification of Incident

You may hear about the incident from a number of sources:

- a staff member;
- a pupil;
- parents;
- the police;
- the media;
- County Council

1.5 Whoever receives the alert should ask for as much information as possible:

- the name of the caller
- what has happened?
- have the emergency services been informed / are they attending?
- what is the exact location of the incident (and any access problems if not on site)
- are there any casualties
- what actions have been taken so far
- name/contact at the scene (if not on site)
- what assistance is needed?

(An aide-memoire is kept by the school telephone. A log sheet is also included in the plan for use by staff to record information and actions.)

1.6 The Headteacher (or senior teacher if Headteacher is not available) will decide on the level of response needed:

- can the school cope alone?
- if not, the Education Department or County Emergency Planning Officer will be contacted bearing in mind the capabilities of other organisations, who can be alerted via the County Council

1.7 Contact List and Call Out Arrangements

A school contact list of home/work addresses and phone numbers is attached to this plan. These are available only to staff authorised to have access as part of the plan in order to preserve confidentiality.

1.8 Critical Incident Management Team (CIMT)

The CIMT will comprise:

Headteacher

Senior Teacher

Chair of Governors (where contactable/available)

1.9 Base for Critical Incident Management Team

The base for the CIMT will be the Headteacher's office where it is still possible to use this. The reserve on-site location will be the Clerk's office. In cases where it is not possible to use the school premises as a base, the CIMT will make use of Milford Baptist Chapel.

NB: *(In schools where it is not possible to designate a base for the CIMT, contact should be made with the County Council's Emergency Planning Division who can arrange temporary accommodation, where necessary).*

2. Information for all teaching and non-teaching staff

- * Be ready to respond to any potential hazard/ incident in and about the site.
- * Contact the school office/Headteacher in the event of any emergency, giving information about the -
Nature of the incident;
Type of help required;
Emergency service(s) required;
Exact location of the incident;
Number of casualties and nature of injuries.
- * If necessary, evacuate the building, according to procedures set out in the Fire Procedures Document.
- * Maintain a calm atmosphere.
- * Respond to instructions given by members of the Critical Incident Management Team.
- * Do not speak directly to the media but refer all enquiries to the Headteacher or other person designated as being responsible for contact with the media.

3. INCIDENT LOG

Incident:

Location of Incident:

Date

Time

Event/Action taken

Signature

4. BASIC INFORMATION ABOUT THE SCHOOL

Name:		MILFORD PRIMARY SCHOOL	
Address:		CHEVIN ROAD MILFORD BELPER DERBYSHIRE DE560QH	
Telephone:		01332 841316	
Age Range:	4-11	Number on Roll:	91
Map of surrounding area:		included in file	
Plan of School:		included in file	

DETAILS OF SENIOR STAFF

Headteacher	Paula Fox
Senior teachers	Bridget Bennett Julie Davis

DETAILS OF GOVERNORS

Chair of Governors	Gill Taylor
Vice Chair of Governors	Laura Tomlinson

5. STAFF LIST

<u>Name</u>	<u>Address</u>	<u>Telephone No.</u>
Paula Fox Kirsten Whitehall Rachel Millhouse Julie Davis Bridget Bennett Diana Lawday Angela Williams Cathy Smithyman Claire Hills Jackie Hemstock Jo Lacey Beryl Sylvanus Sue Naylor John Stevenson Karen Meyrick Jackie Hemstock		

Information held with Critical Incident Plan in 'Critical Incident Folder' in Headteacher's office and offsite at Headteacher's home.

6. These lists are included in the plan:

- Pupil/Emergency contacts
- Supply Teachers/Relief Staff
- Governors contact numbers
- LA emergency contact numbers



These are kept with the paper copy of this policy in the 'Critical Incident Folder' in Headteacher's office.

7. EVACUATION PROCEDURES

Arrangements for the evacuation of the building because of fire or other emergency.

1. Milford Primary School and Milford Pre-School will operate joint evacuation arrangements, in that every time the Primary School undertakes a termly practice, Pre-School will also be involved. However, Pre-School will carry out additional drills so that their procedures are tested at least once per half-term throughout the year.
2. In the event of a fire, any other event requiring an evacuation, or for a practice drill, all children and adults should assemble on the upper playground.
3. Milford Pre-School will leave their premises by one of their two doors and make their way across their own playground to the school's upper playground.
4. Anyone located in Amber Class, the ICT suite or the toilets should exit via the fire door at the northern end of the school to the upper playground.
5. Anyone located in the hall, school office or Derwent Class should leave the building by the central staircase next to the office, proceed down the stairs then left onto the lower playground and up to the upper playground.
6. Anyone located in the Zone or Wye Class should leave the building by the fire escape in Wye Class, and proceed through the Pre-School playground to the school's upper playground.
7. Adults should 'sweep' the area they are leaving to ensure that no-one is left in any secluded or locked areas, eg toilets, quiet area in the Zone.
8. Any of these evacuation procedures may need to be amended to take account of the location of the emergency. For example, if there were a fire near to the toilets, children from Amber Class should evacuate via the hall. Practice drills will reflect these different possible scenarios.
9. The school office manager should bring the registers and visitors book, along with the keys to the gate at the top of the rear access road down to the A6, and the keys to the gate at the bottom next to Future Water. Opening these gates will allow emergency vehicles access to the rear of the school. The Pre-School Manager should bring their own register.

8. PERSON IN CHARGE OF THE CRITICAL INCIDENT MANAGEMENT TEAM

Name – Paula Fox or Bridget Bennett in the event of the Headteacher being unavailable.

8.1 **RESPONSIBILITIES**

- * To take charge of events.
- * To draw up an action plan for the specific incident.
- * Where appropriate, to liaise with County Council/Education Department staff.
- * To delegate responsibilities and give task sheets to the chosen person.
- * To provide a flexible response, based on the Critical Incident Management Plan.
- * To appoint a secretary who will keep a comprehensive incident log and support the person in charge.
- * To consult with the Police and the person responsible for liaison with the media about the release of information to students, staff, parents, general enquiries and the media.
- * To establish a crisis team meeting place, close to the incident control point.

9. **PERSON TO CONTACT - DERBYSHIRE COUNTY COUNCIL:**

Name - Emergency Planning Department

9.1 **Derbyshire County Council Emergency Telephone Operator: 01629 538364**

Ask the operator to speak to the Emergency Planning Officer under the Council's Major Emergency Scheme.

Give the following information:

1. Your name	
2. Your telephone number	01332 841316
3. The school's name:	MILFORD PRIMARY SCHOOL
4. Address:	CHEVIN RD MILFORD DERBYSHIRE DE56 0QH
Telephone:	01332 841316
5. Details of the incident	
6. Nature of assistance required - dealing with the media; transport; catering; communications; admin support	

10. **PERSON TO CONTACT EMERGENCY SERVICES**

Name Diana Lawday or designated person appointed by Critical Incident Manager

10.1 RESPONSIBILITIES

- * Contact as appropriate: Police 999
 Fire
 Ambulance
- * Be prepared to give the following information:
Emergency Service(s) required.
Exact location of the incident.
Number of casualties.
Nature of injuries.
Location and telephone number where call is being made from.
Hazards which may be encountered by the Emergency Services at the site.
- * To respond to the directions from the person in charge of the Critical Incident Management Team or other personnel in control, i.e. Police, Fire or other Emergency Services, Derbyshire's Emergency Planning Officers.

11. PERSON RESPONSIBLE FOR LIAISON WITH THE MEDIA

Name – Paula Fox

11.1 RESPONSIBILITIES

- * Early establishment of central media point.
- * To liaise with and cooperate with the media and to answer their queries, as appropriate.
- * To provide press statements (see separate sheet with headings).
- * To liaise with emergency services including the Police Press Officer and County Council over the setting up of a Media Centre.
- * To show concern and not panic.
- * To provide basic information about the school - refer to separate sheets in file.
- * To liaise between the press and those affected about press interviews - seeking permission from parents/guardians of any students involved in interviews.

Students involved in interviews - ensuring they have support.

Asking the interviewer the questions to be asked in advance of the interview.
- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

12. SECRETARY TO THE PERSON IN CHARGE OF THE CRITICAL INCIDENT MANAGEMENT TEAM

Name Diana Lawday or designated person appointed by Critical Incident Manager

12.1 RESPONSIBILITIES

- * To support the person in charge.
- * To keep a comprehensive incident log, as dictated by the person in charge.

13. PERSON RESPONSIBLE FOR IMMEDIATE ACTIONS TO SAFEGUARD STUDENTS AND STAFF

Name - Paula Fox (headteacher). In the event of the incident involving the headteacher or the headteacher not being in school Bridget Bennett will take control.

13.1 RESPONSIBILITIES

- * To evacuate the building in accordance with the School Fire Procedures.
- * If necessary, to use an alternative assembly point.
- * To liaise with the Critical Incident Management Team Leader and Emergency Fire Services, once the names of those present have been checked against attendance list.

The responsibility for rescue rests with the Fire Service.

- * To liaise with staff to ensure that immediate reassurance and support is given for anyone who is distressed.
- * To ensure that parents do not take students away, unless directed to do so.
- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

14. PERSON RESPONSIBLE FOR CHECKING CHANNELS OF COMMUNICATION

Name - Diana Lawday or designated person appointed by Critical Incident Manager

14.1 RESPONSIBILITIES

- * Check that all available communications and office equipment are working (phones, PC, copiers), in
School Office
CIMT Base
CIMT Alternative Base
- * Be ready to give the information to Derbyshire's Emergency Planning Officer.
- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

15. PERSON TO OPEN APPROPRIATE BUILDINGS

Name – Paula Fox (or other keyholder e.g. Caretaker,)

15.1 **RESPONSIBILITIES**

- * Open the appropriate parts of the school.
- * Ensure gates are opened to allow access for the Emergency Services.
- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

Should the school be out of action for a period of time the school will use the Strutt Building in Belper.

MAJOR INCIDENT OCCURRING ON THE SCHOOL SITE

16. GUIDANCE ACTION SHEET FOR HEADTEACHER / MEMBER OF SENIOR MANAGEMENT TEAM

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on the school site the actions below should be considered and implemented as appropriate.

1. Ascertain details of incident.
2. Alert relevant emergency services (Police, Fire, Ambulance) via 999 system.
3. Consider evacuation of school (via fire alarm or word of mouth).
4. Initiate School Critical Incident Management Plan.
5. Allocate staff to:
 - account for all pupils/staff/visitors on school site.
 - administer first aid if persons injured.
 - ascertain if there are any witnesses.
 - inform School Support Contact Officer.
 - inform Chief Emergency Planning Officer who can arrange appropriate support.
 - inform staff/pupils of incident. If incident occurs out of school hours consider briefing staff/pupils at earliest opportunity.
6. Inform parents/relatives as appropriate. If there are casualties then visits to parents/relatives should be arranged in conjunction with the Police.
7. Inform Chair of Governors and arrange for other governors to be informed.
8. Consider closing the school.
9. Consider relocation to other premises. If relocation is required this should be arranged in consultation with the Director of Education, Director of Technical Services and Chief Emergency Planning Officer.
10. Notify HSE and Education Department Health and Safety Officer if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary.
11. Arrange for the staffing of switchboard/telephone. Ensure that staff are fully briefed on facts and are aware of what information can be released.
12. Prepare to deal with the media - this should be done in accordance with the Police and County Council's Public Relations Officer (see aide memoire attached).

ADVICE FOR OFFICIAL SPOKESPERSON(S)

x **DO NOT** speculate - your interpretation or understanding can, and probably will be, exaggerated or quoted as hard fact.

X **DO NOT** give any fact unless you are certain it is correct.

X **DO NOT** say "NO COMMENT" - it can be taken as a negative answer which could be inaccurate and lead to difficulties later.

X **DO NOT** be afraid to say "I DO NOT KNOW".

√ **DO** have the confidence in yourself and your command of the situation to take a positive attitude towards the media.

√ **DO** inform the Press Officers of any development which may assist them and of any journalist you suspect of acting inappropriately.

**NB PUPILS SHOULD NOT TALK TO THE MEDIA UNLESS
ARRANGED BY STAFF/PARENTS AND THEN ONLY WITH
WRITTEN PERMISSION FROM PARENTS/GUARDIANS**

MAJOR INCIDENT OCCURRING ON AN OUT OF SCHOOL ACTIVITY

17. GUIDANCE ACTION SHEET FOR GROUP LEADERS

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on an out of school activity the actions below should be considered and implemented as appropriate.

1. Ascertain details of incident.
2. Alert relevant emergency services (Police, Fire, Ambulance, Coastguard) via 999 system.
3. Call for assistance if available (staff, passers by).
4. Administer first aid where possible.
5. Account for all members of the party and ensure that all persons uninjured stay together.
6. Allocate staff member(s) to travel to hospital(s) with casualties.
7. Ascertain if there are any witnesses.
8. Allocate staff member(s) to stay at incident site to liaise with the emergency services.
9. Arrange for all non-casualties to return to base (accompanied by a member of staff) and that all members of the group are informed of the incident as soon as possible.
10. Inform headteacher/office manager/senior teacher (at school) as soon as possible. Give as much of the following information as possible:
 - date, time, location and nature of incident.
 - names of those involved.
 - details of any injuries.
 - actions taken.
 - contact point to be used.
11. Consider requesting additional assistance. Keep headteacher/member of senior management team regularly updated.
12. Consider whether activity should be abandoned. If so, arrange for non-casualties to return to school. Liaise with headteacher/senior management team over transport arrangements.
13. Do not discuss legal liability.
14. Prepare to deal with the media - this should be done in consultation with the Police (see aide memoire attached).

18. **GUIDANCE ACTION SHEET FOR HEADTEACHER / MEMBER OF SENIOR MANAGEMENT TEAM**

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on an out of school activity the actions below should be considered and implemented as appropriate.

1. Ascertain the following:
 - date, time, location and nature of incident.
 - Names of those involved.
 - actions taken.
 - who is in charge at the scene.
 - if additional assistance is needed at the site.
2. Inform:
 - School Support Contact Officer.
 - other staff - if out of school hours, ensure that the caretaker/premises officer is included in the list of staff to be contacted.
 - Chair of Governors and arrange for other governors to be informed.
3. Inform Chief Emergency Planning Officer who can arrange other support as appropriate:
 - transport (under mutual aid arrangements with other counties/districts).
 - insurers.
 - religious support.
 - translators.
 - social services support.
 - public relations support.
 - premises.
4. Initiate Critical Incident Management Plan.
5. Ensure that staff are fully briefed on facts and are aware of what information can be released.
6. Arrange for parents of uninjured to come to the school to meet the children on their return.
7. Arrange for parents/relatives of injured to be informed - this to be done in conjunction with the Police.
8. Notify HSE and Education Department Health and Safety Officer if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary.
9. Prepare to deal with the media - this should be done in consultation with the Police and County Council's Public Relations Officer (see aide memoire attached).

In case of Critical Incident - whoever receives the alert should ask for as much information as possible:

- the name of the caller
- what has happened?
- have the emergency services been informed / are they attending?
- what is the exact location of the incident (and any access problems if not on site)
- are there any casualties
- what actions have been taken so far
- name/contact at the scene (if not on site)
- what assistance is needed?

To be kept by the school telephone. A log sheet is also included in the Critical Incident Management Plan to record information and actions.

MILFORD PRIMARY SCHOOL

CRITICAL INCIDENT MANAGEMENT PLAN

Information for all teaching and non-teaching staff

- * Be ready to respond to any potential hazard/ incident in and about the site.
- * Contact the school office/Headteacher in the event of any emergency, giving information about the -

Nature of the incident;
Type of help required;
Emergency service(s) required;
Exact location of the incident;
Number of casualties and nature of injuries.
- * If necessary, evacuate the building, according to procedures set out in the Fire Procedures Document.
- * Maintain a calm atmosphere.
- * Respond to instructions given by members of the Critical Incident Management Team.
- * Do not speak directly to the media but refer all enquiries to the Headteacher or other person designated as being responsible for contact with the media.

Date **Spring 2016**

Signed (Chair of Governors) **G. Taylor**

Date for review - **Spring 2017**