

# Wolverham Primary and Nursery School

## CRITICAL INCIDENT MANAGEMENT PLAN

### September 2017



#### Aims

The aims of this plan are:

- To ensure that swift and appropriate action is taken the moment that the school is made aware of a critical incident
- To always maintain, as far as possible, the normal routines of school life so as to offer a secure framework and to provide continuity to pupils and staff

#### Incidents and Reporting

There are many incidents which may arise during a school day and require immediate action and reporting. For example:

- A danger (loose tiles on the roof)
- A suspicious stranger on the site

Procedure should always be to stay calm, move away and to report to a senior member of staff. However, we need to be prepared in the event of a critical incident.

#### What is a Critical Incident?

An incident may be designated as critical where the result is likely to be serious disruption to the running of the school, or to have a major impact on students and staff or where there is likely to be significant public and/ or media attention on the school.

For example:

- A serious accident to a child or adult within school or out of school
- The death of a student or member of staff through natural causes
- Violence or assault within school
- A school fire or explosion
- Abduction of a student
- An illness such as meningitis or flu pandemic in the local community
- Injury or death on a school journey or visit
- Civil disturbances outside of school

#### Critical Incidents Team (CIT)

The role of the CIT is to review and direct the handling of a critical incident and the response and recovery process.

The Critical Incidents Team will comprise the following personnel:

- **Tracy Webb** (Headteacher and Safeguarding Officer)
- **Vicki Hughes** (Deputy Headteacher)
- **Sharon Littler** (Assistant Headteacher)
- **Jenni Ogden** (Assistant Headteacher)
- **Freda Galasso** (Bursar)
- **Joe Bullen** (Senior teacher)
- **John Owens** (Site Maintenance Officer)
- **David Hamilton** (EWF Manager of schools) - 01253 953925/07900 820816
- **Paul Jenkins** (Chair of Governors)

### Disaster Management Roles & Responsibilities:

Name	Role	Responsibilities	Alternative
Tracy Webb	Head teacher	Information gathering, overall coordination, communication with CWAC, written log of events	Paul Jenkins
Vicki Hughes	Deputy Head teacher	Coordination of Emergency Services	Jenni Ogden
Jenni Ogden	Assistant Head teacher	Communication with school staff	Joe Bullen
John Owens	Site Maintenance Officer	Communication with EWFM staff	David Hamilton EWFM 01253 953925 07900 820816
Freda Galasso	Bursar	Communication with parents	Lisa Cresswell
Paul Jenkins	Chair of Governors	Communication with the media	Tony Brown Governor

### Procedures

- The Headteacher (or in event of absence) the Deputy Head must be informed of a critical incident as soon as it is reported
- Headteacher will gather all factual information as soon as possible – what has happened, where, who, when, what help is needed
- The CIT will meet in the designated incident room to confirm strategies and procedures
- Inform the Chair of Governors and appropriate Officers at CWAC (See Contacts List)
- The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting
- Pupils will be told of incident in small group situations
- Parents notified as required
- The school will try, as far as possible, to keep to the normal routine
- Should the need arise, the building will be evacuated and the children walked to **St Bernard's Primary School** Sherbourne Rd, Ellesmere Port CH65 5EW in a safe and orderly manner.

### Action Plan and Timings

Action	Timescale
Head to obtain all factual information	Within an hour
CIT convene	Within an hour
Contact affected families	Within an hour
Advise County Personnel	Within 2 hours
Staff Meeting to give information	Same day if possible
Inform students in small groups	Same day if possible
Make arrangements for informing other parents	Same day if possible
Debriefing for staff directly	Same day if possible
Debriefing for students directly involved	Same day if possible
Identify high risk pupils and staff following the incident	Following day
Promote discussions in class	Following days and weeks
Identify need for individual or group input	Over following days and weeks
Organise counselling	As required

## Managing the Media

Good, clear communication is paramount as rumour and supposition will be treated as fact by the media. The member of the CIT assigned to the media will need to protect the children, parents, staff and Head from the glare of publicity. The Media Officer will contact the CWAC Media Relations Officer (See Contact List) prior to preparing an agreed text.

- DO – tell story quickly and accurately
- DO – respond to what and when questions
- DO – consider the needs of the audience
- DO – prepare and rehearse so that you always give the same story
- DO – choose your own time to speak to the media

- DON'T – reply to how and why questions
- DON'T – speculate, bluff or lie
- DON'T- make 'off the record' comments
- DON'T – make excuses or lay blame
- DON'T – respond to blind quotes
- DON'T – say no comment but explain why you cannot comment
- DON'T – allow words to be put in your mouth

## Recovery Management

As far as is possible, the school will return to 'normal' routines quickly to restore a sense of security to the school, staff and pupils. Support systems will be set up for children and staff who wish to share their feelings and thoughts. The school will approach counselling services and specialist treatment for those at the heart of the incident or most affected by it.

## CHESHIRE WEST AND CHESTER COUNCIL CONTACT LIST

### CHILDREN & FAMILIES SERVICES: SERIOUS INCIDENT SUPPORT TEAM 2017-2018

#### **CONTACT ARRANGEMENTS FOR MANAGING SERIOUS INCIDENTS IN SCHOOLS AND CHILDREN'S CENTRES INVOLVING A CHILD, PUPIL OR MEMBER OF STAFF**

**SERIOUS INCIDENT SHOULD BE REPORTED BY THE SCHOOL/CHILDREN'S SETTING TO:**

<b>Office Hours:</b>  <b>Monday – Friday 8.00am to 7.00pm</b>	<b>Customer Services</b>	<b>01244 977818</b>
<b>Out of Hours Officers:</b>  <b>Monday to Friday 7.00pm to 8.00am</b> <b>Saturday, Sunday &amp; Bank Holidays 24 hour cover</b>	<b>Customer Services</b> <b>NB.</b> When calling the out of hours number you will need to state key words "School Incident" as this is how Message Pad will be able to identify the query	<b>0300 123 7035</b>

**N.B. For property related incidents contact the Cheshire Helpdesk 24/7 Service 0300 123 7043**

## OTHER CONTACTS

		Office	Mobile
Serious Incident Support Coordinator	Jeanette Cain	01244 976778	07920295078

### Other Contacts on a selective basis according to the situation

		Office	Mobile
Director of Education	Mark Parkinson	01244 975923	07818 511 810
Deputy Chief Executive, People	Delyth Curtis	01244 976235	
Health and Safety Manager	Eric Burt	01244 972229	07732 468160
Transport	Mary Jefferson	0300 1237039/01244 973052	
Transport: Out of Hours	Duty Officer		07702 119642
i-Art	During Working Hours: 0300 123 7047		Out of Hours: 01244 977277
School HR	Rosemary Hodgson	01244 976796	
Media Relations	Rachel Ashley	01244 973025	07879 117190
Education Welfare: All Localities	Helen Clarkson	0151 3376859	07920 295706
Grounds Maintenance (dangerous / fallen trees)	Rob Jones	01244 972328	

**FOR A PROPERTY RELATED CRITICAL INCIDENT CONTACT: EWFM Helpdesk 01772 229637**

Ellesmere Port Security – **0151 357 4194** – 24 security for the school  
 CWAC helpdesk: 0300 123 7043

**Local Police Contact: 0151 355 4066      Local Hospital Contact: 01244 365000**

### Governor Contact Cascade

Chair of Governors Paul Jenkins	Vice Chair Pam Maxwell	Tony Brown Iveta Owolabi Dawn Kehoe Lyndsey Dean
	Staff Governor Sharon Littler	Debbie Houghton Rachel Hounslow-Griffiths Kate Thorn

**Staff Contact Cascade**

Tracy Webb Headteacher	Vicki Hughes Deputy Headteacher	Teachers Office staff
	Sharon Littler	Pre School/Nursery
	Jenni Ogden	TAs
	Freda Galasso Bursar	MDAs Kitchen staff

**Signed:** ..... **Headteacher: Tracy Webb** **Date** .....

**Signed** ..... **Deputy Headteacher: Vicki Hughes** **Date** .....

**Signed** ..... **Assistant Headteacher: Jenni Ogden** **Date** .....

**Signed** ..... **Senior Teacher: Joe Bullen** **Date** .....

**Signed** ..... **Chair of Governors: Paul Jenkins** **Date** .....

**Policy updated: 5<sup>th</sup> September 2017**

**Policy to be reviewed: September 2018**