

Thurlbear CE VA Primary School
Critical Incident Contingency Plan

Signed _____
Chair of Governors

This plan updated September 2023

Review date: September 2024

Thurlbear CE VA Primary School Critical Incident Contingency Plan

This plan should be taken and used as part of Thurlbear CE VA Primary School's overall strategy and implemented within the context of our vision and Instrument of Government aims and values as a Church of England School.

This plan has been prepared using guidance from the Somerset Educational Psychology Service 'Critical Incidents in Schools' document.

This plan is meant to be read with reference to the appendixes, and will be reviewed annually.

Introduction

A Critical Incident may be defined as a single incident or sequence of incidents which

- are sudden and unexpected
- contain real or imagined threats to a person
- overwhelm usual coping mechanisms
- cause severe disruption
- are traumatic to anyone

Critical Incidents affecting schools may include:-

- The death of a pupil(s) or member(s) of staff through sudden accident, murder, terminal illness or suicide.
- A serious accident involving pupils and school personnel on or off school premises.
- A violent attack or violent intrusion onto school premises, eg involving an armed intruder or a bomb alert.
- Fire, flood, building collapse or major vandalism in school.
- A hostage situation.
- A disaster in the community, eg transport accident, terrorism.
- The TRAUMA caused by critical incidents challenges individuals mentally, physically, emotionally and spiritually.

Critical Incident Management Team

As part of the plan Thurlbear School have formed a Critical Incident Management Team, based on the Senior Management Team but also including staff. This team will aim to meet annually to review and update the Critical Incident Contingency Plan.

The team includes:

S Gillan	Head Teacher
S Lucas	Deputy Head
J Moore	School Business Manager
G Hurn	Chair of Governors

In the event of a Critical Incident the school's Critical Incident Management Team or identified key personnel will need to act promptly and be responsible for dealing with the following issues:

Emergency Services

Check that these have been contacted as necessary.

Gathering Information

A vital first task is to obtain accurate information about the incident. Rumours spread quickly and can add to the distress of those involved. Find out:-

What has happened
Where and When
Extent of injuries, numbers and names
Location of injured and uninjured

Accessing Support

The school should contact the Senior Educational Psychologist at the Area Base who will initiate the Critical Incident Response Procedure.

A diagram of available support shown below;

KEY CONTACTS FOR SCHOOLS AT TIMES OF A MAJOR INCIDENT

A major incident may be a single incident or a sequence of incidents such as those known as "critical incidents" which:

- *contain real or imagined threats to people*
- *overwhelm usual coping mechanisms*
- *cause severe disruption*
- *are traumatic to anyone.*
- *COVID-19 specific guidance – the pandemic increases the risk of critical incidents within the educational settings and wider community.*

Anybody with knowledge of a Major Incident

- Inform Headteacher and indicate that they should follow the Somerset County Council Emergency Response if appropriate and then follow the schools Major Incident Contingency Plan.

NON-WORKING HOURS

Emergency Services

Ed Psych
01823 257185
Ask for
Somerset Duty
Civil
Contingencies
Officer

DURING WORKING HOURS:

Ring Health & Safety on 01823 355089/355953 and Senior EP in Area Base or Principal EP.

Contact the Managerial Area Senior Educational Psychologist at the area base:
Sedgemoor, Taunton & West: 01823 357000

Contact the Media Officer office number on 01823 355020 Somerset Direct 0300 123 2224

When office open, contact and update Executive Support Team who will follow internal procedures.

The Critical Incident Response procedure will be initiated by the Senior Educational Psychologist

Educational Psychology Service will initiate Critical Incident Procedure with the setting

Principal Educational Psychologist will inform the Director and his Strategic Management Team and other key central area personnel

Relevant Educational Psychologist will contact setting and oversee response

Inform Principal Educational Psychologist who will inform the Director and all other relevant central and area personnel.

All incidents are logged and the response evaluated with the setting

Contact	Name	Telephone Number
LEAD COMMISSIONER – CHILDREN AND LEARNING (DCS)	Julian Wooster	01823 359544
CIVIL CONTINGENCIES UNITS		01823 257185
SOMERSET DIRECT		0300 123 2224
OUT OF HOURS – EMERGENCY TEAM		0300 123 2327
E LEARNING AND INFORMATION MANAGEMENT	www.somersetelim.org	
CORPORATE HEALTH AND SAFETY UNIT (SCHOOLS)		07919 540239
CHAIR OF GOVERNORS	Garry Hurn	07548392433
FIRST AIDER	Jo Moore	07715 279527
PRESS AND MEDIA OFFICE		01823 355018
EDUCATIONAL PSYCHOLOGY SERVICE – AREA SENIOR EDUCATIONAL PSYCHOLOGIST	Sedgemoor, Taunton & West Somerset	01823 357000
LOCAL COUNTY COUNCILLOR	Ross Henley	0750 2586781

Roles and Responsibilities

Contacting and liaising emergency services as necessary	S Gillan/J Moore
Contacting and liaising with support services, Educational Psychology Service, and other local support agencies as appropriate.	S Gillan
Organising and supporting the school office staff	J Moore
Dealing with the media	S Gillan/S Lucas
Managing those aspects of the school that continue to function normally	S Gillan/S Lucas/J Moore
Allocating and staffing rooms for counselling/debriefing/support work, and a meeting room for parents.	S Lucas/K Carter
Co-ordinate the communication	S Gillan

Maintaining Lists of Key Information

The following lists are maintained and are located with this plan.
The lists are to be updated by the business manager

Information	Location
Headteacher contact information while offsite	Kept with this plan in School Office
Pupils' parents/guardian	Kept with this plan in School Office
First Aiders	Kept with this plan in School Office
Staff (including part time/supply teachers and assistants)	Kept with this plan in School Office
Staff who can provide additional help/back-up support both during and after school hours and at weekends	Kept with this plan in School Office
Governors	Kept with this plan in School Office
Support Agencies	Kept with this plan in School Office

Major Incident Procedure - Checklist

Name of School	
Headteacher	
Nature of Incident: <ul style="list-style-type: none"> • Date & Time • Who and numbers involved 	
Have you called any of the emergency services?	
Have you assembled your management team, including: <ul style="list-style-type: none"> • Overall Lead • Coordinator • Communciation • Logistics • Cof G • Premises 	
Logistics – Transport, School Closure, etc, collection of pupils	
Are special designated areas required?	
Does the security of the site need to be checked?	

Roles for Office Staff

During an incident a member of the Critical Incident Management Team shall ensure that members of staff will be able to carry out the following roles

- making and/or receiving telephone calls
- dealing with distressed visitors to the school
- sorting and collating information
- organising a parents room
- dealing with "normal" school business
- Office staff need to be clear about the facts - who they should tell and what they should tell - always maintain appropriate standards of confidentiality.
- Keep records of telephone calls made and received/people contacted, etc.
- Consider training for staff in how to deal with difficult/distressed people both in person and on the telephone.
- This work will be very stressful for office staff, ensure that:-
 - time on task in carefully monitored
 - staff take regular breaks
 - they have reserve staff on call to lend a hand

School Trips Offsite

During Offsite school trips, a list of all staff and the amount of pupils involved will be prepared using the school trips form. The teacher in charge will take a mobile phone. Office staff will be aware of this phone number should school need to contact the Lead Teacher. The person co-ordinating the visit will ensure that in the absence of office staff, a person holding contact details for all families is contactable. The school has an Educational Visits Policy.

Planning for a School Evacuation

In the event of an emergency, pupils may need to leave the school building. The children will assemble in the school playground to be counted by their class teacher until it is deemed safe to return in to the building. If it is not safe

to assemble on the playground the assembly point will be the school field. In the event of major incident and the school site is deemed unsafe, pupils and staff will be evacuated to St Thomas's Church, Thurlbear.

Further Issues to Consider

- In the event of the school needing to make a response to the media, no comment will be made until the advice of the LA Press Officer is sought. A comment will then be made by the Head Teacher or in their absence the Deputy Head or school business manager.
- The school will then prepare a pro forma letter to parents - to give some brief facts and information about the incident and availability of support, etc.
- Advice will be sought and provided for staff/pupils/parents about "normal" reactions to trauma/shock.
- The needs of children and staff with any known conditions and disabilities should be considered.
- The Critical Incident Contingency Plan will be disseminated to all staff, and will be kept in the School Office. New Staff will need to be made aware of the policy content and its whereabouts.
- **Finally:** In the event of a major incident or disaster the emergency services (police, fire, ambulance) will take the lead role and the Social Services Department have a statutory duty to manage and co-ordinate the situation in line with Somerset County Council's Emergency Planning Procedures.