

Fiskerton CE Primary School

'Flourishing together within the love of God'



Critical Incident Policy 2023-25

As an inclusive and caring church school, we aim to provide an excellent education and develop a life-long love of learning. We see all members of our school family as valued and valuable in the eyes of God, and we support and challenge everyone to achieve their full potential.

"I come to bring life in all its fullness." (John 10:10)

Being a Good Neighbour

Friendship

Peace

Love

Thankfulness

Fulfilling Our Gifts

Wisdom

Self-Belief

Hope

Trust

Serving Others

Compassion

Forgiveness

Responsibility

Respect

Fiskerton CE Primary School

CRITICAL INCIDENT POLICY

This policy is an important document and all staff should be aware of, and familiar with its content. Naturally, no school wishes to be involved in a critical incident of any kind, especially one that involves injury to adults or children. However, in the event that such a situation arises in school or on a trip or that damage to the building occurs staff need to be aware of the contingency plan for Fiskerton CE Primary School.

A Critical Incident can be defined as an occurrence which constitutes a serious disruption, with little or no warning, to the capacity of the school to operate under normal conditions and requires the assistance of the Emergency Services and/or Lincolnshire County Council. As a local authority school, LCC will have the rights and responsibility to manage any critical incident and put in place actions/ policy which may supersede this policy.

Examples of a Critical incident may be defined as:

- Death or serious injury as a result of violence, accident or sudden traumatic illness to staff or students, both on or off school premises;
- Major fire
- Building collapse/major damage
- Natural and/or manmade incidents such as flood, transport accident involving school members
- Official missing person(s)/abduction;
- Terrorism or serious criminal activity;
- Major health incident such as an Epidemic in school or community

These events may occur in a variety of places:

- On school premises;
- Off-site whilst students are taking part in school activities, sports events, trips
- On school transport;
- Within the local community involving students or staff from the school.

Any Critical Incident is to be managed in three phases:

1. Immediate actions
2. Managed response
3. Return to normality

1. IMMEDIATE ACTIONS

- Obtain, collate and log information relating to the incident. Information must be accurate and any possible continuing risk is considered.
- Gather and brief the Critical Incident Management Team and allocate roles and responsibilities.
- Ensure support from Local Authority (LA) by contacting the Director of Children's Services and/or Emergency Liaison Officer (ELO), together with other appropriate contacts from the emergency list.
- Set up an incident management room/area and if possible, a dedicated phone line (school mobile phone) to deal with calls from anxious parents etc. The Team should agree to a factual statement to be given out in order to avoid rumour and speculation. Mobile phones should not be used to pass on sensitive and confidential information or details of events and/or casualties as they are not secure.
- Contact any families affected in a prompt and sensitive manner. Ensure information is consistent.
- In the tragic event of a loss of life, this would need to be done in conjunction with the police who may or may not want to deliver such news with the support/presence of a teacher.
- Make arrangements to contact other parents. Advice may need to be taken from the LA especially if there is a possibility of legal liability.
- Inform other school staff and governors as they must not talk to the media or respond to questions from reporters.
- Inform students in an appropriate manner taking care to protect children and adults closely involved. Ensure a consistent account is given in keeping with the students' ability to understand.
- Liaise with Head Teachers in other local schools if their pupils, parents and/or staff are affected.

2. MANAGED RESPONSE

- Wherever possible seek advice from the LA legal team before speaking to the media. Where this is not possible the Team should prepare an agreed text for release and a designated spokesperson should be briefed and prepared in order to respond on behalf of the school.
- Support should be arranged for those involved to deal with their reactions and feelings, contact with outside professionals may be required.
- Social media will be managed and information relevant to the incident will be shared via Parentmail.

- Monitor and support staff and students as a matter of priority, particularly those directly involved,
- Reunite students and staff with families as soon as possible.
- Encourage those involved or affected by events to talk about the incident. Outside agencies should be used as appropriate.

In case of extreme flooding:

- School will respond in a timely manner to the flood warnings. There is a 4-hour evacuation window;
- In the event of a flood warning, school will provide timely information to parents to ensure a safe and secure evacuation of all pupils;
- Staff will remove their cars from the school car park to a higher location in the village or to the pub car park;
- The Holmfield exit will be used in this instance as Ferry Road is likely to be inaccessible - and needed for emergency vehicle access;
- Parking may need to be in green spaces so that parental cars can access the school;
- Parents of children within walking distance of the school will be evacuated first as they may need to evacuate the village completely;
- Children who live further afield will be evacuated after as there may need to be vehicular access through the Holmfield estate;
- School will keep a contingency of tinned foods in case of need;
- Lessons may need to be conducted online (using google classroom), until the flood risk ceases.

3. RETURN TO NORMALITY

- Consider a debrief meeting for staff, students, parents and governors to clarify what happened, to share reactions, to reassure people that these reactions are normal and to mobilise resources such as support groups. Ideally this should be led by an outside person with the appropriate professional training.
- Young people will be told facts as evidence suggests this removes fears. Anyone affected by an incident will be given support as needed.
- If the school buildings and IT data are destroyed, encrypted backups (up to two weeks old) are available offsite, backed up by Education Lincs.
- The computer servers are located in the corridor outside the Year 5/6 classroom.
- Arrangements will be put in place (if required) for formal and informal recognition of the incident so that expressions of sympathy can be made. It may be appropriate to arrange memorial services and/or commemorations.
- Plan for the return to school of those involved or affected by the incident, consider having professionals on hand to provide support.

- Ongoing monitoring of how those involved in the incident are coping should be made.
- Consideration should be given to including loss or bereavement counselling into staff training and/or the curriculum.

Action Cards

The Action Cards give responsibilities for specified staff in the event of a critical incident.

These should be used in the event of a major incident and be carried by staff on school visits.

On school premises

INFORM • Obtain facts and information • Call emergency services using 999 • Retain any relevant equipment • Contact chair of governors • Contact director of children's services and/or emergency liaison officer • Inform rest of school staff and students as appropriate • Contact health and safety advisers • Prepare to deal with the media	ADULT 1 - INFORMS • Headteacher
SAVE • Administer first aid where possible • Establish a contact point with the emergency services • Travel with, or arrange for someone else to travel with, casualties to hospital • Complete accident forms	ADULT 2 - SAVES • First aiders
CARE • Keep a record of witnesses • Keep others informed of the situation with facts provided by adult 1 • Arrange for non-casualties to evacuate school • Care for relatives arriving at school	ADULT 3 - CARES • Senior Teachers

• Consider relocation to other premises • Remain available to the emergency services	
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ASSIST • Keep others informed of the situation with facts provided by adult 1 • Ensure alternative accommodation is available if needed • Help to establish incident room	ADULT 4 - ASSISTS • Administrator/ Site Manager
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Off-site whilst students are taking part in school activities and/or trips

INFORM • Obtain facts and information • Call emergency services using 999 • Retain any relevant equipment • Inform senior school staff • Contact health and safety advisers • Request assistance on site as necessary • Prepare to deal with the media • Contact/liaise with local head teachers	ADULT 1 - INFORMS • Group leader as indicated on Risk Assessment
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SAVE • Administer first aid where possible • Establish a contact point with the emergency services • Travel with, or arrange for someone else to travel with, casualties to hospital • Complete accident forms	ADULT 2 - SAVES • First aider or other nominated adult shown on Risk Assessment
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CARE • Call other assistance as necessary • Keep a record of witnesses • Keep others informed of the situation with facts provided by adult 1 • Consider abandonment of activity	ADULT 3 - CARES • Nominated adult shown on Risk Assessment
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• Arrange for non-casualties to return to school • Remain available to the emergency services	
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Guidance for senior staff on hearing of incident involving out of school activities, school transport or in local community

INFORM • Obtain facts and information • Confirm emergency assistance has been called • Confirm who is in charge of the incident • Contact chair of governors • Contact director of children's services and/or emergency liaison officer • Contact senior staff • Inform rest of school staff and students as appropriate • Contact other staff • Prepare to deal with the media • Contact/liaise with local head teachers	ADULT 1 - INFORMS • Headteacher
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CARE • Decide who and how to tell parents and family of those students involved • Establish an incident room • Care for relatives arriving at school and ensure a private room is available	ADULT 2 - CARES • Senior Teachers
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- Remain available to the emergency services and colleagues who are supervising

Maintain vital communications with colleagues at all times

SCHOOL EMERGENCY CONTACT LIST - SEE ALSO APPENDIX 1

Some numbers removed from online publication

NAME	TITLE	TELEPHONE	ALTERNATIVE NO.
Kerry Henry	Head of school	07788 130846	07788 130846
Sally Reeve	Chair of Governors	01522 595227	07538692583
Penny Green	Vice Chair of Governors	01522 595596	
Kathryn Stanley	Senior Administrator	01522 751049	07542503276
Chris Baker	Caretaker	01522 751049	07779 780325
Jess Evans Rachel Foxall	Senior Teachers	01522 751049	07908219151 07912746176
Local Religious leader	Revd Penny Green (CE)	01522 595596	

Education Lincs	IT support Services	01472 813295	07834 998511
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This is a guide to some of the details required but is not an exhaustive list.

- Have the emergency services been called?
- Is anyone mortally or seriously injured? If so how many?
- How did it happen?
- What order did events occur?
- How and when did you become aware of it?
- Were there any witnesses? If so do you have their contact details?
- Can everyone be moved to a safe place?
- Do others in your group know what to do to help?
- Do those involved need to know when help is due to arrive?

Business Continuity

As a Local Authority Maintained School, the Headteacher will liaise with the Local Authority to ensure that the pupils of this school do not miss out on their education for more than 10 consecutive days.

We, as a Local Authority school, have adequate business and premises insurance, provided by the LA. Our insurer is Swiss Re International - the Councils insurers - The policy number is MH132840.2 The insurance team at Assurance Lincolnshire contact details are 01522 550734 or insurance@lincolnshire.gov.uk

Monitoring and Review

This policy will be reviewed in two years, or earlier if necessary.

Signed: Kerry Henry

Head of school

Signed:



Chair of Governors

Date: May 2023

Date of next review: May 2025

APPENDIX

1 - USEFUL CONTACTS

This information should be regularly checked and updated accordingly. - last updated Dec 2018

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	01522 553473
Grief and loss: A support pack for schools is available directly from the Applied Psychology Service	
Employee Support & Counselling Service (LCC School Employees)	01522 555440
Health and Safety Helpline	01522 550485 01522 554917 corporatehealth&safety@lincolnshire.gov.uk
Advice for schools may be found in the LCC Health and Safety manual, available at: HYPERLINK "https://www.lincolnshire.gov.uk/assurance-lincolnshire/schools-	

and-academies/132255.article" <https://www.lincolnshire.gov.uk/assurance-lincolnshire/schools-and-academies/132255.article>

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 & Traveller Education Team)	01427 787190
TEACHER ASSOCIATIONS	
National Association for Primary Education	01604 647 646
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	0808 808 1677 - Free helpline
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	
The Compassionate Friends	0345 123 2304 - Helpline

Website: www.tcf.org.uk Support for bereaved parents who have lost a child of any age from any circumstances	
Winston's Wish Family Line 08088 020 021 - Free helpline Website: www.winstonswish.org.uk Information and guidance for families of bereaved children. Can provide contact details for local groups which support bereaved children	
The Samaritans 0116 123 / 08457 90 90 90 Website: www.samaritans.org Confidential emotional support for anyone in a crisis	
Survivors of Bereavement by Suicide 0300 111 5065 - Helpline 0115 944 1117 - National Office Website: www.uksobs.org Can provide details of local self-help groups for those bereaved by suicide	
Childline	0800 1111 (free phone) National help line for children
British Red Cross National Office Advice on memorials and donations 44 Moorfields, London, EC2Y 9AL	0344 871 11 11 - Helpline
National Society for Prevention of Cruelty to Children (NSPCC)	0808 800 5000