

**CRITICAL INCIDENT RESPONSE PLAN**

**Key Actions for School and Day Nursery**

No two incidents are alike. Use the guidelines flexibly and in relation to the information available.

**Instant response incident**

IMMEDIATE RESPONDERS: This could be any member of staff: follow actions below.

Event requiring an instant response where seconds count (e.g. Fire, bomb threat, explosion, road accident, heart attack. intruder attack, suicide attempt, death or serious injury in school.)

Someone\* must take immediate charge. He/she must take immediate action.

* + Delegate actions to nearby personnel – to contact Office and Head/Day Nursery Manager etc.
  + To evacuate the building if necessary (Fire alarm, check head count)
  + To call emergency services
  + To arrange first aid
  + To maintain normal routines where possible

**Secondary, considered response/ Less urgent incident**

COMMANDERS: Headmaster and SMT

COMMAND CENTRES: SCHOOL OFFICE, HEAD’S OFFICE, DAY NURSERY OFFICE

COMMUNICATIONS: School Office/Bursary Staff/Day Nursery Manager

COORDINATE EMERGENCY SERVICES: Bursar, Estates Manager, Office Staff

Event causing damage to the premises.(E.g. Flooding, subsidence, earthquake.)

1. Head/Day Nursery Manager takes command and establishes a Command Centre

2. Notify emergency services/other relevant authorities (Secretary, Bursar, Estates Manager)

3. Notify Chair of Governors. He/she then informs other Governors (Headmaster/Bursar)

4. Gather factual information and start an Incident log (SMT)

5. Meet with Critical Incident Response Team to assess the incident and agree what staff, pupils, parents and media will be told. (SMT - MEETING)

6. Set regular briefing times

7. Delegate tasks to team members • Incident secretary: Secretary • Communication with staff: Head + SMT • Communication with pupils + Security/safety of pupils: Head + SMT • Media liaison: Head + Chair of Governors • Communication with Parents: Office • Liaison with emergency services + legal, insurance, finance: Bursar + Estates Manager

8. Re-establish and maintain normal routines.

Event causing harm to personnel. (E.g. Death or serious injury out of school of staff/pupil/parent, Meningitis or other notifiable disease.)

Event causing reputational damage. (E.g. Staff misdemeanour (police incident, fraud), food poisoning, child abuse, drugs, bankruptcy, long term absence of Head.)

1. Head/Day Nursery Manager takes command and establishes a Command Centre

2. Notify emergency services/other relevant authorities

3. Communicate with parents of personnel involved as soon as the initial information is confirmed, keeping in mind legal implications and respecting aspects of privacy.

4. Notify Chair of Governors (Headmaster/Bursar). He/she then informs other Governors.

5. Gather factual information and start an Incident log (SMT).

6. Meet with Critical Incident Response Team to assess the incident and agree what staff, pupils, parents and media will be told.

7. Set regular briefing times.

8. Delegate tasks to team members • Incident secretary: Secretary • Communication with staff: Head + SMT • Communication with pupils + Security/safety of pupils: Head + SMT • Media liaison: Head + Chair of Governors. Ensure a correct and consistent message is given. • Communication with Parents: Office • Liaison with emergency services + legal, insurance, finance: Bursar + Estates Manager

9. Re-establish and maintain normal routines.

10. Organise assistance, such as transport home, for staff or pupils who are distressed. Try to ensure they are not alone on the evening after an incident.

**Aftermath**

1. Head consults with the families affected to determine their wishes concerning public announcements and information for staff and pupils.

2. Continue gathering factual information regarding the incident.

3. Continue to inform staff, students and parents.

4. Provide sources of help for pupils and families. E.g. counselling.

5. Encourage communication between parents and school.

6. Confirm the school’s response plans.

7. Identify ‘at risk’ pupils and staff and arrange for follow up debriefing/support.

8. Arrange for the support of the Critical Incident Response Team.

9. Continue to liaise with the Chair of Governors.

10. Take appropriate steps to ensure tactical/strategic reputational and financial damage limitation or mitigation. The Governors would lead on any change of strategy, which might, in the most extreme circumstances, be a decision to close the school.

After the immediate crisis is over, the Head would be able to take over responsibility.

CRITICAL INCIDENT RESPONSE BOX (in School Office and Day Nursery Office) INCLUDES:

• Critical Incident Policy and Response Plan

• Contact Numbers for the SMT, Office staff and Chair of Governors

• Staff Contact List - next of kin

• HOLIDAY contact list

• Contact Number for Emergency Services and other services (e.g. Fire Alarm, Electrical etc.)

• Contact for Local Authority Services

• Contact for Support Services e.g. Samaritans

• HI-VIS Jacket

**Policy reviewed – March 2021**

**Policy to be next reviewed – March 2022 – Acting Day Nursery Manager**