

Critical Incident Policy

Introduction

As well as planning for an exciting and varied curriculum, it is also necessary to plan for the unexpected, in order to manage any emergencies that might arise as calmly as possible, ensuring that all users of the Centre are safe.

Aims

The aims of this policy are:

1. To identify potential crises
2. To outline a practical action plan
3. To identify key tasks and personnel
4. To outline sources of accurate information and support
5. To establish a mechanism for debriefing and review

It is impossible to predict the full extent of any emergency situation, but this policy will attempt to address the added complications of location and environment.

Potential Incidents

- Fire
- Violence and assault in Centre
- Destruction of or vandalism to part of the Centre
- Death of a pupil or member of staff (in or out of Centre time)
- Road, rail, water or air traffic incident
- Death or injuries on Centre trips
- Natural disasters in the community
- Civil disturbance and terrorism
- Medical incident (e.g. meningitis)
- Bomb evacuation

Notification of an incident is likely to come from a member of staff, parent, child or the public. It may also arise following the activation of a personal attack alarm. It is likely to occur without warning and could occur in front of the children. The impact of such an incident on the Centre may be reduced if appropriate action is taken quickly. With any incident of this nature it is important that the Headteacher or most senior member of staff present at the time be informed immediately. It will be that person's responsibility to become the incident co-ordinator and they will take the decision as to whether or not to activate the Critical Incident Management Plan (CIMP).

Activating the CIMP

Firstly – don't panic.

The incident co-ordinator (Headteacher or most senior member of staff present) will carry out a rapid assessment of the situation and decide whether the incident is manageable without

activating the CIMP i.e. if it can be dealt with without disruption to Centre services or trauma to anyone present.

This decision will depend on the degree of involvement. A car accident in a neighbouring area but not visible from the Centre or involving anyone from it may not require activation of the CIMP.

An accident which involved damage to the perimeter of the Centre or to a member of the Centre would certainly require activation of the CIMP. An angry parent who can be calmed or removed from the premises may not require the CIMP but an incident where violence is threatened or carried out would do so. It will also be the job of the incident co-ordinator to decide when to 'stand down' from the CIMP and inform staff to resume normal operations.

The Critical Incident Management Plan (CIMP)

- Incident co-ordinator activates plan by informing reception and communication co-ordinators. They will then inform all other parties.
- Inform where necessary: Emergency Services, the Children's Services Department and the Customer Service Centre.

Note: It is **always** better, if in any doubt, to notify the Department first and the Council's Customer Care Centre (CSC) of any incident rather than not to do so. The point of contact within Children's Services should be one of the "Emergency Officers" as detailed in Appendix A. If the incident occurs after hours then notify the CSC on 020 7525 5000.

- Each team co-ordinator undertakes duties as assigned.
- Centre telephone and fax lines to be kept free for contact purposes. Management to take their personal mobile telephones as a back up
- First aid to be provided in classrooms for children and in the Hall for adults.
- If evacuation of the building is necessary, staff should take personal belongings if able to do so.
- All persons should evacuate to the Ellen Brown Centre. 0207 237 3011 If the Ellen Brown is unavailable other venues should be used in the following order:
Boutcher Primary school 0207 237 2149 Eiligh Verhoeven
Spa Secondary school 0207 2373714 Simon Eccles (Head teacher)
St James Primary school 0207 237 3111 Karen Willis (Head teacher)
- The Fire Evacuation case should be taken which is located in the Centre office to the evacuation point, i.e Ellen Brown Centre or other designated area. The case should include all staff contact details, a copy of this document, mobile phones and phone chargers, contact details of the employment agencies used by the Centre, and instructions on how to divert the phone system, website and twitter.
- If parents arrive during an evacuation parents should join in and support until all persons arrive at designation point. Once registers are taken at meeting point children will be allowed to leave accompanied by their parent/carer
- Keep a register of people on the premises if used temporarily as a rest centre, or of all people leaving the building by evacuation.
- Contact with parents and next of kin needs to be made quickly and sensitively. Information regarding serious or fatal injuries should be passed on by the Head or Deputy.
- Protect children, families and staff from publicity, any media contact should be directed to the Press Officer (see appendix A for contact).
- Inform all staff and children simply and truthfully what has happened. Give opportunities for talking this through after the emergency.
- Children's medicines for life threatening disorders to be taken on evacuation.
- Keep children's routines as normal as possible if still on the premises.

- Make allowances for shock and stress and support each other.
- Identify particularly vulnerable children and adults for more focussed support.
- When the emergency is past give those concerned the opportunity to talk, either with peers, colleagues or professionals (see appendix A for contacts at Children’s Services for advice on psychological support etc). Advice should only be accepted from a recognised and reliable source. The children should also have opportunities to talk about events and perhaps represent their thoughts and feelings in pictures.
- The office will contact members of staff on the day of the incident who have been away from the Centre or on a school trip to advise them of the situation and keep them updated.
- Staff to use experience as a learning opportunity for the children when and where possible.
- The CIMT need a debriefing meeting to clarify what has happened, their responses to it and reflect on the usefulness of the plan. This should be led by someone not directly involved e.g. Chair of Governors.
- Visits to hospitals or funerals should be supported where possible.

Lockdown Procedures

Lockdown procedures may be activated in response to any number of situations but some Or the more typical might be;

- A reported incident/civil disturbance in the local community (with the potential to pose a risk or staff and pupils in the Centre)
- An intruder on the premises (with the potential to pose risk or harm to staff and children)
- A warning being received regarding a risk locally, of air pollution (smoke plume, Gas cloud etc)
- A major fire in the vicinity of the Centre
- The close proximity of a dangerous dog roaming loose

The School’s lockdown plan is as follows:

Signal for lockdown	Three short start-stop-start-stop bell rings on the fire alarm system/ office to give code verbally.
Signal for all clear	Verbally from staff member via classroom telephones and/or walk round

Rooms most suitable for lockdown	All classes to remain in own classrooms and staff to remain in all offices
Entrance points (e.g. doors, windows) should be secured	External doors Fire doors Internal Doors All windows
Communication Arrangements	In person or telephones

Lockdown Drill

Staff will be alerted to the activation of the lockdown drill in advance.
When the bell rings or code given staff must take the following action

- Children who are outside of the school buildings are brought inside as quickly as possible and returned to their classroom (outside staff will be informed by a senior member of staff)
- Those inside the school should remain in their classrooms and check corridors and toilets for children or staff
- All external doors and, as necessary, windows are closed (depending on the circumstances, internal classroom doors must also be closed).
- Blinds should be drawn and children sit quietly
- Once in lockdown mode, staff should notify the office immediately of any Children not accounted for via the internal telephone system and instigate an immediate search for anyone missing
- Staff should encourage the children to keep calm
- As appropriate, the school office will establish communication with the Emergency services
- If it is necessary to evacuate the building, the fire alarm will be sounded and the usual fire drill procedure will then take place
- Parents will be notified as soon as it is practicable via text and the website (only when appropriate via guidance from Emergency Services)

Pupils will not be released to parents during lockdown

All situations are different, once all staff and children are safely inside, senior staff will conduct an on going risk assessment based on advice from the Emergency services. This can be communicated to staff and children. Emergency services will advise as to the best course of action in respect to the prevailing threat.

Lockdown Drill –All clear

Once the incident has been assessed as safe, all classrooms will be either visited by a senior member of staff or via telephone and told the situation is under control and the class can continue activities as normal.

Communication between parents and the school

In the event of an actual lockdown, any incident or development will be communicated to parents as soon as is practicable.

Emergency services

It is important to keep lines of communication open with the Emergency services as they are best placed to offer advice as the situation unfolds. The School site may or may not be cordoned off by Emergency services depending on the severity of the incident that has triggered the Lockdown.

Emergency services will support the decision of the Headteacher with regarding the timing of communication to parents.

We need to remember that the effects of critical incidents can often be felt for some considerable time after they occur. As the nature of incidents varies considerably so the responses, which are appropriate, will vary. Only those aspects of the plan, which need to be undertaken, will be so. The first six points are needed in all cases. The decision will be made by the incident co-ordinator. Details of staff next of kin are kept in the office filing cabinet marked Staff Details.

KEY TASKS AND PERSONNEL
The Critical Incident Management Team (CIMT)

<u>ROLE</u>	<u>WHO</u>	<u>SHADOW</u>
Incident Co-ordinator	Headteacher	Most senior member of staff available
Centre Safety Co-ordinator	Deputy Head(s)	SENCO
Reception Co-ordinator	Bursar	Admin Officer
Communications Co-ordinator	Admin Officer	Receptionist
Premises and Access Co-ordinator	Premises Officer 1	Day Care Manager/Premises Officer 2
Child Welfare Co-ordinator	Class Teacher and Senior Practitioner	Most experienced member of staff available
Support Services	First Aider 1 Fire Marshalls	First Aider 2

Duties of CIMT

- Incident Co-ordinator – Activation of plan-decision. Liaise with emergency services, LEA etc. Co-ordinate and authorise transfer of information, complete incident log. Decision maker for the wider picture. Give instructions to other co-ordinators. Prepare media statement (with Press Officer) if required.
- Reception Co-ordinator – First point of contact for parents, children and visitors/outside agencies. Dealing with parents – social and emotional, organising quiet areas etc.
- Child Welfare Co-ordinator – Lead team of nursery staff to provide for the needs of children and staff. Keep children in safe area. Deal with food/drink requirements. Provide opportunities for children to talk about incident.
- Communications Co-ordinator – Contact emergency services. Contact LEA and Chair of Governors. Contact parents/next of kin as instructed by incident co-ordinator. Contact press office to deal with media if required.
- Premises and Access Co-ordinator – Provide plans of building if needed. Open emergency vehicle access and maintain security of premises. Keep a look out for emergency services then immediately inform Incident Co-ordinator.
- Support Services – Offer first aid until arrival of emergency services if necessary. Provide support and subsistence to staff.
- Centre Safety Co-ordinator – Carry out a sweep of locality rooms and under 3's checking and closing all doors.

Incidents which occur when no members of the core staff are available (e.g. evenings during cleaning, holiday closures) but there are people on site, the incident co-ordinator will be the senior practitioner or site manager. The team and actions will be decided by this person. The Headteacher should always be contacted.

It is important that all members of the CIMT are clear about their responsibilities and if in any doubt, refer to the Incident Co-ordinator. Everyone should try to remain as calm as possible and concentrate on their own duties.

In the event of an incident occurring during an off-site visit, the group leader becomes the incident co-ordinator, delegating duties to the other adults present. The Centre should be informed as quickly as possible, and it may be possible to provide support from the Centre.

A copy of this policy will be kept in each classroom and in the Centre office.

Precautions

- Ensure staff (including temporary) are familiar with fire safety procedures.
- Maintain attendance list for staff and a signing in list for visitors.
- Ensure register of children is accurately kept. Carry out risk assessments for activities off site.
- Ensure that staffs are aware of children's specific health and medication needs.

Evacuation Procedures

If the building, but not the site, needs to be evacuated quickly, sound the fire alarm from any of the fire points and follow the fire drill. If the site needs to be evacuated, the procedure is:

- Head of Centre to make way to garden back gate in order to co-ordinate evacuation.
- Head of Centre to make decision on appropriate meeting point i.e. Boucher, Ellen Brown or One Stop Shop.
- Office staff to make way to garden back gate in order to take register of staff and visitors.
- Office staff to take emergency box when evacuating the building.
- Desert/Orchard to take registers then evacuates babies in cots, Seashore room to follow.
- Kitchen staff to give support in evacuating babies.
- River and Rainforest to take registers then evacuate in orderly manner.
- Head of Centre to organise classes into groups.
- All classes to re-take registers.
- Staff on trips will be contacted and given address of location
- Head of Centre with assistance from the office to contact Local Authority.
- Head of Centre to liaise with emergency services.

Roles and Responsibilities

- Fire Wardens to carry out sweep of main classrooms and, ensure classes are evacuated and doors closed.
- Premises Officer to look at fire panel in order to find the source of alarm and investigate accordingly.
- Premises Officer to then carry out sweep of locality rooms, kitchen area, then proceed to the hall closing all doors.
- Deputy Head Day Care to proceed to under 3's checking and closing all doors.

Customer Service Centre: 020 7525 5000

Senior Education Officers and the Local Authority Liaison Officer (LALO) can be contacted out of hours via this service.

Nina Dohel	Director of Education	nina.dohel@southwark.gov.uk	07949 787911
Dany Thomas	Senior Education Adviser	dany.thomas@southwark.gov.uk	07960 826216
Terry Segarty	Head of Standards 0-19	terry.segarty@southwark.gov.uk	07943 748474
Bernadette Oates	Senior Education Adviser	bernadette.oates@southwark.gov.uk	0207 525 5278
Madeleine Danaher	Senior Education Adviser	madeleine.danaher@southwark.gov.uk	07508 601857
Ian Morris	Senior Education Adviser	ian.morris@southwark.gov.uk	0207 525 5993

Task/Functions	Officer	Daytime Contact Details
Director of Education	Debbie Walsh (PA to	0207 525 5029
LADO	Eva Simcock	Eva.simcock@southwark.gov.uk 02075250689
Health and Safety Advice	Lee Tapping, Justina Onuorah	0207 525 3808 0207 525 5035
Head of Early Years	Georgia Pritchard	020 7525 2344 :7944962281
Press/Communications		0207 525 7023 0207 525 7855
Corporate Facilities Management	Mathew Hunt	0207 525 5674
Critical Incident Support	Hanna Hancock	0207 525 2723
Neil Gordon Orr	Early Help Central Strategic Manager	0207 525 5234
Cheryl Rhodes	Children's Centre Consultant	07504 957732 0207 525 7835
Surma Shah	Early Help locality lead	0207 525 0436 07432586372

Kintore Way Nursery School

Policy Name

Critical Incident Policy

**Adopted and signed on behalf of the Nursery School by the Governing
Body at the meeting on**

Finance & Resources Committee 18/10/2016

Name of Governing Body Representative

Signature of Governing Body Representative

Date signed _____

Date to be reviewed: Autumn 2018