

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)

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.
- First aid to be provided in classrooms for children and in the Hall for adults.
- If evacuation of the building is necessary, remove all persons to the Ellen Brown Centre.
- Take all staff contact details, copy of this document and the Fire Evacuation Case, located in the Centre office, to evacuation point i.e. Boutcher Primary School, Ellen Brown Centre or other designated area.
- 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 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.

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. Boutcher, 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.
- 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.

CHILDREN'S SERVICES

Local Education Authority

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.

Emergency Contact Numbers

Task/Functions	Officer	Daytime Contact Details
Health and Safety Advice	Lee Tapping, Justina Onuorah	0207 525 3808 0207 525 5035
Education Advisor	Jim Eshelby	0207 525 3846
Early Years And Safeguarding	Fiona Phillips	0207 525 5181 0207 525 5234
Press/Communications	Robin Campbell/kim Hooper	0207 525 7023 0207 525 7855
Corporate Facilities Management	Mathew Hunt	0207 525 5674
Critical Incident Support	Hanna Hancock/Emma Kennedy	0207 525 2723
Pauline Armour	Early Help	0207 525 5867
Emma Kennedy	Locality Manager for B&R Schools & Settings	0207 525 2723

Kintore Way Nursery School & Children's Centre

Policy Name

Critical Incident Policy

Adopted and signed on behalf of the Centre by the Governing Body at the meeting on

Finance & Resources Committee - 3rd October 2013

Name of Governing Body Representative

Angela Scattergood, Vice Chair of the Governing Body

Signature of Governing Body Representative

Date signed _____

Date to be reviewed: Autumn 2016