

**LONG SUTTON C OF E PRIMARY
SCHOOL**

**Dealing with Major Incidents
and
Suggested Framework for
Critical Incident Contingency Plan**

2021

On rare occasions a school or educational establishment may face a major/critical incident. A major/critical incident is defined as a trauma, or a number of incidents requiring urgent action and/or closure. Examples of a major/critical incident include:

- The death of a pupil(s) or member(s) of staff through sudden accident, murder, 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, or threats made to a school causing a lockdown
- A disaster in the community, eg transport accident, terrorism

In the event of a major/critical incident the following action should be taken:

- Contact the emergency services as required
- Create a '**Critical Incident Management Team**', a school base team like an establishment Senior Management Team who can provide a suitable or practical response to the incident in question
- Follow the School's Critical Incident Management Plan, see below
- Contact the Local Authority to activate further support and guidance ([useful contacts](#))

The following appendices outline the key actions and contacts to follow in the event of a critical/major emergency. This document should be kept so it is accessible in an emergency, ie Business Continuity Grab bag.

Appendix I [Flowchart](#)

Appendix II [Key Contacts for Educational and Early Years Settings at Times of a Critical Incident](#)

Appendix III [Useful Telephone Numbers](#)

Note: iPost login require to access the out of ours telephone numbers

Appendix IV [Major Incident Procedure Checklist](#)

Appendix V [Further Guidance and Contact Details for Dealing With Major or Critical Incidents](#)

This document should be considered alongside guidance provided by the SSE Educational Psychology Service - further downloads and details can be found via the following link:

<http://www.supportservicesforeducation.co.uk/Services/3242>

School Incident Contingency Plan for Long Sutton C of E Primary School

A. Responsibilities

1. The Head Teacher carries the primary responsibility for implementing the procedures detailed in the Plan. In the absence of the Head Teacher, the following Senior Teacher will cover: Gabi Manzi

In the event that she is also absent, the following member of the Senior Management Team will cover: Clare Cole/Lauren O'Malley

2. The school's Educational Visits Co-ordinator is: Lizzie Reynolds
3. The following members of the senior management team and the governing body have responsibility for maintaining this plan: Lizzie Reynolds, Gabi Manzi, Clare Cole, Mike Hampson, Tim Brand and Cheryl Park

B. Administrative Support

4. A list of all pupils, staff and next of kin contact details is held on computer at the following on-site location: Office on SIMS/p-drive/office/contact details
5. A back-up copy of the above list is held at the following off-site location: zdrive/administration/emergency contact details
6. A hard copy of the above list is held at the following on site location: Office, Staff Room file and Head Teacher's Office
7. A back-up hard copy of the above list is held at the following off-site location: church safe
8. An inventory of equipment is held at the following on-site location: Office
9. A copy of the above inventory is held at the following off-site location: SLP Shared documents staff and Governors

C. School Incident Contingency Team

The following are members of the School Incident Contingency Team and their responsibilities and emergency contact numbers are as shown:

Name	Responsibilities	Emergency Contact Number(s)
Lizzie Reynolds	Head Teacher	07812 377568 01963 240564
Gabi Manzi	Senior Leader	07811 284601
Clare Cole	Office Manager	01458 241315 07775 835638
Mike Hampson	Chair of Governors	01458 241498 07729 041668
Tim Brand	Governor	01458 241031 07889 179228
Cheryl Park	Pre-School Manager	07837 174168 01458 241049

D. Staff with First Aid Qualifications

The following staff are qualified to administer First Aid:

Name
Clare Cole
Lizzie Reynolds
Cheryl Park (Paediatric)
Julie Moseley (Paediatric)
Sara Leach
Maddy Pengelly
Nicky Pilton
Chris Gundry
Gabi Manzi
Liz Brading
Scarlett Rolls (Paediatric)
Amanda Epps (Paediatric)
Margaret Cornthwaite (Paediatric)
Kate Francis
Steph Janas

E. Actions to take in the event of a Critical Incident:

Actions 1-7 are immediate but the order will be determined by the circumstances at the time. Use the incident log below to record actions taken, with a separate log of specific detailed actions, for example those which involve listing names and other details.

Action	Taken By	Time	Date
1. Ensure safety of all children and adults			
Use the fire alarm system (break glass call point) as a means of emergency evacuation (or lockdown sounder if needed)			
Contact emergency services as required			
If off site, establish arrangements for uniting children, adults and staff with their families			
Determine whether adults and staff involved in the incident are safe to drive or take public transport or whether they need collecting or transportation			
2. Implement the School Incident Contingency Plan			
Person(s) with lead responsibility to be released from all duties			
Collect School Incident Contingency Plan and contact numbers			
Keep a separate log of all additional actions, times and dates			
Ensure independent telephone line (mobile or line in nearby building) available			
Inform associated schools that could be directly affected by the incident			

3. Obtain information about the incident and note with the log of additional actions (see Action 3 in the SCC Guidance document held with this plan for details)			
4. Contact key people (in case of SCC, to mobilise various kinds of support at LA level)			
Immediately contact made with Area Base Coordinator (ABC) on 01823 355734 (via PA) who the follows set protocols. Out of hours 07919 299197			
Educational Psychologist Service Mendip and South Somerset Tel: 01749 833800 Out of hours: 01392 872225			
5. Mobilise the school's Incident Contingency Team			
Brief the team			
Clarify tasks, make plans, assign roles			
Set up timetable of meetings to review management of incident (a senior LA officer may be present)			
6. Contact families of pupils, adults and staff involved in the incident			
Designate key members of staff to make contact			
Ensure that persons making contact are fully briefed, with written guidance if necessary			
Use the record of contacts to avoid confusion and distress through duplication of contacts and to ensure that no-one is missed out			
Establish and offer useful telephone numbers, either for support or for more information, such as emergency disaster number of hospital			
Check that families/parents are not left alone in distress; suggest that they make contact with other relatives or neighbours			
Where appropriate, share the contact numbers of other families involved in the incident where they have given permission for this			
Where appropriate, give advice to parents and families (in line with the County Council's media advice) on responding to contacts from the media			
Where appropriate, give information about arrangements for uniting or putting in contact children, adults and staff with their parents/families			
Where a parent or family cannot be contacted, consider asking the Police or another professional to visit the home			
7. Brief staff, governors, pupils, parents, religious leaders and other members of the school community			
Contact and brief Chair of Governors; request that he or she inform all other governors			
Hold briefing meetings for all teaching and non-teaching staff; consider setting up a schedule to keep staff informed and updated during the day			

Issue a prepared statement for all parents (in contacting the LA, you may already be in touch with the media office who can advise)			
Inform pupils in the most appropriate way; the Educational Psychology Service will assist you with this			
Identify pupils, adults and staff who are absent. Make appropriate arrangements for them to be briefed			

Actions 8-11 refer to managing the school's response to the incident.

8. Plan management of the incident (with identified SCC staff and other agencies as appropriate)			
Meet with Senior Educational Psychologist, the school's Incident Contingency Team and other professionals as appropriate			
Review plans, clarify tasks, assign roles and make further plans accordingly			
Ensure that school and other agencies' actions are properly coordinated			
Establish timetable of meetings to review the management of the incident			
Clarify criteria for withdrawal of outside agencies at appropriate stage			
Access further advice from the Emergency Services if required			
9. Set up arrangements to deal with enquiries			
At the earliest opportunity, and certainly before speaking to any representative of the media, contact the County Council's Media Team (the LA may already have done this for you when you first reported the incident): Tel Numbers: 01823 355020			
Ensure that all media contacts are either directed to, or dealt with, in line with advice from the County Council's Media Team			
Consider providing those answering the phone with a written statement as to what it is appropriate for them to say (see Action 7)			
Caution staff about speaking to the media			
Organise additional staff to deal with phone enquiries and people coming to the school as necessary			
Designate separate areas for parents, media, staff, and agencies managing the incident and others; avoid too many people in one space			
Ensure that an entry is made in the incident log of all important contacts			
10. Make arrangements to support children and adults			
Identify those children, adults and staff who are most likely to be in need of support			
Arrange for school staff/ support agencies to assist; obtain consent from parents/carers if possible where outside agencies are involved			

Ensure that pupils, adults, staff and parents/carers are aware of the support arrangements that the school is making and how these are accessed			
Consider setting aside and staffing an appropriate area for children who are becoming too distressed to continue with their lessons			
Consider setting aside and staffing an area for people coming into school who are distressed			
Be aware of specific staff vulnerabilities			
Maintain normal school routines where possible			
Consider holding staff meeting with support agencies to discuss appropriate management strategies for distressed children and/or staff			
Plan how to manage distress that may be caused by ongoing police/legal proceedings and media attention			
Give children permission individually and collectively to discuss what has happened and their reactions			
Consider putting on a special class session to give pupils information about the grieving process to enable them to talk through their experiences			
Plan appropriate support for staff to enable them to cope with children's questions and discussion			
Ensure that all staff, including those co-ordinating the school's response, do not neglect their own need for support			
Schedule staff co-ordinating the school's response to be 'off duty'.			
Ensure staff are alert to physical and/or emotional change or any other signals of distress among staff as well as children.			
Refer staff, adults and, with parental consent, children to outside agencies for support.			
11. Make arrangements for personal effects registers and area(s) of the school affected			
In discussion with parents/families, decide on what to do with the personal effects of the individuals who are critically ill, or who have died			
Consider discussing with relevant class members what would be appropriate for work (including work as part of any displays) such as desks, books, or lockers belonging to individuals who have died or are critically ill			
Make arrangements to adjust class registers, rotas, and any other pupil listings accordingly			
Make appropriate arrangements for the part of the school where the incident occurred			

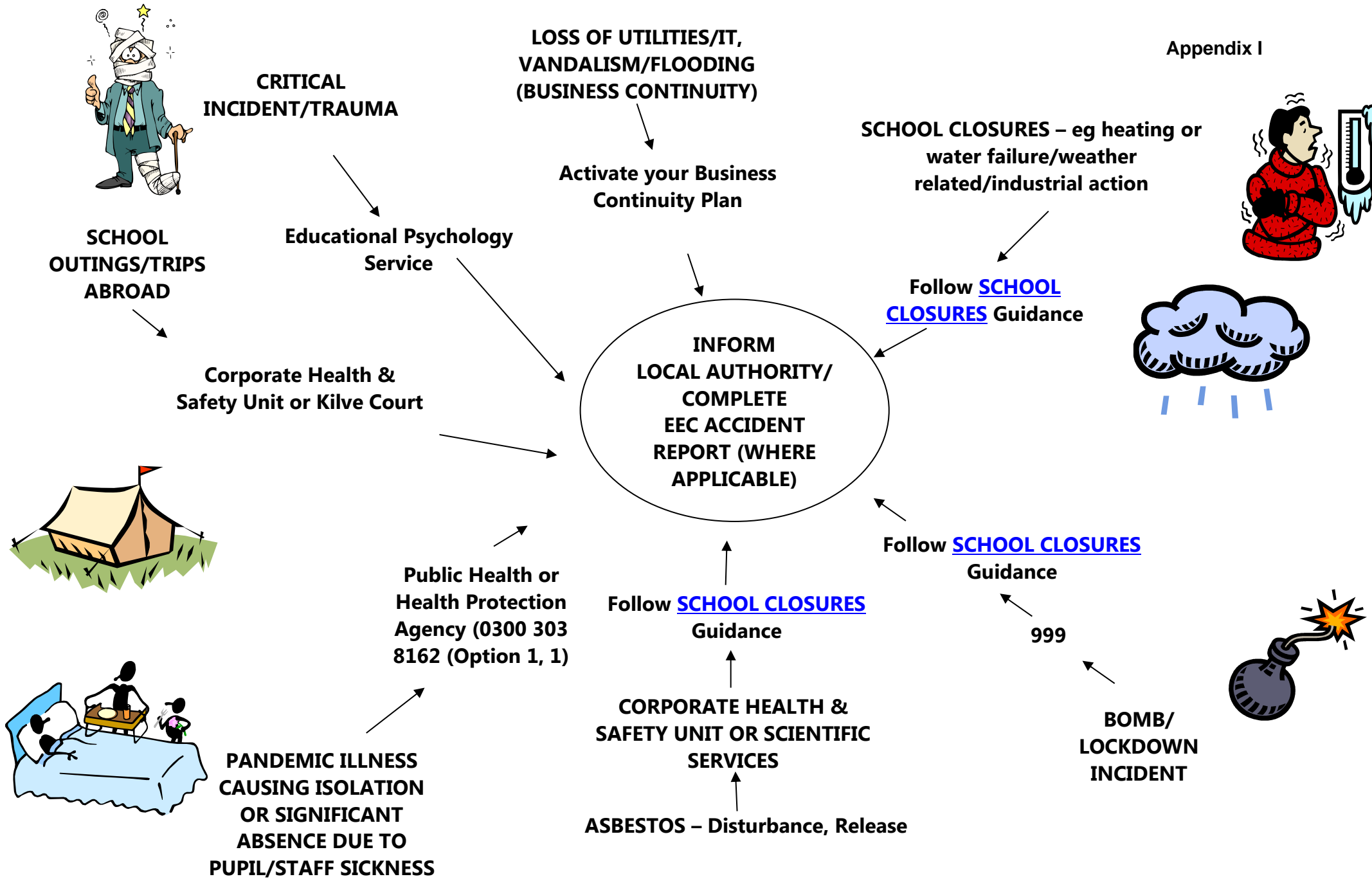
Actions 12-14 refer to the return of normality

12. Make arrangements for expressions of sympathy and/or acknowledgement of what has happened			
Make arrangements to express support/sympathy to families, children and adults who have been hurt or bereaved			

Make arrangements to support the plans that the family may have for a memorial			
Make plans for attendance at funerals; find out if school representatives are welcome; ensure that they feel able to cope with these tasks			
Make arrangements for someone from school to visit the injured in hospital or the bereaved at home			
Consider sending cards and messages from children and staff to children, adults and staff affected			
Consider organising a special assembly/service to acknowledge collectively what has happened			
Consider setting up a special area in the school where writing, artwork or other mementos can be dedicated to individuals affected			
13. Plan for the return to school of those involved in the incident			
Home visit by the appropriate member of staff to discuss arrangements for return (such as visits or part-time attendance)			
Planned support for emotional needs (such as how to cope with the comments and questions of other pupils or permission to remove themselves from lessons to go to an agreed place if they are becoming distressed)			
Support for possible physical needs (such as mobility difficulties, or disfigurements)			
Rota of home visits from school friends			
Where appropriate, organise work to be sent home prior to return			
Brief staff and children on how best to support individuals returning to school			
Arrangements to differentiate work, for example: manage missed coursework; special arrangements for exams; also, adjust workloads for members of staff returning to school			
14. Plan memorials and commemorations			
Consider an appropriate memorial, taking into account the wishes of those who were involved or bereaved (such as a special garden, tree, furniture, painting, sculpture, photograph, memorial prize)			
Appeals and donations are a complex area and advice should be sought from the British Red Cross			
Discuss how to mark anniversaries; for example, commemorative service/assembly, concert, display			

Useful Telephone Numbers

Contact	Telephone Number
LA PRESS OFFICER	01823 357143
EDUCATIONAL PSYCHOLOGY SERVICE	<p>01749 822800 (Mendip)</p> <p>07766602534 (Julia Severn)</p> <p>070766602534 (Kate Lee)</p> <p>01392 872225 (Out of Hours)</p> <p>This will put you through to the Fire Service Control Room. You then need to ask for the Somerset Local Authorities' Civil Contingencies Duty Officer</p> <p>You will be required to leave your name, number and details of the request eg. advice/support required from Educational Psychology Service</p> <p>The Duty Officer will then make direct contact with one of the 4 Senior Educational Psychologists listed above</p>
SPECIALIST CAMHS	
Yeovil	01935 384140
Bridgwater	01278 720275
Taunton	01823 368368
Wells	01749 836561
ELIM	01823 356832
CRUSE	0844 477 9400
SOMERSET DIRECT	0300 123 2224
LOCAL HOSPITALS	<p>01225 428331 (RUH)</p> <p>01823 333444 (Musgrove)</p> <p>01934 636363 (Weston General)</p> <p>01935 475122 (Yeovil)</p>
NHS Emergency Duty Team	01458 253241



KEY CONTACTS FOR EDUCATIONAL AND EARLY YEARS SETTINGS AT TIMES OF A CRITICAL INCIDENT

A CRITICAL incident may be a single incident or a sequence of incidents which in the setting:

- *contain real or imagined threats to people;*
- *overwhelm usual coping mechanisms;*
 - *cause severe disruption;*
 - *are traumatic to anyone.*

- **Anybody with knowledge of a Critical Incident**

- **Inform the setting leader and indicate that they should follow the Somerset County Council Emergency Response if appropriate and follow their Major Incident Contingency Plan**

OUT OF HOURS:

Key Contacts During Working hours:

▪ **Contact 01823 257185 (Deane Helpline) – Please ask for Somerset Local Authorities Civil Contingencies Officer. This Officer will alert services including Educational Psychologists, Duty Gold Officer and Communications team**

Civil Contingencies Duty number: 01823 257185
Corporate Health & Safety Unit - 01823 355089/07811 309112
Educational Psychology, SEN & Inclusion: 01823 357000
Media Officer office number on 01823 355020
Contact Somerset Direct (schools) on 0300 123 2224
Scientific Services (Asbestos): 01823 355195

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

Educational Psychology Service will initiate Critical Incident Procedure with the setting

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

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

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

ALL SETTINGS ARE ADVISED TO HAVE A CONTINGENCY PLAN SUCH AS THE ONE AS OUTLINED IN "CRITICAL INCIDENTS IN SCHOOLS".

USEFUL TELEPHONE NUMBERS

As part of a contingency plan, this list should be regularly updated and attached to a Staff Notice Board or in a Staff Handbook.

Contact	Name	Telephone Number
LEAD COMMISSIONER - CHILDREN AND LEARNING (DCS)	Julian Wooster	01823 359544
HEAD OF EDUCATIONAL OUTCOMES	Dave Farrow	01823 355830
CIVIL CONTINGENCIES UNIT		01823 257185
SOMERSET DIRECT		0300 123 2224
SCIENTIFIC SERVICES	Sharon Larkman	01823 355195
CORPORATE HEALTH AND SAFETY UNIT (SCHOOLS) (01823 355089)	Steve Dorrall Jayne Slocombe Graham Holmes Julie Rutter	07811 309112 07919 540895 07769 931174 07811 314927
PRESS AND MEDIA OFFICE		01823 355018
EDUCATIONAL PSYCHOLOGY SERVICE Special Educational Needs and Inclusion	InclusionSENSupportServices@somerset.gov.uk	01823 357000
PROPERTY REPAIRLINE (for schools that have purchased SSE Property & Grounds) CORPORATE PROPERTY		01823 357357

MAJOR INCIDENT PROCEDURE CHECKLIST

Name of School/Establishment (include town)	
Principal Contact (include main contact number or contact point)	
Nature of Incident: <ul style="list-style-type: none"> • Include date and 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 • Communications Officer(s) • Record/log keeper • Logistics (ie main telephone/ contact numbers, transport arrangements, alternative accommodation) • Chair of Governors • Premises Manager • Media Officer 	
Logistics - Are evacuation, school closure (if required), transportation, accommodation arrangements required?	
Resources - Are special designated areas required? ie to facilitate parents, emergency services, Local Authority support, quiet area for emotional support	
Have you contacted the Local Authority for support? ie school closures, CHSU, educational psychologist, property services?	
Check security of site	
Arrange contact and safe collection of pupils/young people	
Maintain a log/record of all activities, decisions and communications	
Consider implementation of your Business Continuity Plan	

FURTHER GUIDANCE AND CONTACT DETAILS FOR DEALING WITH MAJOR OR CRITICAL INCIDENTS

Major emergency/school closures:

Schools must notify the Local Authority when a decision is made by the Head Teacher, in consultation with the Chair of Governors, to close a school/educational establishment.

School closures guide: [School Closures](#)

Website to log a closure: <http://somersetschoolclosures.org.uk>

Support Services for Education: <http://www.supportservicesforeducation.co.uk/Services/3242>

Guidance for managing school closure arrangements:

[Appendix B - Guidance for Schools - School closures](#)

Epidemic/major illness/significant absence due to pupil/staff sickness:

Having contacted the LA, follow guidance as above.

HPA Guidance on Infection Control in Schools and Other Child Care Settings:

[Guidance on infection control in School & Child Care settings](#)

Public Health England (Health Protection Team) - Follaton House, Plymouth Road, Totnes, TQ9 5NE. Contact: 0300 303 8162 (Option1 then Option 1)

Out of Hours: 0300 303 8162 (Option 1)

Somerset Health Protection (out of hours): 01823 333444

Disruption to education - pandemic flu/Coronavirus:

Following the outbreak of swine flu and the possibility of a recurrence in the Autumn term, Civil Contingencies and CYP have produced a plan in the event of any disruption to education. We would recommend that schools adopt the plan as part of their contingency plan for critical incidents.

[Dealing with disruption to Education: School Business Continuity Plan](#)

[Support Services for Education – Talking to Children about COVID-19](#)

Please refer to “*Wise Before the Event*” Coping with crises in schools, authors: William Yule and Anne Gold book. All schools should have a copy.

Guidance for schools and colleges in managing critical incidents 2020/21:

<https://staffonly.somerset.org.uk/iPost/Lists/Latest%20iPost%20Documents/Attachments/10180/CI%20Guidance%20for%20Schools%20Sept%2020-21%20with%20sensitive%20numbers.pdf>

National Counter-Terrorism Security Office (includes links to guides such as Stay Safe and how to report suspicious behaviour):

<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

Dealing with the media at times of crisis:

<http://intranet.somerset.gov.uk/EasySiteWeb/GatewayLink.aspx?allid=3046>

Accident and incident reporting:

Accident Report to be completed for all incidents including accidents and near misses (including those involving violence to staff).

[Data Collection form](#)

[EEC Safety Suite](#)

Outdoor Education National Guidance - Critical Incidents on School Trips:

<http://oeapng.info/download/1764/>