

BLADINGTON PRIMARY SCHOOL
CRITICAL INCIDENT POLICY



Date of Ratification: 25.03.21 18.01.24	Updated 08.03.21 01.01.24	Signed: HEADTEACHER  CHAIR OF GOVERNORS <i>K Dainty</i>
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Safeguarding Statement

At Bledington Primary School we respect and value all children and are committed to providing a caring, friendly and safe environment for all our pupils so they can learn, in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Bledington Primary School. We recognise our responsibility to safeguard all who access school and promote the welfare of all our pupils by protecting them from physical, sexual or emotional abuse, neglect and bullying.

This policy should be read in conjunction with our Health and Safety, Emergency lockdown, Code of Conduct, SEND and Safeguarding policies.

All of our policies can be found at

<https://www.bledington.gloucs.sch.uk/policies/>

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1. Introduction

At Bledington School we are committed to and strive to achieve best practice in all that we do. We recognise that many crises can be avoided through careful planning and preparation. This Critical Incident Plan is intended to support school where situations of a catastrophic nature occur. In formulating this plan school has not tried to anticipate every element that might arise out of specific crisis situation but rather have attempted to generate a range of flexible guidelines that will address a broad spectrum of scenarios.

2. Aims

- Identify potential critical incidents;
- Minimise the impact of critical incidents;
- Highlight potential school actions/ reactions to staff;
- Clarify roles and responsibilities within roles;
- Identify support agencies/ multi-agency partners.

3. Potential Incidents

Potential crises might include, but not be limited, to the following:

- Destruction or vandalism of the whole or significant part of school;
- Violence or assault on school premises (including grounds);
- A hostage situation or intruders on school premises;
- A bomb threat or explosion;
- A gas leak or substance spillage;
- An abduction of a pupil from school premises or educational visit;
- A pupil missing and not found whilst in the care of school;
- Death or injuries on school journeys;
- An accident involving pupils, staff or visitors to school;
- A serious outbreak of a contagious disease;
- A natural disaster in the community;
- Civil disturbance or terrorism.

4. General Guidelines

There are emergencies or crisis situations that no amount of pre-planning can anticipate or effectively alleviate. However, there are generic responses expected of staff in all crisis situations. Staff are expected to:

- Avoid panic and maintain order;
- Establish what the situation is (as far as is possible);
- Seek immediate help;
- Seek immediate treatment for any injured parties;
- Report the situation to a person in authority on the scene;
- Follow all instructions issued by the police and emergency services;
- Follow schools' guidance on unsolicited contact with the Press (Appendix 1)

5. Serious Incidents at School (See Appendices 1-4)

Examples of serious incidents might be fire, death, major accident or suicide. In the event of such an emergency:

- The Headteacher will be in charge of co-ordinating the response. (Normal chains of responsibility should be followed in the event the Headteacher is absent). School's Emergency Evacuation protocol should be implemented if evacuation of the school to alternative premises be required;
- The Headteacher is responsible for ensuring the emergency services are notified. This may be delegated to a responsible member of staff;
- Gloucestershire County Council Emergency Response team should be notified immediately;
- The monitoring of out of hours school security is contracted to a private firm who will manage the contact of key holders;
- Where a serious incident involves casualties, the Headteacher will appoint members of staff to record the names of those injured and the hospital to which they were taken;
- Parents/guardians will be informed as soon as is possible.

6. Serious Incident- Educational Visits

General procedures for Educational Visits are stated in school's Educational Visits policy and protocol. This is supported by a range of protocols to support serious incidents (Appendices 1-4)

Communications with parents/ guardians will be managed by school. Pupils should generally not be allowed to phone parents/ guardians.

7. Threats to School

If information is received that a dangerous or explosive device has been introduced into the school the following procedure will commence:

- If the threat is directly received by school all details must be recorded by the member of staff receiving the information. This information should be immediately communicated to the Headteacher;
- The Headteacher will immediately inform all staff in all areas by deploying staff to initiate a silent evacuation without audible alarm;
- Certain types of devices can be triggered by radio signals therefore all **mobile phones, walkie talkies and paging devices must not be used and switched off** until such time as it has been determined that there is no bomb or it has been found and deactivated;
- The Headteacher should contact and be advised by the emergency services;
- School's Emergency Evacuation should be implemented if advised to evacuate to alternative premises.

8. Intruders in School/ Hostage Situation

School operates controlled access to the premises during core hours, morning and after school activities. All staff, volunteers and students working in school are required to:

- Maintain procedures to assure efficacy of the controlled access system;
- Adhere to and implement school's Safeguarding policy, procedures and protocols;
- Adhere to and implement school's Visitors to School policy.

All staff should be especially conscious of:

- Any unusual activity;
- Unauthorised visitors (not wearing a visitor sticker/badge);
- Indications that locked exit doors have been tampered with;
- Unusual, suspicious or out of character behaviour exhibited by individuals in school.

If staff observe any doors not secured or propped open this should be reported to the Headteacher, Senior Leadership Team or administration office immediately.

Staff should report any out of the ordinary activity to the Headteacher/ Senior Leadership Team and administration office. Caution should be used if approaching or challenging intruders in order to avoid provocation.

Where an unauthorised visitor is considered suspicious and/or aggressive the Headteacher should contact the Police. (Normal chains of responsibility should be followed in the event the Headteacher is absent). They will then decide on the appropriate action with advice of the Police. In certain circumstances staff may be advised to remain in classrooms with pupils. Where evacuation is considered necessary the Headteacher will implement an evacuation with audible alarm or, where this may provoke an adverse reaction from the intruder/ hostage taker, a silent evacuation.

9. Serious Outbreak of a Contagious Disease

If an outbreak of a contagious disease is known, school will contact Gloucestershire County Council Health and Well-being Team to determine if it is communicable in a school setting. School will follow the advice and direction given.

10 Accidents

Pupils / staff/ visitors involved in an accident- as per normal school procedures.

During Educational Visit- See school protocol

11 Emergency Evacuation/ Closure of the School (Appendix 2)

In the event that school must be evacuated, School's Emergency Evacuation Protocol will be implemented.

Staff will escort pupils in an orderly and closely supervised manner to the designated alternative premises.

The Headteacher (Site Manager), if on site, will ensure that access for emergency services is available as required and utilities (gas/ water/ electricity) disabled if necessary and safe to do so. If the Site Manager is not on site, they will be summoned immediately. **This is only required in a critical situation and does not apply to normal fire evacuation.**

Where an incident that requires school closure occurs overnight, the Headteacher will log information with Gloucestershire County Council. GCC will automatically contact local radio stations to broadcast notice of the school closure and information of any temporary accommodation if in place. Normal chains of responsibility should be followed in the event the Headteacher cannot be contacted. The Headteacher will arrange for notification of closure and/or temporary accommodation to be displayed at the school premises. Information will also be posted on school's website, the staff What's app will be activated and mobile phone texts sent to inform parents.

12 Communication (Appendix 1)

If a critical incident occurs, the external line in the Headteacher's office will be designated for the use of making outside calls only. The Headteacher will inform and liaise with Gloucestershire County Council and Chair of Governors.

The Headteacher will contact the Local Authority Media Relations Office for assistance in preparing a press statement. Staff and governors **should avoid** any communication with the Press/ Media other than the prepared statement.

In line with school's Educational Visit policy and protocols all teachers who are out of school with pupils will have a mobile telephone for the purposes of advising school of a critical incident.

The Headteacher or Chair of Governors will be designated as press officer. They will be responsible for all communications with the media. The press officer will agree the timing of press releases and liaise with emergency services to provide a single joint statement if applicable. All press releases will demonstrate to the media that school is controlling the incident in a caring, competent and responsible manner and seek to set minds at rest countering any rumours.

The Administrator will manage all telephone/ electronic communications received from parents/ guardians and other interested parties except the Press/ Media. This will leave the Headteacher/ Senior Leadership Team free to manage the immediate situation. Details of all incoming calls / calls to parents/ guardians will be recorded. Where there is a large volume of calls the Administrator will designate staff to assist. A briefing statement will be prepared by the Headteacher and given to those staff managing telephone calls. Staff will be directed to relate the statement **verbatim**. Where appropriate other useful telephone numbers will be given to parents/ guardians e.g. hospital, emergency disaster line.

The administration staff will be responsible for managing parents/ guardians arriving at school or the temporary emergency premises during a crisis situation. Where appropriate a room will be set aside for parents/ guardians to wait during the crisis or until they can be reunited with their children. Parents/ guardians will be reunited with their children as soon as possible and a record maintained noting which children have been collected.

Press and television crews **will not** be allowed access to the school premises unless the express permission of the Headteacher is given. Where a press briefing is arranged and the use of school premises is not possible/ appropriate, an alternative location will be designated.

All staff will receive a briefing re the incident as soon as is possible to minimise uncertainty and ensure rumours do not circulate.

Pupils will be briefed as considered appropriate.

13 Longer Term Action Following a Crisis

- Counselling for staff and pupils should be arranged as soon as possible and offered to parents/ guardians if appropriate;
- The relevant support agencies will be contacted by the Headteacher as deemed appropriate;
- Parents/ guardians will be updated on what is happening in school subsequent to an incident;
- Where staff feel they are suffering from stress subsequent to the incident, the procedures defined in school's human resources policies will apply;
- Visits to the site may be arranged for staff, pupils and parents/ guardians if deemed appropriate.

14 Roles and Responsibilities

The following are principles which apply **over the long term**. Roles may be delegated however the responsibility remains with the persons named below. In a specific crisis situation the most senior staff member involved will assume responsibility for managing the situation until the post holder is available. In such a situation they are authorised to exercise professional judgement and act as they see fit in the interests of pupils, staff and the school, knowing they have the support of the Headteacher and governors.

1. Headteacher

- Overall responsibility for safeguarding pupils, staff, volunteers, visitors and students on placement;
- Overall responsibility for planning, risk assessment, management of crisis, aftermath;
- Ensure staff access training and that policy, procedures and protocols are embedded in working practice;
- Ensure safe systems are in place;
- Ensure practice evacuations are conducted and reviewed;
- Overview of communications with outside agencies, parents/guardians and the media.

2. SLT

- Assume overall responsibility in absence of the Headteacher;
- Prime responsibility for ensuring pupils are supported in the aftermath of a disaster;
- Support for staff and parents/ guardians.

3. Visit Leader (Educational Visits)

- Ensure visits are planned in accordance with school's policy, procedures and protocols;
- Ensure all risk assessments and documentation, required as part of school's visit approval application process, is completed prior to commencement of the visit;

- In the immediacy of a critical incident situation occurring offsite during the visit assume overall responsibility and coordinate communication with school / emergency services;
- Implement the appropriate crisis protocol;
- Act as a source of advice/ guidance to participating colleagues and volunteers.

4. Administrator

- Ensure that data systems are secure;
- Ensure automated backups occur successfully;
- In a crisis, manage telephone/ electronic communications to school;
- Ensure emergency services are contacted in a crisis situation;
- Manage communications in the case of a move to a temporary alternative office off-site.

5. Site Manager (Headteacher/Administrator/ Premises Governor)

- Ensure safety and security of the site;
- Ensure emergency services have access;
- Disable utilities if appropriate and safe to do so;
- Liaise with contractors and supervise repair works.

6. Teachers

- Ensure the safety of pupils;
- Ensure safe practices in accordance with school's policies, procedures and protocols;
- Maintain vigilance;
- Support colleagues;
- Liaise with parents/ guardians when directed.

7. Other School Staff

- Ensure the safety of pupils;
- Ensure safe practices in accordance with school's policies, procedures and protocols;
- Maintain vigilance;
- Support colleagues;
- Liaise with parents/ guardians when directed.

8. Local Authority – LA Emergency Team

- Provide practical support in the event of a crisis;
- Support in securing alternative provision premises if required;
- Guidance and support with media enquiries.

5. Data

All data is held on school's computer system which is backed up daily to the cloud. Senior Leadership and Management Teams have been actively involved in the development of this

plan and have access to copies of the plan in the event school's computer system cannot be accessed.

6. Press/ Media Contact

Please refer and adhere to school's Guidance Unsolicited Press/ Media document (SEE Appendix 1). Journalists are not allowed onto school premises during the handling / management of a critical incident. All communications with the Press/ Media will be authorised by the Headteacher. (Normal chains of responsibility should be followed in the event the Headteacher is absent). Where deemed appropriate the Headteacher will seek assistance from the Gloucestershire County Council. Staff should not communicate with the Press/ Media unless authorised to do so. Staff will not permit Press/ Media access to pupils in their care.

7. Building Issues

Serious Damage from Vandalism/ Fire Damage- Implement school closure procedures

Suspected Gas Leak- See school evacuation procedure (Appendix 2)

APPENDIX 1

GUIDANCE IN RESPONDING TO UNSOLICITED PRESS/ MEDIA CONTACT

IF YOU ANSWER THE PHONE and are asked for comments by the press/media please follow these guidelines:

- Do not offer any information or make comments on the subject matter of the call.
- Ask for the caller's full name, telephone number, organisation/ who they represent etc.
- Explain they will need to speak to the Headteacher (or in their absence the SLT).
- If possible pass the call to the Headteacher or SLT advising them this is a press/ media request for information.
- If the Headteacher or SLT is not available record the caller's details and advise them their call will be returned as soon as possible.
- **DO NOT GET DRAWN INTO A CONVERSATION.** Remain polite but firm in your response.

IF THE PRESS/ MEDIA ENTER THE SCHOOL BUILDING:

- Press and media representatives should wait in the front entrance. They should not be admitted beyond the main reception area without the specific permission of the Headteacher or SLT in their absence.
- If the Headteacher and SLT are not on site alert the Administrator. The Administrator will advise the representative that no one is available to comment at that time and offer the opportunity to book an appointment at a later date/ time.
- **DO NOT GET DRAWN INTO A CONVERSATION.** Remain polite but firm in your response.

HEADTEACHER/ SLT GUIDANCE

Once alerted to a telephone call/ arrival of the press/ media:

- Delay any immediate response to give time to collect your thoughts and prepare.
- For telephone enquiries you should establish the reason for the contact. Once established you may wish to say any of the following:
 “I am not in my office at the moment. Can I phone you back in 5 minutes”?
 “Yes. We will comment and have prepared a statement, which is.....”
 “I will need to go to my office to collect school’s prepared statement. I will phone you back shortly”.
- Make sure you make any calls that you promise to make. Before returning the call you are strongly advised to contact the Chair/ Vice Chair of Governors and you may also wish to have a discussion with the Local Authority.
- When returning the call read the prepared statement **verbatim**.
- Make notes, especially of who you read it to, and any comments you receive.
- Be very cautious about commenting beyond the statement (matters are either sub-judice or may be part of an internal disciplinary action).
- Once the call is completed advise and update the Chair/ Vice Chair of Governors. You may also wish to advise the Local Education Authority. If the conversation is managed by the SLT they should advise the Headteacher and Chair/ Vice Chair of Governors as soon as possible.

Once alerted to press/ media arrival at school:

- Delay any immediate response to give time to collect your thoughts and prepare.
- Go to the reception area. Do not invite the press/media into school.
- Give a written copy of school’s response.
- If school does not have a prepared response advise that one will be issued shortly.
- If pressed for further comments advise that all the information needed is/ will be within the response.
- Be polite but remain firm.
- On departure of the press/ media record the details of the visitor and notes on the content of the conversation.
- Advise the Chair/ Vice Chair of Governors as soon as possible. If the conversation is managed by the SLT they should advise the Headteacher and Chair/ Vice of Governors as soon as possible. Any prepared statement should be agreed with the

Chair/ Vice of Governors **prior** to submission. If any further telephone requests for information are received you should read the statement and advise that school has no further comments to make.

APPENDIX 2 SCHOOL'S EMERGENCY EVACUATION PROTOCOL

Premises evacuation / emergency plan

Teachers and teaching assistants will be responsible for their own class but will follow instructions given by either the Administrator or Headteacher.
If we need to evacuate the school grounds we will;

- Assemble in class lines in partners
- Not talk so as to be ready to hear instructions.
- Only collect coats/bags etc if it is deemed necessary by staff
- walk to the village hall and remain there until the all clear

If the evacuation is still in operation at home time, a parent text message will be sent to advise of collection arrangements and children will be supervised until collected by parents.

APPENDIX 3 SCHOOL'S LOCKDOWN PROCEDURE

Lockdown procedures may be activated in response to any number of situations such as:

- 1. A reported incident, accident or disturbance in the community**
- 2. An intruder on site**
- 3. A warning being received regarding a local risk of air pollution (eg smoke, gas cloud)**
- 4. A major fire or flood in the vicinity of the school**
- 5. The close proximity of a dangerous animal**

The procedure aims to minimize disruption to the learning environment whilst ensuring the safety of all pupils and staff and is as follows:

- In the event of an emergency a signal of three short, three long, three short intermittent bells (SOS) will be rung continuously.
- This means the school will carry out the lockdown procedure
- Staff will ensure that all pupils are inside the school buildings
- If children are outside, staff will bring them back into their classrooms
- All outside doors will be locked and all windows, that may be open, closed
- The registers will be taken and any child not present will be notified to the head and office staff who will arrange for a search for the missing child/adult.
- Staff will ensure all outside doors are locked and all key pad doors have the key pads engaged
- In the event of the need to call emergency services the Headteacher/teacher in charge and office staff will dial 999 and request the emergency service required

- The all clear signal will be given by the Headteacher/teacher in charge and /or office staff in person to each class
- A parent mail message will be sent to advise of the emergency and a note will be posted on the ticker of the website
- If we are still under a warning at 3.15 the children will only be released from school to their parents or a nominated representative. Any children that are not collected will be taken to the entrance hall and be supervised until parents come to collect them and take them home. It is unlikely that parents will be required before the usual end of day.

APPENDIX 4 SCHOOL'S FIRE EVACUATION PROCEDURE

Fire Evacuation

In the event of the need to **evacuate** the building we follow our usual fire drill procedures which are well rehearsed;

- Evacuation is announced by the ringing of a continuous bell either as a result of a fire point being activated or by manual activation as part of a drill.
- Classes exit the building via the nearest exit
- There is no talking or running
- All belongings are left behind.
- The administrator will check the staff room, toilets and kitchen, whilst the Headteacher will check the upstairs rooms and library for any adults/children who may have been out of class
- Pupils line up in their classes either in the playground or at the sunshelter
- A register is taken and a search mounted for any missing child or adult.
- Office staff ring 999.
- No-one returns to the building until the Headteacher/ Administrator in charge or office staff give the all clear.

In the event of a real fire/ need to evacuate, a parent text message will be sent to advise of collection arrangements and the children will be supervised until collected by parents.

APPENDIX 5 EMERGENCY CONTACT- WEATHER

ORGANISATION	CONTACT DETAILS	CODE WORD
Gloucestershire County Council	01452 426767 Enter DFE 2045	1369

APPENDIX 6 SCHOOL CONTACT DETAILS

Full Name of School	Bledington School
Address	The School House, Old Burford Road, Bledington
School telephone number	01608 658388
School email address	admin@bledington.gloucs.sch.uk
Kitchen telephone number- direct line	01608 659020

APPENDIX 7 AUTHORISED PERSONS (within this plan)

NAME	ROLE	CONTACT NUMBER
Ms Jill Kewley	Headteacher	07787343154
Mrs Mona Logue	Administrator	07896806800
Mrs Sarah Rollins	Staff Governor	07889981756
Mrs Kieri Dainty	Chair of Governors	07545985715
Mr Paddy Bourns	Premises Governor	07854058950
Ms Jill Kewley	Site Manager	07787343154

APPENDIX 8 EMERGENCY CONTACTS- MULTI-AGENCY

NAME	LOCATION	TELEPHONE NUMBER
Local Authority	Director of Education's Office	Charlotte Jones/ Kirsten Harrison 01452 425000
	Emergency Crisis Support Centre	
	Out of hours support	
	Health & Safety Team	01452 425350
	Facilities Management	
HOSPITALS	Moreton in Marsh- North Cotswolds Hospital	0300 421 8770 (Closes 8pm)

	Stow Rd, Moreton-in-Marsh GL56 0DS	
	Horton General Hospital - Banbury	01295 275500
	Witney Community Hospital	01865 904222
	Cheltenham General Hospital	0300 422 2222
	Gloucester Royal Hospital	0300 422 2222
ICT SUPPORT	Gloucestershire County Council	01452 427272
ICT Support	Chipping Campden ICT	01386 848 750
INSURANCE COMPANY	Buildings: Contents: Employers Liability: Educational Visits/Residentials:	Steve Lloyd Insurance Manager Insurance Services Gloucestershire County Council, Shire Hall, Westgate Street, Gloucester, GL1 2TG W: www.gloucestershire.gov.uk E: stephen.lloyd@gloucestershire.gov.uk SN: staffnet/insurance T: 01452 32(8898)
BURGLAR ALARM	Ashley Keenan (Phoenix Fire)	07854 868198
BOILER / HEATING MAINTENANCE	Pasquet Heating	077780 61474
ELECTRICIANS	Total Lighting	01452 537421/07974 419232
GLAZING	AD Glass	01608 731 720
LOCATION OF AGREED TEMPORARY ACCOMODATION	Bledington Village Hall	

APPENDIX 9 KEY HOLDER CHECKLIST/ EMERGENCY BOX

1. School premises keys
2. Key list
3. Alarm Codes
4. Entry Lock codes
5. Alarm company telephone number
6. Alarm company security code
7. Mobile phone
8. List of SLT contacts
9. Emergency contractors' numbers

10. Critical Incident Plan
11. Staff list & telephone numbers
12. Security keywords
13. Parent contact details
14. Timetable
15. Visitors Book
16. Late Book