

Ashmole Primary School



Critical Incident Guidance

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Written by: Jane Wood Chambers

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October 2015	<i>Reviewed – staff contact details removed from published version shared on website</i>
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Critical Incident Guidance

Handling crises is a normal part of school life.

Some incidents, however, are of a more critical and overwhelming nature in which staff, pupils and parents may experience acute, even prolonged, distress.

In recent times schools across many local education authorities, have faced a wide range of crises that have tested their ability to act in a focused and immediate way.

Aims and objectives

The aim of this document is to draw on people's experience to provide a framework for a flexible response to whatever incident may occur.

The Critical Incident Team is made up of key figures in the school that are best placed to deal with the after effects of a crisis.

The team is made up of school managers, office staff and the premises officer.

The team members need to familiarise themselves with this document and know where the relevant information mentioned in it is kept.

Procedures

The key steps to follow in the process are:

- 1 Obtain and collate information about what has happened (What? Where? Who? When?)
- 2 Gather and brief the LEA/Education Service/ Critical Incident Management Team (see attached contact sheet)
- 3 Trigger the LEA support network through the Lead Officers (see attached sheet) at this stage it may be necessary to contact the LEA's legal, insurance and safety section
- 4 Put in place an incident management room (the Head Teacher's Office)
- 5 Lead to contact families whose children are involved (all contact details are held centrally in the school office)
- 6 Information given to be only established facts
- 7 Make arrangements for informing other parents, on a need to know basis
- 8 Inform teaching and support staff, use a break-time/end of the day to call a meeting and have it minuted and available for any staff to read who were unable to attend
- 9 Inform pupils, best practise in their classes or small groups whichever is most appropriate
- 10 Encourage people to talk, create the culture
- 11 Respond to any media interest professionally and seek advice from the Press Office, have an agreed press release for staff to use to get the school's message across, responding to what and when questions but not to why and how/ off the record remarks/ blind quotes

After the incident has taken place, the CIMT needs to develop a plan for handling the feelings and reactions of people (Human Resources and Education Psychology Service will advise).

This list of actions should act as a prompt- please refer to '**Managing the Response to Critical Incidents in schools and the education service**' for more details.

Monitoring and review

The governing body regularly reviews the Critical Incident Plan.