



LORDSHIP LANE

PRIMARY SCHOOL

Critical Incident Plan

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Lordship Lane Primary School

Critical Incident Plan

This plan is designed to provide guidance on management of a critical incident.

1. Definition

1.1 A critical incident may be defined as any unexpected occurrence which has a major impact upon the school likely to cause serious disruption to the running of the school and/or result in significant public or media attention.

1.2 The risks for the school are to:

- the pupils, staff and visitors;
- the buildings, premises and grounds; and
- the systems and services without which the school cannot function effectively.

1.3 The sort of incident which can affect a school may include:

- the death / suicide of a pupil or member of staff;
- a serious accident to a pupil or member of staff on the premises or in the immediate vicinity or on a school visit or journey;
- an outbreak of a serious communicable disease e.g. meningitis or E-coli, Ebola;
- asbestos contamination;
- major fire, flood or explosion;
- a bomb threat or terrorism;
- dangerous animal loose on the premises;
- release of hazardous substances on or near the premises;
- a significant physical threat to pupils or staff by a parent or member of the public;
- hostage taking or abduction; and
- significant weather.

1.4 Roles and Responsibilities

- The Head Teacher is responsible for completing and maintaining the Critical Incidents Plan. The plan should be reviewed annually. This can be delegated to the Site Manager/SBM.

1.5 The following members of staff will form the Critical Incident Team in the event of an incident: Headteacher, Deputy Head, Assistant Heads, School Business Manager, Site Manager

1.6 Checklists of information for responding to a crisis:

1.7 In the event of a critical incident, accurate up-to-date and accessible information is required immediately.

2. Procedures for Responding to Critical Incidents

- 2.1 The Head Teacher/Critical Incident Team will take the following actions in chronological order:
- call the emergency services and/or other agencies as appropriate;
 - phone the LA to seek support where necessary. Monday to Friday 8:00am – 17.30, xxxxxxxxxx
 - inform the LA so they are able to assist in informing local schools, business and residents, where deemed necessary;
 - inform the Directors by email and phone Chair of Governors, Jenny Thomas
 - gather information on the incident – what it was, where and when did it happen, which persons were involved and why it happened
 - identify, if necessary, a central liaison point. Whenever possible this will be the school office. Ideally the liaison point should have telephone, fax and email facilities.

2.2 Depending on the incident the procedures to be followed will vary. A number of possible situations have been set out below together with advice intended to highlight procedures/actions particular to the type of incident.

i) Death of pupil or member of staff

- make safe [if possible] the hazard so others are not harmed or in danger;
- preserve any evidence of the cause of the incident;
- ensure the pupils and staff are safe and remove them from the scene, minimizing alarm and distress;
- contact parents / carers / next of kin;
- following an incident, inform the Health and Safety Executive (by phone) and complete and return form 2508 (RIDDOR) to the Health and Safety Executive within 10 days; and
- arrange counselling;

ii) Serious accidents or illness for pupil or staff

- if a parent is unavailable to meet the pupil at hospital, the accompanying member of staff should act in loco parentis', including giving permission for treatment – subject of course to any known parental wishes
- the pupils contact forms should be taken to the hospital together with any medication the child may receive in school;
- complete entry in Accident Book [legal requirement for staff accidents]
- following an incident, inform the Health and Safety Executive (by phone) and complete and return Form 2508 (RIDDOR) or Form 2508A (notifiable disease) to the Health and Safety Executive within 10 days.
- Staff's next of kin will be contacted and if necessary a school member of staff will accompany them to the hospital
- The school will arrange counselling as necessary

iii) Assaults on staff by parents or members of the public

- try to identify the assailant but do not detain by force;
- attempt to calm the assailant and ask them to leave the premises. If they refuse and continue to be aggressive, call the police immediately;
- tend to the victim; and
- collect and retain names of any witnesses and collect written evidence as necessary.
- The school will arrange counselling as necessary
-

iv) Bomb threats

- follow the Evacuation procedure as planned;

- confirm with staff and the police that the building is empty;
- do not re-enter the building without clearance from the emergency services; and
- assemble staff and pupils off site, staff and pupils are to use the green on New Road in this instance.

v) Gas Leak

- inform the HT and Site Manager;
- the Gas Emergency Number is 0800-111-999;
- if there is a gas escape, do not operate any electrical switches, smoke or use a naked flame;
- open doors and windows to ventilate area;
- check gas appliances are switched off;
- turn the gas supply off at the meter
- telephone the National Grid Emergency Service 0800 111 999;
- if there is a fire, isolate the gas at the meter, and telephone the National Grid Emergency Service 0800 111 999; and
- follow fire evacuation procedures as necessary.

vi) School Lockdown

School lockdown occurs when circumstances dictate that the safety of pupils, staff, parents and visitors to the school is better ensured inside the buildings. There are many variances to why lockdown may occur. An example of this sort of emergency is a chemical spill, dangerous animal on school grounds or weapon crisis or an intruder into the school. The general rule is that staff, pupils and visitors should remain out of sight away from main doors, windows and behind furniture or solid walls.

For an intruder alert, all entrances to the school must be secured in an effort to prevent the intruder from entering the premises. Staff and pupils must also find a suitable place to protect themselves. If pupils are outside when the signal for a lockdown is sounded, staff could consider taking them to the nearest possible building that can be secured. Pupils could also be asked to hide or disperse if this will aid their safety. On Police advice please turn mobile phones off.

Lockdown arrangements will depend on the situation. Rooms and areas should have an escape route in case the intruder manages to gain access to the premises.

Lockdown Signals: (could be any of the following depending on the situation)

- if it is safe for normal emergency procedures to be followed, the fire alarm may be used to evacuate on the advice of the Critical Incident Team. The school alarm to be triggered by a member of SLT; a message sent to the office informing them it is an emergency other than fire;
- **If not appropriate to sound the alarm a silent lockdown will be activated,**

In either case:

- No fire alarm will sound to indicate returning to normal.
- When it safe to do so SLT/Authorities will inform staff that the lockdown procedures are over
- When the incident concludes authorities or senior staff will walk the building and communicate to advise if safe.

Emergency school closure

i) During The School Day

- discuss situation with Chair of Governors. The Head Teacher will do this in the first instance;
- ensure all parents and carers are contacted. This will be the responsibility of all administrative staff;

- give written reasons for closure to parents / carers as soon as possible. A message should be communicated on the school texting service (group call); and
- plan for reopening school and communicate plan to parents as soon as possible.

ii) **Before The School Day**

- discuss situation with Chair of Governors. The Head Teacher will do this in the first instance;
- staff available in school to position themselves by all school entrances and explain reason for closure to Parents & Carers;
- a written message should also be positioned on entrances throughout the day and delivered via the school texting service;
- office staff should make and receive phone calls;
- inform the LA if required;
- give written reasons for closure to parents / carers as soon as possible. A further message should be communicated on the School texting service; and
- plan for reopening school and communicate plan to parents as soon as possible.

iii) **In the event of adverse or significant weather conditions**

- the Premises Team will ensure where possible pathways are cleared the day before;
- the Site Manager will liaise with the Head Teacher regarding safety of the school site prior to opening;
- a Risk Assessment will be complete and issued to the Head Teacher; and
- if adverse weather is predicted, the Head Teacher will discuss the situation with all staff the day before if possible.

It is the expectation that all staff will make an attempt to get to work, if not by car then by public transport.

- on the day, all Staff who live a distance away from the school should contact the Headteacher as soon as possible to confirm attendance at school and estimated arrival time;
- following this the Head Teacher will assess risks and impact of a reduced staff and supervision of the pupils;
- the Head Teacher will get updates from the TfL website;
- the school website will be updated before 8:00 am;
- if the Headteacher cannot get to school, they will deputise to another member of staff who lives locally and who can get into school safely
- comply with procedures re school closure above.

Arrangements to evacuate the school to a safe location (Green area in New Road)

In the event of a full school evacuation off site, arrangements have been made with Homes for Haringey to use the green space in New Road as a safe refuge point for all staff and pupils.
Map/route attached

Pupils will be escorted to the space in their class groups, Fire wardens will also supervise safe transfer of pupils.

2.3 **Managing information**

In the immediate aftermath of an incident or crisis it is possible the school will be inundated with incoming calls from anxious parents and others – including the media. The Incident Manager or Head

Teacher should prepare for this eventuality. Staff dealing with these calls should provide an agreed, factual statement along with a reassurance that appropriate actions are being undertaken. Staff should keep a note of all conversations. A separate dedicated line(s) may be needed for outgoing calls – mobile phones should be used where possible

3. Working with the media

3.1 In the case of a major incident the media will become involved very quickly. In many situations where the emergency services are involved the police will take the lead on dealing with the media. Nevertheless reporters may press the school for information, views and comments.

4. Recovery planning

Once an immediate crisis has been addressed, the school will need to activate a recovery programme to start the process of returning to some sort of equilibrium as soon as possible. The school will set up a recovery team which will consist of the critical incident team and other relevant or appropriate persons:

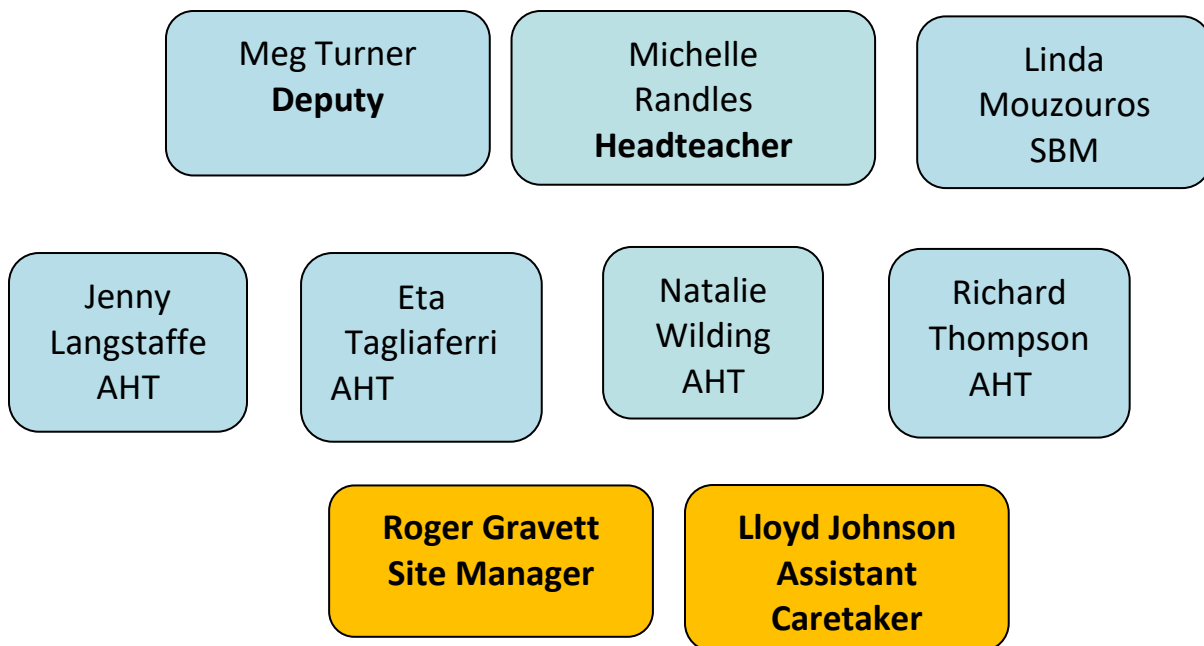
The range of issues that may need to be addressed in a recovery programme is varied but may include:

- ways of communicating to staff, parents and pupils;
- formal and informal recognition and rituals;
- support for staff and pupils, which may include counselling;
- support for the Incident Managers and the recovery team;
- the curriculum implications – timetabling, staffing etc;
- buildings issues (perhaps in the case of a major fire); and
- policies and procedures implications.

The LA will offer support with the business continuity planning working alongside the Head Teacher and Business Manager.

The strains of leading a school through a critical incident can be very disturbing but may not be apparent until after the crisis has subsided. The support of family, colleagues, governors and staff may need to be engaged.

(Appendix 1)
Critical Incident Team

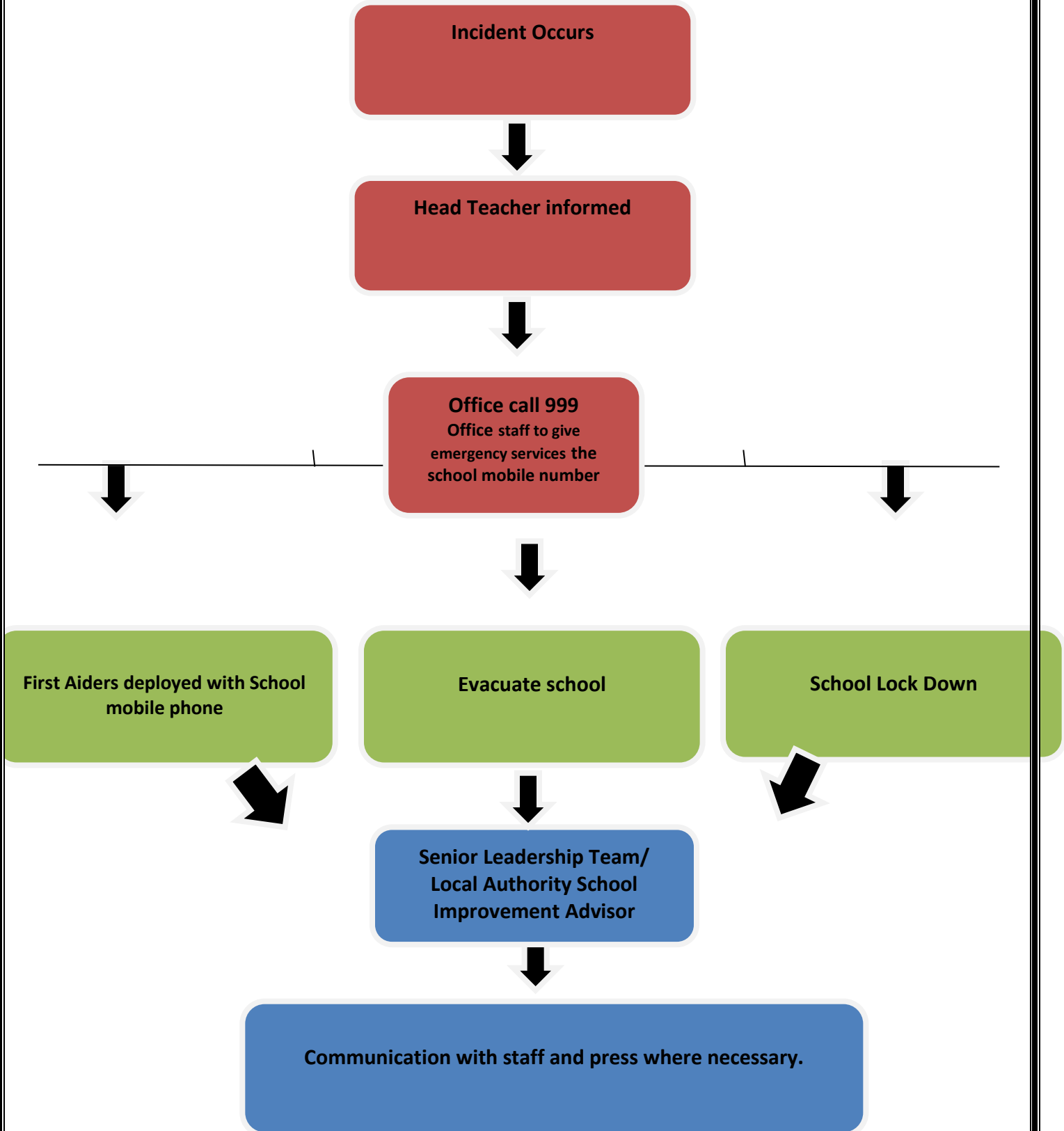


Staff Responsibilities and Contact details:

Name	Email
Michelle Randles HT	head@lordship.haringey.sch.uk
Meg Turner DHT/DSL	deputy@lordship.haringey.sch.uk
Linda Mouzourous SBM	admin@lordship.haringey.sch.uk
Natalie	senco@lordship.haringey.sch.uk
Eta	eta@lordship.haringey.sch.uk
Jenny	jennylangstaffe@lordship.haringey.sch.uk
Roger	
Lloyd	

School Phone number: 0208 888 6541

(Appendix 2)
Incident Flow Chart



(Appendix 3)
Key Contacts

Useful Contractors/Services List

Useful Contacts:

The contact name, organisation and telephone numbers of individuals who might be useful/helpful to the school in an emergency.

ORGANISATION OR SPECIALISING OFFICIAL	NAME	TELEPHONE NUMBER
Electric – UK Power Network	Helpdesk	0800 783 8838
Thames Water	Helpdesk	0800 980 8800
British Gas Emergency	Helpdesk	0800 111 999
IT – Colin Chow	IT Support	07967 336251
Insurance	Zurich	01252387291

(Appendix 4)

Crisis Kit

The following to form a school crisis kit is stored in School Business Manager's Office:

- a comprehensive emergency telephone list;
- a large-scale local map showing public phones, police, fire and ambulance stations, the nearest alternative parking facilities, and the nearest accident and emergency hospital;
- a site plan showing fire points, isolation points for electricity, gas and water services, assembly points, fire hydrants, storage areas for flammable or hazardous products;
- Control of Substances Hazardous to Health (COSHH) assessment;
- a plan for the first 24 hours after the disaster such as: reciprocal arrangements with another school; other buildings that the school could use; emergency transport; mobile classrooms; and the use of mobile phones or mobile switchboard.

**Essential information
Critical Incident Plan**

Notes	
An up to date list of emergency contacts for all pupils and staff	<p>To be immediately available for the Incident Manager – held in office</p> <p>To be on hardcopy and on computer, (including an offsite backup copy in case the records become destroyed by fire / flood on the school premises)</p>
School visit and journey lists	<p>Details of names, addresses, location and contact details for all pupils and staff on school visits and journeys – held by office on trips. (Educational Visits policy)</p> <p>Significant medical information relating to the above- held in pupils file and visit sheet</p>
Premises site plans including hazardous substance storage locations, gas, electric and water control positions	Held in crisis kit
School bank details, account number and sort code.	<p style="text-align: center;">Lloyds Bank 30 99 86 05723612</p>

Appendix 8 School Incident Form & Incident Management Situation Report

Use this form to record initial information received on the incident and to log situation updates.

This form should be started as soon as possible, and all boxes completed.

New or updated information on this form should be entered in RED so those receiving a copy will know what is new or has changed.

DETAILED INFORMATION

Date: → Time: → Your Name:

Name of School: **Lordship Lane Primary School**

INCIDENT DETAILS

Description:

How were you made aware of the incident?

IS IT A CRITICAL INCIDENT?

Is it an incident requiring immediate action or is there significant disruption to day to day operation of the school?

No Yes → Date and Time declared critical:

Are there any casualties or fatalities?

Have the emergency services been called?

Is the incident currently affecting school activities? If so, which areas?

What is the estimated duration of the incident?

What is the actual or threatened loss of staff/pupils?

1 – 20%

20 – 50%

Over 50%

Has access to the whole site been denied? If so, for how long? (provide estimate if not known)

Which work areas have been destroyed, damaged or made unusable?

Is there evidence of structural damage?

Which work areas are inaccessible but intact?

Are systems and other resources unavailable? (Include computer systems, telecoms, and other assets)

If so, which staff are affected by the ICT disruption and how?

Have any utilities (gas, electricity or water) been affected?

Is there media interest in the incident? (Likely of actual)

Does the incident have the potential to damage the School's reputation?

Evacuation to New Road: