



Critical Incidents Policy

Principal	Shereka James
Person Responsible	Olu Alalade
Committee Responsible	Finance & General Purpose
Chair of F&GP Committee	David Fitzsimmons
Review Cycle	Biannual
Governing Body Ratification	February 2022
Review Date	February 2024
Legal Framework	<p>National Counter Terrorism Security Office (NaCTSO) Guidance Note 1 / 2015 Developing Dynamic Lockdown Procedures</p> <p>The policy covers the sort of threats that the school may potentially be subjected to, for example, aggressive or violent intruders, dangerous animals, chemical or environmental incidents. However, where the school is subject to an aggressive terrorist incident (for example, armed attackers) and it is not safe to initiate any or part of this plan the basic stay safe principles of the RUN, HIDE, TELL must be followed.</p>
Summary of changes from last version	

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1. POLICY ON CRITICAL INCIDENT MANAGEMENT - Introduction

The Policy deals with emergencies, recovery from disasters, and serious breaches of security. The aim of the policy is to provide guidance and support to enable the Academy to tackle the impact of severe disruption and by so doing ensure staff and students are properly protected and prepared and ensure that the normal education process can be restored as quickly as possible. The policy should be read in conjunction with the Fire Safety Policy and Emergency Evacuation Procedures document. Incidents happen frequently and sometimes they can result in the death or serious injury of pupils or other members of the school community. A major emergency would be a situation where two or more “blue light services” are involved in the response to a situation. The impact of any serious disruption may manifest itself in terms of delivery of education; safety/welfare; financial consequences; reputation damage; and or environmental consequences.

Some of the types of crisis or critical incident may include:

- Death or serious injury of a pupil, staff, or governor;
- Significant acts of violence on-site;
- Accidents or death to parties of pupils and staff on trips and activities;
- Significant fire damage to school premises;
- Natural disasters in the community e.g. flooding, gas leaking;
- Severe epidemic within the school staff and pupil community;
- Civil disturbance or terrorism;
- Significant acts of theft from or destruction, or vandalism of the school;
- Pupil or teacher being taken, hostage.

Skidders’ Academy must respond in a manner designed to reduce the devastating effect an incident can have directly and indirectly on the concerned individuals.

Within the aims of the Academy, the governors have identified a model procedure for a serious emergency affecting Skidders’ Academy.

This policy outlines the actions and procedures to be followed and available support where needed. This action is defined in a Critical Incident Plan (**Appendix 4**) which must come into immediate action should such an incident occur.

The Plan consists of a series of actions aimed at gaining and disseminating information, regaining equilibrium and morale, establishing a future routine, and initiating procedures to prevent a recurrence.

2. Responsibilities and Organisation

The Principal

The Principal or the Principal’s nominee will act as Emergency Officer and take charge of the incident on behalf of the Academy and the Governing Body.

In the absence of any member of the Leadership Team on-site, the Academy security team would take operational control and contact the Principal or his / her nominee as necessary.

All staff will fully co-operate and participate in the response as appropriate.

Hackney Education/London Borough of Hackney

Support can be requested from Hackney Education and the London Borough of Hackney - see contact list **Appendix 3**. Hackney has a Local Authority Liaison Officer (LALO) responsible for the coordination of Hackney Council’s response to a major emergency.

3. Alert and Call Out

During Hours of Academy Operation

The person who first identifies the threat or crisis should contact a member of the SLT immediately. The SLT member will then assess the situation and notify the Principal if necessary.

Outside of Hours of Academy Operation

If no member of the SLT is present, security should be contacted. They should then take any urgent steps to assess and manage the situation, including contacting emergency services if appropriate. The Principal or most senior available member of the Leadership Team should be contacted as soon as is practicable. *If an incident takes place during periods of school closure security should be the initial point of contact.*

The Principal on being alerted should, and as appropriate:

IMMEDIATELY

- make a further assessment of the situation
- make arrangements for a full or partial evacuation of the site if necessary
- if this has not happened already, arrange for the appropriate emergency services to be contacted (police, fire, ambulance) – see contact list **Appendix 2**
- ensure that extra support is provided for the telephone receptionist and ensure that a telephone line is available solely for outgoing calls. A mobile telephone or alternative base may be necessary.
- inform the Chair of Governors and Director of Education at Skinners' Hall
- call together the *Vice-Principals, Office Manager, Network Manager, Premises Manager, Safer Schools Police Officer, School Nurse and co-opted people as necessary*, brief them and allocate their responsibilities and set up the Critical Incident Team- see (3) below
- alert Hackney Education for information purposes and put them on standby/request for immediate assistance
- ensure that accurate factual information is available for those arriving at the scene.

IN THE SHORT TERM

- arrange for parents to be informed
- handle media inquiries (all inquiries should be referred to the Principal)
- debrief staff and pupils as soon as appropriate
- consider whether it is possible to safely follow a normal Academy routine, or whether the Academy should be partially or fully closed.

IN THE LONGER TERM

- make plans for attendance at funerals if this should be necessary.
- help pupils and staff with their return to school
- encourage discussion in classes.

4. The Crisis Incident Team

The Principal will:

- call together the *Vice-Principals, Office Manager, Network Manager, Premises Manager, Safer Schools Police Officer, School Nurse, and co-opted people as necessary* at a specific place and time to form the Crisis Incident Team.
- arrange for cover for staff removed from classroom duties.

The Principal will allocate tasks among the Team:

Designate	Roles and Responsibilities
Principal	<ul style="list-style-type: none"> • Initiate Critical Incident Procedure • Gather members of the critical incident team (CIT) • Confirm to Office Manager to contact parents via EduLink or Teacher to parents • Compile an accurate situation report of what has happened, keep it up to date and avoid incorrect information circulating within the school by giving information as appropriate. • Carry out briefings for the staff and for pupils as soon as is practicable • Liaise with Hackney Education Communications Team and Skinners' Hall regarding contact with the press and media • Contact and inform Chair of governors
Vice Principals	<ul style="list-style-type: none"> • receive and co-operate with any welfare officers who are sent to the Academy to help with pupils, staff, and parents • provide a room for counselling if necessary • contact Hackney Education's Educational Psychology Service • be aware of relevant multi-cultural and multi-faith issues funeral customs and any other relevant issues. • Contact Safer Schools Police Officer and School Nurse and deploy as necessary
VP - Chief Financial Officer	<ul style="list-style-type: none"> • set up and operate in-coming and out-going phone lines (including the line reserved for outgoing calls) and if necessary, arrange for additional lines and/or mobile phones; • maintain a record system for the incident, including contact with and response to communications from the LALO. Records should also include: <ul style="list-style-type: none"> - Date - Time - Event/information received - Who did what? - Who authorized what? - Expenditure incurred.
Office Manager	<ul style="list-style-type: none"> • contact parents, both of children involved and those whose children may be affected; • maintain a record system of inquiries received and pupils' families contacted
Network Manager	<ul style="list-style-type: none"> • arrange for monitoring of the e-mail system and other ICT systems using mobile devices
Premises and Facilities Manager	<ul style="list-style-type: none"> • In liaison with the Premises Team identify locations where the Critical Incident Team can operate and equipment required – this may need to be off-site at Woodberry Down Primary School or Grazebrook Primary, Lordship Road • Arrange for the establishment of these facilities
Local Authority Action	<ul style="list-style-type: none"> • The LALO for the Local Authority where appropriate will; • meet with the Critical Incident Team at the Academy • offer support to the Principal • direct the Psychological Service • call for additional emergency support from other departments of the Local Authority where needed

5. Stand Down and Recovery

When the emergency services have left the Academy and when the media have also gone, the Academy will begin to return to normal.

The Principal will call together the Critical Incident Team and review what continuing action needs to be taken. The involvement of the Local Authority should be sought.

The following need to be considered:

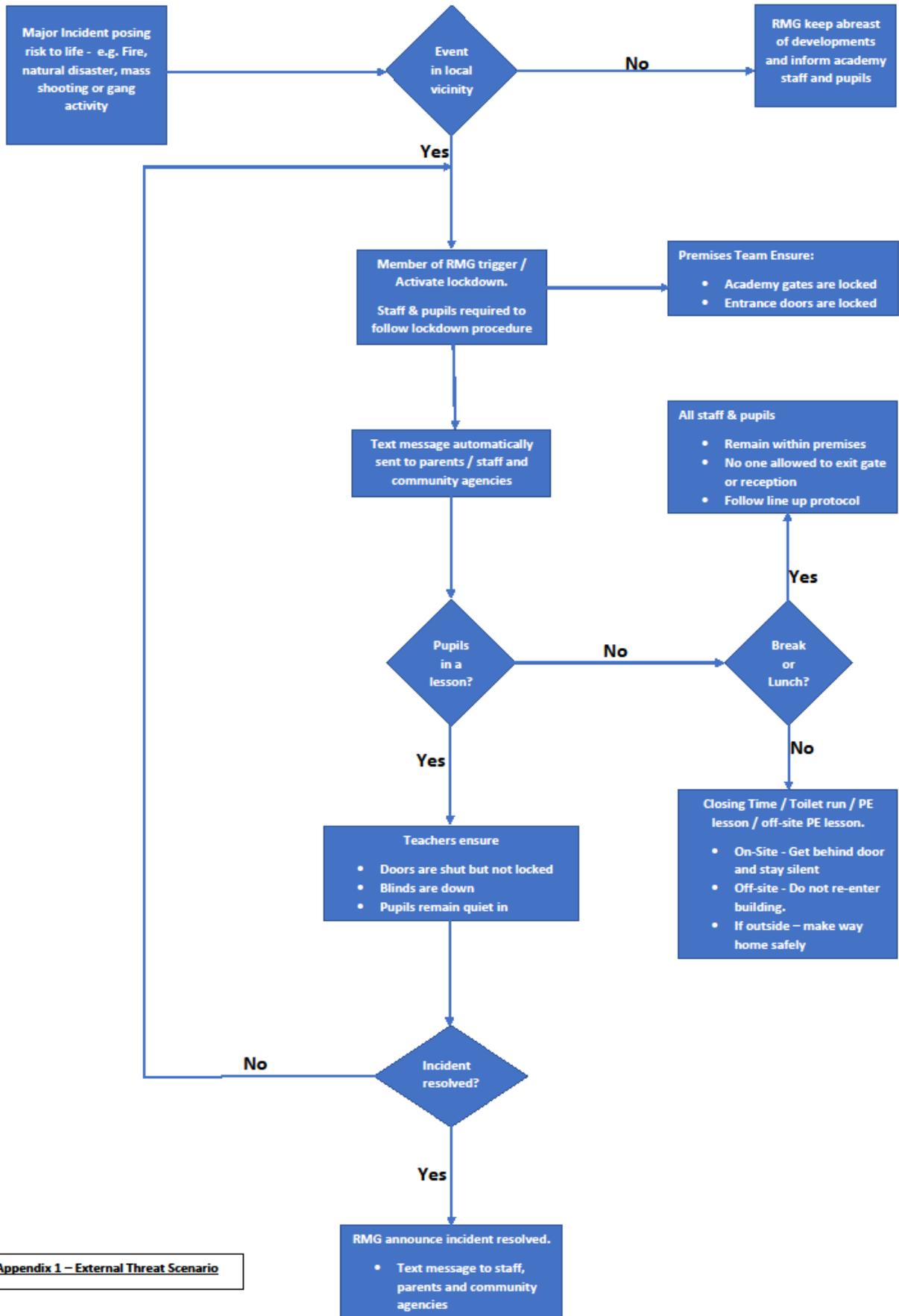
- debriefing meetings for staff and pupils
- identification of those pupils and staff at continuing risk of trauma
- discussion in classes
- specific treatment for groups or individuals.

The Principal and the SLT will also need personal debriefing.

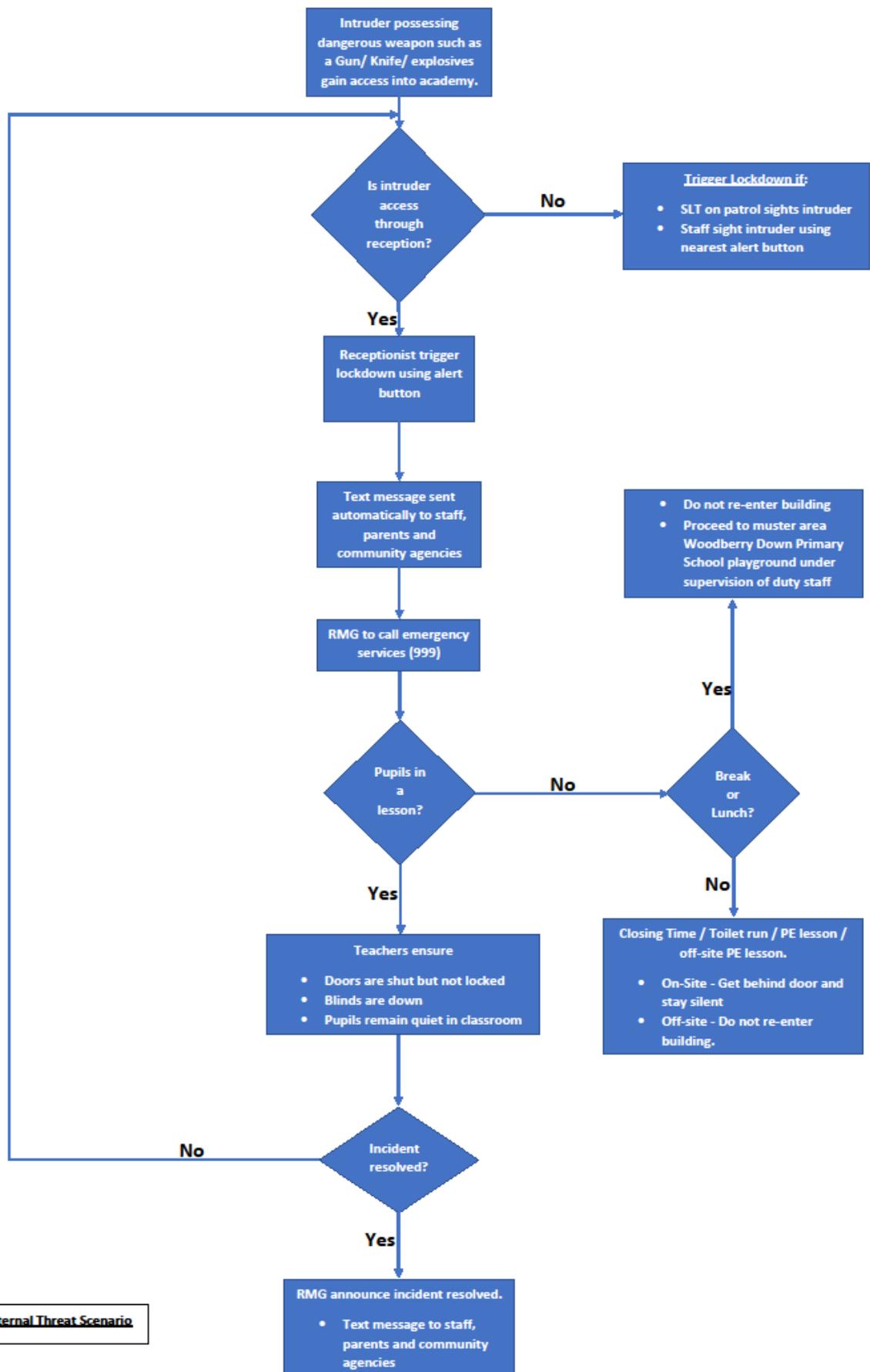
6. School Lockdown Procedures

This document aims to provide guidance to staff to prevent them from moving into dangerous areas and prevent or frustrating any potential attackers attempting to access the site. The school will carry out a lockdown procedure to quickly restrict access to the site or building (or part of it) through physical measures, in response to a threat either external or internal. **The aim is to conduct a drill every term.**

Please refer to Appendix 1 and Appendix 2 for the details of steps to be taken in the event of an external threat and internal threat, respectively.



Appendix 1 – External Threat Scenario



Appendix 2 – Internal Threat Scenario

Appendix 3

CONTACT NUMBERS (version with numbers stored in a critical incident box)

Category	Telephone Number
Chair of Governors: Jocelyn Mitchell	
Leadership Team:	
Principal: Shereka James	
Vice Principal: Olu Alalade	
Vice Principal: Jay Kerby	
Vice Principal: Ian White	
Olive Dining – Manager Client Services – Matt Steadman	07570671598 / 01959564700
Emergency Services:	
Police – Stoke Newington	03001231212 or dial 101
PC Gemma Jackson	
Hospital – Homerton University Hospital	02085105555
London Borough of Hackney	02083563000
Crisis Line (Responsible Officer)	
Hackney Education	02088207000 / 02088207631
School Reception	02088007411
School Fax No.	
School Direct Line to Principal’s PA	

CRITICAL INCIDENT PLAN

PROCEDURES

In order to ensure the smooth operation of the Critical Incident Plan, the following should take place:

Major Incident Evacuation Drill: This should take place annually and should involve evacuation to the secondary evacuation point (**Woodberry Down Primary or Grazebrook Primary**). Emergency evacuation should be announced through the sounding of the alarm. Each evacuation should be reviewed, and any necessary amendments made immediately as soon after the drill as is practicable.

Major Incident Kit: These should be held in the Academy's Office, the Sports Hall Office and Reception and will consist of the following:

- Class lists and student home contact information
- Emergency contact list (to be updated as necessary)
- Police incident record book
- Notepads, pens, paper, marker pens, pencils, and clipboards
- Sellotape
- Scissors
- Cordon tape
- Full map/plans of the school and the local area
- Copy of school incident policy
- Whistle
- List of staff and emergency contact information
- First Aid Kit
- Flashlight & spare batteries
- Hi-visibility vests
- Loud hailer

During Academy hours this kit should be carried out of the Academy by the Office Manager. During reception closure, the kit from the Sports Hall Office or Reception should be used. These kits should be checked periodically, and a record of inspection held in the kit.

Informing Staff: The Academy Staff Handbook, which is held on the Staff Intranet, shall contain information on emergency evacuation procedures.

Informing Students: In the days immediately prior to the evacuation drill all students will be reminded of procedures and protocols by their Advisers. Reminder information will appear in Adviser packs and the Green-Staff weekly bulletin.

Informing Governors: Governors should monitor that an annual evacuation has taken place via the Principal's termly report.

Responsibilities

The Principal or Vice-Principal – To take the decision to evacuate, oversee evacuation, take decisions, and delegate responsibilities.

Advisers/Heads of Year – To account for all students in their form and year group. To ensure the orderly assembly of students for which they are responsible.

Non-Attached Teaching Staff and Support Staff – To support the silent and orderly evacuation and assembly of students.

Designated Fire Marshalls – Where safe to do so, to ensure that the areas for which they are responsible are clear of all people and to report this to the Senior Fire Marshall.

Vice Principal / CFO – To act as Senior Fire Marshall.

Vice Principal Pastoral and Vice-Principal CFO - To coordinate critical incident drills and update the critical incident policy and procedures on a regular basis.

Cover Supervisor – To account for all supply staff.

Office Manager – To ensure critical incident box, visitors’ book, and paper registers are taken to the assembly point.

Premises Staff – Where safe to do so, to remain on or near the site to support emergency services. **Out of hours**, to manage evacuation and pass on the critical incident box from the Academy Reception. To inform the Principal of any major incidents as soon as possible.

Network Manager – To support the establishment of communication systems where required.

School Police Officer – To provide guidance and support for evacuations and procedures.

All Staff – To be vigilant en-route to the park in order to ensure all students evacuate safely and reach the assembly point. To account for any visitors, peripatetic staff or any other adults that are not on the Academy establishment list.

All Students – To evacuate in a sensible, safe and orderly manner and to follow instructions.

Table of substantive policy changes from February 2021

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