



POLICY

Critical Incident Management Plan

DCC Model Policy – No*

*based on a DCC template

DCC Policy version date: n/a

Approved and adopted by the Governing Board

October 2018

Next Review Date

2021

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KING EDWARD VI COMMUNITY COLLEGE

1. **CRITICAL INCIDENT MANAGEMENT PLAN**

1.1 This plan has been prepared and agreed by the Leadership Team and Governors of King Edward VI Community College to assist in dealing with critical incidents on or off the site that affect the College community.

1.2 **Aims**

The aims of the school's plan are:

- To provide support to all students and staff affected by the incident.
- To provide guidance on managing an incident
- To maintain the normal running of any parts of the College not affected.
- To return the whole College to normal as soon as possible.

1.3 **Types of Incident covered by the Plan**

A Critical Incident is defined as an emergency affecting students, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the College's own management team during the day to day running of the College. It may involve:

- the death of a student, staff member or member of the public;
- a serious accident involving students and / or College personnel on or off the premises;
- a violent intrusion onto College premises (e.g. an armed intruder or a bomb alert);
- extensive damage to College premises;
- the release of hazardous substances near or on the College site.

1.4 **Notification of Incident**

You may hear about the incident from a number of sources:

- a staff member;
- a student;
- a Parent
- the police;
- the media;
- Devon County Council

1.5 **Whoever receives the alert should ask for as much information as possible:**

- the name of the caller
- what has happened?
- have the emergency services been informed / are they attending?
- what is the exact location of the incident (and any access problems if not on site)
- are there any casualties
- what actions have been taken so far
- name/contact at the scene (if not on site)
- what assistance is needed?

(An aide-memoire for prompting these questions is to be kept at the College reception points on each site and at student services points. A log sheet is also included in the plan for use by staff to record information and actions).

1.6 The Principal (or other member of the College Leadership Team if the Principal is not available) will decide on the level of response needed:

- can the College cope alone?
- if not, the Education Department or County Emergency Planning Officer will be contacted bearing in mind the capabilities of other organisations, who can be alerted via the County Council

1.7 Contact List and Call Out Arrangements

A College contact list of home/work addresses and phone numbers is attached to this plan. These are available only to staff authorised to have access as part of the plan in order to preserve confidentiality and comply with Data Protection Act responsibilities.

1.8 Critical Incident Management Team (CIMT)

The CIMT will comprise:

- Principal
- Deputy Principal
- Business Director
- Site Manager
- Assistant Principal's (x4)
- Chair of Governors (where contactable/available)

Others as determined by the College to support the team, these are likely to include:

- Principal's PA
- Network Manager
- Personnel Manager

1.9 Base for Critical Incident Management Team

The base for the CIMT will be the Principal's office where it is still possible to use this. The reserve on-site location will be the Head of 6th Form office at Kennicott. In cases where it is not possible to use the school premises as a base, the CIMT will make use of the Principal's home.

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CRITICAL INCIDENT MANAGEMENT PLAN

2. Information for all teaching and non-teaching staff

- Be ready to respond to any potential hazard/ incident in and about the site.
- Contact the Principal/Principal's PA (ext. 204) in the event of any emergency, giving information about the:
 - Nature of the incident;
 - Type of help required;
 - Emergency service(s) required;
 - Exact location of the incident;
 - Number of casualties and nature of injuries.
- If necessary, evacuate the building, according to procedures set out in the College Fire Procedures Document.
- Maintain a calm atmosphere.
- Respond to instructions given by members of the Critical Incident Management Team.
- Do not speak directly to the media but refer all enquiries to the Principal or other person designated as being responsible for contact with the media.

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CRITICAL INCIDENT MANAGEMENT PLAN

3. **INCIDENT LOG TEMPLATE**

Incident			
Location of incident			
Date	Time	Event/Action taken	Signature

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CRITICAL INCIDENT MANAGEMENT PLAN

4. BASIC INFORMATION ABOUT THE SCHOOL

Name:	KING EDWARD VI COMMUNITY COLLEGE		
Address:	ASHBURTON ROAD TOTNES DEVON TQ9 5JX		
Telephone:	01803 869200		
Age Range:	11-19	Number on Roll:	1092
Map of surrounding area:	included in file		
Plan of School:	included in file		

DETAILS OF SENIOR STAFF (Actual content to be determined by school)

Principal	Alan Salt
Senior Leadership Team	Kirsty Matthews – Deputy Principal Alan Neale – Business & Finance Director Fay Crellen - Assistant Principal Ben Cotton - Assistant Principal Anne Law – Assistant Principal Sarah Winstone – Assistant Principal Keith Price – Director of Mathematics Sophie Killock – Director of English & Literacy

DETAILS OF GOVERNORS

Chair of Governors	Kate Wilson
Vice Chair of Governors	TBC

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5. STAFF LIST

Information on members of staff with home addresses and telephone numbers held in Critical Incident Plan file at College (and centrally via the Personnel Manager).

6. ADDITIONAL LISTS

6.1 The following detailed lists are included in the plan

- Student/Emergency contacts
- Supply Teachers/Relief Staff
- Governors contact numbers
- LEA emergency contact numbers
- Class / LSA timetables

6.2 These details are contained on the College SIMS system but also in a manual Critical Incident Plan file – in case systems are destroyed. The lists are kept up to date through the Personnel Manager.

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7. EVACUATION PROCEDURES

On discovering a fire:

The fire alarm will be activated.

Students and staff will evacuate the building and congregate in the designated fire assembly points as set out in the separate Fire Evacuation Procedures documents provided to all staff.

The last member of staff to leave with form group will ensure that the classroom door is closed.

The College receptionist and Student Services staff will take registers to the fire assembly points for staff to complete. Staff should take a register for the class with them at the time of evacuation and account for all students.

Members of the Caretaking Team will man the fire panels on each site and determine the seat of any fire.

Staff will man the site entrances to prevent any further vehicle access.

Once it is clear whether there is a fire , or if there is any uncertainty, the fire brigade will be contacted.

Students and staff will remain at the Fire Assembly Points until the all clear is called by the Principal.

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CRITICAL INCIDENT MANAGEMENT PLAN

8. PERSON IN CHARGE OF THE CRITICAL INCIDENT MANAGEMENT TEAM

Name – Alan Salt, Principal

8.1 RESPONSIBILITIES

- To take charge of events.
- To draw up an action plan for the specific incident.
- Where appropriate, to liaise with County Council/Education Department staff.
- To delegate responsibilities and give task sheets to chosen individuals.
- To provide a flexible response, based on the Critical Incident Management Plan.
- To appoint a 'secretary' who will keep a comprehensive incident log and support the person in charge. This would normally be the Principal's PA.
- To consult with the Police and the person responsible for liaison with the media about the release of information to students, staff, parents, general enquiries and the media.
- To establish a crisis team meeting place, close to the incident control point – if available and not impacted by the incident this would be the Redworth Leadership Team Room.

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9. PERSON TO CONTACT - DEVON COUNTY COUNCIL:

Name - Emergency Planning Department

9.1 **Devon County Council Emergency Telephone Operator:** 01392 665926

Ask the operator to speak to the Emergency Planning Officer under the Council's Major Emergency Scheme.

Give the following information:

1. Your name	
2. Your telephone number	01803 869200
3. The school's name:	KING EDWARD VI COMMUNITY COLLEGE
4. Address:	ASHBURTON ROAD TOTNES DEVON TQ9 5JX
5. Details of the incident	
6. Nature of assistance required - dealing with the media; transport; catering; communications; admin support	

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10. PERSON TO CONTACT EMERGENCY SERVICES

Name: Kirsty Matthews, Deputy Principal

10.1 RESPONSIBILITIES

- Contact as appropriate: Police
Fire
Ambulance

Using the 999 Emergency Services number
- Be prepared to give the following Information:
 - Emergency Service(s) required.
 - Exact location of the incident.
 - Number of casualties. Nature of injuries.
 - Location and telephone number where call is being made from.
 - Hazards which may be encountered by the Emergency Services at the site.
- To respond to the directions from the person in charge of the Critical Incident Management Team or other personnel in control, i.e. Police, Fire or other Emergency Services, Devon's Emergency Planning Officers.

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11. PERSON RESPONSIBLE FOR LIAISON WITH THE MEDIA

Name: Alan Neale, Business and Finance Director

11.1 RESPONSIBILITIES

- Early establishment of central media point.
- To liaise with and cooperate with the media and to answer their queries, as appropriate.
- To provide press statements (see separate sheet with headings).
- To liaise with emergency services including the Police Press Officer and County Council over the setting up of a Media Centre.
- To show concern and not panic.
- To provide basic information about the school - refer to separate sheets in file.
- To liaise between the press and those affected about press interviews - seeking permission from parents/guardians of any students involved in interviews.
- Students involved in interviews - ensuring they have support.
- Asking the interviewer the questions to be asked in advance of the interview.
- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Devon's Emergency Planning Officers.

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12. SECRETARY TO THE PERSON IN CHARGE OF THE CRITICAL INCIDENT MANAGEMENT TEAM

Name: Amanda Lane, PA to the Principal

12.1 RESPONSIBILITIES

- To support the person in charge.
- To keep a comprehensive incident log, as dictated by the person in charge.

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13. PERSON RESPONSIBLE FOR IMMEDIATE ACTIONS TO SAFEGUARD STUDENTS AND STAFF

Name: Alan Salt, Principal

13.1 RESPONSIBILITIES

- To evacuate the building in accordance with the School Fire Procedures.
- If necessary, to use an alternative assembly point.
- To liaise with the Critical Incident Management Team Leader and Emergency Fire Services, once the names of those present have been checked against attendance list.
- The responsibility for rescue rests with the Fire Service.
- To liaise with staff to ensure that immediate reassurance and support is given for anyone who is distressed.
- To ensure that parents do not take students away, unless directed to do so.
- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Devon's Emergency Planning Officers.

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14. PERSON RESPONSIBLE FOR CHECKING CHANNELS OF COMMUNICATION

Name: Ian Wren, Network Manager

14.1 RESPONSIBILITIES

- Check that all available communications and office equipment are working (phones, fax, copiers), in:
 - School Office
 - CIMT Base
 - CIMT Alternative Base

- Be ready to give the information to the Critical Incident Team or to Devon's Emergency Planning Officer.

- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Devon's Emergency Planning Officers.

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CRITICAL INCIDENT MANAGEMENT PLAN

15. PERSON TO OPEN APPROPRIATE BUILDINGS

Name: Gavin Priest, Site and Facilities Manager

15.1 RESPONSIBILITIES

- Open the appropriate parts of the College.
- Ensure entrances are clear to allow access for the Emergency Services.
- To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Devon's Emergency Planning Officers.

MAJOR INCIDENT OCCURRING ON THE SCHOOL SITE

16. GUIDANCE ACTION SHEET FOR THE PRINCIPAL AND MEMBERS OF THE SENIOR LEADERSHIP TEAM

1. Ascertain details of incident.

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on the College site the actions below should be considered and implemented as appropriate.

2. Alert relevant emergency services (Police, Fire, Ambulance) via 999 system.
3. Consider evacuation of College (via fire alarm or word of mouth).
4. Initiate College Critical Incident Management Plan.
5. Allocate staff to:
 - account for all students/staff/visitors on College site.
 - administer first aid if persons injured.
 - ascertain if there are any witnesses.
 - inform Devon County Council Health & Safety Advisor, Keith Furzeland.
 - inform Chief Emergency Planning Officer who can arrange appropriate support.
 - inform staff/students of incident. If incident occurs out of College hours consider briefing staff/students at earliest opportunity.
6. Inform parents/relatives as appropriate. If there are casualties then visits to parents/relatives should be arranged in conjunction with the Police.
7. Inform Chair of Governors who will be responsible for arranging for other governors to be informed.
8. Consider closing the College.
9. Consider relocation to other premises. If relocation away from the three College sites (which is unlikely) is required, this should be arranged in consultation with the Director of Education, Director of Technical Services and Chief Emergency Planning Officer.
10. Notify the County Council's Health and Safety Officer, Keith Furzeland, if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary and report via the online system if systems are working.
11. Arrange for the staffing of switchboard/telephone. Ensure that staff are fully briefed on facts and are aware of what information can be released.
12. Prepare to deal with the media - this should be done in accordance with the Police and County Council's Public Relations Officer (see aide memoire attached).

CRITICAL INCIDENT PLAN
ADVICE FOR OFFICIAL SPOKESPERSON(S)

- x **DO NOT** speculate - your interpretation or understanding can and probably will be exaggerated or quoted as hard fact.
- X **DO NOT** give any fact unless you are certain it is correct.
- X **DO NOT** say "NO COMMENT" - it can be taken as a negative answer which could be inaccurate and lead to difficulties later.
- X **DO NOT** be afraid to say "I DO NOT KNOW".
- √ **DO** have the confidence in yourself and your command of the situation to take a positive attitude towards the media.
- √ **DO** inform the Press Officers of any development which may assist them and of any journalist you suspect of acting inappropriately.

**NB: STUDENTS SHOULD NOT TALK TO THE MEDIA UNLESS
ARRANGED BY STAFF/PARENTS AND THEN ONLY WITH
WRITTEN PERMISSION FROM PARENTS/GUARDIANS**

MAJOR INCIDENT OCCURRING ON AN OUT OF COLLEGE ACTIVITY

17. GUIDANCE ACTION SHEET FOR GROUP LEADERS

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on an out of College activity the actions below should be considered and implemented as appropriate.

1. Ascertain details of incident.
2. Alert relevant emergency services (Police, Fire, Ambulance, Coastguard) via 999 system.
3. Call for assistance if available (staff, passers by).
4. Administer first aid where possible.
5. Account for all members of the party and ensure that all persons uninjured stay together.
6. Allocate staff member(s) to travel to hospital(s) with casualties.
7. Ascertain if there are any witnesses.
8. Allocate staff member(s) to stay at incident site to liaise with the emergency services.
9. Arrange for all non-casualties to return to base (accompanied by a member of staff) and that all members of the group are informed of the incident as soon as possible.
10. Inform Principal/College office as soon as possible. Give as much of the following information as possible:
 - date, time, location and nature of incident.
 - names of those involved.
 - details of any injuries.
 - actions taken.
 - contact point to be used.
11. Consider requesting additional assistance. Keep Principal/member of Senior Leadership team regularly updated.
12. Consider whether activity should be abandoned. If so, arrange for non-casualties to return to College. Liaise with the Senior Leadership team over transport arrangements.
13. Do not discuss legal liability.
14. Prepare to deal with the media - this should be done in consultation with the Police (see aide memoire attached).

MAJOR INCIDENT OCCURRING ON AN OUT OF COLLEGE ACTIVITY

18. GUIDANCE ACTION SHEET FOR PRINCIPAL / MEMBERS OF SENIOR LEADERSHIP TEAM

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on an out of College activity the actions below should be considered and implemented as appropriate.

1. Ascertain the following:
 - date, time, location and nature of incident.
 - names of those involved.
 - actions taken.
 - who is in charge at the scene.
 - if additional assistance is needed at the site.
2. Inform:
 - other staff - if out of school hours, ensure that the Site Manager is included in the list of staff to be contacted.
 - Chair of Governors who will be responsible for arranging for other governors to be informed.
3. Inform Chief Emergency Planning Officer who can arrange other support as appropriate:
 - transport (under mutual aid arrangements with other counties/districts).
 - insurers.
 - religious support.
 - translators.
 - social services support.
 - public relations support.
 - premises.
4. Initiate Critical Incident Management Plan.
5. Ensure that staff are fully briefed on facts and are aware of what information can be released.
6. Arrange for parents of uninjured to come to the College to meet the children on their return.
7. Arrange for parents/relatives of injured to be informed - this to be done in conjunction with the Police.
8. Notify HSE and Devon County Council Health and Safety Officer, Keith Furzeland, if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary.
9. Prepare to deal with the media - this should be done in consultation with the Police and County Council's Public Relations Officer (see aide memoire attached).

CRITICAL INCIDENT PLAN
TELEPHONE AIDE MEMOIRE

**In case of Critical Incident -
whoever receives the alert should
ask for as much information as
possible:**

- the name of the caller
- what has happened?
- have the emergency services been informed / are they attending?
- what is the exact location of the incident (and any access problems if not on site)
- are there any casualties
- what actions have been taken so far
- name/contact at the scene (if not on site)
- what assistance is needed?

To be kept by the school telephone. A log sheet is also included in the Critical Incident Management Plan to record information and actions.

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Information for all teaching and non-teaching staff

- Be ready to respond to any potential hazard/ incident in and about the site.
- Contact the Principal/Principal's PA in the event of any emergency, giving information about the -
 - Nature of the incident;
 - Type of help required;
 - Emergency service(s) required;
 - Exact location of the incident;
 - Number of casualties and nature of injuries.
- If necessary, evacuate the building, according to procedures set out in the College Fire Procedures Document.
- Maintain a calm atmosphere.
- Respond to instructions given by members of the Critical Incident Management Team.
- Do not speak directly to the media but refer all enquiries to the Principal or other person designated as being responsible for contact with the media.

CRITICAL INCIDENT MANAGEMENT PLAN

Date: **16th October 2018**

Signed (Chair of Governors): **Kate Wilson**

Date for review: **October 2019**