

# Welburn Hall School



**Policy for Managing Critical Incidents**  
**(To be used in conjunction with the North Yorkshire  
School Incident Response Guide)**

**Autumn Term 2013**

Review Period: Every two years  
Next review Due: Autumn Term 2015  
Approved by Governors:

## Introduction.

1.1 Every year schools face a number of incidents. These may range from the death of a pupil/member of staff through to floods, fire and to the more usual disruption caused by bad weather or loss of essential services. North Yorkshire have published a *School Incident Response Guide* to serve as a reference for Headteachers and school staff and help them respond effectively to incidents.

The following document will need to be used alongside the *School Incident Response Guide*. The guide gives clear general advice but this policy will contain the details pertinent to Welburn Hall School and the contingency plans that are in place to be adopted by Welburn Hall School staff and Governors in the event of any critical incident which results in one of the following:-

- Death or serious injury as a result of violence, accident, self harm and/or sudden traumatic illness.
- Violent intrusion onto school premises by a malicious armed person or people, either directly or by means of arson or a bomb.
- Loss of part or all of the school buildings through fire, flood, explosion or any other circumstances such as high winds, extreme storms etc.
- The release of hazardous substances (chemicals etc) near or on the school site.
- The outbreak of an epidemic (eg meningitis, legionnaires' disease etc)
- Missing person(s)/abductions
- Child Protection Issues which come into the public arena.

1.2 It is the responsibility of the School Management Team, in partnership with the Governing Body, to circulate this policy to all staff at the school to ensure that all relevant people are aware of its existence, contents and implications for themselves. Staff to be given time and opportunity to read the policy and asked to sign that they agree to follow it.

1.3 Only the Headteacher (or a designated person carrying out that responsibility), or Chair of Governors in his/her absence, may invoke the Critical Incident Procedures described in this document.

1.4 A critical incident continuity kit has been compiled which is kept in the school safe and with the Chair of Governors. The kit comprises of:-

- A list of the Critical Incident Management Team
- A site plan showing isolation points for electricity, gas and water services and telephone numbers for the utility companies.
- Up to date asbestos report
- Location of meeting points for emergency response
- A list of governors addresses and telephone numbers
- A list of all staff with addresses and telephone numbers
- An emergency telephone list.

- A copy of the WHS telephone tree.
- Local media contacts and telephone numbers
- A copy of the school inventory.
- **A back up tape of the school server is part of the continuity kit but, for logistical reasons, will continue to be kept locked in the staff resource room.**

## Aims

- To ensure that the school can continue to function in the event of a critical incident.
- To ensure that all staff understand their role in the event of a critical incident.

## Communication

### 1.1 Log of incident

- Head to start a log of the incident, detailing every step, on the appropriate form - Annex E in the North Yorkshire School Incident Response Guide (A copy can be found at the end of this policy)

### 1.2 CYPS Staff

- Inform Corporate Director - CYPS of incident.
- In the event of a serious incident the Director will send a Senior officer and a Press Officer from the County Council's Communication Unit.

### 1.3 Chair of Governors

- Inform the Chair of Governors and brief her on the details of the incident.

### 1.4 Staff

- As soon as is practical after an incident a staff meeting should be convened in order to give a detailed brief.
- Consideration needs to be given to any staff who are not on shift at that time but are due to arrive later.
- Consideration needs to be given to staff who may be absent due to sickness. Do they need to know?

### 1.5 Pupils

- Consider the most appropriate way to inform pupils - small groups or classes. Avoid large groups if possible as hysteria could be generated.
- Give the facts as appropriate and ensure that pupils are also kept up to date with developments.

### 1.6 Parents

- Depending on the nature of the incident it may be necessary to inform parents of the situation. The Incident Co-ordinator (Parents) will undertake this role supported by the admin team as appropriate.
- If a home visit is appropriate two members of staff and/or governors will visit to provide support.

- A letter stating the key facts of the situation, addressed to all parents or guardians, will reduce rumour and misinformation.

#### 1.7 Expected visitors

- The Admin team will need to check the diary for any expected visitors to the school to, depending on the nature of the incident, deter them from attending the school site and to re-schedule appointments.

#### 1.8 Media

Given the nature of the media and the fact that an incident at a school will provoke a lot of interest the following needs to be considered:-

- As far as is possible, enquiries and press releases will be dealt with by North Yorkshire lead officers and Press Liaison Officers.
- Where the above is not possible all enquiries from the press must be referred to the nominated person, the Headteacher or if she is unavailable to the chair of governors.
- Any inappropriate approaches or tactics used by journalists to be reported to the North Yorkshire lead officers and Press Liaison Officers.
- Do not say "No comment" as this can be misconstrued instead refer the journalist to the North Yorkshire lead officer or Press Liaison Officers or, if that is not possible, to the Welburn Hall School nominated person.
- Spokesperson to follow the guidelines as set out in the North Yorkshire School Incident Response Guide.
- Do not put any information regarding the incident on social media sites or discuss on same.

#### Premises

Welburn Hall School is fortunate in that it has large grounds and two distinct areas of buildings that are well separated.

In the event of the main house being damaged or unfit for use the school could continue to function but without boarding facilities.

If this were the case the admin team would have to be re-sited in the school building and this should not cause too many problems as the whole area has wireless capability. The server is housed in the school building so all data would be available to office staff on log in.

In the event of the school buildings (classrooms etc) being damaged or unfit for use the school could continue to offer boarding facilities and would look to the local authority to provide portable classrooms on the grounds. (For a very short time it would be possible to use the 4 lounges, 2 dining rooms, staff resource room, conference room, Head of Care office for the purpose of education and we would also look to our cluster schools for the use of some accommodation). As the server is housed in the main school building it may be necessary to access the back up tape stored in the staff resource room.

## Critical Incident Crisis Team

Incident Role	Staff Member	Staff Member
Incident Manager	Hazel Smith	Susan Sims
Incident Co-ordinator (Emergency Services Outside/Organisations.)	Mark Doubtfire	Mike Jackson
Incident Co-ordinator (Day to Day Management of School)	Catherine Barr	Sharon Leonard
Incident Co-ordinator (Pupils)	Niall Hayton	Catherine Barr
Incident Co-ordinator (Parents)	Cath McGill	Carol Pye/Admin
Incident Co-ordinator (Media)	Hazel Smith	Susan Sims
Incident Co-ordinator (Building/Premises)	Mark Doubtfire	Asst Caretaker
Incident Co-ordinator (Out of School Activities)	Catherine Barr	Sharon Leonard
Incident Coordinator (ensuring the day to day business of the school can continue without interruption.)	Gloria Gill	Claire Nicholls