



# Critical Incident Policy

## Pikemere School

The Critical Incident Policy in respect of Pikemere School has been discussed and adopted by the Governing Board.

Chair of Governing Board: *Christine Richards* Mrs C Richards

Head Teacher: *S. L. Gohr* Mrs S L Gohr

Agreed and ratified by the Governing Board on: 27<sup>th</sup> November 2019

Policy Review Date: Autumn 2020

# **Critical Incident Policy**

## **'WISE BEFORE THE EVENT'**

### **Managing Critical Incidents at Pikemere School**

Handling crises is a normal part of school life. Some incidents take on such a critical character, however, that the normal capacity of a Headteacher and of the school community to absorb shocks are overwhelmed and help and guidance is needed.

#### **What is a Critical Incident?**

There is no simple definition of a critical incident mainly because each school community, like individuals, has its own character, strengths and vulnerabilities, which can vary in time. The types of incidents which have severely shaken schools in Cheshire East are:

murder of pupils by strangers	murder of pupils by parents
fatal road traffic accidents	student suicide
teacher suicide	meningitis deaths
school bus crash / fire	house fire deaths
school fires	bomb threats

Each incident is unique in its detail and consequences. So however well we plan and prepare, events will surprise us. However, if we anticipate a major critical incident, and have laid plans for managing a response, it is likely to be easier to handle the actual event more effectively and confidently. By their very nature and definition critical incidents tend to disorientate and overwhelm those involved. Although the journey through this sort of crisis is always going to be difficult, planning ahead is a necessary precaution and can be crucial.

#### **Immediate Action**

Activate the 'Critical Incident Management Team' (CIMT) as follows:-

#### **Core Team:**

Responsibility for overall co-ordination, policy decisions and all external communications and public relations:

Headteacher	Mrs S L Gohr
Deputy Headteacher:	Mrs H Sehne
Chair of Governors:	Mrs C Richards
Vice Chair:	Mrs K Hulson

#### **School Team:**

Mrs C Johnson (Assistant Head) and Miss C Beresford (SENDSCO)

#### **PRIORITIES CHECKLIST**

1. Obtain and collate full information
2. Brief the complete CIMT
3. Set up an incident management area with dedicated telephone line.
4. Contact the LA if appropriate
5. Contact families whose children are involved.
6. Make arrangements for informing other parents if necessary.
7. Inform teaching and support staff.
8. Inform Pupils/Inform media (via LA)

## **MEDIUM TERM PRIORITIES CHECKLIST**

1. Obtain services of expert external agencies.
2. Debrief and provide support for staff and pupils involved in the incident.
3. Develop plan for handling the feelings and reactions of people.
4. Release a full press release (via LEA)
5. Develop plan for keeping parents, staff and pupils informed.

## **GOLDEN RULE**

No comment (official or unofficial) should be made to the media or others unless authorised by the CIMT Core Team. Anything said is likely to be quoted out of context and / or sensationalised and may be misused as evidence in future proceedings.

A Critical Incident folder is maintained in the school documents plus each member of the CIMT has been provided with a copy of County guidelines.

All phone numbers are reviewed termly and reissued to the CIMT, or can be located in the Critical Incident file (back office). The staff members of the CIMT hold updated telephone records for all staff. All staff are issued with a member of the Senior Leadership Team to phone in the case of an emergency.

In the event of an incident to a child or a member of staff the following people should be contacted by a member of the **Core Team only**.

**Out of Office** (before 8:30am and after 5:00pm weekdays plus weekends and bank holidays)  
Emergency Duty Team – EDT 0300 123 5022

**Office Hours**  
Children and Families Business Management Support Team 01606 271503  
01606 271718  
01270 686022

Critical Incidents related to property should be reported to: 01270 686888

## **Evacuation**

In the event that the school needs to be evacuated:

Office Staff/ SLT	KS2 Gates
B Wood / L Edgley / SLT	Hassall Road Gates
C Fowler / D Halliwell	KS1 Gates

Teachers to walk their children to Alsager Leisure Centre / Alsager High School using the safest route. If these buildings are not considered a safe option then Christ Church should be used.

The SLT, where possible, should ensure the building has been evacuated if it is safe to do so.