

**THE BLESSED EDWARD BAMBER CATHOLIC MULTI ACADEMY TRUST  
 CRITICAL INCIDENT POLICY AND PROCEDURES**

**1. Aim of the Policy**

The aim of this policy is to lessen the effect of a critical incident on the staff, pupils/students and parents at our academies. It is anticipated that by adopting the procedures outlined in this policy we will provide a more secure environment for everyone associated with our academies. In addition we hope to continue to maintain our strong working partnership linking home, academy and the community.

A critical incident can be a physical incident or psychological trauma that has a severe immediate impact and likely long-term effects on the individuals involved. Alternatively it may be an incident that leads to the closure of the academy. These may include:

- ❖ Incidents that involve staff/pupil, staff/staff, or other person/staff/pupil.
- ❖ People – made disasters/emergencies
- ❖ Natural disasters

Examples of in-school critical incidents:

- ❖ A serious accident to a child or adult
- ❖ Violence or assault within the academy including by intruders
- ❖ A fire or explosion
- ❖ Destruction of part of the school building
- ❖ Abduction of a pupil from the academy
- ❖ An illness such as meningitis within the academy or the local community
- ❖ A utility or service failure
- ❖ Adverse weather conditions that require the closure of the academy
- ❖ Bomb threat
- ❖ Hold & Secure or Lockdown

Examples of out-of-school critical incidents

- ❖ An accident to a pupil or staff while out of school on a visit or swimming etc.
- ❖ Death or injuries on a academy journey
- ❖ A traffic accident involving a pupil or staff member
- ❖ The death of a pupil or member of staff thorough natural causes, such as an illness
- ❖ Tragedies involving children from many schools/academies
- ❖ Civil disturbances
- ❖ A missing child

The Head teacher has responsibility for emergency management, which involves bringing together the arrangements for identifying, minimizing, preventing, preparing for, responding to and recovering from an emergency. In the first instance, the Head teacher must contact the CEO (or if not contactable the Chair of Directors).

In the case of the Layton Hill Campus the CEO/Chair of Directors will make an assessment as to whether the emergency will affect the effective functioning of the other academy. Where the emergency affects staff or children in both academies or where the whole campus is affected the CEO/ Chair of Directors will co-ordinate the response.

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Each Senior Leadership Team has responsibility for ensuring that procedures are properly addressed at times of high emotion and that if the Head teacher is the subject of the incident then the response mechanism proceeds effectively. If the incident subsequently involves legal action, a precise response to the incident should be known and be able to be verified by more than one person.

**Issues during an incident**

1. The Head teacher/Deputy must be informed of any critical incident as soon as possible.
2. It is often very difficult to collect and confirm the correct information as an event unfolds; it is, therefore, essential that any information passed onto others is as factual as possible
3. As soon as an incident is confirmed, and the CEO has been contacted, the SLT will meet to decide strategies. There may be times when decisions will be made before it is possible to bring the group together.
4. The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting.
5. All staff should share the same information
6. Pupils/students will be told information simply and sensitively, without fabrication, preferably in small group situations
7. The academies should try, as far as possible, to keep to the normal routine.

**Action Plan Timing**

| Action  | When                     | By Whom                |
|---|--------------------------|------------------------|
| Obtain factual information at the start   | Within hours             | HT/DHT                 |
| Advise Chair of Board, Diocesan Education Service & Director of Children’s Services | Within hours             | CEO                    |
| Establish an intervention team  | Within hours             | HT/DHT                 |
| Contact families  | When instructed          | Admin Staff            |
| Call a staff meeting to give information  | Same day, if possible    | HT/DHT                 |
| Place statement on Academy website/blog   | Same day if possible     | Network Manager        |
| Inform pupils in small groups of key facts  | Same day if possible     | Teachers               |
| Arrange a debriefing meeting for staff involved                                     | Same day if possible     | HT/DHT                 |
| Arrange debriefing for pupils directly involved                                     | Same day if possible     | HT/DHT                 |
| Express sympathy to families of those hurt or bereaved                              | As soon as possible      | HT/DHT                 |
| Identify high risk pupils and staff   | Following day            | Senior Leaders         |
| Promote discussion in classes to allow children to express feelings                 | Following days and weeks | Teachers               |
| Identify the need for group or individual treatment                                 | Over days and weeks      | Senior Leaders         |
| Organise counselling  | As required              | Chaplaincy Team Leader |
| Mark anniversary (discreetly)   | Annually                 | Whole Staff            |

**Contact Personnel and Support agencies**

Crucial contact telephone phone numbers will be retained by all senior leaders.

**Critical Incident Meeting Agenda**

Date of Meeting:

Staff Present:

Nature of Critical Incident:

Known information:

| Issue for Action   | By whom? | By when? | Completed (Date/Time) |
|--|----------|----------|-----------------------|
| Decide whether confirmation of original or additional information is required. <ul style="list-style-type: none"> <li>• Agree person to be contacted</li> <li>• Additional basic information required (specify)</li> <br/> <li>• Agreement of parent/next of kin to release information</li> <li>• Practical information required (specify)</li> </ul> |          |          |                       |
| Agreed information for release to staff:   |          |          |                       |
| Agreed information for release to parents:   |          |          |                       |
| Agreed information for release to pupils/students:   |          |          |                       |
| Decision on need to close School/College: Yes/No<br><br>(Refer to School/College Closure Procedures)   |          |          |                       |
| Briefing/Informing staff <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>   |          |          |                       |

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|   |      |      |       |
|---|------|------|-------|
| Briefing/Informing pupils/students/siblings<br><br>•<br><br>•   |      |      |       |
| Communication with parents (To include basic information about event, arrangements for maintaining well-being of pupils/students and any other appropriate practical information) |      |      |       |
| Agree support required:<br><br>• Critical Incident Team<br><br>• Chaplaincy Team<br><br>• Rainbows Team<br><br>•  |      |      |       |
| Arrangements for supporting staff/pupils<br><br>•<br><br>•<br><br>•   |      |      |       |
| Agree date of review meeting  | Date | Time | Place |
| Agree date of meeting to consider medium term issues  | Date | Time | Place |
| Agree date of meeting to consider long term issues  | Date | Time | Place |

At the conclusion of the meeting the completed agenda must be photocopied and distributed to all staff present.

## Emergency Academy Closure Procedures

These procedures should be implemented in the event of a critical incident that requires the immediate closure of the Academy. In implementing these procedures all staff should be mindful of their own well-being and safeguard the well-being of the students in their care. A designated place of safety will be determined for all staff and students if necessary.

Arrangements must be made to ensure all students are accounted for and records kept of communication with parents.

| Issue for Action  | By who | Completed (Date/Time) |
|---|--------|-----------------------|
| Inform CEO  |        |                       |
| Inform Chair of Board   |        |                       |
| Inform Diocesan Education Service   |        |                       |
| Inform Director of Children's Services  |        |                       |
| Arrangements for contacting parents to collect children/inform them of closure of the Academy   |        |                       |
| <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul> |        |                       |
| Inform Radio Stations:<br>Radio Wave<br>Radio Lancashire  |        |                       |
| Designated place of safety:   |        |                       |
| Printing and distributing of lists to record contacts with parents                              |        |                       |
| Collecting and retention of lists with record of contact with parent                            |        |                       |
| Placing information on website  |        |                       |
| Informing other media outlets if appropriate  |        |                       |
| Contacting bus providers  |        |                       |
| Informing Police of closure   |        |                       |
| Informing canteen staff of arrangements   |        |                       |
| Entering closure in SIMS system   |        |                       |

At the conclusion of the meeting this sheet must be photocopied along with the completed agenda and distributed to all staff present.

## In-house School Closure Procedures - Christ the King Catholic Academy

1. If a decision is reached to close the school an announcement will be made by a senior leader and all staff should direct pupils back to their classrooms immediately.
2. Senior leaders should supervise pupils on the corridors and ensure they move safely and quickly to classrooms.
3. The announcement will be reinforced by a text to all staff stating, "We have moved to in-house School Closure Procedures. Class teachers please supervise classes and await further instructions. Do not release any pupils from class until you receive further written instructions from SLT."
4. Once written instructions have been finalised a text will be sent to parents stating, "We regret to inform you that we have had to close the school. Please make arrangements to collect your child as soon as possible. Please do not drive or park on the school's car park to aid effective dismissal of pupils. The same message will be placed on the school website and staff board."
5. SLT will take the written instructions to the class teachers with a class list. The written instructions must be adhered to.
6. Class teachers will take responsibility for ensuring all pupils are dismissed and signed for by their carer, parent or responsible adult. The list should be retained by the class teacher and handed to member of SLT at the end of the process. Pupils must not be released from the class until the time designated in the written instructions and to an appropriate adult.
7. Any pupil who is meeting/collecting a younger sibling from Christ the King should be directed to that year group. Any pupil meeting an older sibling from St. Mary's Catholic College should be directed to the Dining Room.
8. Class teachers will take any pupils who are waiting for parents to pick them up or who have been unable to contact parents/named contact in SIMS to the School Hall. Class teachers should continue to try to contact home, supervise the pupils and await further instructions.
9. Senior leaders will patrol the building and front of school to ensure that the written school closure arrangements are being followed.
10. At the time designated for pupils to be released, class teachers hand over pupils to parents and parents sign on the class register to confirm collection.
11. Once all/the majority of pupils have been dismissed all teaching staff, support staff, office & premises staff will be directed to go to the Year 1 classroom to finalise arrangements for the closure of the school.
12. Key Stage Team Leaders should collect all class lists, check that all pupils present on the day have been collected and the carer, parent or responsible adult has signed to say they have been collected.

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## In-house Closure Procedures – St. Cuthbert’s Catholic Academy

1. If a decision is reached to close the school an announcement will be made by a senior leader and all staff should direct pupils back to their classrooms immediately.
2. Senior leaders should supervise pupils on the corridors and ensure they move safely and quickly to class rooms.
3. The announcement will be reinforced by a text & memo to all staff stating, “We have moved to in-house School Closure Procedures. Class teachers please supervise classes and await further instructions. Do not release any pupils from class until you receive further written instructions from SLT.”
4. Once written instructions have been finalised a text will be sent to parents stating, “We regret to inform you that we have had to close the school. Please make arrangements to collect your child as soon as possible.” The same message will be placed on the school website and Facebook page by the bursar.
5. SLT will take the written instructions to the class teachers. The written instructions must be adhered to.
6. Class teachers will take responsibility for ensuring all pupils are dismissed and signed for. The list should be retained by the class teacher and handed to member of SLT at the end of the process. Pupils must not be released from the class until the time designated in the written instructions and to an appropriate adult.
7. Class teachers will take any pupils who are waiting for parents to pick them up or who have been unable to contact parents/named contact in SIMS to the school hall. Class teachers should continue to try to contact home, supervise the pupils and await further instructions.
8. Senior leaders will patrol the building and front of school to ensure that the written school closure arrangements are being followed.
9. At the time designated for pupils to be released, class teachers hand over pupils to parents and parents sign on the class register to confirm collection.
10. Once all/the majority of pupils have been dismissed all teaching staff, support staff, office & premises staff will be directed to go to the hall to finalise arrangements for the closure of the school.
11. Phase Leaders should collect all class lists, check that all pupils present on the day have been collected and parent has signed to say they have been collected.

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## In-house Closure Procedures – St. Mary’s Catholic Academy

1. If a decision is reached to close the Academy an announcement will be made over the public address system and all staff should direct students back to their form rooms immediately.
2. Any support staff (or visitors) with cars parked in the bus bays will remove them immediately and then return to their duties. The Finance Manager will assume responsibility for all cars are also moved from the bus bays.
3. The announcement made over the public address system will be reinforced by a text/e-mail to all staff stating, “We have moved to in-house Closure Procedures. Form tutors please supervise forms and await further instructions. Do not release any students from form until you receive written instructions.” Senior Leaders, Pastoral Managers and Cover Supervisors should supervise students on the corridors and ensure they move safely and quickly to form rooms.
4. Barriers on the main car parks will be closed by the Premises Manager who will arrange for them to be manned and opened only for the buses to gain access and leave the site.
5. Once written instructions have been finalised a text will be sent to parents stating, “We regret to inform you that we have had to close the Academy. Buses have been arranged for <time>. If you are picking up your child please do not drive or park on the Acaemy’s grounds until after <time + 20 minutes after the time for the buses>. Your child or a member of staff will contact you shortly.” The same message will be placed on the Academy’s website by the Network Manager.
6. Senior Heads of Learning Houses will take the written instructions and form lists to each form. The written instructions must be adhered to.
7. Form tutors will take responsibility for ensuring all students contact their parents/named contact in SIMS and the student should then sign the form list. The list should be retained by the form tutor and handed to the Senior Head of Learning House at the end of the process. Students must not be released from the form until the time designated in the written instructions.
8. Any student who is meeting/collecting a younger sibling at St. Mary’s or from Christ the King should be directed to the Dining Room at the time designated in the written instructions for release of the form. Students must not be allowed to collect/meet siblings from form rooms.
9. Senior Leaders will patrol the building and front of Academy to assist form tutors and monitor that the written closure arrangements are being followed.
10. At the time designated for students to be released form tutors should accompany the form off site/to the buses and take any students who are waiting for parents to pick them up or who have been unable to contact parents/named contact in SIMS to the Dining Room. Younger siblings meeting an older brother or sister should also be taken by the form tutor to the Dining Room.
11. Form tutors should continue to try to contact home, supervise the student and await further instructions in the Dining Room.
12. Once all/the majority of students have been dismissed all teaching staff, learning support staff, cover supervisors, chaplains, Office & Finance Manager, Premises Manager and ICT Network Manager should go to the Chapel to finalise arrangements for the closure of the Academy.
13. Senior Heads of Learning Houses should collect all form lists, check that all students present on the day have signed that they have contacted their parents or the child is still present in the Chapel and then hand a complete set to the Headteacher.

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