

Policy Name:	INCIDENT MANAGEMENT POLICY & PLAN
Policy Type:	Discretionary
To Be Reviewed:	Annually
Approved by:	Headteacher
Date:	17th February 2025
Review Date:	<u>17th February 2026</u>

1. Definition

‘An event or events, usually sudden, which involve experiencing significant personal distress to a level which, potentially, overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences.’

2. Aims

The aim of this plan is to:

- Create an awareness of the need for planned arrangements to be made.
- Provide re-assurance of the practical help that is available from the Local Authority and other agencies at short notice.
- Recommend the need for the school to develop complementary emergency arrangements, in line with the plan.
- Pass on advice based upon previous experiences.
- Give guidance on other sources of information and help.

In responding to an incident the aim should always be to ensure that:

- Rapid and appropriate action is taken.
- Accurate information is provided.
- Normal school routines are maintained, as far as possible, giving continuity to students.
- Immediate, sensitive and non-intrusive support is offered.

3. Scope of the plan

Examples of incidents impacting on the school could include the following:

In School

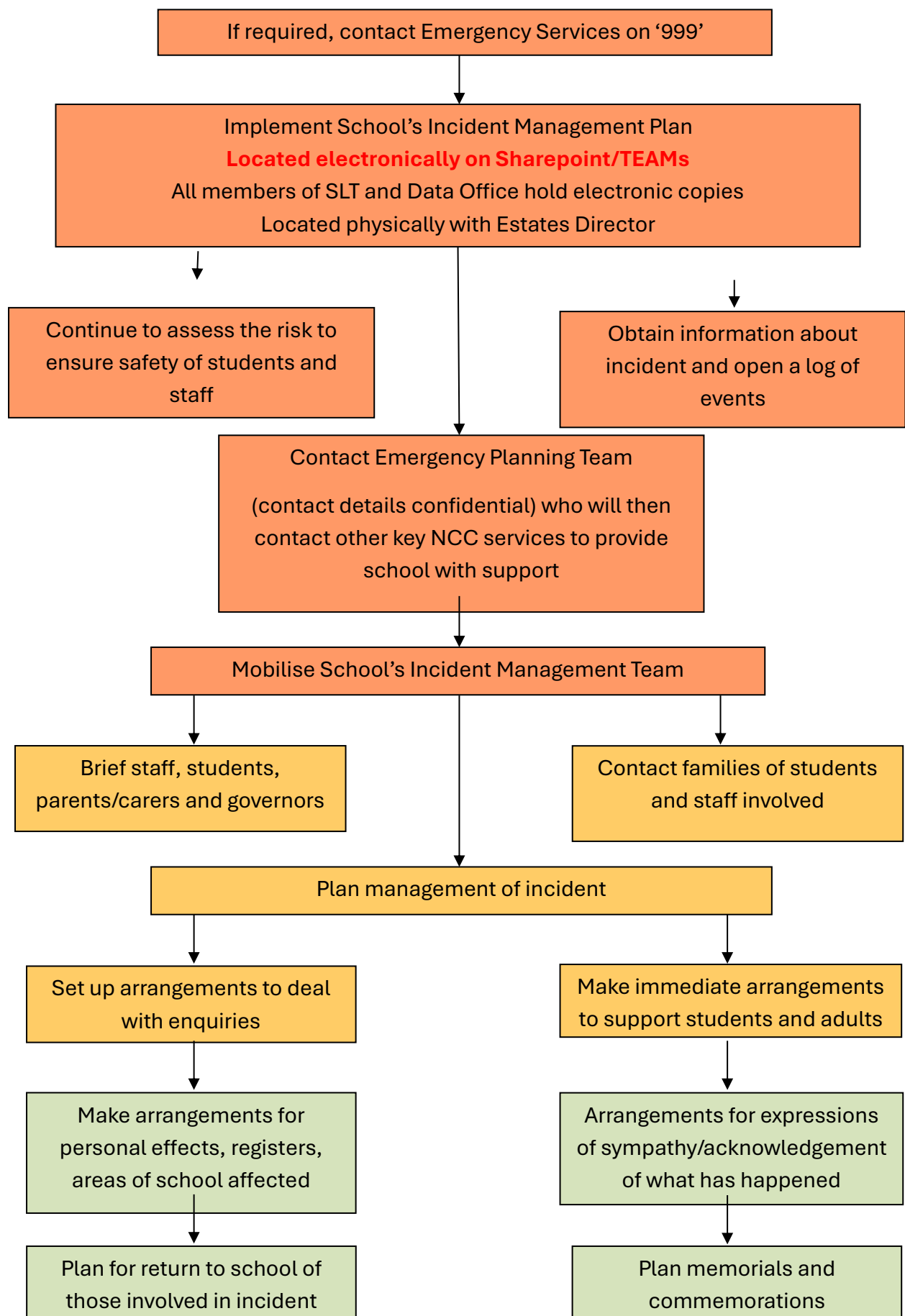
- Death or serious injury as a result of violence, accident, self-harm and/or sudden/traumatic illness.
- A deliberate act of violence, such as the use of a knife or firearm.
- A school fire, laboratory explosion or building collapse.
- A student or member of staff being taken hostage.
- The destruction or serious vandalising of part of the school.
- Terrorist threat.

- Major services failure.

Outside School

- The death of a student or member of staff through natural causes or accident.
- A transport-related accident involving students and/or members of staff.
- A more widespread disaster in the community (terrorism or health issue).
- Death or injuries on school visits.
- Civil disturbances and terrorism.
- Extreme weather.
- Local major incident (e.g. industrial fire).

4. School Emergency Procedure



5. Incident Management Team (IMT)

Headteacher:	Mrs S Matharu
Deputy Headteacher:	Mr S Clark & Miss H Gilligan
Orbis School Improvement Director:	Mr C Meadway
Orbis Enrichment and Compliance Director:	Mr C A Roberts
Assistant Headteachers:	Mrs L Horne Mrs E Lloyd-Jones Mr J Hartnett Mrs B Griffin Mrs B de-Wit
Associate Assistant Headteacher:	Mr P Murray
PA to Headteacher:	Miss L Deszczinski
Estates Director:	Mr C Wickens
Orbis IT Services Director:	Mr M Wilson
Chair of Governors:	Mr C Drake (or another governor if not available)

Other members of staff may be co-opted members of the IMT as and when required. One/two members of staff may be asked to take responsibility for the normal running of the school whilst the IMT is engaged in dealing with an incident.

All members of the IMT must:

- have a copy of the policy at home and at school.
- be aware of their roles in each part of the plan to enable the school to react swiftly and appropriately.
- have each other's contact numbers for 24-hour contact.
- in the event of a school visit, have access to a list of names of staff and students.
- have a register of emergency services and relevant outside agencies (relevant members of the admin support staff will have a register of emergency services and relevant outside agencies).

Emergency evacuation drills are familiar to all members of the school community and are practiced regularly.

Opportunities to explore sensitive issues such as tragedy and death will be built into the PSHEC and pastoral programmes.

6. Emergency Action List

Action by: Headteacher

Stage 1 - Initial Actions

Open, and continue to maintain, a personal log of all factual information received, actions taken and the time of those events.

Make every attempt to clarify exactly what has happened.

If during term time, unless there is overwhelming pressure, avoid closing the school and endeavour to maintain normal routines and timetables.

If outside term time (or outside school hours) arrange for the Orbis Estates Director to open certain parts of the school as appropriate and to be available and responsive to requests. Also, arrange for immediate school administration support.

Think about what you are wearing when you go into school, in case you are unavoidably drawn into a TV interview. If the Incident does attract media attention, you are likely to be inundated with requests for interviews and statements.

NB: It is especially important that if names of those who may have been involved in the incident are known, DO NOT release or confirm them to anyone before those identities are formally agreed and parents/carers are informed.

If deputising for the Headteacher try, if possible, to contact and brief him/her.

Inform the Chair of Governors of the incident and that they should be on standby to be available for interview by the media.

Call in the designated staff members to form the school's IMT and nominate one as the 'On-Site Coordinator' to oversee the team on your behalf.

Be prepared to receive many telephone calls.

Recognise the relevance of multi-cultural and multi-faith factors in the response.

Stage 2 – Once Established

Brief staff member/s acting as On-Site Coordinator to oversee the following:

- If the 'Local Authority Support Team' has been activated, arrange for on-site facilities for the team.
- Agree appropriate identification of staff by using badges.
- Expect to see identification of Local Authority Support Team Officers.
- Set up arrangements to manage visitors – arrange for their names to be recorded.
- Set up arrangements to enable accurate information to flow into and out of the school by ensuring:

- sufficient help is available to answer the many calls that could be received.
- staff maintain records of all calls received.
- Brief, up-to-date prepared statements are available to staff answering phones.
- care is taken when answering telephone calls.
- an independent telephone is made available for outgoing calls only – a mobile phone can be useful but remember such messages can be readily intercepted.
- telephone staff are reminded that some calls could be bogus.
- To arrange for all staff, not just teaching staff, to be called in and, if necessary, briefed at an early stage. (Subsequent briefings, say 2 x per day for 10 minutes, should be arranged.
- To be aware of how colleagues are coping.
- To arrange for all students to be told, in simple terms, at an early stage (ideally in small groups and initially by form tutors/class teachers, wherever possible).
- To brief team to discourage staff and students from speaking to the media.
- To arrange, if appropriate, for team members to each have a copy of the Next-of-Kin List.

Parents/Carers:

- If students are involved, the contacting of parents/carers will be an important early task (remember, if it is a major Incident, the parents/carers may well have already heard). It may be appropriate to ask the parents/carers to come to the school for a briefing and support. This will need to be done with the utmost care.
- Maintain regular contact with parents/carers.
- If incident on school premises, seek Police advice whether parents/carers should travel to the scene or whether students should be taken home.

Staff:

- Remember to have regular breaks and advise others to do so.
- Maintain regular contact with all staff. Make a point of seeing that all staff involved know each other's roles & responsibilities.
- Always try to think of something positive to say to staff and respond positively to ideas and suggestions.
- Be available to see staff when required.
- Remember, some members of staff may be so affected that they will not be able to help in supporting students.
- Recognise, also, that if the burden of dealing with the situation falls disproportionately on a small number of staff; they too could need professional support.
- If the incident is away from school, try to dissuade staff from driving parents/carers to the scene.

Stage 3 – Period Following the Close of the Incident

Arrange for a member of staff to make contact with any students, either at home or in hospital.

Make sensitive arrangements for the return to school (as appropriate).

Stage 4 – Longer Term Issues

The effects of some incidents can continue for years. Thought will need to be given to:

- Working with staff to monitor students informally.

- Clarify procedures for referring students for individual help.
- Be aware that some staff may, also, need help in the longer term.
- Recognise and, if appropriate, mark anniversaries.
- Remember to make any new staff aware of which students were affected and how they were affected.
- Remember that legal processes, inquiries and even news stories may bring back distressing memories and cause temporary upset within the school.
- Remember if the Incident does attract media attention, it is likely that interest will continue for many weeks.

Action by: Incident Management Team (IMT)

Stage 1 – Initial Actions

- Obtain full facts of incident from the Headteacher.
- Open and continue to maintain a personal log of information received, actions taken and the time of those events.
- Assist, where appropriate, in assessing the emotional needs of the staff and students. Co-ordinate rapid action to sensitively inform staff and students to provide appropriate support.
- Assist form tutors/class teachers who will undertake classroom briefings.
- Arrange special groups for very distressed students.

Action by: Administrative Assistants – Student Reception

Stage 1 – Initial Actions

- Obtain full facts of Incident from the Headteacher.
- Open and continue to maintain a log of information received, actions taken and the time of those events.
- If coming in from home, remember to bring useful items, such as any keys needed.

Stage 2 – Once Established

- Assist the Headteacher.
- Work with the Headteacher as directed.
- Remember the Student Reception is likely to be the first point of contact for visitors, so exercise caution in making comments.
- Concerning incoming telephone calls:
 - take special care when answering telephone calls early on.
 - maintain a record of calls received.
 - only give out information from prepared statements that will be made available.
 - remember that some calls could be bogus.

Stage 3 – Period Following Close of the Incident

- As above.

7. Points to Note with Media Interviews

Wherever possible, do not conduct interviews with the media.

If you have to undertake an interview:

- Have another person with you, if possible, to monitor the interview.
- If possible, agree an interview format; i.e. establish what the interviewer wants to ask.
- Be prepared to think on your feet, but try to decide beforehand what you want to say. Do not read it out.
- Remember, you could be quoted on anything you say to a journalist, even if it is not part of the formal interview.
- Be prepared to say you cannot comment.
- Don't over-elaborate your answers.
- Don't be tempted to fill silences.
- Refuse requests for photos or school work of students/staff involved.
- Try to keep a grip on your emotions during interviews-especially if it is TV.
- Most journalists are responsible, but check where the interview/camera team go when the interview is over.

8. Information Collection Template

Date/time of Incident.	
Location of Incident.	
Number and nature of injuries/fatalities/damage sustained.	
Action undertaken by emergency services.	
Action undertaken by the school.	
Action planned to be undertaken by the school.	
Other agencies involved and their action.	
Nature of support required from NCC.	

9. Contact Checklist

Contact	Required?	Who contact to be made by?	Notes
Emergency Services			
School staff			
Chair of Governors			
Inclusion and Student Support – Critical Incidents Response Team			
Health and Safety			
NCC Emergency Planning			
Head of Insurance			
Hospital			
Teacher Unions			
Other headteachers/schools (advice, information and support sibling links)			

Name.....

Pageof

Date:

Time:

Event:

Agreed Action(s):

Name and nature of contact

10. Actions Log

Action agreed to be taken	Person responsible	Date and time

11. Sources of External Help

The names and telephone numbers of organisations and individuals who may be useful to the school in an emergency (this information will be regularly checked and updated accordingly):

1. Northampton

Organisation	Telephone Number(s)
All Saints Primary School	01604 715658
Green Oaks Primary School	01604 715249
Malcolm Arnold Academy	01604 778000
Kingsthorpe Grove primary School	01604 714674
ASDA Kingsthorpe Front	01604 777600
Kingsthorpe Community Centre	01604 408365
The Bee Hive	01604 777820

2. Trade Unions

Organisation	Telephone Number(s)
Association of School & College Leaders (ASCL)	0116 299 1122
NASUWT	03330 145550
NEU	0345 811 8111
National Association of Headteachers (NAHT)	0300 30 30 333
National Education Union – Eastern Region	01638 555300
National Education Union – General Enquiry & Advice Line	020 3006 6266 0345 811 8111
UNISON	0115 8475435

3. Other Useful Numbers

Organisation	Telephone Number(s)
Anglian Water	0345 791 9155
Bee Tee Alarms	01604 637910 (Northampton) 0808 168 1233 (Freephone)
Capita	020 7799 1525
Cruse & Holmes	07711 117927
East Midlands Electricity	0800 7838838
Employee Assist	01604 626787
West Northamptonshire Council	0300 126 7000.
North Northamptonshire Council	0300 126 3000
Northampton General Hospital	01604 634700
Marsh Insurance - travel/trip/minibus insurance	01444 335333 ???
Northamptonshire Police	101
RB Travel	01536 791066
RPA Insurance – DofE, buildings, contents & accident	0113 246 2040 ???
SMRHS Plumbing	07812 828648 ???
Transco (Gas)	0800 111 999

4. Local Services and Organisations

Children and Adolescent Person's Bereavement Service - NHS

www3.northamptonshire.gov.uk

01604 545131

Youth Works Northamptonshire

www.youthworksnorthamptonshire.org.uk

01536 518339

5. National Organisations

British Red Cross National Office - Advice on memorials and donations.

www.redcross.org.uk

0344 871 11 11

Child Bereavement Trust - Information line for parents/carers who have been bereaved.

www.childbereavementuk.org

0800 0288840

Childline - National help line for children.

www.childline.org.uk

0800 1111 (free phone)

The Compassionate Friends - Support for bereaved parents/carers who have lost a child of any age from any circumstances.

www.tcf.org.uk

0345 123 2304

CRUSE – Bereavement Care - Telephone counselling service for those who are bereaved and those who care for bereaved people. Can offer referrals to local CRUSE branches and other bereavement and counselling services throughout the UK.

www.cruse.org.uk

0808 808 1677

The Samaritans - Confidential emotional support for anyone in a crisis.

www.samaritans.org

116 123 – 24 hours (Free phone)

Survivors of Bereavement by Suicide - Can provide details of local self-help groups for those bereaved by suicide.

www.uksobs.org

0300 111 5065

Winston's Wish Family Line - Information and guidance for families of bereaved children. Can provide contact details for local groups which support bereaved children.

www.winstonswish.org

08088 020 021 (free)

Young Minds - Leading charity fighting for children and young people's mental health.

12. Additional Best Practice, Guidance and Resources

Please see the NCC document, entitled 'Developing a School Critical Incident Plan - Guidance for School Managers and Governors' dated May 2017.

13. Incident Evaluation Sheet

Kingsthorpe College	Date of Incident:
Brief Description of Incident:	
Flourish contacted yes/ no Incident deemed critical yes/ no	
Name of Flourish contact:	
Action taken by school:	
Description of any external support accessed:	
What worked well?	
What worked less well?	
How could things have been done better?	
Comment on the usefulness of County Council Guidance (if appropriate):	

Person completing form:.....

Date:.....

14. Quick Guide to Possible Incidents

HEAVY SNOW OUTSIDE SCHOOL DAY

1. AMEY:
 - Informs Sharan Matharu who makes decision whether school closes.
 - Sharan Matharu telephones Chris Wickens to discuss.
 - If so, Mark Wilson puts the closure notice on the NCC and school website.
2. Office/SLT to use Arbor to inform all parents/carers and all staff of closure, as well as social media.
3. Site staff to be responsible for turning students away and where necessary allowing access if telephone, toilets etc. required. Students should be allowed to remain on premises until safe removal can be arranged.

HEAVY SNOW DURING SCHOOL DAY

See School Closure Procedure.

FIRE

Part of the school out of use out of school hours (for in school see attached fire regulations).

1. Site Staff to telephone Chris Wickens (or Sharan Matharu if Chris Wickens not available).
2. Chris Wickens will:
 - Visit scene.
 - Inform Sharan Matharu.
 - Contact Insurers.
 - Liaise with assessors/architects/services as required.
 - Ensure school is secure.
3. Sharan Matharu to decide whether the school is to be closed - inform Chair of Governors.
4. Sharan Matharu to contact Mark Wilson who will put school closure on NCC and school website.
5. Arbor used if applicable (Office/SLT).
6. Staff would be expected to come into school to give any help necessary and look after any students who arrive at school.

BOMB SCARE

DO NOT USE MOBILE PHONES OR RADIO'S (might trigger bomb!)

1. Persons answering call to ask for the telephone number and as much information as possible.
2. Inform Sharan Matharu and Chris Wickens or member of SLT if they are unavailable.
3. Telephone 999 and ask for the Police and Fire and Rescue services.
4. Follow the Emergency Evacuation procedure.

SEVERE INJURIES

SUMMON FIRST AIDER:

1. Behave in a **calm** and professional manner.
2. Do not make any negative comments about the injury in the presence of the patient.
3. Call, in addition to one of the named First Aiders and another member of the SLT who will decide further procedures and take charge of the situation.
4. Contact parents/carers or next of kin.

Please remember that if the accident is very serious or likely to be fatal, contact the police and protect the scene to avoid loss of evidence. If the injury has been caused by assault or a vehicle accident call the police and, again, protect the scene.

FOOD POISONING EPIDEMIC

1. Office staff have been trained in:
 - Control of the medical room.
 - Ensuring supplies are available and correctly stored.
 - Contact with casualties.
 - Contact with parents/carers and outside agencies.
2. Samples of food should be obtained for analysis within 24 hours of the outbreak.

DIFFICULT VISITORS OR INTRUDERS
--

See Managing Aggressive Behaviour Policy.

APPENDIX 1: SAMPLE ANNOUNCEMENTS

After a known fatality...

We are taking this time to think about, a Year 12 student who died last night in a road traffic accident.

..... was travelling with her family to We do not know any details about the accident at this time except that the rest of the family is safe and no one else is injured seriously.

.....'s funeral is being held at on A funeral is a special time to remember a person who has died. The school will let your families know about the specific time and address of the funeral in a written note which will be sent home tomorrow.

Let's take a moment of silence to think of, to remember all the good things about her, and to say goodbye. In our silence we will express our loving thoughts.

After a suspected suicide...

A tragedy has happened., a Year 8 student, has died suddenly.

Details of 's premature death will not be released to protect the privacy of family members. You will be given information about funeral arrangements as soon as possible. This kind of tragic news is hard to accept. You may experience many feelings within the next few days. Everyone deals with loss differently. It is important to respect the way others grieve.

Counsellors are available in Feel free to arrange to go and talk to the counsellors. They want to listen to your feelings and concerns.

Sample Press Release 1

Kingsthorpe College grieves sudden death of student

As reported by the a student at Kingsthorpe College died tragically on The circumstances of 's death are not known at this time and an investigation is currently ongoing. This is a tragic loss to 's family and to our school community. To assist in supporting our staff and students through this time of grief, additional trained staff from ... Team have been assigned to the school to provide support. A letter has been sent by the school to parents/carers, informing them of this incident and providing information on the support services available through the school. A special assembly to remember has been arranged for.....

Contact: Mrs Matharu, Headteacher, Kingsthorpe College at.....

PROFORMA LETTER (for parents/carers)

'With great regret, we have learnt of the death/deaths of and we extend our deepest sympathy to the family.

PREPARED STATEMENT FOR MEDIA

We are sorry to learn of the tragic.....of.....

We hope that the school would be given the privacy needed to support our students at this difficult time, etc.

NB: If the Executive Headteacher wishes to comment about the student, they may want to gain permission from the family to include sporting achievements, musical talents, academic success or personal attributes

SAMPLE LETTER TO ALL PARENTS/CARERS

Dear Parent/ Carer, It is with great sadness that I have to tell you of the sudden death of NAME, (a student in Year/ a Year Teacher/Support Staff, etc.). The students were told this morning by their form tutor/Headteacher at assembly.

NAME died of (an asthma attack, meningitis, etc.) and the children have been assured this is something that does not happen very often. Your child may or may not want to talk about it but it is likely that he/she will need extra love and support from you in the days ahead. This does not mean that anything is wrong with him/her. It only means that this traumatic event has been too powerful for him/her to deal with on his/her own. He/she may be feeling anxious. Take the time to listen to your child and try to provide a predictable routine for him/her at home. Avoid too many absences to start with.

We have enclosed an information leaflet for you which may be useful at this time. Trained staff fromTeam are helping to support us through this difficult time. It is sometimes necessary for a member of the team to speak to a class or individual students who may be distressed. He/she will be guided by the Executive Headteacher/class teacher in this. If you do not wish your child to receive such support from the team please contact us immediately.

We are deeply saddened by this great loss but are trying, for the student's sake, to keep the school environment as normal as possible. Our thoughts are with NAME's family at this tragic time and the school community sends them our sincerest sympathy and support.

NAME's funeral is on DAY/ DATE at TIME am/pm at (Name of Church or Crematorium). We are in touch with the family regarding their wishes for the school's representation at the service.

Appendix 2: Procedures for Incident Management - Key Roles

Headteacher: Mrs S Matharu

- Seeks clarification.
- Calls emergency services if appropriate.
- Summons the CIMT to inform of incident.
- Prepares relevant statements/letters for the media, parents/carers, students and office staff.
- Convenes and informs staff – remaining member of SLT & Data Services (cover).

Deputy Headteacher – Pastoral and Safeguarding: Mr S Clark

- Contacts external agencies - social services/consulting.
- Contacts relevant parents/carers.
- Supports the physical and emotional wellbeing of students.
- Arranges staff line if necessary and appropriate.

Orbis Enrichment and Compliance Director: Mr C A Roberts

- Liaise with Chris Wickens, Estates Director, to ensure access for essential personnel.
- Ensure that health and safety measures are in place.

PA to the Executive Headteacher: Miss L Deszczinski

- Ensures phone lines are operative and all office staff are available.
- Ensures admin support staff do not vary from the script.
- Liaise with school first aiders to offer first aid as appropriate.

Orbis Directors, Deputy/Assistant Headteachers: Mr C Meadway, Mr C A Roberts, Mr S Clark, Miss H Gilligan, Mrs E Lloyd-Jones, Mrs B de-Wit, Mrs B Griffin, Mr J Hartnett, Mrs L Horne, Mr P Murray.

- Manages the daily arrangements of the school, website/texts to parents/carers and school information.

Appendix 3: Emergency Communication Tree

