

**Title**

Critical Incidents and Crisis Management

**Associated Policies**

- Health and Safety (TPO/HS/03)

REVIEWED: APRIL 2019

NEXT REVIEW: APRIL 2022

**1. Policy Statement**

- 1.1 It is the Brooke Weston Trust’s intent to lessen the effect of a critical incident or crisis on staff, students, visitors and parents. By adopting the procedures outlined in this document it will be possible to provide a more secure environment for everyone associated with the Academy.
- 1.2 A critical incident is one which arises suddenly, either on- or off-site, and where the result is likely to seriously disrupt the running of the Academy, or where there is a threat to the safety of staff, students or others, or where there is likely to be significant public and or media attention on the Academy.
- 1.3 A crisis is an event, or events, usually sudden and which involve a person experiencing significant personal distress to a level which potentially overwhelms normal responses and procedures and which is likely to have emotional and organisational consequences. The Brooke Weston Trust aims to manage a crisis well by being prepared. This document contains planned and staged responses to follow in the case of a crisis.
- 1.4 There can, of course, be no rigid formula for responding to such incidents, but broadly speaking, it is assumed that where damage to people or premises is the case, the Chief Executive of the Brooke Weston Trust and the Principal will take the leading role in managing the crisis, in collaboration with the Vice Principals, Governors and other agencies.
- 1.5 Examples of on-site critical incidents:
  - A serious accident to a student or adult
  - The death of a student or member of staff through natural causes
  - A traffic accident involving a member of the Academy
  - Violence or assault within the Academy
  - A fire or explosion on site
  - Destruction of a part of the building or part of the building becoming unsafe as a result of fire, flood or other incident
  - Abduction of a student
  - A student absconding
  - A major incident within the community served by the Academy
  - An outbreak of an illness such as meningitis
  - A major failure of Academy systems, e.g. power, or communications
- 1.6 Examples of off-site critical incidents:
  - Death of a student or member of staff through natural causes
  - An accident to a student or adult while out of school on a visit or activity
  - Death or injuries on Academy journeys or excursions

- A more widespread disaster in the community
  - Civil disturbances, including extreme violence or terrorism
- 1.7 Serious incidents or near misses not classified as a 'critical incident' should still be fully recorded and investigated. Details of such incidents should be reported to the Chair of the Trust's Health and Safety Review Group.
- 1.8 This policy does not form part of any employee's contract of employment and is entirely non-contractual. It may be amended, withdrawn, suspended or departed from at the discretion of the Trust.

## 2. Who does this policy apply to?

- 2.1 This applies to all staff, students and visitors of the Academy.

## 3. Who is responsible for carrying out this policy?

- 3.1 The implementation of this policy will be monitored by the governors of the Academy and the Brooke Weston Trust and remain under constant review by the Brooke Weston Trust (Health & Safety Committee).
- 3.2 The Critical Incidents Team will comprise all or some of the following personnel:
- Chief Executive of the Brooke Weston Trust
  - Executive Principal
  - Principal of the Academy
  - Chair of Governors and any relevant/available Governors as required
  - Members of the school's Senior Management Team
  - Designated Child Protection Officer
  - Health & Safety Representative
  - Site Manager
  - Members of the Trust's Senior Management Team
  - Communications team personnel
- 3.3 The role of the team is to direct and review the handling of the critical incident and the response and recovery process in order to:
- Ensure the safety and security of staff, students, other users of the premises and visitors
  - Minimise the loss to the Academy in physical, human and financial terms
  - Manage an incident to minimise disruption to regular operations
  - Liaise with appropriate agencies, including the media

## 4. What are the principles behind this policy?

- 4.1 In accordance with DfE guidelines, the Academy will have an emergency plan prepared, agreed by the CEO, to cover all foreseeable major incidents which could put at risk the occupants or users of the academy. This plan will indicate the actions to be taken in the event of a major incident so that everything possible is done to:
- Save life
  - Prevent injury
  - Minimise loss.

- 4.2 Individual class teachers, support staff and tutors have an important role to play in managing critical incidents and may be the best people to deal with the students in their classes.
- 4.3 The Brooke Weston Trust will involve specialist agencies, where need dictates, to support staff or students who require further assistance to deal with incident.
- 4.4 By outlining appropriate actions to be taken in the event of a critical incident, the Brooke Weston Trust aims to reduce the effect.

## 5. Procedures

### Notification

- 5.1 **If there is any doubt whether an incident should be classified a 'critical incident' and therefore managed in line with this policy, the Principal should contact the Chief Executive immediately for clarification.**
- 5.2 When a critical incident occurs, the Critical Incidents team will, dependent upon the nature of the incident itself, be concerned with any of the following issues:
  - Adequate assessment of risks, hazards and situations which may require emergency action
  - Analysis of requirements to address these hazards, including liaison with relevant emergency services and development of an effective management plan
  - Whether the Academy can adequately cope with the incident alone or should involve other agencies to secure the safest and most effective response
  - Effective and efficient deployment of staff
  - Provision of a safe, quiet area for students and adults
  - A safe relocation site if necessary
  - Dissemination of planned procedures to relevant stakeholders/personnel
- 5.3 The person receiving the notification that a critical incident has occurred should obtain and record as much relevant information as possible, including:
  - What has happened
  - Whether or not the emergency services have been informed/are attending
  - The precise location, and any access problems if not on site
  - Details of any casualties
  - Details of any actions taken so far
  - Name (and contact details if not on site) of responsible person at the scene
  - Assessment of what assistance is required
- 5.4 The member of staff receiving the alert should notify the relevant emergency services if necessary and the Principal immediately.

### Critical Incidents Team

- 5.5 The Principal will inform the Chief Executive and convene the Critical Incidents Team (outlined in 3.2 above) as soon as possible.
  - Clear leadership is essential to ensuring a co-ordinated response. The Principal will lead the Academy's response in consultation with the Chief Executive and the chair of governors.

- Relevant members of the Critical Incidents Team will convene to decide strategies, be allocated individual responsibilities and collect, record and convey information
- The rest of the staff will be informed as soon as is practicable
- Students will be given information simply and sensitively
- Prepare and send out a briefing for parents and/or update the Academy/Trust website with relevant details
- The Academy will endeavour to keep to the normal routine as far as possible
- Once the immediate emergency is under control, a longer term plan should be drawn up, dealing with these possibilities:
  - On-going or subsequent disruption to the normal operation and routine of the Academy
  - Staff tiredness or exhaustion
  - Shock, distress or psychological disturbance of staff and/or students
  - Demands from the media
  - Impact on the Academy's image and public relations

## Initial Actions

5.6 The Principal or nominated representative of the Critical Incidents team should:

- 5.6.1 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 and establish who needs to be contacted and informed of the incident.
- 5.6.2 During term time, unless there is overwhelming pressure, avoid closing the Academy and endeavour to maintain normal routines and timetables.
- 5.6.3 If outside term time or Academy hours, arrange for the Site Manager to open certain parts of the building as appropriate and to be available (and responsive) to requests and for immediate administrative support.
- 5.6.4 Consideration should also be afforded to dress code, in case of being unavoidably drawn into a TV interview. If the crisis does attract media attention, try to postpone comment until there has been enough time to consider possible statements.
- 5.6.5 Establish arrangements to manage visitors and for their presence on site to be recorded.
- 5.6.6 Make arrangements for all staff to be called into the Academy if necessary and be briefed at an early stage.
- 5.6.7 To arrange for all students to be told in simple terms at an early stage, ideally in small groups by form tutors.
- 5.6.8 Establish strategies to support staff and students through the incident.

## Communication

5.7 The following procedures should be followed in communicating about the incident:

- The Principal, Executive Principal, Chief Executive and Chair of Governors must be informed as soon as possible. The Chief Executive will inform relevant members of the Trust's central team, including the Chair of the Health and Safety Review Group. The Chief Executive will also inform the Chair of the Brooke Weston Trust Board. Serious incidents or near misses not classified as a critical incident may still be communicated to members of the Trust Board or other stakeholders as decided by the Chief Executive.

- Prepare brief up to date statements for staff answering telephone calls or liaising with visitors [in doing so liaise with legal advisers/insurance as appropriate to ensure no admission of liability is provided which may be detrimental to the Trust.]
- Ensure that the Trust/Academy websites are updated.
- An appropriate number of telephonists will be identified to use the Academy phone (for incoming calls) and a mobile phone (for outgoing information/staff use) if required
- The office area will be used for enquiries
- Parents of affected students will be contacted as necessary and arrangements made to bring them to the Academy if appropriate
- The Chief Executive or the Principal will be the designated 'press officer'. All enquiries made to other members of staff should be redirected
- There will be no access to the Academy site to press/TV reporters without the explicit consent of the Chief Executive
- It is especially important that the names of those who may have been involved in the incident are **not** released or confirmed to anyone **before** those identities are **formally** agreed and parents/carers informed.

## Follow up actions

- 5.8 Once the emergency is over all staff should be debriefed. Care should be taken to ensure they are fully informed of the causes, nature and impact of the incident.
- 5.9 Key members of staff involved in responding to the incident should be individually debriefed to collect information that can be analysed to provide lessons for future prevention or management of such incidents.
- 5.10 Arrangements should be made to make contact with any students or members of staff at home or in hospital. Sensitive and individual arrangements may need to be made for a phased return to the Academy.
- 5.11 The effects of some incidents can continue for some time. Thought should be given to:
- Informal monitoring of staff and students
  - Clarification of procedures for referring people for individual help and support
  - Ways in which new staff may be made aware of which students were affected and how
  - The way that legal processes, enquiries and news stories may resurrect interest and cause temporary upset within the Academy.
- 5.12 A full incident report should be prepared for the Governing Body and the Brooke Weston Trust. This should be shared with the Chair of the Health and Safety Review Group.

## 6. Policy Review

- 6.1 This policy will be monitored as part of the Academy's annual internal review and reviewed on a three year cycle or as required by legislature changes.