



King Edward's

WITLEY

Critical Incident Policy and Emergency Procedures

Part A – Critical Incident Policy

Part B – Critical Incident Plans & Procedures

1. Incident criteria and escalation
2. Incident Manager (Silver)
3. First Aid/Facility Response Team
4. Off-site Emergency Response Lead
5. Lockdown Procedures
6. Evac Procedures

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- D. Policy Log
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Part A

Critical Incident Policy

King Edward's considers a critical incident to be:

“Any sudden event or emergency involving one of its schools (in or out of hours) where the effectiveness of the school response is likely to have a significant impact on the local community and stakeholders”.

The Critical Incident Plan (Part B) is designed to help the school staff manage these incidents when they occur. In the event of a critical incident occurring, the Board of Governors has established the following priorities to be addressed by a school's incident management team:

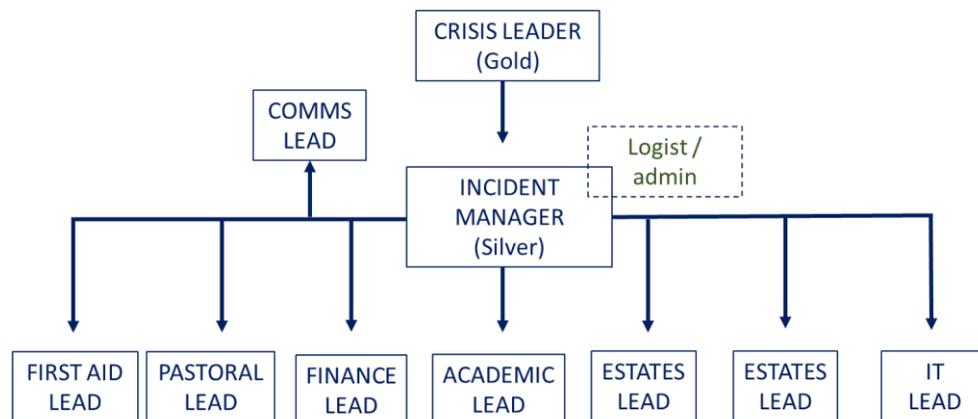
- Minimise or eliminate any danger or risks to individuals
- Contain the incident and work effectively with emergency services
- Assist in any investigation and ensure the school acts in a lawful manner
- Look after the emotional wellbeing of the school community and communicate with the wider community, parents, and key stakeholders
- Restore normality as soon as possible

The Board of Governors is aware of the emotional needs, as well as the practical needs, of each individual within the school's community at a time when a critical incident occurs and will ensure that appropriate support is put in place for as long as it is needed.

Decision Making structure

To ensure a coherent and co-ordinated response to any critical incident, a decision-making structure that is distinct and separate to the normal management structure will be used.

The Incident Management structure set out below, outlines the minimum of roles that are required for ***an initial activation***. Additional roles may be required as the incident progresses.



Training & Testing

The Board of Governors is committed to ensuring that all members of the school's Senior Leadership Team, and staff who are members of the school's Incident Management Team, receive appropriate professional development training and participate in an annual exercise to rehearse implementing the procedures set out in Part B.

Crisis Leader (GOLD) – Role and Responsibilities

The Head will be responsible for overseeing the school's response by determining resourcing levels, appointing a person to be the Incident Manager, and undertaking strategic stakeholder engagement.

In the initial stages of an incident, or until notified otherwise, the strategic priorities will be:

1. Preserve Life
2. Minimise damage/loss to buildings
3. Ensure welfare of staff and pupils
4. Resume designated critical activity
5. Return academic activity to normal, within allocated resourcing levels
6. Protect the local reputation and standing of the Trust

Resolution and De-brief

The response required to return the school to normal activity, in the aftermath of a critical incident, may require activity to extend over a considerable time.

Once the Crisis Leader is satisfied that any on-going action required can best be accomplished through the school's day-to-day managerial structure, the critical incident should be declared finished, and the Incident Management Team stood down.

If appropriate, and prior to formal notification of being stood down, the Crisis Team should attend a "hot" de-brief session which should be held no later than 3 days after the initial incident.

The Crisis Leader will then organise facilitated debriefing sessions for all staff members and students, to discuss the incident and to give them the opportunity to emotionally process their experiences. This also provides an opportunity to assess whether follow support or counselling is appropriate.

A written report of the lessons learnt from the response to the Critical Incident should be made and any recommendations incorporated into changes to the Critical Incident Plan.

Part B

Critical Incident Procedures

1. Incident classification and escalation criteria

Any incident or suspected incident should be notified to the school reception desk (in school hours) or to any member of the School Leadership Team (out of school hours) as soon as practicable.

The receptionist or member of SLT notified will immediately ascertain and record the following:

- Exact location and address of the incident
- Time incident occurred
- Number of pupils and staff directly impacted
- Number and extent of injuries/fatalities
- Presence of Emergency services
- Nature of incident

An incident should be classified using the following criteria:

Category	Criteria
Critical Incident	Fatality
(Contact any member of the Senior Leadership Team)	Serious injury
	Violent trespass/Threat of
	Loss of building
	Loss of access to campus
	Data breach
	Community Disturbance

Priority Incident (Contact Estates Manager)	Loss of utility
	Loss of IT
	Disruption to transportation
	Food poisoning
	Minor injury
	Severe weather
	Bomb threat/Suspicious package
Routine	Minor or temporary disruption not expected to exceed 4 hours

The receptionist or initial point of contact should identify and contact any **immediately available** member of the Senior Leadership Team for a CRITICAL INCIDENT.

During school hours, once a member of the Senior Leadership Team has been contacted and briefed on the incident, they in turn **must immediately assume** the role of **Incident Manager (Silver)**.

For an out-of hours incident, the on-call member of the Senior Leadership Team will assess whether immediate activation of the **Incident Management Team (IMT)** is required. This is mandatory for an incident assessed as CRITICAL.

Incident Management Team

The Incident Management Team (IMT) will comprise the following roles and on activation should meet in the Head's Office or join a school-initiated Video Conference.

FUNCTION	Name	Alternate
1. Crisis Leader	Joanna Wright	David Corran
2. Incident Manager	Dan Rogers	David Corran
3. Welfare Lead	David Corran	Zak Siva
4. Academic Lead	Anthony Kirk-Burgess	David Corran
5. Finance Lead	Emma Rennie	Kevin Holcombe
6. Estates	Richard Hooker	Glen Antill
7. Comms & Media	Simon Fitch	Deb Nichols
8. First Aid Response	Sharon Mills	Tony Lennard
9. IT	Louis Jillians	Tony Lennard
10. Admin	Alison Butler	Natalie Adams
11. Logistics	Mark Harrison	Alison Butler

2. Incident Manager (Silver) – Role & Responsibilities

The Incident Manager is responsible for developing a plan that will resolve the incident and restore normal activity in accordance with the priorities and resourcing levels set out by the Crisis Leader (GOLD).

An individual who is a member of the Senior Leadership Team will assume the role of Incident Manager upon an initial request by a receptionist or at the request of the Crisis Leader. Once the Incident Manager is satisfied, they are fully aware of the current situation and on-going activity they should:

1. Commence a policy log – see appendix D
2. Convene the Incident Management Team (IMT) and confirm / appoint individuals to be the functional leads specified above
3. The role of the functional leads in the IMT is to organise the implementation of any tasks allocated to their function, under the plan developed by the Incident Manager; this may require the identification and instruction of others to undertake the task required
4. Ensure a First Aid Response Team has been deployed for any on-site incident
5. Identify an Emergency Response Lead (ERL) for any off-site incident
6. Activate/establish a telephone hotline/web briefing portal

3. First Aid Response LEAD

The role of the First Aid Response LEAD is to attend the immediate vicinity of an incident occurring within the school campus to:

- Assess and confirm the nature of the incident
- Provide first aid to injured parties
- Establish a cordon to prevent further endangering of staff and pupils
- Initiate emergency action to prevent further injury or damage

Where it is not safe to undertake a physical investigation, a remote investigation by CCTV or other means should be considered.

It is essential that an initial assessment of the incident made and passed to the Incident Manager with a recommendation on whether to invoke a pre-determined “**Evacuation**” or “**Shelter-In**” plan is a matter of urgency.

4. Emergency Response Lead - Off-site

The Emergency Response Lead is the most senior member of staff on a school trip or event away from the school premises.

The role of the Emergency Response Lead is to attend the immediate vicinity of incident to initiate/confirm the attendance of emergency services who can provide first aid to injured parties and to then ensure that all remaining students are located and moved to a nearby place of safety as soon as possible.

Once this has been achieved, they must contact the Incident Manager and give the names of pupils who have been injured, the nature of their injury and their current location.

5. Shelter-in Procedure

Signal:

The signal for Shelter-in is a continual school bell or klaxon sound.

Activation:

The alarm can be activated by contacting reception or emailing lockdown@kesw.org.

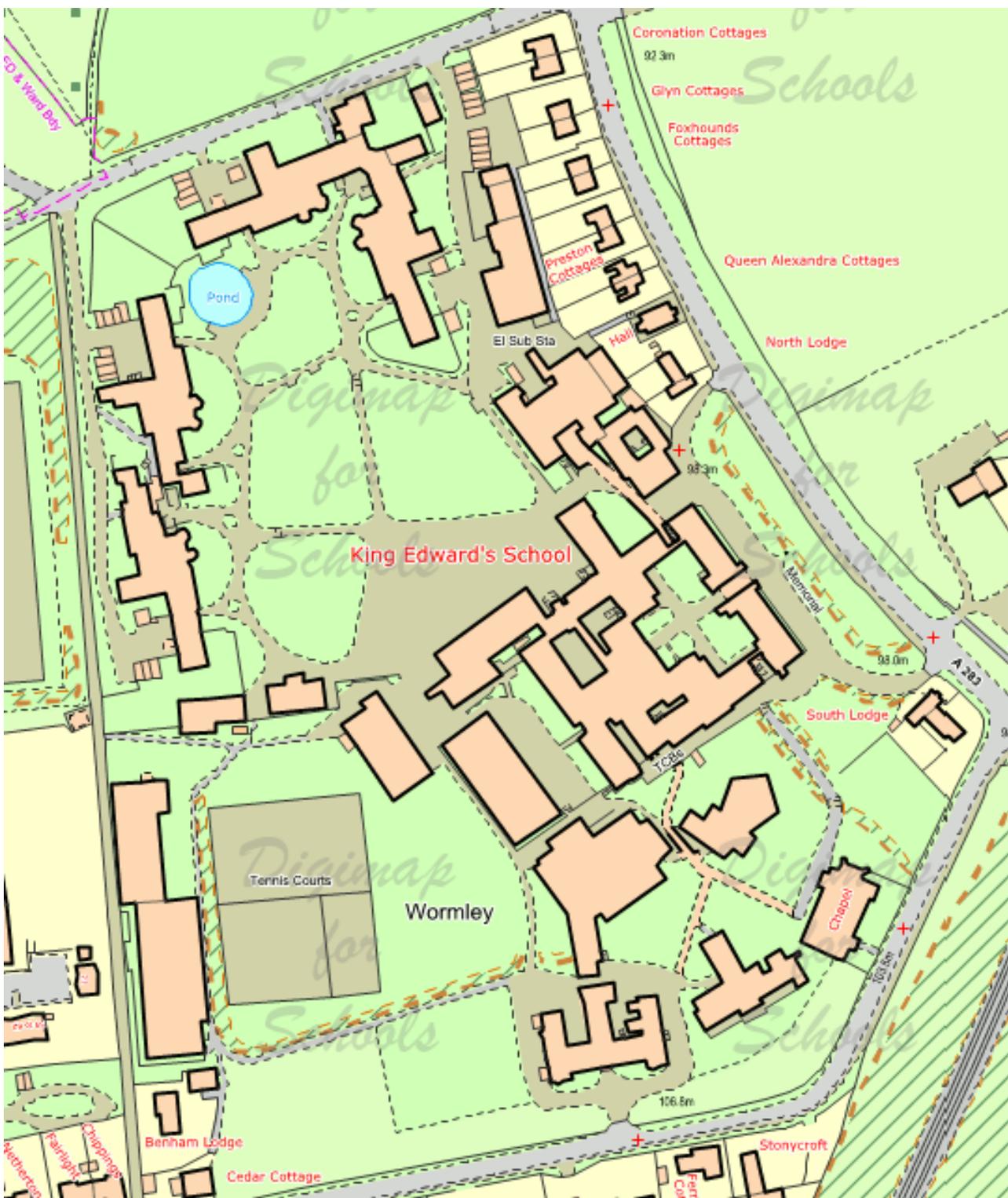
The lockdown process is documented within the Lockdown Policy.

6. Evacuation Procedures

Signal: The signal for evacuation is the sounding of the Fire Bell.

The fire evacuation process is documented within the Fire Orders

7. Site Plan



Appendices

A. Holding Statements

<p>1.</p>	<p>Generic Incident The School is currently dealing with an on-going incident and has, as a precaution, activated its Incident Management Team.</p> <p>Emergency services have been contacted and we are currently liaising with them to assess the impact on the School and confirm any immediate action needed.</p> <p>An up-date will be provided in 60 minutes via our website/parent portal.</p>
<p>2.</p>	<p>Generic Incident – Emergency Services on site The School is currently dealing with an on-going incident and has, as a precaution, activated its Incident Management Team.</p> <p>Emergency services are in attendance, and we are currently working with them to account for all our pupils and staff.</p> <p>Parents of impacted children will be contacted directly.</p> <p>We would ask you not to contact or come to the school at this time and an up-date will be provided in 60 minutes via our website/parent portal.</p>
<p>3.</p>	<p>Shelter-In In response to the report of.....(<i>insert outline</i>) the School has initiated its Shelter-In procedure and we are currently in the process of accounting/have accounted for all pupils and staff.</p> <p>While the emergency services deal with this please do not contact or come to the School.</p> <p>Parents of impacted children will be contacted directly.</p> <p>An up-date will be provided in 60 mins via our website/parent portal.</p>
<p>4.</p>	<p>Serious Injury Today's events, which have resulted in the serious/minor injury of a member of the school have been a difficult/traumatic experience for all our pupils, their parents and our staff.</p> <p>While the emergency services continue to investigate these events, you will understand that we are unable to provide further details at this time.</p> <p>Our focus is on supporting those directly impacted and that we, as a community, support each other in the days ahead, as we seek to return to as normal an academic life as is feasibly possible.</p>

B. Emergency Contacts

Contact	Telephone
Mrs Joanna Wright	07951 393071 / 710
Mr Dan Rogers	07887 822999 / 778
Mr David Corran	07770 990953 / 748
Mr Anthony Kirk Burgess	07960 591523 / 768
Mr Mark Harrison	07802 449548 / 780
Mr Tony Lennard	07963 620817 / 774
Mr Zak Siva	07530 324945 / 715
Mr Richard Hooker	07824 151795 / 701
Mr Kevin Holcombe	353
Mrs Emma Rennie	714
Mr Simon Fitch	730
Mrs Deborah Nichols	370
Mr Louis Jillians	728
Mrs Alison Butler	772
Mrs Natalie Adams	793
Mr John Towers	01428 681025

	Key Suppliers	Telephone
Coach Hire	Transport2 (UK) Ltd.	0203 3974460 03300 945877
Computer Network Support	Ramsac: IT Support, backup solutions and possible hire of servers. http://www.ramsac.com/ <i>Godalming Business Centre, Woolsack Way, Godalming, GU7 1XW</i>	01483 412042 (Support) 01483 412040 (General)
	M24Seven: Internet Connection. https://m247.com / ticket@m24seven.com	0161 822 2580
	NS Optimum Limited: Fibre and Copper Cables, replacement switches. http://www.nsoptimum.co.uk/ <i>Jenton Road, Sydenham Industrial Estate, Royal Leamington Spa, Warwickshire, CV31 1XS</i> Technical: technical@nsoptimum.co.uk Operations: operations@nsoptimum.co.uk	01926 880300 01926 886 983 (Fax)
	Switchshop – Replacement switches http://www.switchshop.co.uk/	01438 831870 01438 831871 (Fax)
	Dell: Replacement Servers and Tape back up	01344 373943
	Hire Intelligence: Hire of switches and servers http://www.hire-intelligence.co.uk/	0345 600 7272

Electrical and Cabling	Interwire UK Ltd Electrical Services <i>173 Main Road, Biggin Hill, Kent, TN16 3JR</i> www.interwireuk.co.uk	01959 570307 07825 578218 (Mobile)
Fire Alarm	Absolute Security Systems Ltd <i>5 Langham Park, Catteshall Lane, Godalming, Surrey, GU7 1NG</i>	01483 791500 01483 791515 (24 Hour)
	JPS Fire <i>Upper Market Street, Eastleigh, Hampshire, SO50 9FD</i> info@jpsfire.com	02380 653443
Glaziers	Camberley Glass <i>453 London Road, Camberley, GU15 3JA</i>	01276 684444
Generators – Hire	Shorts Group <i>Unit 1 Old Station Yard, Station Lane, Milford, GU8 5AD</i>	01483 418887
	Jackson & Gocher Hire Centre <i>Harrow Lane, Godalming GU7 3LD</i> jacksonandgocher.co.uk	01483 527000
Generators Maintenance	Power Technique Ltd. <i>Unit 4 Concorde Close, Fareham, Hants, PO15 5RT</i>	0800 1388520 (Emergency) 01489 560700 (Main number)
Heating	John Hannant Plumbing and Engineering Services Ltd <i>9 Russell Way, Petersfield, Hampshire, GU31 4LD</i>	01730 260123 07810 322823 (Mobile)
Insurance	Marsh Limited - Education Practice <i>4 Milton Road, Haywards Heath, West Sussex, RH16 1AH</i>	01444 335100
	Mandi Woolven, Client Executive South, Education Practice mandi.woolven@marsh.com	07584 402460 (Mobile) 01444 458144 (DL)
	Jennie Wells, Senior Claims Adviser, General Insurance & Claims Dept. Jennie.wells@marsh.com epg.claims@marsh.com Motor: education. motor@marsh.com	01444 335172 (Office) 07770 803478 (Mobile) 01444 335170 (Office)
Plant Hire	Jewson (413 Haslemere) <i>Stonemans Yard, Weydown Industrial Estate, Weydown Road, Haslemere, GU27 1DB</i>	01428 643315
Portable Classroom Supplier	Rollalong	01202 824541

Portable Heaters and pumps	Jackson & Gocher Hire Centre – as above	01483 861988
Roofing Contractors	Hipgrave <i>Chiddingfold</i>	01428 685269 07973 260020
Security	Absolute Security Systems Ltd <i>5 Langham Park, Catteshall Lane, Godalming, Surrey, GU7 1NG</i>	01483 791500 01483 791515 (24 Hour)
Security Guards	ADP Security Systems Ltd <i>2a, Bedford Rd, Petersfield, Hants, GU32 3LJ</i> www.adpsecurity.co.uk	01730 261510 (Tel) 01730 262024 (Fax)
Solicitors	Moore Barlow LLP Solicitors <i>The Oriel, Sydenham Road, Guildford, GU1 3SR</i>	01483 543210 (Switchboard) 01483 464260 (Fax) 01483 464224 (DL) DX: 2407 Guildford
	DAS Legal Helpline (Policy no 202604) Health and Medical Services Helpline and Counselling Service	0117 9330687

	External Agencies	Telephone
Health and Safety Executive	Health and Safety Executive Report online OR for Fatal and specified injuries ONLY call Incident Contact Centre: 08:30-17:00 Monday-Friday ONLY, Out of hours Duty Officer: <ul style="list-style-type: none"> ▪ Following a work-related death ▪ Following a serious incident where there have been multiple casualties Following an incident which has caused major disruption, such as evacuation of people, closure of roads, large numbers of people going to hospital, etc.	http://www.hse.gov.uk/riddor/report.htm 0345 300 9923
Lado/ Safeguarding	Surrey Children’s Single Point of Access (for concern about a child) Email: cspa@surreycc.gov.uk	0300 470 9100 (Work hours) 01483 517898 (Out of hours)
	Local Area contact for Waverley	0300 123 1640 (Duty Desk)
	LADO Email: LADO@surreycc.gov.uk	0300 123 1650 Option 3 (Duty Desk) (M-F: 09:00-17:00)
	Surrey Safeguarding Children Partnership (SSCP) <i>Leatherhead</i> http://www.surreyscp.org.uk	01372 833330 (M-F: 09:00 – 17:00)

	<p>Email: partnership.team@surreycc.gov.uk The Surrey Safeguarding Children Partnership co-ordinates how children are safeguarded and protected from harm. Their website provides guidance and protocols for professionals as well as details of child protection courses available.</p>	
Local Authority	Waverley Borough Council	01483 523333 (Switchboard 08:45-17:15) 01483 523200 (Out of hours – emergency)
	Surrey County Council	0345 600 9009 (Switchboard) 0300 200 1003 (Emergency)

C. Grab Box located in Estates Office

1.	Stationery Pad	x 5
2.	Flip Charts	x 3
3.	Marker Pens	
4.	Pens and Pencils	
5.	Blu Tack	
6.	Policy Logs	X 5
7.	Critical Incident Plan (printed copy)	
8.	List of Staff (+ contact numbers)	
9.	List of Pupils (current year)	
10.	Business Continuity Plans (if any)	
11.	Wi-Fi Access and Codes	
12.	Portable Handheld Radio (if any)	x 2
13.	High-Vis Jacket	x 4
14.	Torch	x 4
15.	Barrier Tape	x 4

D. Policy Log

Time	Issue / Information	Decision / Action	Allocated Owner

E. Incident Management Team Agenda

IMT Agenda (Template)													
Section 1 – Introduction This is the King Edward’s Incident Management Team. I am													
I will start by taking a roll call by function, then give an outline of incident and then detail the priority actions needed to be taken.													
Please put your phones to silent and if you are on the conference bridge, please put yourself on mute. At the end of this meeting, I will invite contribution from non-functional leads.													
Section 2 – Roll Call <table><tbody><tr><td>• Crisis Lead</td><td>• Academic Lead</td><td>• Facilities</td></tr><tr><td>• Incident Lead</td><td>• Welfare lead</td><td>• Logistics</td></tr><tr><td>• Comms/ Media</td><td>• Finance</td><td></td></tr><tr><td>• First Aid / Medical</td><td>• IT</td><td></td></tr></tbody></table>		• Crisis Lead	• Academic Lead	• Facilities	• Incident Lead	• Welfare lead	• Logistics	• Comms/ Media	• Finance		• First Aid / Medical	• IT	
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• Incident Lead	• Welfare lead	• Logistics											
• Comms/ Media	• Finance												
• First Aid / Medical	• IT												
Section 3 – Current Situation Outline / Describe current picture/ assessment of key issues. Question: “Does anyone have different understanding of the issues or a more accurate assessment?”													
Section 4 – Priorities <ul style="list-style-type: none">• Outline strategic goals set by GOLD• Review priority of strategic aims.													
Section 5 – Plan of action <ul style="list-style-type: none">• Outline key features of plan.• Allocate actions / scope of authority to functional leads.• Request up-dates on allocated Bronze tasks & actions Admin to record action / owner / timescale													
Section 6 – Recap <ul style="list-style-type: none">• Confirm strategic priorities, key elements of plan and priority actions to be undertaken.• Comments - Invite input from non-functional leads.													
Section 7 – Next Meeting Set date, time and venue for next session.													