

RESPONDING TO CRITICAL INCIDENTS **GUIDANCE ON PROCEDURES FOR SCHOOLS**

INTRODUCTION

The tragedies which occurred in Dunblane and at St George's Roman Catholic Secondary School, where the Headteacher, Philip Lawrence, was killed, underlined for all schools and LEAs the need to be prepared for a critical incident.

The following guidance draws on experience of a variety of incidents and offers a draft Critical Incident Management Plan (CIMP). Schools will need to adapt this to suit their own particular circumstances. The Education Department has developed its own Critical Incident Management Plan, which will be activated where necessary and operate alongside that of the school.

The procedures do not attempt to provide a detailed discussion of the many issues, which will be raised by the occurrence of a critical incident. They are designed to cover a range of incidents. The degree of response will vary and be dependent on the nature of any incident.

WHAT IS A CRITICAL INCIDENT?

A Critical Incident is defined as an emergency affecting pupils, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

It may involve:

- * the death of a child, staff member or governor;
- * a serious accident involving children and/or school personnel on or off the premises;
- * a violent intrusion onto school premises (e.g. an armed intruder or a bomb alert);
- * extensive damage to school premises;
- * the release of hazardous substances near or on the school site.

Everyone in a local school community is likely to be affected in large or small measure by any one or combination of the above incidents. Thinking through what you might need to do in such circumstances and having helpful information in an accessible place could make all the difference in successfully managing the situation.

Schools may be close to a major chemical or industrial site for which specific arrangements are in place. Such schools are aware of the actions they must take in the event of an incident. General advice in such cases is to keep or take children indoors and to listen to the local radio for police broadcasts on information. The County Council's Emergency Planning Division will contact the school as soon as they are informed by the police of an incident. Schools within the vicinity of such major sites should ensure that their Critical Incident Management Plan covers specific action to be taken in such incidents. The companies themselves will normally provide an action sheet for schools. If you do not have one, contact the firm concerned.

CONTINGENCY PLANNING

There are likely to be a number of issues to manage and organise in the context of a critical incident. This can be eased by some preparatory thought and planning in advance. Advice already exists in the County's Health and Safety Handbook. This was recognised by the DfEE as an example of good practice. The Section on Crisis and Security Management in Schools will be of particular help. Action sheets from that document are attached as part of the model plan for schools. The principles below apply to managing a wide range of incidents:-

- * design the plan to suit your establishment (particular care should be taken if your establishment has residential accommodation);
- * it should be simple and straightforward to implement;
- * it should be known by all those having identified responsibilities within it;
- * it should be regularly reviewed and critical information updated;
- * it should be held in a duplicate copy off-site in the event of fire/flood etc.

Managing people in the aftermath of a critical incident relies heavily on good information and having thought through the practical consequences of the range of interested parties and how they can be helped.

ROLES OF INDIVIDUALS

It is important that individuals understand their role within the Critical Incident Management Plan. There are a number of specific responsibilities, which need to be identified and assigned to individuals.

Individual responsibilities include:

- * Person to take charge of the Critical Incident Management Team;
- * Secretary to the Critical Incident Management Team;

- * Contacting emergency services;
- * Informing Derbyshire County Council;
- * Opening appropriate buildings and ensuring access for the emergency services;
- * Immediate action to safeguard staff and students;
- * Media relations.

Attached as part of the draft plan are suggested roles and responsibilities. The allocation of these will vary from school to school. In a large secondary school it may be possible for a number of individuals to undertake these roles. Within a small primary school, many of them will fall to the Headteacher. It is important that provisional allocations of responsibilities are made, but these may need to be reviewed in the light of staff absence for a variety of reasons, or according to the timing of the incident.

INFORMATION GATHERING

Up-to-date records on personnel and the premises will be essential in hard copy and computer form. A second copy of these and the Critical Incident Management Plan should always be kept off the premises by the Headteacher and/or Deputy Headteacher in order that vital information is not lost in the event of fire/flood/explosion. It would be particularly important for this list to be kept off the premises with any other important telephone numbers added (e.g. your school's Property Manager's office and out of hours contact number) in case a critical incident occurs out of school hours.

Record all actions using a standard incident log, since information may be required a long way into the future should there be a legal case to pursue. Maintain your own records of events as well as keeping file copies of other service notes of the progress of action. Immediate witness accounts should be kept securely for police evidence, if required.

DATA SECURITY

As part of the plan, Headteachers should consider the following:

- * The duplication of important records, e.g. staff/pupil records, coursework, marks;
- * The back-up arrangements for computer held data;
- * The storage of duplicate copies at another site;
- * Investing in both a fire safe and data safe.

COMMUNICATION OF INFORMATION

There is great value in establishing a telephone tree. This is a simple cascade mechanism for getting each person on the staff/governing body to phone an agreed number of colleagues with the key facts of the situations. These lists need regular review and updating for changed personnel and changed telephone numbers.

As part of the plan, it would be useful to have details of:

- * Pupils/staff emergency contacts;
- * LEA emergency contact numbers;
- * Governors contact details;
- * Phone numbers for bus/coach companies;
- * Emergency supply/support details, e.g. regular supply teachers, other relief staff, telephone numbers of other local schools;
- * Pupil/staff movement data, e.g. timetables, morning/afternoon registration data, etc.

Mobile phones can be invaluable in enabling phone lines known to the public to be used for incoming calls, whilst the mobile can be dedicated to outgoing calls. Neighbours to the school may be able to help in offering emergency access to their telephones for outgoing calls. The County Council Emergency Planning Officer can arrange additional communication facilities where needed.

Arrangements need to be made for informing staff, children and parents of what has happened and what action is being taken. Staff briefings at the beginning and the end of the day are particularly useful.

EVACUATION PROCEDURES

Schools evacuation procedures need to be incorporated as part of the Critical Incident Management Plan for use where appropriate according to the emergency.

It is important that evacuation procedures are known to all and are practised regularly. One important consideration may be the need to ensure that where perimeter gates are locked, these are quickly unlocked to allow access by the rescue service, where necessary. If school gates are locked, this should form part of your procedure for fire drills and evacuation and needs building into such procedures.

BASE FOR CRITICAL INCIDENT MANAGEMENT TEAM

It will be important to identify a base from which the Critical Incident Management

Team could operate. Whilst many schools will not have space to dedicate to the establishment of an emergency base, it would be valuable to identify the place in school which would be used for this purpose, if required, and ensure that all key equipment and information sources are there.

This may be the Headteacher's office, but it would be helpful to identify, if possible, a second location on site if the first location is not usable for any reason.

Schools should also consider having a reserve off-site location as the base for the Team. This may be a neighbouring school or other Local Authority premises or facilities such as the Village Hall, which could be used with prior agreement. Whilst such a location is not essential, it is desirable and may be particularly helpful in the case of a major incident on the school site itself. The County Council's Emergency Planning Division can arrange temporary accommodation, if needed, during an emergency.

PARENTS AND OTHER VISITORS

When parents hear of a problem, they will naturally come to the school for information. You may need to identify a space where parents/carers can be seen in groups or on an individual basis where tragic news can be shared in a considerate way. A staff member or trusted adult from the school community may need to be on hand to receive visitors and deal sensitively with their enquiries.

MEDIA RELATIONS

A positive relationship will be helpful in the event of bad news since your contacts will know that you will share information when you have it and be direct in the messages you need to get across. Your immediate call to your contact within the Education Department at the outset of the critical incident will enable the LEA to mobilise the Press Office on your behalf. They will be able to handle much of the press interest to leave you free to manage the situation; however, there may be occasions where a media interview may be required.

Detailed advice and support is available from the Press Office, but below are key things to consider:

- * agree all press statements with the County Press Office;
- * ensure that all information to the media comes through a single reliable source, keeping the Press Office briefed at all times;
- * demonstrate control and reassure in a factual way that everything is being done to control the situation and minimise its consequences;
- * set minds at rest where possible and counter dangerous rumours. In an interview, present as caring, responsible and competent;

- * provide as much information as reasonable; better the truth is published than rumour/ gossip from a third party;
- * agree timing of press releases to avoid continuous pressure. In certain situations it may be helpful to set up a dedicated media response room.

You may find it helpful to prepare some basic information about the school which could be used in the event of a major incident. A suggested format with brief information is attached within the model plan. The information in that can be supplemented as schools would wish to give further factual or contextual information about the school. It may be helpful to include details of security systems and procedures in place in school.

INTERNAL COMMUNICATIONS

It is important to establish mechanisms for informing staff of developments. This could be through morning briefings. It is also important to debrief all staff involved at the end of each working day/shift. Ensure that information is recorded and shared.

Particular issues you may wish to consider are:

- * How members of staff can be alerted in the first instance without alarming pupils unnecessarily.
- * ID for Headteacher/Senior Management Team - visitors to site may not be familiar with all senior staff or the layout of the building.

IMPORTANT ACTION POINTS

- * Ensure the existence and whereabouts of the School Critical Incident Management Plan is known to staff;
- * Review the plan and its content at least once each year.
- * Keep the plan up-to-date regarding personnel;
- * Ensure staff know their roles;
- * Keep the school's contact list near to the phone in case it becomes necessary to activate the plan;
- * Send a copy of the plan to the Education Department for reference centrally.

AFTER THE IMMEDIATE EVENT HAS BEEN DEALT WITH - MEDIUM AND LONG-TERM

The Critical Incident Management Team may need to continue to function for some

time after the incident in order to consider a number of issues. These may be:

- * When and how to re-open the school;
- * How to deal with continued interest from the media;
- * The provision of information to parents and the public;
- * Support for the families of those hurt or bereaved;
- * Attendance at funerals;
- * The organisation of memorial services;
- * Particular thought needs to be given to the sending of cards and flowers;
- * Investigations are likely to be undertaken by various bodies such as the police and insurance companies.

CARING FOR SURVIVORS

Staff

Anxiety and the urgent pressure of events may produce stress amongst staff. The Critical Incident Management Team needs to think about how to support individuals in the aftermath of the events.

Students

Those more likely to be affected are those whose lives were most at risk during the incident; those who witnessed death and carnage; and those who have unstable family relationships.

The Education Department can assist through the County Psychology Service which provides Critical Incident Stress Debriefing. This is available by agreement with the County Coordinator who will consult with the Department's own Critical Incident Management Team on the involvement of the Service.

_____ SCHOOL

CRITICAL INCIDENT MANAGEMENT PLAN

Plan Issued:

To be Reviewed:

CRITICAL INCIDENT MANAGEMENT PLAN

This plan has been prepared and agreed by the staff and Governors of _____ School to assist in dealing with critical incidents on or off the site which affect the school community.

Aims

The aims of the school's plan are:

- * To provide support to all children and staff affected by the incident.
- * To maintain the normal running of any parts of the school not affected.
- * To return the whole school to normal as soon as possible.

Types of Incident Covered by the Plan

A Critical Incident is defined as an emergency affecting pupils, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

It may involve:

- * the death of a child, staff member or governor;
- * a serious accident involving children and/or school personnel on or off the premises;
- * a violent intrusion onto school premises (e.g. an armed intruder or a bomb alert);
- * extensive damage to school premises;
- * the release of hazardous substances near or on the school site.

Notification of Incident

You may hear about the incident from a number of sources:

- a staff member
- a pupil
- the police
- parents
- the media

- County Council

Whoever receives the alert should ask for as much information as possible:

- the name of the caller
- what has happened?
- have the emergency services been informed/are they attending?
- exact location (and any access problems if not on site)
- casualties
- actions taken so far
- name/contact at the scene (if not on site)
- what assistance is needed?

(An aide-memoire is attached to be kept by the school telephone. A log sheet is also included in the plan for use by staff to record information and actions.)

The Headteacher or Deputy Headteacher will decide on the level of response needed:

- can the school cope alone?
- if not, the Education Department or County Emergency Planning Officer will be contacted bearing in mind the capabilities of other organisations, who can be alerted via the County Council

Contact List and Call Out Arrangements

A school contact list of home/work addresses and phone numbers is attached to this plan. These are available only to staff authorised to have access as part of the plan in order to preserve confidentiality and to

Critical Incident Management Team (CIMT)

The CIMT will comprise:

Headteacher

Deputy Headteacher

Chair of Governors (where contactable/available)

(Others as determined by school)

Base for Critical Incident Management Team

The base for the CIMT will be the Headteacher's office where it is still possible to use this. The reserve on-site location will be _____. In cases where it is not possible to use the school premises as a base, the CIMT will make use of _____.

NB: (In schools where it is not possible to designate a base for the CIMT, contact should be made with the County Council's Emergency Planning Division who can arrange temporary accommodation, where necessary).

CRITICAL INCIDENT MANAGEMENT PLAN

Information for all teaching and non-teaching staff

- * Be ready to respond to any potential hazard in and about the site.
- * Contact the school office/Headteacher in the event of any emergency, giving information about the -

nature of the incident;
type of help required;
emergency service(s) required;
exact location of the incident;
number of casualties and nature of injuries.
- * If necessary, evacuate the building, according to procedures set out in the Fire Procedures Document.
- * Maintain a calm atmosphere.
- * Respond to instructions given by members of the Critical Incident Management Team.
- * Do not speak directly to the media but refer all enquiries to the Headteacher or other person designated as being responsible for contact with the media.

_____ SCHOOL

CRITICAL INCIDENT MANAGEMENT PLAN

SCHOOLS NEAR CHEMICAL OR INDUSTRIAL SITES

Incident at

.....

This sheet only relevant to those schools near a major chemical or industrial site.

In the case of an incident at _____ the alarm will be sounded and the following action will be taken:-

Children inside the school will be kept indoors, children outside will be brought inside by a member of staff. Children will remain in the classroom in which they were when the alarm was raised, with the teacher who had responsibility for the class at the time. A copy of the action sheet from _____ company is attached to this plan and the instructions on it should be followed.

[Add further information as specific to each school]

_____ SCHOOL

CRITICAL INCIDENT MANAGEMENT PLAN

INCIDENT LOG

Incident:

Location of incident:

Date	Time	Event/Action Taken	Signature

CRITICAL INCIDENT MANAGEMENT PLAN

BASIC INFORMATION ABOUT THE SCHOOL

Name:

Address:

Telephone:

Age Range:

Number on Roll:

Map of surrounding area:

included in file

Photographs:

included in file

Plan of School:

included in file

DETAILS OF SENIOR STAFF (Actual content to be determined by school)

_____ Headteacher

_____ Deputy Headteacher

DETAILS OF GOVERNORS

_____ Chair of Governors

_____ Vice Chair of Governors

_____ SCHOOL

CRITICAL INCIDENT MANAGEMENT PLAN

STAFF LIST

Name

Address

Telephone No.

CRITICAL INCIDENT MANAGEMENT PLAN

(Include in the plan other useful contact numbers).

Possible lists are:

- Pupil/Emergency contacts
- Bus and Coach Companies
- Supply Teachers/Relief Staff
- Governors contact numbers
- LEA emergency contact numbers (*these are included in this pack*)

NB. Timetables should be readily available to identify who is where within school.

CRITICAL INCIDENT MANAGEMENT PLAN

EVACUATION PROCEDURES

(Include in the plan details of the school's fire and emergency evacuation procedures and ensure that all staff are aware of these).

CRITICAL INCIDENT MANAGEMENT PLAN

PERSON IN CHARGE OF THE CRITICAL INCIDENT MANAGEMENT TEAM

Name

RESPONSIBILITIES

- * To take charge of events.
- * To draw up an action plan for the specific incident.
- * Where appropriate, to liaise with County Council/Education Department staff.
- * To delegate responsibilities and give task sheets to the chosen person.
- * To provide a flexible response, based on the Critical Incident Management Plan.
- * To appoint a secretary who will keep a comprehensive incident log and support the person in charge.
- * To consult with the Police and the person responsible for liaison with the media about the release of information to students, staff, parents, general enquiries and the media.
- * To establish a crisis team meeting place, close to the incident control point.

CRITICAL INCIDENT MANAGEMENT PLAN

PERSON TO CONTACT - DERBYSHIRE COUNTY COUNCIL:

Name

Contact:

During Office Hours

Derbyshire County Council Emergency Planning Officer

Direct Line: 01629 585394

or

Derbyshire County Council Switchboard Operator: 01629 580000

Ask the operator to speak to the Emergency Planning Officer under the Council's Major Emergency Scheme.

Out of Office Hours

Police Operations Room: 01773 570100

Ask that the **Duty** Emergency Planning Officer be contacted.

Contact numbers for the Emergency Planning Division and Education Department are included in this plan.

Give the following information:

1. Your name
2. Your telephone number
3. The school's name: *(Complete as appropriate)*

Address:

Telephone:

4. Details of the incident

5. Nature of assistance required - dealing with the media; transport; catering; communications; admin support

CRITICAL INCIDENT MANAGEMENT PLAN

PERSON TO CONTACT EMERGENCY SERVICES

Name

RESPONSIBILITIES

- * Contact as appropriate: Police 999
 Fire
 Ambulance

- * Be prepared to give the following information:

Emergency Service(s) required.

Exact location of the incident.

Number of casualties.

Nature of injuries.

Location and telephone number where call is being made from.

Hazards which may be encountered by the Emergency Services at the site.

- * To respond to the directions from the person in charge of the Critical Incident Management Team or other personnel in control, i.e. Police, Fire or other Emergency Services, Derbyshire's Emergency Planning Officers.

CRITICAL INCIDENT MANAGEMENT PLAN

PERSON RESPONSIBLE FOR LIAISON WITH THE MEDIA

Name

RESPONSIBILITIES

- * Early establishment of central media point.
- * To liaise with and cooperate with the media and to answer their queries, as appropriate.
- * To provide press statements (see separate sheet with headings).
- * To liaise with emergency services including the Police Press Officer and County Council over the setting up of a Media Centre.
- * To show concern and not panic.
- * To provide basic information about the school - refer to separate sheets in file.
- * To liaise between the press and those affected about press interviews - seeking permission from parents/guardians of any students involved in interviews.
Students involved in interviews - ensuring they have support.
Asking the interviewer the questions to be asked in advance of the interview.
- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

CRITICAL INCIDENT MANAGEMENT PLAN

**SECRETARY TO THE PERSON IN CHARGE OF THE CRITICAL INCIDENT
MANAGEMENT TEAM**

Name

RESPONSIBILITIES

- * To support the person in charge.

- * To keep a comprehensive incident log, as dictated by the person in charge.

CRITICAL INCIDENT MANAGEMENT PLAN

**PERSON RESPONSIBLE FOR IMMEDIATE ACTIONS TO SAFEGUARD
STUDENTS AND STAFF**

Name

RESPONSIBILITIES

- * To evacuate the building in accordance with the School Fire Procedures.
- * If necessary, to use an alternative assembly point.
- * To liaise with the Critical Incident Management Team Leader and Emergency Fire Services, once the names of those present have been checked against attendance list.

The responsibility for rescue rests with the Fire Service.

- * To liaise with staff to ensure that immediate reassurance and support is given for anyone who is distressed.
- * To ensure that parents do not take students away, unless directed to do so.
- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

CRITICAL INCIDENT MANAGEMENT PLAN

PERSON RESPONSIBLE FOR CHECKING CHANNELS OF COMMUNICATION

Name

RESPONSIBILITIES

- * Check that all available communications and office equipment are working (phones, fax, copiers), in

School Office
CIMT Base
CIMT Alternative Base

- * Be ready to give the information to Derbyshire's Emergency Planning Officer.

- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

CRITICAL INCIDENT MANAGEMENT PLAN

PERSON TO OPEN APPROPRIATE BUILDINGS

Name

RESPONSIBILITIES

- * Open the appropriate parts of the school.

- * Ensure gates are opened to allow access for the Emergency Services.

- * To respond to directions from the person in charge of the Critical Incident Management Team or other personnel in control, e.g. Police, Derbyshire's Emergency Planning Officers.

Action Sheets from: Health and Safety Handbook

Section on Crisis and Security Management in Schools

MAJOR INCIDENT OCCURRING ON THE SCHOOL SITE

GUIDANCE ACTION SHEET FOR HEADTEACHER/MEMBER OF SENIOR MANAGEMENT TEAM

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on the school site the actions below should be considered and implemented as appropriate.

1. Ascertain details of incident.
2. Alert relevant emergency services (Police, Fire, Ambulance) via 999 system.
3. Consider evacuation of school (via fire alarm or word of mouth).
4. Initiate School Critical Incident Management Plan.
5. Allocate staff to:
 - account for all pupils/staff/visitors on school site.
 - administer first aid if persons injured.
 - ascertain if there are any witnesses.
 - inform Chief Emergency Planning Officer (direct line - 01629 585394 or via the switchboard on 01629 580000 **during office hours**) who can arrange appropriate support. For incidents occurring **out of office hours**, please contact the Police Operations Room on 01773 570100 and ask that the **duty** Emergency Planning Officer be contacted.
 - inform the Deputy Chief Education Officer .
 - inform staff/pupils of incident. If incident occurs out of school hours consider briefing staff/pupils at earliest opportunity.
6. Inform parents/relatives as appropriate. If there are casualties then visits to parents/relatives should be arranged in conjunction with the Police.

7. Inform Chair of Governors and arrange for other governors to be informed.
8. Consider closing the school.
9. Consider relocation to other premises. If relocation is required this should be arranged in consultation with the Chief Education Officer, Director of Technical Services and Chief Emergency Planning Officer.
10. Notify HSE and Education Department Health and Safety Officer if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary.
11. Arrange for the staffing of switchboard/telephone. Ensure that staff are fully briefed on facts and are aware of what information can be released.
12. Prepare to deal with the media - this should be done in accordance with the Police and County Council's Public Relations Officer (see aide memoire attached).

ADVICE FOR OFFICIAL SPOKESPERSON(S)

- X DO NOT** speculate - your interpretation or understanding can and probably will be exaggerated or quoted as hard fact.
- X DO NOT** give any fact unless you are certain it is correct.
- X DO NOT** say "NO COMMENT" - it can be taken as a negative answer which could be inaccurate and lead to difficulties later.
- X DO NOT** be afraid to say "I DO NOT KNOW".

- √ **DO** have the confidence in yourself and your command of the situation to take a positive attitude towards the media.
- √ **DO** inform the Press Officers of any development which may assist them and of any journalist you suspect of acting inappropriately.

**NB PUPILS SHOULD NOT TALK TO THE MEDIA UNLESS
ARRANGED BY STAFF/PARENTS AND THEN ONLY WITH
WRITTEN PERMISSION FROM PARENTS/GUARDIANS**

MAJOR INCIDENT OCCURRING ON AN OUT OF SCHOOL ACTIVITY

GUIDANCE ACTION SHEET FOR GROUP LEADERS

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on an out of school activity the actions below should be considered and implemented as appropriate.

1. Ascertain details of incident.
2. Alert relevant emergency services (Police, Fire, Ambulance, Coastguard) via 999 system.
3. Call for assistance if available (staff, passers by).
4. Administer first aid where possible.
5. Account for all members of the party and ensure that all persons uninjured stay together.
6. Allocate staff member(s) to travel to hospital(s) with casualties.
7. Ascertain if there are any witnesses.
8. Allocate staff member(s) to stay at incident site to liaise with the emergency services.
9. Arrange for all non-casualties to return to base (accompanied by a member of staff) and that all members of the group are informed of the incident as soon as possible.
10. Inform headteacher/member of senior management team (at school) as soon as possible. Give as much of the following information as possible:
 - date, time, location and nature of incident.
 - names of those involved.
 - details of any injuries.

- actions taken.
 - contact point to be used.
11. Consider requesting additional assistance. Keep headteacher/member of senior management team regularly updated.
 12. Consider whether activity should be abandoned. If so, arrange for non-casualties to return to school. Liaise with headteacher/senior management team over transport arrangements.
 13. Do not discuss legal liability.
 14. Prepare to deal with the media - this should be done in consultation with the Police (see aide memoire attached).

MAJOR INCIDENT OCCURRING ON AN OUT OF SCHOOL ACTIVITY

GUIDANCE ACTION SHEET FOR HEADTEACHER/MEMBER OF SENIOR MANAGEMENT TEAM

A log of decisions made and actions taken should be kept.

In the event of a major incident occurring on an out of school activity the actions below should be considered and implemented as appropriate.

1. Ascertain the following:
 - date, time, location and nature of incident.
 - names of those involved.
 - actions taken.
 - who is in charge at the scene.
 - if additional assistance is needed at the site.

2. Inform Chief Emergency Planning Officer (direct line - 01629 585394 or via the switchboard on 01629 580000 **during office hours**) who can arrange other support as appropriate. For incidents occurring **out of office hours**, please contact the Police Operations Room on 01773 570100 and ask that the **duty** Emergency Planning Officer be contacted.
 - transport (under mutual aid arrangements with other counties/districts).
 - insurers.
 - religious support.
 - translators.
 - social services support.
 - public relations support.
 - premises.

3. Inform:
 - Deputy Chief Education Officer on 01629 5856214.
 - other staff - if out of school hours, ensure that the caretaker/premises officer is included in the list of staff to be contacted.
 - Chair of Governors and arrange for other governors to be informed.
4. Initiate Critical Incident Management Plan.
5. Ensure that staff are fully briefed on facts and are aware of what information can be released.
6. Arrange for parents of uninjured to come to the school to meet the children on their return.
7. Arrange for parents/relatives of injured to be informed - this to be done in conjunction with the Police.
8. Notify HSE and Education Department Health and Safety Officer if incident involves a reportable accident or specified dangerous occurrence. Complete accident forms as necessary.
9. Prepare to deal with the media - this should be done in consultation with the Police and County Council's Public Relations Officer (see aide memoire attached).