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An Daras
Multi Academy Trust

An Daras Multi-Academy Trust
Critical Incident Policy

The An Daras Multi Academy Trust (ADMAT) Company

An Exempt Charity Limited by Guarantee

Company Number/08156955

Status: **Approved**	
Recommended	
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Statutory	Yes
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Advisory Committee	FSD
Linked Documents and Policies	ADMAT Child Protection /Safeguarding Policy ADMAT Health and Safety Policy

An Daras Multi Academy Trust

Purpose:
The purpose of this policy is to minimise the impact of critical incidents on the emotional and physical wellbeing of the school community through clear and timely communication.

A critical incident is defined as any sudden and unexpected incident or sequence of events which causes trauma which overwhelms the normal coping mechanisms of a school.

Scope:
The policy covers the approach taken during any critical incident and emphasises the importance of risk management before any event.

The appendices are practical strategies to be used during any critical incident. The policy and procedures are adhered to by all Senior Leaders in the Trust in the event of a critical incident and have been created through consultation with the wider MAT leadership structure.

Before an Incident
Whilst no MAT or individual academy can take every precaution against critical incidents and some can never be planned for, the Trust understands the importance of being proactive and preparing for such events.

Appendix 2 is our Critical Incident Management Strategy and Plan. The procedures highlight the importance of excellent and measured communication and the involvement of multi-agency. The procedure makes clear the roles and responsibilities of key individuals during a critical incident. The Trust takes risk management seriously and is subject to internal audits to test value for money across the MAT.

All aspects of Safeguarding and Health & Safety (see policies) are an absolute priority in all academies in the Trust. Each school has a planned Critical Incident Management Team with defined responsibilities (see **Appendix 1**). Each academy conducts regular fire practices and lock downs and the effectiveness of this, and the plan, is reviewed by the Senior Team/LGAB regularly across the year.

Each individual academy has a detailed Emergency Plan which is regularly reviewed by Heads of School, staff and Local Governing Bodies as part of their delegated responsibilities.

During an Incident
Whilst no two incidents will be the same, some similarity in approach can be planned for. As soon as an individual academy becomes aware of any incident that might have an impact, the CEO or Executive Head Teacher (EHT), or Head of School (HoS) in their absence, should establish the facts and assess its significance for the individual academy and the MAT.

At this point the Critical Incident Management Plan will be triggered by either the CEO, EHT or HoS. The key tasks are listed in the plan. As stated above, the emphasis is on clear and timely information and the need to minimise the psychological impact to all, through a highly supportive and well organised response.

After the Incident

The aim of the work carried out in an individual academy during the following days, weeks and months is to help the immediate and broader community come to terms with the incident.

A return to normal routine requires sensitive planning, timing and implementation. All staff should monitor pupils' emotional well-being and be attentive to any on-going difficulties, particularly amongst those most directly affected and vulnerable groups. Staff should also, be mindful of the well-being of colleagues and report any concerns to the Senior Team.

Some staff and pupils may need more support in adjusting to normal routines. A sensitive approach to encouraging this via home visits, rotas of support, phased returns may be implemented as appropriate.

Following any critical incident, the Trust will carry out a review. The review should consider the following: -

- What went well, what was most/least helpful?
- Were there any gaps?
- Have all necessary referrals to support been made?
- Is there any unfinished communication (e.g. insurance, press)?
- Have all records been secured?
- Have any identified training needs be identified?
- Does the Critical Incident Management Plan need to be reviewed?

All leaders in the Trust will be prepared to lend support to any other academy in the group during and after a critical incident.

Appendix 1

Responsibilities

Lead Co-ordinator
The CEO, Executive Head teacher or Head of School (delegate in their absence) will be the Lead Co-ordinator for any incident or event under this procedure. They will:

- Overview the situation and delegate tasks and roles below to appropriate staff with the relevant skills and competence;
- Be the central point of contact for information both internally and externally, but may not be the person leading direct communications with these parties;
- Ensure the relevant authorities are informed of the incident.

Welfare
It is important that a member of the Senior Leadership Team is given the responsibility for determining appropriate actions to ensure the welfare of pupils and staff. There may be a need for both immediate and long-term actions following an incident. This person will coordinate post incident care and support.

Communications
Good internal and external communications are vital for the efficient management of an incident or event. The Executive Head teacher/Head of School will nominate individuals with clear responsibilities for internal and external communications. Specific communication requirements are detailed later in this document.

Resources
Generally, the Academy Business Managers will be tasked with ensuring resources are managed during, immediately after and longer term following an incident. This will include ensuring good access to and exit from site and how to shut off electricity, gas and water supplies appropriate to the incident. Provision of temporary classrooms, canteen facilities, information technology, furniture and stationery etc. will be the responsibility of this individual.

Appendix 2

Emergency Plan

Action 1. Identify the Emergency 2. Ensure all shaded boxes have been actioned 3. Consider if any further actions need taking		**Delegated to**: Initials **Actioned**: √			
		Fatal or Serious Injury	**Damage to the Building**	**External Incidents (Visits)**	**Media Issue**
IMMEDIATE	Phone Emergency Services (Police/Ambulance/Fire)				
	Make sure the site is safe for pupils and staff				
	Sweep site for any issues (go in groups of 3)				
	Contact the CEO or another Executive Head teacher in the Trust				
	The CEO will ensure that the Chair of Directors/LGAB and other relevant people are informed				
	Make sure all Senior Leaders are on site and aware if not on site contact them				
	Shut down areas where the incident has happened and stop foot traffic				
	Decide if a full lockdown is needed				
	Make sure computer systems working and MIS can be accessed				
	CCTV footage to be looked at and recorded				
	Setup Incident Rooms and Interview Rooms				
	Contact parents of any student directly involved or any next of kin				
	Ensure any injured party is accompanied until their family arrive				
	Make sure the external site is safe for students and staff and that all are accounted for				
	Keep all students and staff in one area that is secure and accessible				
	If necessary arrange additional staffing from elsewhere in the Trust				
COMMUNICATION	Inform all staff of the incident (start with all staff not teaching and associate)				

	Brief reception to field calls and provide a script				
	Provide reception with additional staff (away from reception if possible)				
	Give additional staff roles to monitor site				
	Inform teaching staff and students via a short memo inform about use of phones				
	Update the Website				
	Prepare and send text message				
	Setup and agree a media strategy including a press statement				
	Have a staff briefing the next morning				
	Have a staff briefing the next morning				
	Send a letter to all parents				
	Have a parents briefing				
	Contact Children's' Services/LADO				
WELFARE	Make sure food and drink is available for classrooms				
	Is there food and drink available for staff				
	Inform canteen of any changes to the school day				
	Arrange monitoring and support for any students directly impacted				
	Make sure a copy of all incident and witness reports are made				
	Designate areas for break and lunch and times for year groups				
	Exit plan for pupils agreed				
EXTERNAL	Contact Counsellors				
	Contact HR for Media Support				
	Contact Insurance Company				
	Contact HSE				
	Contact other schools to inform them of issues				
	Contact further Local Governors/Directors				
	Is additional security needed				
NEXT DAY/WEEK	If the site is safe continue normal operations				

	Arrange a meeting with parents				
	Arrange a meeting with Insurance company				
	Keep in regular contact with any affected staff or students who are absent				
	Debrief and review plan and update where necessary				