

Holt House Infant School

CRITICAL INCIDENT PLAN

Holt House
Infant School
and Pre-School



This plan is protected.
Contact details & sensitive information must not be given to the media, pupils,
parents/carers or members of the public.

Plan Administration

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Date	October 2018
Responsibility for the Plan	Helen Haynes
Approved by	
Date of review	October 2019

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DISTRIBUTION LIST

The following list details who the Critical Incident Plan (including contact details) have been distributed to.

Plans should be accessible in the school building and a copy kept securely at the homes of those in the Senior Leadership Team (SLT) & Critical Incident Management Team (CIMT).

Critical Incident Management Team		Name
1	Headteacher	Helen Haynes
2	Head of School	Gill Clark
3	Deputy Head teacher	Roberta Reilly (4 days)
4	School Business Manager	Gaynor Tyrrell
5	Admin/Business Support Officer	Rachel Watterson & Eva Thompson

School Premises Management:

6	Caretaker	Michael Hitchcock
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School Governors:

7	Chair of Governors	Alison Warner
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CONTACT DETAILS – SCHOOL INFORMATION

School Details	
Name of School	Holt House Infant School
Headteacher	Helen Haynes
Head of School	Gill Clark
Deputy Head teacher	Roberta Reilly (4 days)
Chair of Governors	Alison Warner
School website	www.holthouse.sheffield.sch.uk
School operating hours (including extended services)	7:40am to 5:45pm
Approximate number of staff	35
Approximate number on roll	180 + 32 fte pre-school
Age range of pupils	3-7 years.

School Office Contact Details	
Office telephone number	0114 255 3717
Office e-mail address	enquiries@holthouse.sheffield.sch.uk

Useful Government Agencies / Offices		
Local Authority	www.sheffield.gov.uk	273 4567
Department for Education	www.education.gov.uk	0370 000 2288
Foreign and Commonwealth Office	www.fco.gov.uk	0207 008 1500 (24hr)
Environment Agency	www.environment-agency.gov.uk	0845 988 1188 (24hr flood line)
Met Office	www.metoffice.gov.uk	0870 900 0100
Health and Safety Executive	www.hse.gov.uk	0845 345 0055 (Info line) 0845 300 9923 (Incident Contact Centre) 0151 922 9235 (24hr)
Teacher Support Network	www.teachersupport.info	0800 562 561 (24hr England)
NHS	www.nhsdirect.nhs.uk	0845 4647

CONTACT DETAILS – CRITICAL INCIDENT MANAGEMENT TEAM

Name	Role	Contact Number	Alternative Contact Number
Helen Haynes	Head teacher Co-ordinate the response to the incident and Media Liaison. Business Continuity		
Gill Clark	Head of School Co-ordinate the response to the incident and Media Liaison. Business Continuity		
Roberta Reilly	Deputy Head teacher Communication (staff, pupils, parents, external and other agencies inc LA). Business Continuity. SEN Lead		
Gaynor Tyrrell	School Business Manager Finance, resources Communication with parents		
Michael Hitchcock	Caretaker Premises and Health and Safety		
Alison Warner	Chair of Governors Notified by headteacher of position/decision and communicate with governing body		

CONTACT DETAILS – OTHER USEFUL EMERGENCY NUMBERS

Agency	Type of support	Office Hours	Out of Hours
Emergency Services	Emergency assistance	999	999
CYPF Contingency Planning Service	Advice on managing the critical incident, link to CYPF services	In order: 1. 205 3167 2. 273 5827 3. 273 5175	In priority order: 1. 07896 990 100 2. 07710 012 984 3. 07711 799 131
CYPF Educational Psychology Service	Counselling and psychological support	250 6800	NA
Out of hours Social Care Team	Looked after children	NA	273 4855
SCC Assets Team	Premises management support	273 5621	Kier 273 0101
SCC Media team	Dealing with press, radio, TV	205 3546	07711 153 995
SCC Transport	SEN/social care transport - mainstream buses	273 7575/6	NA
SCC School Food Service	Meals and emergency provisions	273 5175	NA
Health Protection Agency	Advice on communicable diseases	242 8858	242 8858
Kier Sheffield	Premises management support	273 5621	273 0101
Kier Heating system	Heating	273 6420 (day)	273 0101 (night)
Burglar Alarm	Alarm	258 3791	
IT Support	Software, hardware and e communications	07796 147 440	
Schools Human Resources	Human resources	250 6702	NA
Water	Loss of water/contamination	0845 124 2424	
Transco	Gas emergency	0800 111 999	
Electricity	Electrical failure	0800 375 675	0800 056 8090
Grit Supplies		0114 2500500	
Heat		2734718	
BBC Radio Sheffield	Local Radio Station	0114 267 5440	
Radio Hallam	Local radio station	0114 209 1010	

ACTIVATION

An alert to a critical incident can be received by any individual in school and can come from a range of sources including staff, pupils, parents, members of the community or the emergency services.

Examples of a critical incident are -

- The sudden death of a member of the school community
- An accident involving pupils or staff on or off the school premises (e.g. on an educational visit within the UK or abroad)
- A serious breach in school security procedures leading to a physical attack on staff or children and young people or intrusion into the school
- Serious damage to the school building (e.g. through fire, vandalism, floods)
- A potential threat to the school through malicious or authentic intent (e.g. bomb scare)
- The disappearance of a member of the school community
- An accident or tragedy in the wider community
- An incident in the neighbourhood (e.g. fire, threat of explosion, severe road traffic accident, gas leak etc)

When school is alerted to an incident, information should be gathered as below and the head teacher or appropriate deputy must be informed immediately. In a major incident the head teacher will contact the Chair of Governors to inform them of the incident and will make the decision whether to activate the Critical Incident Plan.

On activation of this plan, members of CIMT will be contacted as appropriate and asked to convene at the Head teacher's office where the incident will be managed, with the head teacher coordinating the response to the incident. The local authority will be contacted to support the incident as necessary. Other staff members will be informed of the response they are required to take by the Critical Incident Management team and if the incident takes place out of school hours will be contacted/called into school using the cascade system.

Educational Visit

In the event of an incident happening on a school visit, the educational visit leader will -

1. Call emergency services if required
2. Gather information about the incident
3. Contact the headteacher or appropriate deputy who can then co-ordinate the response remotely to ensure the necessary support and help is provided to support the safety and welfare of students and staff on the visit. The group leader should maintain contact with the headteacher who will advise on appropriate action.

The school has detailed paperwork about the visit that the school office, headteacher and educational visit leader will all have copies of.

The school should be familiar with the Sheffield City Council Guidance for offsite visits that is available on EVOLVE and should complete all necessary paperwork and online tasks which should be available on the visit together with a copy of the critical incident plan.

Holt House Infant School and Pre-School Activation Form

Name of the person contacting you		
Call received	Date:	Time:
Contact Numbers	Landline:	Mobile:
Location of the Incident		
Type and brief details of Incident		
People affected (including names, injuries, where they are and where they are being taken to)		
What arrangements are in place (if any) for people not directly involved in the incident		
What advice have emergency services provided		
Who has been informed (Please tick ✓)	Headteacher Assistant Head teachers Staff Governors Pupils Parents / Carers Extended Services Local Authority Police	Fire and Rescue Ambulance Service Health and Safety Executive Foreign and Commonwealth Office Media Insurance Company Trade Unions
Does anyone else need to be informed		
What other actions need to be taken		

COMMUNICATION PLAN

The following mechanisms for communication are in place:

- A text message system (Teachers2Parents) to contact all school staff
- A text messaging system exists to inform parents (and staff when applicable) of incidents or changes to the school day. This can be operated remotely using Teachers2Parents if required by the Headteacher, Deputy Headteacher and School Business Manager
- The school will ensure that pupils are communicated with and provided with the facts of an incident as required and in liaison with the Senior Leadership Team and where appropriate other agencies e.g. Educational Psychology.
- The headteacher will be responsible for communication with the local community, other key stakeholders and agencies (including the local authority) and the local media.

Staff Communication Cascade in the Event of a Critical Incident/School Closure

Staff mobile numbers on teachers2parents

EVACUATION, SHELTER AND LOCKDOWN PROCEDURES

This section of the plan outlines the actions that should be taken to safeguard pupils & staff both from internal & external hazards. The purpose of an evacuation is to move people away from danger to a safe place. This could be within a specific part of the school building or in some circumstances could require evacuation from the whole site.

Emergency	Signal	Signal for all clear
Evacuation	Fire Alarm	Verbal
Shelter	Verbal	Verbal
Lockdown	Lockdown cards kept in office & distributed	Verbal

Location of Fire Evacuation Assembly Point(s)	
1	Outside on lower yard area adjacent to furthest fence, by the appropriate number

Location of Place of Safety (Remote Evacuation Site) & Contact Details	
1	Carterknowle Junior School

Emergency Resource Bag locations	
<ul style="list-style-type: none"> Emergency Rucksack – Wall cupboard in main office and one located in Pre-school 	

In the event of a critical incident, the following rooms will be used:

Room:	To be used by:
Headteacher's Office	CIMT
Smart Kids room	First Aid in an emergency
The Hall	Meetings with media/parents
Group room	For individual meetings with children
The Hall	Receive & inform parents
Headteacher's Office	For media (if allowed on site)
Headteacher's Office	For other visitors

CRITICAL INCIDENT EVACUATION BAG

The contents of the evacuation bag are checked annually and after use.

Item	Notes/Instructions	Date Checked	Checked by
Critical Incident Plan including appendices	In folder.		
Incident log book/sheets	At back of folder.		
Details of pupils/staff with health issues.	At back of folder.		
First Aid Kit			
Biscuits/chocolate			
ID Badges for CIMT members			
High Visibility Vests			
Wind up torch			
Stationery			

Other items which must be accessed but are not stored in the box/bag but which are important to take with in the event of an incident.

Item	Notes/Instructions	Date Checked	Checked by
Registers for the day.	Gaynor Tyrrell to access.		
Medicines (inhalers, epipens, insulin etc)	Michelle Powell/Shadia Miller to access, if safe.		
Staff Mobile phones	As available.		
Contact List of all pupils	Rachel Watterson/Eva Thompson to bring from main office		

SITE INFORMATION

Utility Supplies	Location	Notes/Instructions
Gas	By pre-school – external grounds	
Water	Back of external pre-school in line with Tesco	
Electricity	In cleaning cupboard off main corridor	
Heating	In the boiler room	
Alarm	Wall mounted in reception (left of hall door)	

Internal Hazards	Location	Notes/Instructions
Asbestos	e.g. Asbestos File (main office).	
Chemical Store(s)	Cleaning cupboards & kitchen.	

Pre-designated locations for use in an emergency can be found in the Evacuation, Shelter and Lockdown section of this plan. ***Please see Site Plan: Appendix: C.***

ACTION CHECKLIST – SHORT TERM ACTIONS

Day One

Action	Person responsible	Done ✓
Gather accurate information		
Who, what, where, when? (alert log completed)		
Call CMT meeting – specify time and place		
Contact external agencies (contact list)		
Arrange supervision for children and young people		
Hold staff meeting		
Agree schedule for the day		
Inform all children and young people		
Draw up a list of vulnerable children and young people		
Contact families affected		
Contact media team and agree a statement		
Contact Contingency Planning Service* (see below) Property & FM, Health & Safety, Insurance & Risk as appropriate		
Inform all parents		
Hold end of day staff briefing.		

ACTION CHECKLIST – MEDIUM AND LONG TERM ACTIONS

Days 2-3

Action	Person responsible	Done ✓
Call CIMT meeting to review day 1		
Meet external agencies as necessary		
Meet whole staff		
Arrange support/counselling		
Visit anyone affected personally by the incident (at home/hospital)		
Liaise with families on any sensitive issues (e.g. bereavement/injury)		
Agree on attendance of any off site arrangements (e.g. funeral media)		
Consider partial or full school closure		

Day 4 and beyond

Action	Person responsible	Done ✓
Monitor children and young people and staff for signs of distress		
Liaise with agencies if referrals are required		
Plan for return of children and young people most significantly affected		
Decision on how to mark the occasion		
Review response to incident and amend the CIP		

APPENDIX A –
**REPORTING THE CRITICAL INCIDENT TO THE CONTINGENCY
PLANNING SERVICE**

The CYPF Contingency Planning Service will be contacted by the school in the event of an emergency and should be notified of **all** Critical Incidents. Officers should be contacted in the following priority order

1. **Joanne Pepper** 0114 205 3167, 07896 990 100 joanne.pepper@sheffield.gov.uk
2. **Martin Green** 0114 273 5827, 07710 012 984 martin.green@sheffield.gov.uk
3. **Leah Barratt** 0114 273 5175, 07711 799 131 leah.barratt@sheffield.gov.uk

(FAX - 0114 273 6279)

The following information may be required dependant on the nature of the incident.

- NAME OF SCHOOL
- SITE OF INCIDENT
- CONTACT NAME
- CONTACT NUMBER
- MOBILE NUMBER
- TIME OF INCIDENT
- NATURE OF INCIDENT
-
-
-
-
- NUMBERS INVOLVED - ages
- ARE ANY PEOPLE INJURED
- EXTENT OF INJURIES - low; serious
- DAMAGE TO PREMISES.

- WHAT ACTION HAS BEEN TAKEN SO FAR?

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.....
.....
.....

- HAVE EMERGENCY SERVICES BEEN INFORMED?

Y N

- are they on site Y N

- WHAT HELP DO YOU NEED?

.....
.....
.....
.....
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.....
.....
.....
.....

- ARE THERE ANY ACCESS DIFFICULTIES?

.....
.....

Date and Time received: Date: Time:

Officer receiving information

APPENDIX B – CRITICAL INCIDENT LOG SHEET

It is important to keep a log of actions and decisions in the event of an incident. Completed log sheets will:

- Assist in maintaining a true picture of the unfolding events
- Assist in providing information for any inquiry which may follow an emergency response
- Help with improving the response to Critical Incidents in the future

Date		Name & Role	
School/setting		Incident ref.	

TIME	MESSAGE FROM (How received, Name, Position, Organisation)	MESSAGE/REQUEST DETAILS	RESPONSE (Decisions, reasons, actions)

TIME	MESSAGE FROM (How received, Name, Position, Organisation)	MESSAGE/REQUEST DETAILS	RESPONSE (Decisions, reasons, actions)

APPENDIX C –
Site Plans

APPENDIX D –
Gas, Water, Electricity and Heating Locations

Photos/diagram of shut offs?

- The Gas Meter is located outside near pre-school
- The Emergency Gas stop tap is located outside near pre-school
- Keys for both the Gas meter store and Gas stop tap are kept in main office
- The Water stop tap is located outside back of pre-school
- Main Electric Meter/Fuse board /Distribution board is in cleaning/store cupboard off main corridor
- Switches to turn off boilers are in the boiler room