****

***University of Chichester Academy Trust – Central Team***

Critical Incident Plan

**Contents**

Key Contacts List p3

Useful Contact Numbers p4

Introduction p5

Definition of a Critical Incident p5

Examples of Emergency/Critical Incidents p5

Examples of Non-critical Incidents p5

Advice on Preparing your Critical Incident Plan p6

Emergency Grab-bag p7

Key Tasks and Actions Flowchart p8

PHASE ONE – IMMEDIATE ACTIONS p9/10

PHASE TWO – MANAGED RESPONSE p11

PHASE THREE – RESTORATION OF NORMALITY p12

**NB – Resource Sheets are available separately**

|  |  |
| --- | --- |
| Key Contacts List Personal contact numbers held by The Executive Team |  |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Trust Contact Number | Critical Incident Management Team Role |
| Sue Samson | CEO | 01243 793498 | Critical Incident ManagerLiaison with key people at University, Schools, Trust & Local Authorities |
| Helen Turner | Director of Financial and Commercial Services | 01243 793463 | Deputy Critical Incident ManagerMaintaining normal finance and businessInsuranceEmergency ServicesOutside Agencies |
| James Humphries | Director of Standards and Effectiveness | 01243 793453 | Deputy Critical Incident ManagerMaintaining normal school businessObtaining and collating information in relation to incident |
| Louise Birch | HR Manager  | 01243 793503 | Briefing and liaising with central staff and school-based staff |
| Jacqui Farrell | PA to CEO | 01243 793500 | Maintaining record of contacts and activity during period |
| Alan Coombs | Trust Administrator | 01243 793416 | Maintaining record of contacts and activity during period |

 |  |
| Other Contacts

|  |  |  |
| --- | --- | --- |
| James Haigh | University Press Officer | 01243 816495 / 07876 885601 |
| Prof. Jane Longmore | Chair of Trustees | 01243 816050 |
| WSCC Emergency Planning Officer |  | Resilience and Emergencies Team033 022 22400 (Duty Officer) |
| HCC Emergency Planning Officer |  | 02392 441471Emergency Planning01962 846 846 |
| PCC Emergency Planning Officer |  | 023 9284 1712 / 07947 532648Civil Contingencies Unit (Emergency Planning)023 9268 8052 |
| RPA Insurance  |  | TopMark Claim Management Ltd 0330 058 5566. |

 |

Useful Contact Numbers

**National Support Organisations**

**CRUSE – Bereavement Care**

Phone: 0870 167 1677 / 0844 477 9400

Website: www.crusebereavementcare.org.uk

*Telephone counselling service for those who are bereaved*

*and those who care for bereaved people. Can offer*

*referrals to local Cruse branches and other bereavement*

*and counselling services throughout the UK.*

**The Compassionate Friends**

Phone: 0117 953 9639 / 0845 123 2304

*Support for bereaved parents who have lost a child of*

*any age from any circumstances.*

**Winston’s Wish Family Line**

Phone: 0845 2030 405

Website: www.winstonwish.org.uk

*Information* *and guidance for families of bereaved*

*children. Can provide contact details for local groups*

*which support bereaved children.*

**Child Bereavement Trust**

Phone: 0845 3571000 / 01494 568 900 (local rates)

*Information line for parents who have been bereaved.*

**The Samaritans**

Phone: 0845 790 9090 (local rates)

Website: www.samaritans.org

*Confidential emotional support for anyone in a crisis*

**Survivors of Bereavement by Suicide**

Phone: 01482 610728 / 0115 944 1117 (national rate)

*Can provide details of local self-help groups for those bereaved by suicide.*

**Childline**

Phone: 0800 1111 (free phone)

*National help line for children*

**British Red Cross National Office**

*Advice on memorials and donations*

9 Grosvenor Crescent, London SW1X 7EJ

Tel. 020 7235 5454

Introduction

This document provides guidance for those who have a responsibility to manage serious incidents. It offers advice on what to consider if a critical incident occurs and to guide the actions of those responsible if an emergency occurs. A separate set of resource sheets is available to assist in operational tasks such as information gathering, role allocation, communications, logging and review.

The key to managing critical incidents successfully is forward planning.

Definition of a critical incident

An incident becomes a critical incident when it causes serious disruption with little or no warning, on a scale beyond the coping capacity of the organisation operating under normal conditions, and requiring the assistance of other agencies to manage and/or resolve the situation.

Examples of Emergency/Critical Incidents

Incidents may occur on the site of the Central Team in one of the Trust schools or in the local communities

* A deliberate act of violence,
* Public health threats (e.g. Pandemic Influenza);
* A fire;
* The destruction or serious vandalism of part of the premises;
* An incident which affects access/egress for the premises;
* A significant flood;
* A gas or major sewage leak;
* The loss of water or heating;
* The unanticipated death of a member of staff;
* A widespread emergency in the community, e.g. hazardous substance release, severe weather, etc;
* Civil disturbances and terrorism.

Not all incidents will require a full-scale response but planning should take into account the long-term effects and wider management issues that may arise during or after an incident.

Examples of Non-Critical Incidents

* Lower scale health issue
* Issue outside office or in the local community that do not impact on the business
* External incident/event requiring increased awareness
* Short term loss of a number of staff
* Short term loss of infrastructure systems
* The death of a person associated with the Trust
* Expected death of a member of staff

A situation may be demoted or escalated depending on circumstances and the developing situation. If in doubt, err on the side of caution and declare an incident critical.

Advice on preparing to manage a Critical Incident

* Assign a senior member of the team to have responsibility for overseeing the Critical Incident Plan. This should usually be the CEO.
* The CEO should review and update the Plan regularly, at least annually
* The Plan and update contact information. This should be accessible on and off the premises in electronic and hard copies
* People named in the Plan should provide 24 hour contact telephone numbers
* The Plan should include arrangements to contact all members of staff
* All staff should be aware of the Plan and how it is implemented**.** Include information in induction for new staff
* Clearly identify the critical incident management team, with agreed roles and responsibilities, for example:

► On scene manager;

► Lead responsibilities and point of contact for emergency services, media, insurance and outside agencies;

► Responsibility for obtaining information;

► Briefing and liaising with staff, making arrangements for staff support;

► Co-ordinating a record of contacts and actions, managing telephone contacts and

individuals coming into the office; and

► Maintaining normal running of the office.

► Managing communications

* Practice procedures regularly using different scenarios
* Identify a secondary evacuation/assembly point
* Ensure arrangements for an independent outgoing phone line (e.g. mobile or borrowed line at secondary venue)
* Put plans in place to communicate with schools
* Identify staff with First Aid qualifications and ensure training is up to date
* You may need to consider
	+ weather conditions and cold/hot temperatures
	+ refreshments
	+ toilets and washing facilities
* Arrange for a critical friend to review your plan

Consider preparing an emergency grab-bag which may contain:

1. Copy of Critical Incident Plan
2. Contact telephone list
3. Staff list (names, addresses, medical details, emergency contacts)
4. Plans of the office
5. Mobile phone and charger
6. Torch
7. First Aid Kit
8. Pens and paper
9. Identification Tabards
10. Laptop/mobile device with internet connectivity
11. Insurance details
12. Key Tasks and Actions

Contact University Press Office and LA emergency planning officer if appropriate

|  |
| --- |
|  Phase 1 – Immediate ActionsAssess continuing risk, ensure safety of staff and pupilsIf appropriate, call 9991 |
|  |
| 1. Brief Chair of Board of Trustees
2. Implement Critical Incident Plan

Obtain information about incident and open an Issue Log 234Mobilise Critical Incident Management TeamBrief staff and TrusteesContact staff involved or who need to be informed756Phase 2 – Managed Response |
| Make arrangements to deal with enquiries and mediaPlan management of incident98Make arrangements for personal effects, affected areas of officeArrange to support staff, pupils and their families if appropriatePlan for return to office/school of those involved in incidentPlan memorials and commemorationsPhase 3 – Restore Normality |

10

11

 **PHASE 1: IMMEDIATE ACTIONS**

12

Arrange expressions of sympathy/acknowledgement of what has happened

14

13

**The order in which these actions are undertaken will depend on the situation.**

**Action 1**

**ASSESS CONTINUING RISK, ENSURE SAFETY OF ALL STAFF AND PUPILS**

**CONTACT EMERGENCY SERVICES ‘DIAL 999’ if appropriate**

* Move staff to a position of safety
* Deploy first aiders, if necessary.
* Account for all staff and pupils
* Report anyone missing to the Police or other emergency services.

**CONTACT CEO OR HER DELEGATED OFFICERS**

**Action 2**

**OBTAIN INFORMATION ABOUT INCIDENT AND OPEN A LOG**

Collate as much information as possible ***(refer to Resource Sheet 1: Incident Notification Form and Situation Management Report).*** Information should include the following:

* Overview of incident/description.
* When and where incident occurred.
* Names of staff involved including those who witnessed it.
* If the incident is a crime scene consider preserving the scene and identify witnesses and/or potential offenders.
* Nature of any injuries/fatalities sustained.
* Hospitals where injured have been taken.
* Actions undertaken by emergency services, including arrangements for caring for anyone who does not require hospital treatment.
* Locations of the uninjured.
* Remaining hazards at the scene.

Collect relevant staff lists and contact numbers as appropriate.

Control the escape of inappropriate / inaccurate information via mobile / public phones from within the group.

Incident Log should be opened to log actions taken.

**Not all this information may be available; however this should not cause a delay in moving to the next action.**

**It may be**

**Action 3**

**IMPLEMENT THE CRITICAL INCIDENT PLAN AND INFORM THE CHAIR**

* CEO to contact the Vice Chancellor of the University and Board Chair
* Person(s) with lead responsibility to be released from all duties.
* Collect Critical Incident Plan and Emergency Pack if there is one.
* Set up the pre-determined operations room for the co-ordination of the incident
* Establish an independent telephone line (if necessary a mobile, or line in nearby building)

**Action 4**

**INFORM UNIVERSITY PRESS OFFICE AND LOCAL AUTHORITY EMERGENCY PLANNING DUTY OFFICERS AS APPROPRIATE**

* CEO to contact the University Press officer following discussion with the Chair of the Board
* Agree a strategy for managing press interest
* Produce reactive press statement which will be updated over time
* Ensure schools have contacted the Local Authority Emergency Planning Duty Officer
* Clarify the support available from the LA in this situation

**Action 5**

**MOBILISE THE CRITICAL INCIDENT MANAGEMENT TEAM**

* Brief the team.
* Clarify tasks, make plans and assign roles ***(refer to Resource Sheet 2: Critical Incident Management Team roles)***
* Set up timetable of meetings to review management of incident
* Contact police and the critical incident response team coordinator to be part of the management team
* Set out first meeting (***refer to Resource Sheet 3: Critical Incident Management Team Agenda***)
* Identify how senior staff will be supported.

Centrally this team would usually be:

* CEO
* Director of Finances & Commercial Services
* Director of Curriculum and Standards
* HR Manager

If it is a local incident in the Central Offices University Site or Management Staff may also be involved. In a school this would be:

* Headteacher
* Deputy/s
* Business Manager
* Site Manager (if appropriate)

**Action 6**

**CONTACT FAMILIES OF STAFF OR PUPILS INVOLVED IN INCIDENT**

* Designate key member(s) of staff to make contacts and liaise with the Police if appropriate.
* Provide guidance and support for schools in briefing their parents and failies
* Ensure that persons making contacts are fully briefed with written guidance on the situation.
* Maintain a record of contacts to avoid confusion and distress through duplication of contacts and to ensure that nobody is missed out.
* Establish and offer useful telephone numbers, for support or for more information.
* Where appropriate, give advice to staff (in line with media advice) on responding to contacts from the media.

**Action 7**

**BRIEF STAFF AND TRUSTEES**

* Keep the Chair of Trust informed and brief other Trustees as appropriate.
* Hold briefing meetings for all staff, set up a mechanism for keeping staff informed and updated.
* Identify staff who are absent. Make appropriate arrangements for their briefing.

**PHASE 2: MANAGED RESPONSE**

**Action 8**

**PLAN MANAGEMENT OF INCIDENT**

* The Critical Incident Management Team should liaise with the Emergency Planning Duty Officer, the Police, the University of Chichester and other agencies as appropriate. ***(refer to*** ***Resource Sheet 3: Critical Incident Management Team Agenda).***
* Review actions so far, clarify tasks, assign roles and make further actions accordingly.
* Establish timetable of meetings to review the management of the incident.
* Clarify criteria for withdrawal of outside agencies at appropriate stage.
* Access further advice from the emergency services if required.

**Action 9**

**SET UP ARRANGEMENTS TO DEAL WITH ENQUIRIES AND MEDIA**

* Media advice and assistance with media statements and other communications can be sought from the University press officer.

**Action 10**

**MAKE ARRANGEMENTS TO SUPPORT STAFF**

* Ensure that all staff are aware of the support arrangements and how these are accessed.
* Support schools in dealing with and supporting pupils and their families.

**Action 11**

**MAKE ARRANGEMENTS FOR PERSONAL EFFECTS**

* If necessary, decide what to do with the personal effects of the individuals who have been affected.

**PHASE 3: RESTORATION TO NORMALITY**

**Action 12**

**IN THE CASE OF A DEATH, MAKE ARRANGEMENTS FOR EXPRESSIONS OF SYMPATHY AND/OR ACKNOWLEDGEMENT OF WHAT HAS HAPPENED**

* Make arrangements to express support/sympathy to families of staff who have been affected.
* Make arrangements to support the plans that the family may have for a memorial.
* Make plans for attendance at funerals.

**Action 13**

**PLAN FOR RETURN TO WORK OF THOSE INVOLVED IN THE INCIDENT**

* Home visit by CEO/Headteacher/Line Manager to discuss arrangements for return eg visits, part time attendance, etc.
* Planned support for emotional needs,
* Support for possible physical needs, e.g. mobility difficulties, disfigurements, etc.

**Action 14**

**PLAN MEMORIALS AND COMMEMORATIONS – if applicable**

* Consider an appropriate memorial, taking into account the wishes of those who were involved or bereaved

**MONITORING INCIDENTS AND EVALUATING THE RESPONSE**

After managing a critical incident, it is good practice to review the procedures and amend the plan in the light of experience and lessons learned (***refer to Resource Sheet 9)***. The timing of a debrief is important to allow individuals to rationalise what occurred and identify the strengths and areas for development within the whole picture after the event. However, it is important not to leave it too long so that the meaning and outcomes become distorted, and the appropriate time for change is also lost. Ideally the time scale should be between 3 days and 1 month. Legal implications may affect the timing.

|  |  |
| --- | --- |
| Review date | April 2020 |
| Review due | July 2021 |
| Responsible person | CEO |