



HOLYWOOD PRIMARY SCHOOL

Critical Incident Management Policy

Definition of a Critical Incident

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

Critical Incident Management Strategy – Aims

1. Recognise which incidents may be critical for the school community.
2. Respond to a critical incident in an informed manner.
3. Create a positive, open, communicative climate where the needs of staff and pupils are met in critical incident situations.
4. Create a safe school environment whereby the physical, social and psychological health of pupils and staff is prioritised.
5. Outline, monitor and review the procedural guide and Management Team for dealing with different emergencies.
6. Promote active coping skills within the curriculum.
7. Establish positive working relationships and dialogue with outside agencies, thus enabling full and effective collaboration in the event of a critical incident.

What types of critical incident could affect our school?

(This is not an exhaustive list but outlines some possible critical incidents)

- Sudden death of pupil or member of staff;
- Disappearance of a pupil or member of staff;
- Death or injury of a pupil or staff member on a school outing;
- Severe injury to pupil or staff member as a result of road traffic accident;
- Serious assault on pupil or staff member in school;
- Serious incident on the school premises (e.g. Show /PTA Event)
- Serious incident on a school trip (day or residential)
- Violent/disturbed intruder on school premises during school day;
- Serious damage to school building or property through fire, flood or vandalism;
- Civil disturbance in local community;
- Pupil with major illness;
- Immediate evacuation of the school with no certainty over return timescale;

Holywood Primary School will refer to the following document published by DE [A Guide to Managing Critical Incidents in Schools](#)

Roles and responsibilities of staff

Critical Incident Management Team

Management of any critical incident is integral to Health and Safety, Child Protection and Pastoral Care. The school's response to any critical incident should be a joined up approach that includes staff, governors, parents and other relevant authorities.

Contact numbers of people mentioned below are available to all those involved as is the username and password for the teachers2parents website.

Name	Role	Supported by	Deputised by
Debbie Crookshanks	Principal – Overall Incident Management	All staff & Relevant Agencies	Judith Clarke, Suzanne Gibson, Rebecca Armstrong, Catherine Riddell, Julie Hart.
Judith Clarke	Vice Principal DT Child Protection & Pastoral Care Senior Staff (SMT)	All staff CP / Safeguarding Team EA(SE REGION) CPO EA(SE REGION) Ed Psych EA(SE REGION) EWO Social Services Gateway PSNI	Suzanne Gibson, Rebecca Armstrong, Catherine Riddell, Julie Hart.
Suzanne Gibson	DDT CP / Pastoral Care Senior Staff (SMT) KS1 Leader	All staff CP / Safeguarding Team EA(SE REGION) CPO EA(SE REGION) Ed Psych Social Services Gateway PSNI	Rebecca Armstrong Catherine Riddell, Julie Hart
Rebecca Armstrong	Senior Staff (SMT) FS Leader Deputies for any of the roles above.	Senior Teachers All staff	Catherine Riddell, Julie Hart
Peter Woods	Chair of Governors	All staff & Governors EA(SE REGION) CEO	Roisin Scott
Roisin Scott	Vice Chair of Governors	All staff & Governors EA(SE REGION) CEO	All Governors
Carole Lowans	Senior Clerical Officer – Distribution of Communications	Helen Carberry Office Staff All staff EA(SE REGION) C2K	Helen Carberry
John Chism	Buildings Supervisor – Security	All staff	Kerrie Adams

Support Agencies/Personnel for Critical Incident Management Team.

Issue	Poss. Support Agency	Named Key Individual (if applicable)	Contact No.
Sudden Death of Staff	EA(SE REGION) Staff Welfare		02890 566200
Sudden Death of Pupil	EA(SE REGION) Educational Welfare/Educational Psychology		
Assault/Aggressive Incident on School Grounds	PSNI NIAS Social Services Gateway	N/A N/A N/A	90650222 91274234 9181 8518
	EA(SE REGION) CPO	Casey/ Colm Boal	90566200
	ELB Solicitors Services	Linda Aitcheson	90566200
		Alison	
Major Accident/Injury to Pupil/Staff/ Parent on school grounds	PSNI NIAS EA(SE REGION) Solicitors Services	999/112 Aitcheson	Linda 90566200
Major Incident/Accident off School Grounds (on trips etc.)	PSNI NIAS EA(SE REGION) Solicitors Services	999/112 Linda Aitcheson	90566200
Emergency Evacuation Situation	PSNI NIAS EA(SE REGION) Solicitors Services	999/112 Linda Aitcheson	90566200
Emergency Lockdown Situation	PSNI NIAS EA(SE REGION) Solicitors Services	999/112 Linda Aitcheson	90566200
Discovery of outbreak of major illness or similar	School Health, EA(SE REGION) Health & Safety	Brendan O'Reilly	90564000
Covid-19 – Positive Cases	Follow DE / PHA Guidelines	PHA	03005550119
		EA Helpline	03005550114 02890418057

Issue	Initial Action	Inform/Involve ASAP	Management Approval Req.
Sudden Death of Staff	Initiate Emergency Service Response – Red Card System - 999 Arrange appropriate care & safe relocation of any pupils in immediate vicinity	Principal / VP Next of Kin Chair of Governors EA(SE REGION) Staff Welfare	Advise parents via text / email Press/Media release School Closure
Sudden Death of Pupil	Initiate Emergency Service Response – Red Card System - 999 Arrange appropriate care & safe relocation of any pupils in immediate vicinity	Principal / VP Next of Kin Chair of Governors EA(SE REGION) Educational Welfare/Educational Psychology	Advise parents via text / email Press/Media release School Closure
Assault/Aggressive Incident on School Grounds	Initiate Emergency Service Response – Red Card System - 999 Arrange appropriate care & safe relocation of any pupils in immediate vicinity	Principal / VP DT/ DDT Teacher	Advise parents via text / email Further Intervention beyond emergency intervention with involved parties Press/Media release School Closure
Major Accident/Injury to Pupil/Staff/ Parent on school grounds	Initiate Emergency Service Response – Red Card System - 999 Arrange appropriate care & safe relocation of any pupils in immediate vicinity	Principal/ VP DT/DDT Teacher Next of Kin	Advise parents via text / email Press/Media release School Closure
Major Incident/Accident off School Grounds (on trips or in local community etc.)	Initiate Emergency Service Response – Red Card System - 999 Arrange appropriate care & safe relocation of any pupils in immediate vicinity	Principal/ VP DT/DDT Teacher Next of Kin	Whole School Communication Press/Media release School Closure
Emergency Evacuation Situation	Instigate Emergency Evacuation Plan Initiate Emergency Service Response	Evacuation of pupils & staff	Whole School Communication Press/Media release School Closure
PUPILS & STAFF LEAVE EXITS AVAILABLE - EVACUATE TO QUEEN'S HALL, HOLLYWOOD.			
Discovery of outbreak of major contagious illness or similar	Immediate Advice from School Health, Inver villa & EA (SE REGION) Health &	Principal/ VP /DDT CP Teacher	Whole School Communication Press/Media release School Closure
Disappearance of pupils or member of staff	Initiate Emergency Service Response – Red Card System - 999 Arrange appropriate care & safe relocation of any pupils in immediate vicinity	Principal / VP Next of Kin Chair of Governors EA(SE REGION) Staff Welfare	Advise parents/ next of kin in person Advise school community and parents via text/email Press/Media release

Procedural Guide / plan for dealing with different Critical Incidents.

Media Management

In a critical incident that draws media attention the following points should be considered.

1. The needs of children or staff at the centre of a critical incident should take precedence and next of kin should be informed first and kept up to date. A media 'blackout' may be appropriate. (see 3).
2. Child Protection, Data protection and other confidentiality issues or legal issues should be considered before releasing info. The Principal or person deputising should authorise any releases.
3. In the age of mobile communications and social media it is not realistic, nor is it always best practice to attempt to sustain a media 'blackout' beyond the necessary period as information from other sources can spread very quickly and it is often better for all involved to have reliable information put into the public domain to quell speculation.

Press Releases/Statements

In putting information out to the media the school should try to:

Inform: Provide the facts as they stand while being sensitive to the issues outlined in 2 above.

Reassure: Give reassurance that the school is using all resources at its disposal in dealing with the incident and that the public can be confident that the school will act swiftly towards resolving the issue.

Appeal: Appeal to parents/public to take on board any message or action that may be useful in helping the school to deal with the situation – this may be an appeal for privacy to be respected or an appeal for parents to seek medical advice or contact a particular agency.

Links with School Policies

A copy of this Policy and the DENI publication Every School a Good School – **A guide to Managing Critical Incidents in Schools** is located in the School Office.

The following school policies may be integral to some critical incident situations and action should be in keeping with policy on these issues where possible:

- Emergency Plan – The Emergency Plan Guidance is in Appendix 1 to this policy. Along with this policy and related guidance (Risk Assessment Action Plans) is a first point of reference in managing evacuations and other emergency scenarios
- Pastoral Care
- Child Protection
- Internet/mobile phone use
- Health and Safety
- Special Needs

Curricular Links/Support

In the aftermath of a critical incident the school may seek to help resolve the issue through e.g. Assemblies, PDMU and Circle Time

Professional Development

The school will seek to identify and secure relevant training needs for staff.

Monitoring/Review of Strategy

This Policy will be reviewed following an incident we determine to be critical, or as deemed necessary in light of developments or changes.

Other matters to be considered when a crisis occurs include:

- initiating emergency procedures detailed above;
- informing all staff / Chair of Governors of the extent of the situation;
- informing parents of the pupils involved;
- establishing a point of contact within the school (crisis co-ordinator is Principal Mrs Crookshanks with VP Mrs Clarke and Chairperson of Governors);
- informing pupils and parents not involved in the crisis and re-assuring them;
(via eduspot)

CONTACT PARENTS VIA EMAIL & TEXTING SERVICE (EDUSPOT)

NOTIFICATION CAN BE UPLOADED ON THE SCHOOL WEBSITE & PTA FACEBOOK PAGE

COMPANY NAME eduspot

- staffing the school telephone lines and noting all conversations in a logbook;
(TEXTING SERVICE IMMEDIATE & EFFECTIVE)
- informing members of the Board of Governors;
- informing the Employing Authority;
- involving specialist services where necessary eg counselling services available through the Employing Authority;
- advising parents of all pupils at the school that their child may be upset, even if not directly involved in the incident;
- considering the need for the provision of temporary school accommodation;
- devising arrangements for easing pupils' re-entry into school after long term absence;
- establishing a detailed record of all matters relating to the crisis and actions taken during it;
- ensuring, where possible, that the school continues to operate.