



Mulberry UTC Critical Incident Plan

Key staff members:	All staff
Responsible body:	Project Steering Group/Local Governing Body
Adopted:	June 2017
Last reviewed:	n/a
Next review:	June 2018

Rationale

A school will never know when it may have to deal with an incident of a serious nature. It is therefore, essential that Mulberry UTC makes all necessary preparations to respond to and deal with critical incidents, should a serious incident occur or to make sure effective procedures are in place to evacuate the school in the event for example, of it being used as a civil assembly point.

The following document outlines the school's policy for dealing with a critical incident utilizing the Mulberry UTC Critical Incident Management Team (CIMT) consisting mainly of staff from the Senior Leadership team, which will be implemented in response to a serious incident. The policy and procedures are based on Tower Hamlets Local Authority's guidance for dealing with a critical incident.

By anticipating and preparing for a critical incident, Mulberry UTC will be in a position to manage whatever situation it is faced with effectively and confidently. It is difficult to plan for every eventuality, as the range and complexity of possible incidents are enormous. However, the following procedures form a clear framework to manage the school's response by a trained team of staff.

The Mulberry UTC CIMT consists of the following staff:

- Katharine Vincent (Principal)
- Ben Rew (Senior Vice Principal)
- Sally Brian (Vice Principal)
- David Dobbs (Director of Progress pre-16)
- Marisa Bruce (Director of progress post-16)
- Ruthana Christofides (Director of Learning – Science)
- Steph Murphy (Principal's PA)

Notification of a Critical Incident

On notification of a critical incident the Principal, or in her absence the Senior Vice Principal (Ben Rew), will assess the situation as fully as possible depending on the nature of the incident. The CIMT will then be mobilized if thought appropriate, who will be based in the Conference Room.

If the Principal is off site then she will be immediately informed of the situation or a message left if she is unavailable. Depending on the severity of the situation she may decide to return to the school if practically possible.

In the event of a fatality or a student or staff member being taken seriously ill when the school is open then consideration may be given as to whether the school should close for the remainder of the day. In the event of a fatality the police would be called immediately. If such an event occurred overnight then the Principal would communicate with the rest of SLT to advise them of the situation and proposed response.

The degree of severity of the incident will determine the speed and nature of response. Where possible, time will be taken to ensure the response is fully considered by all members of the team. If this is not practical, or delay would exacerbate the situation, the decision to implement procedures under the Critical Incidents Policy will be taken by the Principal with other available members of CIMT.

If any visits or activities have been organized which result in staff being off-site, contact will be made with the group leader/s at the earliest opportunity to inform them of the critical incident and what action they should take.

Critical Incident off-site

If a critical incident happens to take place off-site or out of school hours, the group leader/s must make immediate contact with the Principal or Senior Vice Principal to receive instructions and guidance on how to proceed. Contact telephone numbers will be made available to lead staff. Senior school personnel will attend an off site incident if, and as soon as is, practical. The Mulberry Schools Trust CEO and the Local Authority's Critical Incidents Team will be informed of the incident for guidance and support.

Critical Incident out of school hours

If a critical incident occurs outside of school hours, staff will be notified by telephone. The Principal and Vice Principals of the CIMT will endeavour to contact all teaching staff within the areas for which they are normally responsible. This will require them to hold personal telephone numbers of those staff. These will be treated in the strictest of confidence and held only with the knowledge and permission of each individual member of staff. The Principal's PA shall be responsible for contacting all non-teaching staff.

Effective and sensitive handling of a critical incident will rely very much on all staff following the directives of individual members of the CIMT who will be acting on behalf of the Principal. All efforts will initially be focused on dealing with the immediate ramifications of the incident e.g. contacting parents, which may result in a delay to staff receiving information. Every care will be taken to ensure that communication is as prompt and accurate as possible and that staff and students receive support, as appropriate

Key roles of Critical Incident Management Team

Communication & Information

Plan of action

Lead: Katharine Vincent Link: S Murphy

Reserve: Ben Rew

- Receive notification of critical incident
- ↓
- CIMT alerted and assemble in Conference Room 1 (cover for CIMT arranged by Vice Principal)
- ↓
- CIMT briefed and Trust CEO informed
- ↓
- Response agreed to incident & plan of action
- ↓
- Check all roles are covered and mobilise
- ↓
- Inform school administration, provide prepared factual statement for response to telephone callers
- ↓
- Inform Local Authority
- ↓
- Inform Chair of Trustees and Local Governing Body and cascade information to other trustees and governors
- ↓
- Notify all staff with prepared statement
- ↓
- Prepare letter for parents; where appropriate dismiss students with letter to take home (see school evacuation procedure)

Media/Press

Lead Officer: S Brian

Link Officer: S Murphy

Reserve Officer: D Dobbs

Plan of action

- Remind staff not to talk to press
- ↓
- Draft statement for press in liaison with Trust Director of Communications (Shanaz Begum)
- ↓

- Distribute statement in liaison with Trust Director of Communications
- ↓
- All further press enquiries referred to Trust Director of Communications

Premises Organisation/Health & Safety issues

Lead: Sally Brian

Link: S Murphy

Reserve Officer: M Bruce

- If terrorist threat – follow LA guidelines
- ↓
- If Chemical or Biological threat – follow LA guidelines
- ↓
- Identify any possible hazards and impact on staff and students
- ↓
- Liaise with Director of Estates on any premises issues/requirements
- ↓
- Prepare bases for parents and space for visitors (if applicable)
- ↓
- Monitor & respond to changing situation

Contact with parents directly affected by incident

Lead: B Rew:

Link: K Vincent

Reserve: R Christofides

- Identify students involved in incident and brief Directors of Progress
- ↓
- Student personal details obtained from SIMs and contact made with parents/carers (if several students affected, aim to inform all families as near to same time as possible to prevent hearing from other people by telephone). Do not divulge details of other students/adults affected to other families.
- ↓
- Arrange for follow up support for parents & families in liaison with LA (involve Parent Governors if necessary)

Organisation and Maintenance of Critical Incidents File

Lead: SMurphy

Link: K Vincent

- Parental/carer contact details – available on shared area (restricted access)
↓
- Staff details – made available to selected members of CIMT via email

Organisation of Support for Staff and Students

Lead: M Bruce

Link: K Vincent

Reserve: R Christofides

- Establish names of students/staff/parents/carers in need of immediate support and type of support needed i.e. Counselors, Education Psychology, Education Social Work, Public Health Service. Liaise with LA and other support agencies.
↓
- External support agencies undertake any necessary immediate individual or collective support. (feedback given to CIMT)
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- Decide on long-term support required and make appropriate referrals/requests.
↓
- All staff informed and requested to monitor effect of critical incident on individuals and groups

Procedure for Evacuation of school

The school would normally be put on standby by the Local Authority that there may be a requirement to evacuate, either to become an emergency centre or due to a serious incident in the near vicinity that presents a danger to the school.

In the event that the school is informed to evacuate the building for this reason then the Principal or in her absence the Senior Vice Principal shall arrange for a tannoy announcement to be made informing staff and students that they are to assemble in their form rooms immediately.

A letter will be prepared for students to take home with them informing parents/carers of the situation and why it was necessary to evacuate. Form tutors will be required to ask all students if there will be a responsible adult who will be available to care for them when they arrive home. Any students that indicate that no one will be available will initially be kept in the main reception area whilst attempts are made to contact their parents/carers, utilising the dedicated emergency telephone line in the UTC Conference Room (020 7xxxxx).

In the event of it being imperative that full school evacuation takes place then senior members of staff will accompany any such students off site to the agreed "buddy school" (currently Mulberry School or Girls). Further attempts to contact parents/carers will be made from here.

Following evacuation of the school building, the facilities management team have full responsibility for operating the site and will keep the Principal and CIMT staff informed of the situation and when the building is available. CIMT will keep all other staff informed using an agreed cascade system.

Intruder on school site

The facilities management team, along with the Senior Leadership Team, are responsible for the security of the school site at all times. In the event of an intruder being discovered on the premises, the facilities management team, Principal and SLT must be informed immediately. They will then dispatch premises staff to challenge them. If on site the school's Police Officer will be contacted for assistance.

In the event that it is established that the intruder is armed or represents a serious danger to staff and students, the facilities management team or SLT will inform the Police immediately. In extreme circumstances, the facilities manager may recommend that immediate school evacuation from the whole site take place, the Principal or Senior Vice Principal in her absence will be immediately informed and the evacuation procedure implemented if agreed that it is appropriate.

The tannoy system shall be utilised to inform all staff and students to carry out an immediate evacuation. The tannoy message will be conveyed in a manner that is clear and concise and does not unduly alarm staff and students. All classroom teachers are to accompany their students off site to the "buddy school" (currently Mulberry School or Girls) where normal registration procedures will take place.

The facilities management team shall, as far as possible, contain the intruder within an area of the school without endangering themselves. Appropriate evacuation routes to avoid the intruder will be notified through the tannoy system and premises staff will be placed at various points within the school to indicate safe routes to staff and students.

The facilities management team will keep the Principal informed of the situation in liaison with the police and notify when the all clear is given.

Appendix A: Dealing with Hoax Bomb Threats

1. If someone calls and states there is a bomb on the school premises the first action of the person receiving that call is to contact the most senior member of staff on site. In order of seniority: KVI, BRE, SBR.
2. The decision will then be made on whether to evacuate the building. This will be a professional judgement based on:
 1. The answers to questions asked in accordance with police advice (see attached)
 2. An assessment of the nature and style of the report made by the caller as to the seriousness of the threat
 3. An underlining principle that no child or member of staff should be put at risk if there is any question that the report might not be a hoax
3. If an evacuation is decided the senior staff member may employ the panic button as well as calling 999 to alert police of the situation.
4. The fire alarm is then triggered. The 2 minute 'holding' alarm will be observed as normal, during which time likely locations for the device can be checked.
5. The local authority should be called to inform them of the situation.
6. Students assemble at the evacuation points as per usual fire alarm procedures. Students are given a letter which informs parents of the evacuation procedures.
7. An announcement is made to inform staff and students that they will be evacuated off site.

Appendix A – Dealing with Hoax Bomb Threats

Appendix B – LA framework for responding to Critical Incidents in Schools

Appendix B – LA Guidelines on Terrorist Threats

Appendix C – LA Policy for dealing with suspected chemical or biological threats received via the post

Appendix D – Children’s Services Directorate Health & Safety Policy