

ST MARK'S C E PRIMARY SCHOOL

EMERGENCY PROCEDURES

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SECTION 1

INTRODUCTION

1.1 FOREWORD

Emergency plans may never be used, but they will be worthwhile to ensure an immediate, effective and caring response to any incident that may befall the school.

It is impossible to predict the exact form or effect of an emergency. Therefore, this emergency plan is meant to be a broadly applicable emergency document rather than specific detailed arrangements.

Emergency management arrangements must be flexible and it should be noted that some roles might not be necessary for every incident and that a person can carry out more than one role, depending on the number of staff available.

Potential hazards are numerous. However, the plan has addressed many of the more probable incidents and an assessment of their impact has been considered in drawing up this plan. A list of potential hazards that have been considered is attached at Appendix H.

It is essential for those assisting with evacuation of the school to be aware of any pupils, staff or visitors who may need additional assistance.

It is also a condition of any booking of the school facilities in the evenings, at weekends and during holidays that the person making the booking understands and takes responsibility for implementing the emergency procedures. Further details are given at Appendix K.

Other relevant documents, which have been considered alongside this emergency scheme, are:

- Fire procedures document
- Trips and Visits procedures
- Severe weather procedures
- Bomb threats procedures

It is recommended that a confidential contact list should be kept as a separate section to this plan (see Section 5). This has the advantage of all contact numbers kept together in the same place and will keep amendments to the plan to a minimum.

During any incident the day-to-day services of the City Council could be affected. Schools responding to incidents will need to consider whether or not to activate/partially activate their business continuity plans and arrangements. It is advisable that a separate management team be identified consisting of appropriate representatives to manage business continuity issues

1.2 INFORMATION FOR ALL TEACHING AND NON-TEACHINGSTAFF

Be ready to respond to any potential hazard in and around the school.

Contact the Headteacher/or other nominated person in the event of any incident, giving information about the:

- Nature of the incident
- Type of help required
- Emergency service(s) required
- Exact location of the incident
- Number of casualties and nature of injuries (if applicable).

If the danger is outside:	Go In	Get everyone inside the building: short continuous rings of the school bell Contact Nursery/Pre School/WASP
	Stay In	Close and lock all doors/windows/blinds and turn off any ventilation systems
	Tune In	Tune in to the local radio or TV station for further information
If the danger is inside:	Get Out	Evacuate the building according to your usual procedures; locate to designated safe building. Long continuous rings of the school bell. Contact Nursery//LKS2/Pre School/WASP
	Stay Out	Do not go back inside until you are told it is safe to do so
	Call Out	Call out the emergency services

Maintain a calm atmosphere.

Respond to instructions given by members of the Crisis Management Team (CMT).

Ensure any health and safety procedures are adhered to.

Do not speak directly to, or give inaccurate/unclear information to the media, all enquiries should be referred to the person responsible for contact with the media.

Potential Dangers

Exterior (follow immediate shelter procedures):

- Chemical spillage BOC, M60
- Nuclear attack
- Severe weather conditions
- Animal in school grounds
- Stranger in school grounds

Interior (follow evacuation procedures):

- Fire
- Explosion
- Trees falling
- Severe fire in woods (although exterior, evacuation required)
- Aircraft crash on school grounds

1.3 CRISIS MANAGEMENT TEAM (CMT)

Base: School Office

Reserve Base: School Interview room

Off-site reserve bases: St Mark's Church or Church Hall

Members: Headteacher: Mr Damian Kay
Deputy Headteacher: Mrs Louise Mansfield
Senior Teachers: Mrs Sandra Boardman, Mrs Barry, Mrs Knights
School Business Manager: Mrs Sarah Manion
Office Administrator: Mrs Moyra Keirl
Site Officer: Mr Paul Traynor

The Crisis Management Team Leader will delegate responsibility for the tasks from the list of nominated staff.

Depending on the number of staff available it may be necessary to allocate more than one role to some CMT members.

All members of the CMT will have a complete file of information.

Laminated task sheets can be displayed in appropriate places.

It is planned that all members of the team will have initial instructions about their role(s), training and regular "reminder sessions".

Consider having some staff available where possible to act as support officers to assist the Crisis management team with logging information or taking messages.

SECTION 2

ROLES & RESPONSIBILITIES

2.1 CRISIS MANAGEMENT TEAM LEADER

Responsibilities:

To co-ordinate and direct the activities of the Crisis Management Team.

Actions:

- Consider an immediate course of action for the specific incident.
- Delegate responsibilities and give task sheets to the nominated staff.
- Provide a flexible response, based on this Emergency Procedures Document.
- To keep a comprehensive incident log – see Appendix A
- Consult with the emergency services and the Media Liaison Officer about the release of information to pupils, staff, parents/carers, general enquiries and the media.

After the incident:

- Arrange a debrief and incorporate any lessons learned into the emergency procedures.

2.2 COMMUNICATIONS OFFICER

Responsibilities:

Contact Emergency Services (if not already done).

Contact the Children's Services Directorate/Emergency Planning Unit/Out of Hours Emergency Service Team, as appropriate to the working hours.

To respond to directions from the Crisis Management Team Leader or other personnel in control, i.e. Police, Emergency Planning Officer.

Actions:

- Contact Emergency Services
- Be prepared to give the following information if available and appropriate:
 - 1) Which emergency service(s) required
 - 2) Exact location of the incident
 - 3) Number of casualties
 - 4) Nature of injuries
 - 6) Hazards that may be encountered by the emergency services at the site
 - 7) Your name and telephone number
- Contact or arrange contact with ONE of the following:

During working hours:

Children's Services Directorate Emergency Contact

Emergency Planning Unit

City Council Switchboard (ask for an Emergency Liaison Officer to be contacted)

Out of Office Hours:

City Council OOH Emergency Service (ask for an Emergency Liaison Officer to be contacted)

(cont)

Give the following information:

- 1) Your name
- 2) Your telephone number
- 3) The name of the school St Mark's C E Primary School
Address Aviary Road, Worsley, Manchester M28 2WF
Telephone: 0161 790 3423
- 4) Details of the incident
- 5) Nature of assistance required – transport/catering/communications/administrative support/ dealing with the media etc

- To contact or arrange contact with the member's of the Crisis Management Team as requested by the CMT Leader or nominated deputy.
- To contact or arrange contact with the Chair/Vice-Chair of Governors as requested by the CMT Leader or nominated deputy:

See Section 5: Contact Lists for telephone numbers

2.3 FACILITIES OFFICER

Responsibilities:

The Facilities Officer should be fully conversant with the building facilities and services.

Open the appropriate parts of the school required for co-ordinating the incident or, if required, arrange to open the alternative co-ordination centre.

Respond to directions from the Crisis Management Team Leader or other personnel in control, i.e. Police, Emergency Planning Officer.

Actions:

- Consider alternative premises should the school or alternative not be available, in liaison with the Crisis Management Team Leader, emergency services, CH&SC Directorate or Emergency Planning Officer
- Consider turning off electricity/gas/water/air conditioning if appropriate
- Check that all available communications and office equipment in the designated Co-ordinating Centre are working.
 - Telephones – landline/mobile
 - Fax
 - E-mail facilities
 - Copiers
- Check that all necessary stationary is available - Log sheets etc.

2.4 SAFETY OFFICER

Responsibilities:

Immediate actions to safeguard pupils, staff and visitors in conjunction with the Crisis Management Team Leader

Evacuate the building, if appropriate, in accordance with the Fire/Bomb Procedures Document (see Appendix L).

OR

Shelter in the building, if appropriate, in accordance with 'Go In, Stay In, Tune In' procedures (see page 4).

To respond to directions from the Crisis Management Team Leader or other personnel in control, i.e. Police, Emergency Planning Officer.

Actions:

- Check names of pupils, staff and visitors present against attendance list/register and report any discrepancies to the Crisis Management Team Leader and emergency services.
- Ensure that persons evacuated are afforded shelter as appropriate. The buildings identified for immediate shelter following evacuation is –

[St Mark's Church or Church Hall](#)
- To liaise with the others as appropriate to ensure that immediate reassurance and support is given for anyone who is distressed.

2.5 MEDIA LIAISON OFFICER

Responsibilities:

To liaise with the Crisis Management Team Leader, and the City Council Marketing & Communications Division

To respond to directions from the Crisis Management Team Leader or other personnel in control, e.g. Police, Emergency Planning Officer.

The following responsibilities should be carried out in consultation with the City Council Marketing & Communications Division, who will take the lead role.

- Early establishment of central media point (a designated area to be determined, if appropriate) in conjunction with the Children's Services Directorate and City Council Marketing & Communications Division.
- Liaise and co-operate with the media and to direct queries, as appropriate, particularly regarding arrangements being made for dissemination of information to the media, to the City Council's Marketing & Communications Division.
- Assist with the arrangements for press briefings and press statements
- Liaise with the emergency services and the City Council's Marketing & Communications Division over the setting up of a Media Centre, if appropriate
- Liaise, where appropriate, between the press and those affected about press interviews –
 - Seeking permission from parents/carers of any pupils involved in interviews
 - Ensuring that pupils and staff involved in interviews have any necessary support
 - Assist the Marketing and Communications team where necessary, e.g. undertaking any necessary research work

APPENDIX A: INCIDENT LOG

Page _____ of _____

Incident:

Location of incident:

Date:

Time:

The following section to be maintained as the incident progresses. Extra sheets should be added as necessary

Date	Time	Event/Action Taken	Reason(s)

Completed by

Designation

APPENDIX B: NOMINATED STAFF FOR CMT

RESPONSIBILITY	OPTION 1	OPTION 2	OPTION 3
Crisis Management Team Leader	Headteacher	Deputy Head	Business Manager
Media Liaison	Office Administrator	Senior Leader	Senior Leader
Communications Officer	Senior Leader	Office Administrator	Senior Leader
Facilities Officer	Business Manager	Headteacher	Deputy Head
Safety Officer	Deputy Head	Business Manager	Headteacher
Support Officers	Senior Leaders	Senior Leaders	Senior Leaders

APPENDIX C: SCHOOL INFORMATION

St Mark's C E Primary School

Aviary Road, Worsley, Manchester, M28 2WF

0161 790 3423

Map of surrounding area:

Photographs:

Safety record:

St Mark's C E Primary School has an excellent safety record, having had no serious accidents.

Details of Senior Staff:

Headteacher: Mr D Kay

Deputy Headteacher: Mrs Louise Mansfield

Chair of Governors: Mrs Carmen Allington

Strategic Director,
Children's Services: Charlotte Ramsden

APPENDIX D: SECURITY PROCEDURES

The school is open from 7:00 a.m. to 6.00 p.m. every weekday.
Open until 8.00pm Mondays and Thursdays

The following measures are intended to provide for security:

- Fire alarm system
- Intruder alarm system
- CCTV
- Security lighting
- Barriers/bollards
- Visitor signing in/out procedures
- Visitor badges

APPENDIX E: DRAFT PRESS STATEMENT

REGARDING:

Date:

Number:

Time of issue:

INFORMATION:

Issued by:

Tel No:

Enquiry telephone number for relatives/friends:

more/end

APPENDIX F: EDUCATIONAL VISITS

Salford City Council no longer use a paper based approval system for educational visits.

All visits should be submitted using the Evolve web-based visits approval system
www.salfordlavisits.co.uk.

Local Authority approval is required for all educational visits that are adventurous, residential or foreign. Please submit these visits at least four weeks in advance.

Any enquiries relating to Educational Visits or use of the Evolve system should be directed to the Educational Visits Advisor (See Section 5.4 for contact details).

APPENDIX G: CO-ORDINATING CENTRE EQUIPMENT

Item	Where located	Notes
Telephone(s)	Already in co-ordinating centre	Dial 9 for an outside line Internal room dial codes on office wall
Mobile phones	List of numbers retained in school office	
Fax	School Office	0161 790 2590
Photocopier	Reprographics Room	
Television	Reception Area/staff room	
Radio (battery operated)	School office	
Whiteboards or flip chart	Office Storeroom/classrooms	
Computer with internet/email	School Office	stmarks.ceprimaryschool@salford.gov.uk
Portable, battery operated dictating machine (s)	SEN cupboard/classrooms	
Stationery, supply of incident logs, emergency plans, contact lists, maps and plans etc	Headteacher's office School office	

APPENDIX H: HAZARDS IDENTIFIED AND SPECIFIC ACTIONS REQUIRED

Hazard/incident	Specific actions
Accidents at the school	Alert designated first aider; use school's reporting procedures
Accidents away from the school	Notify school at first opportunity
Accidents on school outing	Follow EVC policy
Fire	Follow fire evacuation procedure
Damage to school	Inform necessary emergency services; Emergency Liaison Office;
Hostage taking/abduction	Inform Headteacher/contact police/parent
Loss of key staff	Inform Children's Services/ Chair of Governors
Death of staff/service user	Contact trauma and advice team
Suicide	Contact trauma and advice team
Violence	Make safe Inform police
Loss of water supply	Contact listed company/assess need to close buildings
Loss of gas supply	Contact listed company
Loss of electricity supply	Contact listed company
Loss of telephones	Report /use intranet/internet/mobile phones
Hazardous areas (e.g. flooding)	M60
Nearby hazardous premises (e.g. chemical sites)	BOC Walkden Rd Petrol station
Health incidents/infectious disease	Take advice from NHS, SSB (West Locality)
Incident at neighbouring school	Take advice from the City Council, police
Weather related incidents	Emergency Planning Team/Directorate advice

* Insert specific procedures as appropriate. Consider including any other special arrangements as appendices.

Careful consideration should be given to any specific hazard identified and actions, which might need to be taken as a result. Questions to ask in compiling the plan include – is this a credible risk, who do we tell, who would we ask for help, are there any immediate and specific actions we need to take, are there any actions to mitigate the effects etc. Additionally, what would be the knock-on effects of any actions the school might take e.g. effects of closing the school.

APPENDIX I: OFF-SITE RESERVE BASE LOCATION MAP



**APPENDIX J: BUILDINGs IDENTIFIED FOR IMMEDIATE SHELTER
FOLLOWING EVACUATION - LOCATION MAP**

St Mark's Church or Church Hall-As APPENDIX I

APPENDIX K: EVENING/WEEKEND/HOLIDAY PROCEDURES

It is a condition of any booking of the School's facilities in the evenings, at weekends and during holidays that the person making the booking understands and takes responsibility for implementing the Emergency Procedures.

Full details are available in the Emergency Procedures document - a copy is kept in school office

The person making the booking will take charge of the procedures until a member of the Crisis Management Team arrives.

The person making the booking will delegate the roles outlined below - by giving the person the task details from the Emergency Procedures document.

Communications Officer (see Section 2.2)

- To contact emergency services
- To contact Children's Services Directorate and the Crisis Management Team Leader

Facilities Officer (see section 2.3)

- To open appropriate buildings

Safety Officer (see Section 2.4)

- To be responsible for the immediate safeguarding of students and staff

The following tasks will be undertaken by previously identified School staff.

Crisis Management Team Leader
Media Liaison Officer

Full details are in the Emergency Procedures document.

Please sign and return the slip below to Sarah Manion

✂ Please cut along dotted line

Emergency Procedures

I confirm that I understand the procedures, as detailed in the Emergency Procedures Document and that I will be responsible for initially implementing those procedures in the event of an emergency.

Organisation: _____

Dates applicable: _____

Signed: _____ Print Name: _____

Contact details: _____

APPENDIX L: FIRE/BOMB PROCEDURES

Schools are not generally considered to be at risk of bombing.

However, it is prudent to develop response strategies to deal with threats to the school. There are four categories of bomb to consider:

- Postal bombs which may be also delivered by courier. They can be any shape or size.
- Incendiary bombs which may be disguised as cigarette packets or similar. These normally operate by timer switch.
- Vehicle bombs
- High explosive bombs which may be in a holdall or box
- Bombs and other munitions which are war relics

In the first instance, the initial decision to evacuate the school is the responsibility of the headteacher or deputy based on own initiative or advice.

In all instances contact the Emergency Liaison Office and inform of the situation.

Good Practice

Ensure the buildings are secure:

- Reduce the number of places that articles can be hidden
- Lock all unoccupied rooms, stores and cupboards
- Keep rooms, stairways and communal areas clean and litter free
- **If anything suspicious is found, do not touch or move it.**

Telephone Warning

Whenever a telephoned bomb threat is received the police should be informed.

- Remain calm
- Obtain as much information as possible
- Always record the exact words
- Inform the headteacher/deputy
- Inform the police of what action is being taken

Evacuation

- A warning sound exclusive to bomb threat evacuation is known to all staff (**long continuous rings on school bell system**)
- Children and adults should immediately assemble at designated points, ensuring all occupants are accounted for (**no person re enters until the buildings are declared safe by the senior police officer present**).
- All children and adults leave the school grounds via the main gate and walk to St Mark's Church or Church Hall. The following people should be notified as soon as possible to open one of the buildings:
Church Warden-07715577886
Church Warden-07812005576

APPENDIX M: INVACUATION PROCEDURES

Schools are not generally considered to be at risk of an attack on the grounds.

However, it is prudent to develop response strategies to deal with any potential threats to the school grounds. There are three categories of threat we consider to warrant action and therefore demand a response.

For example:-

- An animal wandering into the school grounds
- A stranger who enters or attempts to enter the school grounds.
- An object thrown into the school grounds from outside.

In the event of a threat arising it is the responsibility of the adult(s) with the children to get them into the building(s) as quickly and as safely as possible. Once inside adult(s) must close and lock all doors/windows/blinds and turn off any ventilation systems immediately.

The signal for Invacuation will be activated by a member of the Crisis Management Team who will sound **short continuous rings** on the school bell until all children are inside. Should an adult be outside and witness the potential threat before the Crisis Management Team are aware s/he should blow short continuous bursts on their whistle.

Staff will take a headcount once they are confident everybody is inside and check it against the school register for that day.

A member of staff from each of the four buildings will then take responsibility to phone the Crisis Management Team (1975 or 1996) to report on the headcount.

SECTION 5
CONTACT LISTS

SECTION 5: CONTACT LISTS

To call an external number from this school dial 9

5.1 School Management

Designation	Name	Internal Ext Number	Home Number	Mobile Number
Headteacher	Damian Kay	1974		
Deputy Headteacher	Louise Mansfield			
Senior Teacher	Sandra Boardman			
Senior Teacher	Nicola Barry	1982		
Senior Teacher	Charlotte Knights			
Caretaker	Paul Traynor	1978		
Chair of Governors	Carmen Allington			
Vice-Chair of Governors	William Macdonald			

5.2 Crisis Management Team

Name	Internal Ext Number	Home Number	Mobile Number
Sarah Manion	1975		
Moyra Keirl	1996		

5.3 Emergency Services

Service	In Emergency	For Information
Greater Manchester Fire & Rescue Service	999	0161 736 5866
Greater Manchester Police	999	0161 872 5050
North West Ambulance Service	999	N/A

5.4 Salford City Council

Designation	Name	Working Hours Number	Out of Hours Number
Children's Services Directorate Emergency Contact	Paula Flynn	0161 778 0447	OOH Emergency Services 0161 794 8888
Lead Officer Emergency Planning	David Hunter	0161 793 3911	
Security Co-ordinator	Deborah Borg	0161 788 0131	
Co-ordinator	John Laycock	0161 793 3074	
SCC Switchboard		0161 794 4711	
Educational Visits Advisor	Simon Willis	0161 778 0452	Not applicable

RESPONDING TO AN UNEXPECTED
CRITICAL INCIDENT RESULTING IN
SIGNIFICANT HARM OR DEATH OF A
CHILD, YOUNG PERSON OR ADULT IN
SCHOOLS OR OTHER SETTINGS

GUIDANCE TO SUPPLEMENT:

A SCHOOL'S GUIDE TO MANAGING
EMERGENCIES

Introduction

Incidents resulting in serious harm, injury or death of a child, young person or adult are subjects that are often difficult to address. It is almost inevitable though, that at some point in every teacher's career, the school community will be affected by a critical incident that may result in a tragic outcome in some way or another. At the time when a critical incident occurs, it can cause immediate shock, panic and confusion for those who are responsible for having to deal with co-ordinating a response to the situation.

This guidance is intended to offer a quick reference point for staff based in schools or other educational settings, should the unthinkable happen. It provides the protocol for who should be notified initially, and where to request support from at the time of the incident, through to longer term support for children, parents, staff and communities.

This guidance does not replace the School's Guide to Managing Emergencies; it should be used in conjunction with that guidance as it provides advice and guidance for many more eventualities than offered here.

In addition to the direct response that is necessary in notifying relevant partners, and in addressing immediate and practical/emotional support for pupils, staff and parents, there will also be a multi-disciplinary professional rapid response running alongside which will set out to enquire into and evaluate each unexpected child death. A brief outline of what this entails is contained towards the end of this guidance. A web-link is also provided to enable further understanding for this process.

Procedures

A flowchart is attached for ease of reference in notifying the appropriate departments and in requesting support. The flowchart provides a reference to 'working hours-term time', and 'out of hours-term time and school holidays' guidance. (Appendix 1)

Working hours-term time/school holidays

The head teacher or other responsible professional should contact:

- Emergency Liaison Officer (Asset Management Team)
0161 778 0447/0420
GT Manchester Health Protection Unit 0161 786 6710
Infection Control 0161 212 4237, 4115

No further calls should be necessary at this point as internal procedures will be activated (See appendix 1)

Out of hours-term time/school holidays

The responsible person/professional e.g. police officer should contact:

- Emergency Services Team (Out of hours) 0161 794 8888 (buildings)
- GT Manchester Health Protection Unit 0161 786 6710
- Tameside Hospital On Call Rota 0161 331 6000

No further calls should be necessary at this point as internal procedures will be activated (see appendix 1)

Where GMP (or other) convenes a multi-disciplinary meeting following a critical incident, the locality manager within the child's home locality should be notified and invited to attend.

The locality manager's role will be to ensure:

- That notification procedures have been followed and activated, and that the Educational Psychology Service has been notified.
- The head teacher for the school, or manager of the setting if other than a school, where the child attends/attended, is contacted by telephone (contact telephone numbers requested via HR during school holidays), and notified of the incident and made aware of the support available. It may also be necessary to notify head teachers and/or managers of other schools/settings attended by family or friends of the child or adult that the incident relates to.

Should the home locality manager not be available, the locality manager with strategic lead for critical incidents should be notified and invited.

What support is available and what can these services offer?

1. Trauma Advice and Support Team

Eligibility Criteria for TAST Team call-out:

The Trauma Advice and Support Team provide a service in the event of a major or critical incident, as part of the City Council's response to the Civil Contingencies Act 2004, under which the Council is a Category One Responder.

The services of the Team are available to the staff of Salford City Council and the citizens of Salford, who have been involved in a critical incident.

A critical incident can be defined as follows;-

A critical incident is something which is outside the usual range of a person's experience, which may overwhelm them and impair their ability to cope.

This can include:

- Involvement in or witnessing a major disaster such as a train crash
- Dealing with sudden or expected death
- Witnessing a traumatic incident
- Experiencing personal danger
- Being physically threatened
- Being subject to verbal abuse
- Racial or sexual harassment
- Destruction or theft of property
- Being subject to bullying

This is not an exhaustive list, and the policy of the Team is to consider the circumstances of every referral on its merits to assess whether it is appropriate to mobilise the team to respond.

The Team have responded to a wide range of critical incidents, for example;-

- The Kosovan Refugee Crisis
- The Adelphi St murder
- Armed robbery involving City Council staff
- Sudden death of colleagues
- Major incidents involving children being injured or killed
- Major incidents involving death or serious injury to Salford citizens

In these and similar circumstances the Team can offer:

- Defusing
- Critical Incident Stress Debriefing
- Ongoing time limited Social Work Intervention
- One to one support following an incident
- Advice to managers following an incident
- Training on Defusing and De-briefing

Defusing is the first part of an intervention with people following a traumatic or critical incident. It is a technique used to 'take the heat' out of the situation and generally involves allowing people to talk about the situation. Defusing should happen as soon as possible after the incident. This can be carried out by the manager or senior person in the work base. However, there are times when it is more appropriate for someone from the TAST team to be deployed, as in the case of a major incident it may lead on to Critical Incident Stress Debriefing.

Critical Incident Stress Debriefing.

This is a specific technique in which all Team members are trained.

The aim of this is to reduce the unnecessary effects of trauma which can be emotional, psychological or physical. This is done partly by allowing people to talk about their thoughts and feelings surrounding the incident. Members of the Team doing the debriefing can give people information about the effects of trauma. This can help those affected by it to make sense of any reactions they may be having to it. It can be used to anticipate any future difficulties.

Critical Incident Stress Debriefing should only be used by someone who is trained in the technique.

This can be a "one off" intervention or follow up debriefings can be arranged as necessary.

Appropriate Referrals

Often, it is easy to identify the circumstances in which the Team may be called upon. The circumstances of a major incident are usually self-evident.

However there are circumstances where the criteria for Team intervention may not be clear.

In these circumstances, the Team Co-ordinators will be able to help managers and other

referrers to clarify whether particular events are an appropriate referral for the team.

The City Council, and its partner agencies, provides a wide range of services to the public, many of which are focused on delivering appropriate services to troubled and vulnerable people and to people who may display challenging behaviours, for a variety of reasons.

There have been instances where the Team have been called upon to respond in situations which are not related to a critical or major incident, and which could be anticipated to occur at times within the above services.

These include instances such as

- The disclosure of previous experiences of abuse by children in residential or foster care or residents in care homes
- Physically threatening behaviour by mentally unwell or cognitively impaired service users

Services dealing with both children and adults in these circumstances *should* have policies and procedures in place to deal with this type of incident, and staff should have received relevant training to enable them to deal with these situations in a sensitive and appropriate manner. It is also expected that managers in these services will have the necessary skills to support staff appropriately in these circumstances.

It is expected that services *where such incidents may be anticipated to occur from time to time* will have developed policies and procedures which will provide an appropriate response in such circumstances, and that both staff and managers will be familiar with these arrangements.

Incidents such as these, which may be *anticipated* to occur from time to time in certain services, do not constitute an appropriate referral for the Trauma Advice and Support Team.

Managers should refer to their service area policies and procedures, and if necessary, senior managers in circumstances where such incidents occur.

2. Educational Psychology Service (EPS) Critical Incident Team:

TAST as the first point of contact, will take responsibility for liaising as appropriate with the EPS following a critical incident.

What is the purpose of the Educational Psychology Service Critical Incident Team?

- To enhance the school's/setting's own support and coping strategies, following a critical incident;
- To help the school/setting to understand and manage the range of responses to the incident.

What can EPS offer?

- Support from an EP who knows your school/setting context;
- Telephone advice and guidance;

- In consultation with TAST, provide an initial visit, within 24 hours of your call to support you in your response to the incident. This visit will usually be made by two Educational Psychologists. They can provide guidance on immediate, medium term and long term action relating to your specific incident. Their aim will be to support you to support your children, staff and parents.

Further work may also be agreed, e.g.

- A briefing provided to all school/setting staff;
- Small group work with the school/setting staff most affected;
- A drop-in session for parents;
- Follow up visits and phone calls to the Head Teacher or Setting Manager.

***N.B.** EP's will not usually carry out direct work with children in these circumstances. This is because research shows that, following a critical incident, children are best helped by those adults they know and trust. However, EPs are able to carry out direct work with children if this meets an appropriate need and is considered by the school/setting to be beyond the resource of its own staff. Where possible, this work would be carried out jointly with the school/setting staff.*

The EPS Critical Incident Team evaluates its work with those who have received the support. This is in order to check that the team is working effectively and to modify practice in accordance with the range of need encountered.

3. Behaviour and Educational Support Team (BEST) support in the case of a critical incident.

TAST as the first point of contact, will take responsibility for liaising as appropriate with the BEST following a critical incident.

BEST provide ongoing support to children and schools following critical incidents which have so far involved e.g. the death of a child, loss of a parent and longer term support for children who have experienced bereavement, including suicide, sudden death and long term illness.

Immediate response:

TAST will contact BEST and co-ordinate support at the initial stages. Once support has been requested from BEST, they will provide an immediate response to the need which may include working alongside TAST colleagues initially offering activities e.g. circle time, small group work or individual support to children, families and school staff.

Longer term response:

BEST intervention may also include as follows:

- working with individuals referred to them;
- group work;
- whole class support;
- individual staff support;

- staff training sessions;
- Development of appropriate programmes of work to meet the needs of both school and families, dependant on the nature of the incident.

4. Salford City Council Counselling Service

In addition to the above services, employees of SCC can access support for themselves from the following:

- Salford Royal Foundation Trust Counselling Service 0161 603 4081.

Role of Salford Safeguarding Children Board in responding to unexpected child deaths.

Salford Safeguarding Children Board is charged with the responsibility for responding to and learning from all childhood deaths through the Child Death Overview Panel, a requirement as outlined in Chapter 7 of Working Together to Safeguard Children, DfES, 2006.

As a professional working with the child and/or family, you may be asked to contribute to the multi-agency child death overview process.

Chapter 7 describes the key requirements with regard to child death.

The two basic components to this are:

- a **rapid response to unexpected deaths** by a group of professionals who come together for the purpose of enquiring into and evaluating each unexpected death;
- An **overview of all child deaths** in the area undertaken by a Child Death Overview Panel.

An unexpected child death is one which was not anticipated as a significant possibility 24 hours before the death, or where there was a similarly unexpected collapse leading to, or precipitating the events which led to the death. This includes all accidents, apparent suicides and sudden unexpected death in infancy.

There are three prime objectives of the child death overview process:

- establishing cause of death
- identifying contributory factors
- supporting the family

Further information regarding the role of the Child Death Overview Panel can be found at:

<http://www.gmsafeguardingchildren.co.uk/procedures/child-deaths/rapid-response-team>

Salford Safeguarding Children's Board has developed an e-learning training course entitled, 'When a child dies-an introduction to the child death review process'. The target audience for this training is all professionals who may be involved from time to time in the child death overview processes and their managers. This will include e.g. GPs, Health

Visitors, School Health Advisors, Accident and Emergency staff, midwives, paediatricians, police, social workers, education managers, voluntary organisations and possibly others. For some staff, this will be all they require, but for others it is a lead into further training.

People who contributed to this protocol:

Rona Taylor, Educational Psychology Service
Jean Murray, Trauma Advice and Support team
Maggie Keane, Behaviour and Education Support Team
Kevin Buchanan-Dunne, BDMA,
Gaynor Phillpotts, South Locality Team.

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RESPONDING TO A CRITICAL INCIDENT RESULTING IN SIGNIFICANT HARM OR DEATH OF A CHILD, YOUNG PERSON OR ADULT IN SCHOOL OR OTHER SETTING

INCIDENT (WORKING HOURS-term time/school hols)

Head Teacher or Responsible Professional

(OUT OF HOURS-term time/school hols)

Responsible Professional e.g. Police

Emergency Services Team **0161 794 8888**

Emergency Duty Team (awareness checked)

Emergency Liaison Officer (within day working hours)

SUPPORT REQUEST TO:

Trauma Advice and Support Team (24 hours)
**0161 603 4188 or 07904426099,
07971495561, 07795114124**

- Liaise with Educational Psychology Service
- Plan with relevant partners

- Determine next steps

NOTIFICATION TO:

CSD Emergency Liaison Team **0161 778 0447/0420 who will notify:**

- Assistant Director Safeguarding
- Assistant Director Resources
- Deputy Director Children's Services
- Strategic Director Children's Services

- Locality Manager
- EPS
- School Improvement Officer