



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Managing Critical Incidents

Guidance for schools – Supporting Appendices (June 2022)

Appendix 1: Incident Information Sheet

Where are you currently located and what is your telephone number?	
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What has happened?	
Time, Date, Location of Incident?	
Have the emergency services been involved?	
By whom?	

Have they arrived?	

Has anyone been injured?	
Do you have details of who they are?	
Do you have details of their injuries?	

<p>Where are the injured currently located?</p> <p>Who is with them?</p>	
<p>Are there any fatalities?</p> <p>Do you have details of who they are?</p>	

<p>1. Details and current location of the non-injured.</p> <p>2. Name/contact number of any supervising adults.</p>	
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Time and date of report.	
Name of person making the report.	
Name of person giving the report.	

Subsequent action taken.	
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Appendix 2: Emergencies in Schools – Initial Action List for Head teacher or nominee in charge

Initial Action	✓
Ensure that accurate, factual information is available for those arriving at the scene.	
Liaise with the Police, Fire and Ambulance Services, Directorate Incident Management Team (DIMIT), and other agencies who may become involved. Act as the main contact to coordinate response and give your contact details.	
Inform the chair of governors.	
Check accuracy of information and inform all staff and parents/carers of injured pupils. Decide how to inform other parents/carers.	
Ensure staff maintain a log of actions and decisions.	
Allocate tasks below among SIMT as appropriate.	

Action list for SIMT

Welfare	✓
Take actions to secure the immediate safety of pupils and staff – this may include evacuation to the designated emergency evacuation premises or keeping pupils and staff inside the building at a safe and secure location.	
Establish the whereabouts of all pupils, staff, and visitors using timetables, registers and the visitor’s book, and make a list of those unaccounted for. Take medical and health plans relevant to individual pupil requirements.	
Communications	
Consider emergency communications needs. Dedicate lines for incoming and outgoing calls and arrange extra support for reception. If necessary, seek support from DIMT, who can assist in managing enquiries from the public and if required implement a Help Line. Line to be used for incoming calls only: <insert number / location> Line to be used for outgoing calls only: <insert number / location>	
Media Management	
Liaise with the Council’s Communications & Marketing Team within Information and Communication as early as possible to prepare a press statement – to be agreed by the Headteacher Management Support, Head and the Chair of Governors.	
Ensure that media access to the site, staff and pupils is controlled. In a major emergency, the Police will assist with press liaison and control site access. Be aware of the potential problems caused by the spread of misinformation through the use of mobile phones.	
Resources	
Ensure access to the site for emergency services.	
Open/close parts of the school as required, and turn off water, gas and electricity supplies if necessary.	
Ensure the security of the school premises.	

Appendix 3: Emergencies in Schools – Further Actions List for Head teacher or nominee coordinating SIMT

Action Review	✓
Provide regular briefings for staff and continue to liaise with the emergency services and StPD.	
Try to maintain normal routines as far as possible.	
Tell the staff involved to prepare a written report of their involvement, noting events and times. Inform the Council's Health & Safety Team who will advise on reporting procedures, and inform trade unions if necessary. The 'Reporting of Incidents, Diseases and Dangerous Occurrence Regulations' (RIDDOR) accident report forms should be completed and, in the event of serious injuries or a fatality, the Health and Safety Executive (HSE) should be informed as soon as possible within 24 hours of the incident occurring (this will be brokered through the Health & Safety Team so schools do not have to contact the HSE themselves)	
Allocate tasks listed below among SIMT.	

Action list for SIMT

Communications	✓
Inform pupils, in groups as small as practicable, considering the best way to impart information (advice is available from the Educational Psychology Service).	
Inform parents/carers of children not directly involved in the incident, as decided by the head teacher or nominee. Use any existing arrangements for contacting parents/carers quickly and efficiently.	
Control/limit appropriate visitors to the school, ensuring they sign in and out and are issued with identification badges.	
Welfare	
Establish a staff rota and ensure that staff take regular rest periods.	
Identify those pupils and/or staff who are badly affected, and who need extra support.	
Make arrangements for reuniting pupils with their parents/carers.	

Take account of faith and cultural factors, and consider contact with leaders of local faith communities. In particular, some faiths may wish to hold funerals within 24 hours of death, so swift and sensitive enquiries must be made to ascertain whether it would be appropriate for representatives of the school, including pupils, to attend.	
Media Management	
Liaise with the Communications & Marketing Team to prepare a press statement, to be agreed by the headteacher and to decide the ongoing strategy for facilitating the press.	
Use a prepared statement and decide who will be interviewed by the press if necessary.	
Resources	
Establish a safe and secure base for the SIMT.	

Appendix 4: School Incident Management Team (Suggested Roles and Responsibilities)

Please note Directorate Incident Management Team (DIMIT)

Governing Body	Crisis Manager	Media Liaison	Pastoral Care Coordinator	Administrative Coordinator	Administrative Support	Incident Record Coordinator
1. Support the Crisis Manager 2. Liaise with Governing Body 3. Assist with finance and welfare measures	1. Overall direction and coordination 2. Liaison with: <ul style="list-style-type: none"> • Emergency Services • DIMT • SMBC • Media • Governors • Staff & Parents / Carers 3. Control and record of spending 4. Allocate roles to others	1. Inform Directorate Incident Management team 2. Prepare media brief / statement on facts and school response 3. Keep informed: <ul style="list-style-type: none"> • DIMT • Students • Staff • Parents / Carers • Community 	1. Pastoral care for students and staff 2. Operational issues as directed 3. Parent / carer / visitor liaison 4. Timetable issues 5. Liaise with: <ul style="list-style-type: none"> • Psychology Service • Educational Welfare Officer and Social Services 	1. Manage incoming calls 2. Gather and disseminate information 3. Identify 'safe' areas in school for parent / carers / pupils or organise the designated emergency evacuation premises 4. Liaise with: <ul style="list-style-type: none"> • Contractors • Utilities • Repairs • Accommodation Issues Transport communications	1. General Enquiries 2. Reception 3. Parent / Carer / Visitor liaison 4. Record keeping Other duties as required	1. Incident record keeping 2. Collation of message sheets 3. Chasing outstanding 'actions' 4. Maintenance of central log

Appendix 5: School Incident Management Team

CONTACTS - SCHOOL INCIDENT MANAGEMENT TEAM

Name	Role(s)	Home Telephone	Mobile Telephone

CONTACTS - SCHOOL SUPPORT

Name	Role(s)	Home Telephone	Mobile Telephone
Gov – Chair			
Gov – Deputy Chair			
Religious Leaders			

Appendix 6: Emergencies on Educational Visits

The head teacher or his/her pre-agreed nominee should be immediately informed of any incident by the visit leader.

INITIAL ACTION BY HEAD TEACHER OR NOMINEE

1: Maintain a written record of your actions using this pro-forma and attached log sheet.

Offer reassurance and support. Be aware that all those involved in the incident, the school and you may be experiencing trauma and shock which can affect behaviour and judgement.

2: Find out what has happened. Obtain as clear a picture as you can.

Who informed you of the incident?

Name	Status	Telephone Number	Additional telephone numbers

Where are they now			
Where are they going			
3: Remind the visit leader to follow the emergency procedure advice in the Council's 'Visit's and Journeys Guidance'.			

4: Record the details of the off-site activity/visit during which the incident occurred.

Location and nature of activity /visit

Name of person in charge of the visit or activity

Telephone number(s)

Number of people on the visit

Pupils

Teachers

Other Adults

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5: Record the details of the incident.

Date and time of incident	
Location of incident	
What has happened	

People affected	Name	Injury	Location now	Being taken to

<p>Emergency Services involved and advice they have given</p>	
<p>Names and addresses of hospitals and other premises involved</p>	
<p>Arrangements for those not directly involved in the incident</p>	

Name of person in charge of your group at the incident		Telephone number(s)	
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6: Depending on the scale of the incident, consider assembling the School Incident Management Team

Appendix 7: Emergencies on Educational Visits

Action list for head teacher or nominee

COMMUNICATION	✓
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Inform school staff as appropriate, depending on the time and scale of the incident.	
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Consider emergency communications needs. Dedicate telephone lines for incoming and outgoing calls and arrange extra support for reception if required.	
Incoming lines/location: <insert details>	

Outgoing lines/location: <insert details>	
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Inform parents/carers of any injured pupils – immediately inform these parents/carers of what has happened and where their child is. Record what their plans are e.g. to travel to the incident location, any assistance they need and any means of communications with them (mobile phone etc.). In the event of a major incident the Police may give advice regarding naming badly/fatally injured people. You may also need to inform the next-of-kin of any staff who have been involved. Note: The Police may wish to deliver messages directly, particularly where continuity of an investigation is required.	
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Inform all parents/carers of other pupils on the visit but not directly involved in the incident then contact them as appropriate. You may have arranged an information cascade system as part of the activity/visit planning arrangements. Parents/carers should hear of the incident from the school (or from the activity/visit leader), not from hearsay or the media. Information given must be limited to the facts which are clarified as accurate at the time. All parents/carers must be informed.	
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Inform/update the Chair of Governors.	
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Refer to the Incident Response Levels and Emergency Contacts list.	
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Call the relevant person(s) named in the Directorate Incident Management Team (DIMT) or 24 hour Control Room on 0161 474 5554	
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The DIMT officer can offer:	
A: Local Authority assistance at school and other locations.	
B: Help with arranging travel and transport between the incident, parents/carers and school.	
C: Guidance and support with media issues, including press statements and interview briefings.	
D: If the incident is in another UK authority, establishing links with that authority. If outside the UK communication with the Foreign and Commonwealth Office (FCO), British Consulate, foreign Police etc.	

If the activity/visit is abroad and the incident results in medical or other expenses, the risk and insurance section or any other insurers used should be informed as soon as possible.	
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Inform pupils, parents/carers and staff. Decide what information can be given – remember that information given must be limited until the facts are clear and all involved have been informed. In the event of a tragic incident, consider seeking support from the Psychology Service.	
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MEDIA ARRANGEMENTS	✓
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Consider introducing controls on school entrances and telephones.	
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Staff, pupils should be told to avoid talking with the media or spreading the story via social media particularly unsubstantiated facts and prior to all parties having been informed. The use of mobile phones should where possible be controlled for this purpose.	
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Liaise with the Council’s Communications & Marketing Team within Information and Communication as early as possible to prepare a press statement – to be agreed by Headteacher Management Support Officer– School & Children’s Services, School Head and the Chair of Governors.	
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RESOURCES	✓
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Arrange a quiet space to receive parents/carers of the children involved. Consider secure access, away from media interest.	
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REPORTING OF ACCIDENTS	✓
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<p>Tell the staff involved to prepare a written report, noting events and times. Inform the Local Authority Health& Safety Service who will advise on reporting procedures and if required, trade unions. Staff may wish to submit draft reports to their union for guidance.</p> <p>Accident report forms should be completed and in the event of serious or fatal injuries, the Health and Safety Executive should be informed as soon as possible within 24 hours of the incident occurring (Health& Safety team will deal with the HSE direct).</p> <p>In such cases there may also be a Police enquiry.</p>	
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Appendix 8: Incident Log

Use this log to record actions required and the reason for your decision

Incident:	
Location of Incident:	
Date:	
Time:	

The following section to be maintained as the incident progresses:

Date	Time	Event	Action Taken

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Date	Time	Event	Action Taken

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Name:		Designation:	
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Appendix 9: Expenses Log sheet

Incident:

Location of Incident:

Date Time:

Maintain a log below of expenses incurred as a result of the above incident:

Date	Time	Costs incurred & brief description	Expenses
Please attach any emails sent and received			

Name:		Designation:	
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Appendix 10: Recovery plan checklist

As soon as possible after the emergency:	
Arrange individual/group emotional support using psychological first aid framework for staff and pupils.	
Arrange individual/group emotional support using psychological first aid framework for the headteacher and SIMT.	
Identify and support high-risk pupils and staff.	
Promote discussion of the incident in class.	
Consider the need for individual or group support.	
Help affected pupils and staff to come back into school.	
Arrange welfare visits to home addresses/hospitals.	
Liaise with parents/carers regarding plans for attendance at funerals.	
Liaise with parents/carers regarding plans for attendance/representation at memorial services.	
Seek advice from the Health& Safety Service regarding any on-going safety issues, accident investigations, risk assessment, liaison with enforcement officers & RIDDOR reporting requirements.	
Seek advice on legal issues from the Council's legal services through the headteacher management support officer	
Initiate a review of the school emergency plan, evaluating the school's response and feeding in any lessons learnt.	
In the longer term:	
Consult and decide on whether and how to mark anniversaries.	
The impact of some incidents can continue for years, so thought may need to be given to ongoing identification and support measures for both pupils and staff who are affected.	

Remember that legal processes, enquiries and news stories may bring back distressing memories and cause upset within the school.	
Remember to make any new staff aware of which pupils were involved and how they were affected.	

Recovery plan checklist

As soon as possible after the emergency:	
Arrange individual/group emotional support using psychological first aid framework for staff and pupils.	
Arrange individual/group emotional support using psychological first aid framework for the headteacher and SIMT.	
Identify and support high-risk pupils and staff.	
Promote discussion of the incident in class.	
Consider the need for individual or group support.	
Help affected pupils and staff to come back into school.	
Arrange welfare visits to home addresses/hospitals.	
Liaise with parents/carers regarding plans for attendance at funerals.	
Liaise with parents/carers regarding plans for attendance/representation at memorial services.	
Seek advice from the Health, Safety and Wellbeing Service regarding any on-going safety issues, accident investigations, risk assessment, liaison with enforcement officers & RIDDOR reporting requirements.	
Seek advice on legal issues from the Council's legal services through the Headteacher Management Support officer	
Initiate a review of the school emergency plan, evaluating the school's response and feeding in any lessons learnt.	
In the longer term:	
Consult and decide on whether and how to mark anniversaries.	
The impact of some incidents can continue for years, so thought may need to be given to ongoing identification and support measures for both pupils and staff who are affected.	

Remember that legal processes, enquiries and news stories may bring back distressing memories and cause upset within the school.	
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