



Policy Statement

Coping With A Crisis

Policy Written by:	E. Threlkeld
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Definition: A crisis is defined, in this document, as an incident that has a traumatic effect on a school community and challenges the usual procedures and coping mechanisms.

Potential Critical Incidents:

- the death of a pupil or member of staff
- an accident involving a pupil or member of staff
- an act of violence
- a school fire
- destruction or vandalism of part of the school
- deaths or injuries on a school journey or visit
- tragedies involving assembled children e.g. sporting events
- refugee children from disaster areas joining the Academy

Contingency Plan

IMMEDIATE (Within Hours)

1. Obtain and collate accurate information about what has happened and inform the CEO Keith Hollins and the school Chair of the Local Academy Council. Inform the Health & Safety Executives. The CEO will then inform will inform the District Senior Educational Psychologist
2. Nominate and then brief the School Crisis Team
3. Use a dedicated emergency number at school / home as appropriate to ensure accurate information can get into and out of school.
4. Consult with the District Senior Educational Psychologist
5. Contact families whose children/next of kin are involved
6. Make arrangements for informing other parents
 - Brief the member of staff making the contact, rehearsing the message first
 - Contact list made available of those with parental responsibility
 - Take careful note of those parents who still need to be informed
 - Offer help with arrangement of transport if needed
 - Make suggestions for making contact with relatives or neighbours so that parents are not left alone with distress
 - Offer useful numbers for support or information
7. Inform teaching and support staff of accurate facts
 - As soon as incident is confirmed begin to implement the plan

8. Inform pupils
 - Inform pupils in small groups and answer questions as straightforwardly as possible
9. Nominate a senior member of the staff as press officer to liaise with the CEO re: **media contact**
 - Pupils should only be interviewed with the expressed permission of parents or carers.

MEDIUM TERM (1-3 DAYS)

1. Organise update of information if appropriate
2. Arrange opportunities for support for everyone involved in the incident
3. Develop a plan for responding to the feelings and reactions of the school community
4. Ensure that high risk pupils and staff have been identified and are being monitored
 - Check pupils and staff likely to be affected and provide support / keep a record / monitor how they are progressing.

LONG TERM

1. Implement medium term actions
 - Communicate how these are progressing to everyone in school
2. Ensure there is a return to normal routines as soon as possible
 - Brief staff new to vulnerable children to support and monitor how they are progressing
3. Identify appropriate support
4. Organise any long term counselling necessary.
 - All staff will need an opportunity to express their emotional reactions to a crisis.
 - All staff listen and if appropriate, direct children to a designated member of staff with counselling skills.
5. Consider the issue of memorials and anniversaries to mark the loss of a member of the community.

CRITICAL INCIDENT MANAGEMENT PLAN

- Obtain accurate information
- Inform CEO
- Inform H&S Executive
- Inform Chair of Governors and LAC
- Ensure accurate information can get into/out of the academy
- Check procedures for monitoring staff in place
- Identify someone to deal with Press / Media
- Ensure staff have access to next-of-kin lists
- Set up strategies to deal with enquiries
- Inform, with care and sensitivity, parents, carers
- Organise reunion of children with parents
- Inform staff and pupils in appropriate way
- Arrange briefing for staff
- Maintain normal routines as far as possible
- Turn to list of SUAT contacts
- Make plans for attendance at funerals

CONTACT LIST

Use Text Messaging Service as appropriate

- CEO: Keith Hollins 07970328319
- SUAT Public Relations contact
- Chair of Governors: Rachel Bailye: 07837 063504
- Health & Safety Advisor: John Burdett: 077793791520
- Ed Psychologist: Joanne Paige 01902695080
- Police: 999 or 101 (Non-Emergency)
- Fire Brigade: 999
- School Nurse / Perton Clinic: Claire Simmonds 01902 758 150
- Hospital Emergency Department: New Cross Hospital: 01902 695080
- EWW: Susan Martin / Kate Taylor LST : 01902506150
- Family Engagement Worker: LST: 01902 506170
- Local Religious Groups: Church at Perton: Rev Julia Cody 01902 750232
- Local Partnership schools: CCHS: 01902 907560 PMS: 01902 758244
- Other Voluntary Agencies

This policy should be read in conjunction with Guidance 'Coping with a Crisis'

Policy & Guidance disseminated at Staff H&S Briefing

Policy Updated July 2010 – E. Threlkeld: Principal

Date reviewed by LAC: July 2011, May 2013, Nov 2015, January 2017