



**The Aylesbury Vale Academy**

**Success Beyond Belief**

A Church of England Academy

## **CRITICAL POLICY**

**SEPTEMBER 2009**

## **VISION:**

That every young person graduates from Aylesbury Vale Academy as citizens of an international community where they have the mobility borne from their outlook, qualifications, skills and experience to be successful.

## **GUIDING PRINCIPLES:** WE ADOPT THE CHRISTIAN VALUES OF:

- Honesty
- Respect
- Compassion
- Love
- Forgiveness
- Self-discipline
- Creativity
- Hope

## **OBJECTIVES:**

1. To provide guidance and a response and recovery plan for use should a critical incident occur.
2. To encourage and support pre-planning.
3. To help reduce the impact of an incident.
4. To provide a pre-planned course of basic actions.

## **MONITORING** (via Governors' Management Committee):

1. Throughout the academic year the committee must ensure that all appropriate preventative measures are taken to minimise the risk of a critical incident occurring and will formulate a Critical Incident Team, with defined roles and responsibilities, ensure familiarity with the plan and undertake regular reviews (at least 3 times during each academic year).
2. The chair of the committee is to ensure that all relevant emergency procedures are in place and tested regularly.
3. The committee will be provided with regular reviews of the critical incident process.
4. Visit the Academy to follow lines of enquiry as a result of the committee meeting (adhering to the protocol for governor visits).

## **REVIEWING**

The Governing Body is responsible for reviewing its policies and the Principal is responsible for reporting on the implementation of the policy.

1. Has the policy been successfully implemented?
2. Has the policy had the intended impact in the Academy and on the young people??
3. Are the current objectives to remain the same and do they support other policies and development priorities?

## **NOMINATED MEMBER OF STAFF:**

PRINCIPAL

## APPENDIX 1

Operating Statement
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The handling of crises is a normal part of Academy life, but some incidents are of a critical, more overwhelming nature, and in recent years incidents have occurred within schools.

## APPENDIX 2

Critical incidents are those likely to cause:-

- a) immediate or delayed emotional reactions in large numbers of staff, students and parents surpassing their normal mechanisms to cope
- b) serious disruption to the normal running of the Academy
- c) significant media attention for the Academy

It is not intended to be prescriptive or to attempt to cover all possible events. In a crisis, the central objective is to safeguard students and staff, ensure the Principal establishes early control in partnership with appropriate other agencies, minimise disruption, and to recover a full educational programme as quickly as possible.

### Roles and Responsibilities

The Governing Board and Principal must ensure that all appropriate preventative measures are taken to minimise the risk of an incident occurring:-

- Fire precautions as required under the Fire Precautions (Workplace) Regulations
- Maintenance of fire fighting and first aid equipment
- Maintenance of smoke detection and fire alarm systems
- Appropriate insurance and liability policies
- Health and Safety at Work Workplace Risk Assessments
- Infection control procedures
- Anti-bullying policy and procedures
- Procedures for identifying and responding to behavioural issues
- Compliance with other relevant national guidance/approved codes of practice e.g. policy on outdoor education, educational visits

<b>ACADEMY CRITICAL INCIDENT TEAM</b>	<b>People Related</b>	<b>Property Related</b>
<b>Academy Critical Incident Manager(s)</b> <ul style="list-style-type: none"> <li>• Co-ordinate the overall response to the incident;</li> <li>• Re-establish education and Academy administration processes</li> </ul>	√	√
<b>Academy Management Representative (Staff)</b> <ul style="list-style-type: none"> <li>• Responsible for staffing issues</li> </ul>	√	
<b>Site Management Representative (Premises)</b> <ul style="list-style-type: none"> <li>• Responsible for site management issues</li> </ul>		√
<b>Governor(s)</b> <ul style="list-style-type: none"> <li>• Supporting the Senior Leadership Team</li> </ul>	√	√
<b>Administrative Support</b> <ul style="list-style-type: none"> <li>• Provide administrative support to the Critical Incident Team</li> </ul>	√	√

Contact details for members of the Critical Incident Team are shown in Appendix A and should be updated regularly.

### **Critical Incident Response**

There is no rigid formula to responding to incidents – this depends on the nature and scale of the incident. Accurate records must be maintained of all decisions, actions and expenditure to assist cost recovery and to inform post-incident debriefs. Once convened the Academy's Critical Incident Team will meet regularly to review their actions and provide ongoing support for those directly and indirectly involved in the incident.

The Academy's reaction to a critical incident can be divided into the following categories:

- a) Immediate action
- b) Short term action
- c) Medium term action
- d) Longer term action

#### IMMEDIATE ACTION:

- Assess the situation
- Remove people from danger
- Make sure other people are safe and looked after
- Arrange first aid for casualties
- Call the emergency services as required and provide the following information:-
  - Precise location (including postcode)
  - Description of the incident
  - Time of the incident
  - Number of casualties
  - Report missing persons
  - Nature of injuries
  - Total number in the party (if an off site visit)
  - Your name and telephone number
  - The name of the Academy
- Relay information to the senior leadership of the Academy
- Co-ordinated support will be available to the Academy from local services and it is practical to contact them immediately
- If the incident involves the police, they will take control of certain management issues
- Senior leadership to refer to response flowchart – Appendix B
- Allocate responsibility for dealing with the media (usually delegated to the Principal)

#### SHORT TERM ACTION:

- Reunite students with their families
- Manage/support staff
- Identify strategies for helping students cope with the situation
- Debrief – staff, students, parents as appropriate to clarify, share information, mobilise resources/agencies for support
- Formal and informal recognition of rituals – hospital visits, special assemblies, memorial services etc
- Re-establish routines

#### MEDIUM TERM ACTION:

- Reintegration especially where staff or students have had long absences following an incident
- Consultation with professionals for support – e.g. Educational Psychologist, bereavement care
- Communication – keeping students/staff/parents informed
- Ongoing support for those involved both directly and indirectly

LONGER TERM ACTION:

- Monitor the vulnerable
- Mark anniversaries
- Consider curriculum implications
- Legal processes – can often prolong the recovery process

**APPENDIX A**

Academy Critical Incident Team – Contact List

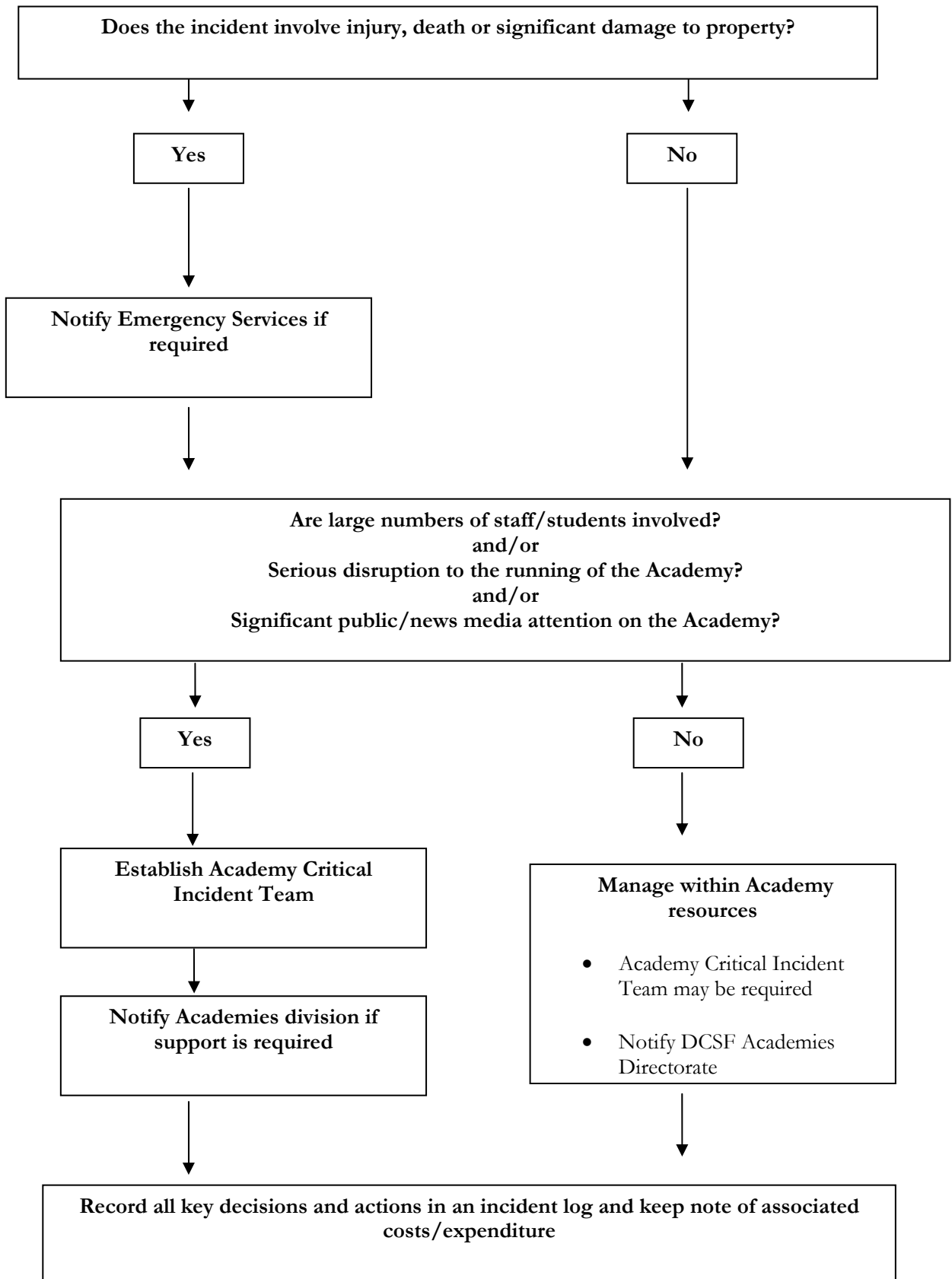
Copies to be given to other members of the team, and the list to be reviewed termly.

<b>Date Reviewed:</b>					
<b>Academy Critical Incident Team</b>		<b>Contact Details</b>			
<b>Role</b>	<b>Name</b>	<b>Work Extension</b>	<b>Home</b>	<b>Mobile</b>	<b>Time Contacted</b>
Critical Incident Manager 1					
Critical Incident Manager 2					
Critical Incident Manager 3					
Academy Management					
Site Management					
Academy Administration					

Other Academy staff					
<b><i>Academy Governors</i></b>		<b><i>Contact Details</i></b>			
<b>Role</b>	<b><i>Name</i></b>	<b>Work Number</b>	<b>Home</b>	<b>Mobile</b>	<b>Time Contacted</b>
Chairman					
Vice Chairman					
2 <sup>nd</sup> nominated					
Clerk to Govs					

## APPENDIX B

Response Flowchart – to determine the level of response to an incident



## APPENDIX C

### Emergency Contacts

Copies to be given to the Academy Critical Incident Team and reviewed termly.

<b>Date Reviewed:</b>		
<b>Service</b>	<b>Telephone Number</b>	<b>Comments</b>
Emergency Services: <ul style="list-style-type: none"> <li>• Police</li> <li>• Fire and Rescue</li> <li>• Ambulance</li> <li>• Coastguard</li> </ul>	999	
Police – central switchboard		
Academies division		Outside office hours contact
OCC Civil Protection Officer		
Powergen	0800 068 5523	
British Gas	0800 111 999	
British Telecom		
Environment Agency	08708 506506	
Oxford City Council		
Hospitals		
Education Welfare Officer		
Educational Psychology Service		
Social Services		
Home School Liaison Officer		
Samaritans	0845 7909090	
Local Religious contacts: Diocesan Office John Radcliffe Hospital – Duty Chaplain		
Oxfordshire based grief counselling services		
CRUSE	0870 1671677	Bereavement Care
Childline	0800 1111	National helpline for children
Winston’s Wish Family Line	0845 2030405	Information for families of bereaved children
Parish Priests		
Janet Tomlinson (OCC Director of Childrens Services)		

## APPENDIX 3

APPROVED	21st April 2009		
REVIEW DATE	20th April 2010		
SIGNED PRINCIPAL		PRINT NAME	
SIGNED CHAIR OF GOVERNORS		PRINT NAME	