

Impington Village College Critical Incident Policy

Approved by Principal IVC	March 2023
Review cycle	Every 2 years (March 2025)

Impington Village College

Critical Incidents Policy

Contents

Document Control	3
Useful Contacts	4
Rationale:	5
Process.....	6
Critical Response Team Actions	7
Appendix 2 – copies will be kept with the Bus packs in Reception.....	9
Appendix 3 – College evacuation plan.....	11

Document Control

New Version Number			Key changes from previous version	Date of ratification

Useful Contacts

Contact	Name	Phone Number
Visit Emergency Support Network	Stephen Brown Martin Smith Ian Roberts Mike Fawcett	
Chair of Governing Body	Guy Noble	
Principal	Victoria Hearn	
CEO Eastern Learning Alliance	Lucy Scott	
Vice Principal	Katie Jarvis	
Vice Principal	Jo Sale	
EVC	Pippa Mugan	
Safeguarding Officer	Ms Katie Jarvis	
Addenbrooke's Emergency Department		
Hinchinbrooke's Emergency		
ASCL Guidance Line	You will need an ASCL membership number for this service	
NAHT Guidance Line	You will need an NAHT membership number for this service	
Cambridgeshire County Council		

Rationale:

An emergency becomes a critical incident when it involves:

1. An incident where a group member (this could be a member of staff or a student member on a planned school visit or using County provided transport to College):
 - a. Has suffered a life-threatening injury or fatality;
 - b. Is at serious risk or harm; or
 - c. Has gone missing for a significant and unacceptable period of time
2. Any incident that is beyond the normal coping mechanism of the Visit Leadership Team as nominated on Evolve trip planning documentation

College Buses:

We have a detailed list of students and the buses that they travel to and from College on stored in both Student Reception and College reception. If there is any incident involving students travelling on these buses then this pack must be retrieved as part of any critical response.

The overriding principles for any trip leader or person when assuming the lead of a critical incident are as follows:

- Save life
- Minimise personal Injury
- Contact the nominated emergency contact at IVC – they will then assemble the
- Critical Response Team
- Safeguard the interests of students and staff
- Minimise loss and return to normal working as soon as possible

Critical Response Team (CRT)

This consists of the following members of staff:

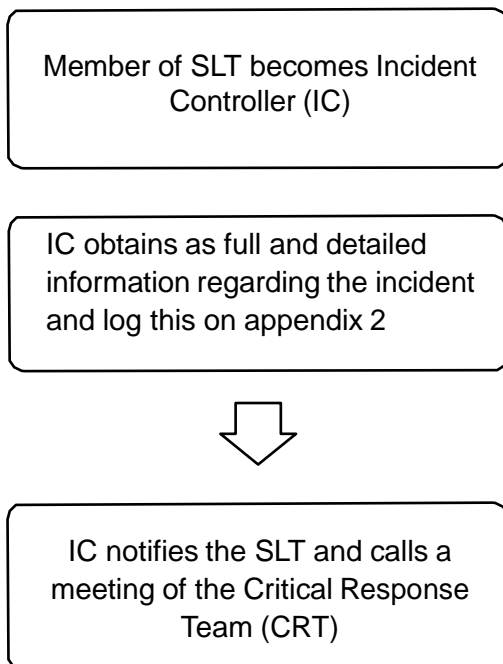
1. Principal – Victoria Hearn
2. Vice Principal – Katie Jarvis/Jo Sale
3. Assistant Principal & EVC – Pippa Mugan
4. Vice Principal Student Welfare and Safeguarding – Katie Jarvis
5. MET Finance and Premises Officer – John Sayer
6. Chair of IVC Local Governing Body – Guy Noble
7. Outside agencies as called upon as necessary

The first person from the CRT to take the call reporting the incident becomes the Incident Controller until such time as the CRT can be convened and the responsibilities for coordination of a response is passed to another nominated lead. As a result, it is vital that all communications are logged and documented.

Process

Trip leader or person contacts the nominated lead member of SLT to report an incident.

- **STAY CALM** – consider the actions you need to take and the people you need to contact to help you. Decide what immediate help you need and contact these people.
- **TAKE CHARGE** of the incident until relieved by a more senior colleague. It is essential that one person is clearly designated as controller of the emergency response, and that it is clear to all who this is.
- **CONTACT** the group in difficulty to reassure them, get up to date information and keep them informed of your actions.
- **RECORD** all information you receive and actions you take.
- **DELEGATE TASKS** as and when possible/appropriate to allow you to manage the situation and allow for 'concurrent' activity.



Critical Response Team Actions

Depending on the circumstances and the support required you may need to consider some or all of the following:

- Allocate roles within the CRT and consider the roles below in addition to the existing membership
 - o Overall Controller
 - o Coordinator/contact with group (consider keeping the same person to always speak to the group leader)
 - o Communications (could be a number of people dealing with different aspects)
 - o Logistics – arranging transportation, accommodation etc for group and any travelling team
 - o Resources – e.g. office space, reception for any visitors (parents, media etc), refreshments / food – Site Service Officer(s), Admin support
 - o Record/log keeper
- Ascertain the immediate risk to staff and students – if the college site needs to be evacuated then the college evacuation plan (appendix 3 must be followed)
- Ensure that the Cambridgeshire Outdoors Education Service Coordinator is
- contacted and, if it is the belief of the CRT that the incident presents a media interest, contact the media relations team at the County Council
- Decide what information, when and how to share with parents regarding the incident.
- Keep a log of all actions, communications and decisions, including people involved and times.
- Arrange alternate and additional phone lines so that incoming calls do not swamp communications. Consider other means of communication such as internet, email and text.
- Liaise with the CRT for necessary links with emergency services, media, tour operators, insurance companies etc
- Carry out the actions required to support the Visit Leadership Team
- Decide if a 'Travelling Team' is needed to provide support at the scene
- Ensure the security of your site and ensure the access gates are staffed to control access (elements of the press may well seek to gain access wherever they can)
- Make arrangements for relatives etc. to be catered for on site or nearby, if possible, while they wait for news

NB – It is well worth arranging for a different school site to be used to host parents as this will separate the media from families and guarantee some privacy

- Arrange for the return or onwards travel of the party, and/or arrange transport for parents to the scene/hospital
- Control communications and the flow of information to the affected group, parents, other Establishment staff (beware of other staff inadvertently starting rumours circulating)
- Control information to the media – use the expertise of your Employer's
 - communications team and direct all media enquiries to them
- Make arrangements for meeting the group back from the visit and returning children to parents
- Consider the possible need for future emotional support and care for anyone involved (don't forget other staff, young people and the Emergency Support Team as well as those directly involved)

Critical Response Team Longer Term Actions

Once the immediate threat has been managed it is advisable for the CRT to meet and review the following items:

1. How best to support the emotional and mental effects of the incident with the relevant participants?
2. What lessons can be learnt through the incident and the following response?

Appendix 2 – copies will be kept with the Bus packs in Reception

First Contact Emergency Action Card

On receiving a call

In the event of receiving an emergency call from a group on a Visit, remember they will be very stressed. You need to remain calm to be able to take down some key information without missing anything. Carry out the actions below, as appropriate:

1. Take down the following information:

Who is calling?
If you have more than one Establishment, which one are they from?
What is their role in the group (Visit Leader, Assistant Leader, Helper, Participant)?
What number can they be called back on should you be disconnected?
What has happened? What is the nature of the emergency?
What is the number and status of any casualties?
What is their current location?
What is the total number of people in the party?
Are they staying where they are or moving? If they are moving where to?
What help do they require?
What time did the accident happen?
What time is it now? If the group is outside the UK, what is the time difference?

2. Reassure them and tell them they will be called back once you have contacted a senior manager (within 30 minutes).

3. Contact staff in the following priority order and give them the information you have noted. *The table below should be completed with names and numbers of those who should be informed, in order of priority.*

Name	Telephone(s)	Mobile(s)
Katie Jarvis		
Victoria Hearn		
Jo Sale		

4. If you receive a call from the media or a Parent, refer them to a member of the senior leadership team.

Appendix 3 – College evacuation plan

This plan should be followed if the critical incident team take the view that the College site presents a serious risk to staff and students and an organised evacuation needs to take place.

1. Trigger the fire alarm to assemble all students on the playground in their tutor groups.
2. Once the register checks have taken place – send the tutor groups, to be accompanied with staff, to leave the College site via the New Road entrance to walk to the Histon Football Club Stadium. This should be done in an orderly fashion, single file, with staff being extra vigilant of students remaining on the footpath.
3. Houses will congregate in the following stands where a second register check will be taken to ensure safe arrival
 - a. Keller and Parks House to the Main Stand
 - b. Turing & Wallenberg House to the opposite stand
4. From this point the students can be safely based, in the dry, until a decision is made regarding sending students home and organising buses to pick up from the stadium