



Hemingford Grey

SCHOOL

CRITICAL INCIDENT PLAN

Condensed for website with removal of sensitive information

Date last reviewed and approved:	October 2017
---	--------------

Other relevant documents attached:

- **Critical Incident Plan Summary**
- **Guidance for Major Incident Occurring on an Out of School Activity (Group Leader)**
- **Guidance for Major Incident Occurring on an Out of School Activity (Headteacher)**
- **Critical Incident Management Plan**

1 Introduction.

A critical incident can be defined as an incident, which overwhelms or overcomes the coping strategies and strengths of those involved. (Gibson 1999).

In Cambridgeshire schools, this has included:

- Arson attacks on schools;
- Pupil suicides;
- Major fire;
- Violent attack on a fellow pupil and a member of staff;
- Road traffic accidents involving fatalities within a school community.

It is important to have a structured and staged approach in response. This is a key factor in successfully supporting those involved in school readiness and emergency planning. (Yule and Gold, 1993).

The aim of the Critical Incident Plan (CIP) is that in the event of a crisis the staff has already been trained to deal with such a situation. The school's activities and scope have been risk assessed before hand to identify potential crises and to impose controls. If the school is shut off from access, back up documents exist so that the school as a body can continue to function in some form. Pupil/ staff details and emergency contact details will be available. Members of staff are aware of their responsibilities during and after an emergency.

1.1 Description of School

Hemingford Grey Primary School (HGPS) is located in the village of Hemingford Grey, approximately 1.5 miles from the market town of St. Ives. It is a single storey building constructed in four main phases. The first building was erected in 1903 and is brick built with a tiled roof. It was extended in the next phase to construct the hall and infant block with a flat roof. The third phase was in the late '90s when a further classroom block was added using materials similar to the original. Finally, the fourth phase was completed during 2014 when a further three rooms were added using materials similar to the original and giving playgroup a base within the main body of the school. The school has approximately 270 pupils, aged 4-11 years, in nine classes. This number is set to increase over the next two years to 315.

In addition the site is used by Skools Out, which is an out of hours club, a dance class, a badminton club and a church youth group 'Kings Kids'.

HGPS is situated in a rural area and is bounded on two sides by farmland; the other sides being residential.

The school is not designated as a rest centre by Huntingdonshire District Council and would only feature in Cambridgeshire County Council's Emergency Plan if the use of other buildings, including secondary schools, is insufficient.

It is sited approximately one mile away from the A14, which is a major transport link, and County has confirmed that, in the event of a major incident on this road, it may be possible that the school be used.

The nearest full time emergency services are based at Huntingdon, which is approximately 10 minutes drive away. In addition there is a retained fire station at St Ives, which is approximately 7 minutes drive away.

2 Potential Critical Incidents

There are two types of school critical incidents that may affect Hemingford Grey Primary School:

1. **In school/ on site crises.** These would include death through accident or illness, fire, flood or violence.

At HGPS factors to be considered are:

- a) **Accidents** occurring in the playground. The hazards are injury through collision with structure or other pupils, structure failure, inappropriate use of play equipment. The controls in place include the use of playground supervisors who collate information on incidents and act as a deterrent, the safety checks of the play equipment, which are recorded. Children are encouraged to reflect on safe play and to report to the office any circumstances that may cause risk.
- b) **Illness such as Meningitis.** Guidelines are given in the Health and Safety Management in Schools how to deal with such a crises. The guidance includes guidelines on how to tell the children and contains proforma letters.
- c) **Violence.** The hazards are injury/ death to a pupil or member of staff/ public from a violent act by either a pupil, or an outsider to the school who is there either by invitation or an intruder. The school has a security lock on the front entrance. The rear doors to classes 1 and 2 can only be opened from the inside. The other doors to the outside are fire doors that are closed during lesson time. Playground supervisors or staff are always present when the children are outside. Procedures are followed where invited people to the school are regarded as possibly dangerous such as seeing people with more than one member of staff. There is also the hazard of violence from staff or authorised helpers. The control in this case would be the use of staff/ helpers etc. who have been DBS checked so that people with previous relevant convictions will not be used.
- d) **Fire.** The hazards are injury/ death to pupil(s) or member(s) of staff/ public. The controls in place to ensure that the risk remains low are: a comprehensive fire risk assessment; ongoing staff inspection; termly health and safety inspections, annual inspection of fire fighting equipment; weekly inspection/ test of the school's fire alarm system which is logged; emergency lighting systems tested half yearly by the school and annually by a maintenance engineer and recorded. Fire drills are carried out at termly intervals. All actions relating to fire safety are listed in the fire logbook, appended to the Fire and Risk Manual. In case of a major fire where the site has to be evacuated, arrangements are in place to hold the registration at the far end of the playing field and then to escort the children to the emergency off site building.

Permission has been given to use the Parish Centre, which is manned during school hours and has phone facilities.

- e) **Bomb Scare/ Threat of Terrorism.** This can be considered unlikely however procedures are in place for evacuation to an offsite building. Registers are to be taken at the end of the school field prior to the children being escorted to the Parish centre as above.

- f) **Road Traffic Accidents.** The hazard relates to both cars on the road outside which becomes very congested and also from unauthorised use of the school car park, particularly by parents who use the loop to turn around. Cambridgeshire County Council has put traffic calming measures in place, which have included speed cushions. The speed limit is an advisory 20 mph whilst in the times when the school is heavily trafficked and a fence has been erected by the side of the road. Parents are advised periodically by use of the school newsletter not to drive into the school car park with reminders about safe driving practices being sent both to parents and displayed in the village shop and parish room. Parents are encouraged to report and incidents involving careless driving to the community police via 101. Where there are vehicle movements and pedestrians, particularly young children, there is always a high risk of injury.

2. **Out of school/ off site crises.** These would include death/ serious injury on a school trip or tragedies involving several schools such as the Hillsborough football disaster.
The school undertakes several off site activities during the course of the school year. These include residential trips.

All activities undergo a risk assessment and full details of pupils and staff on the trip, including relevant medical details, are retained at the school for the duration of the visit.

The risk assessment should cover in detail all aspects of the trip from the pick up at the start of the trip to the point when the pupils are delivered back to their parents. It should include such matters as:

- a) The coach company should be assessed by looking at the road worthiness of the vehicle; safety features such as seat belts; suitability of the drivers i.e. how long will the journey take, will more than one driver be necessary to prevent fatigue? Has the driver had sufficient rest period prior to taking the children? Reputable coach companies will not mind answering such questions.

- b) Are any stops necessary on the journey? Toilet breaks etc. What are the facilities like in terms of health and safety?

- c) Accommodation. Is it secure? What arrangements are in place to ensure that no one can break into the premises? Is accommodation staff on the premises at all times? Have these been CRB checked if necessary?

- d) Activities. These are risk assessed prior to the trip. All possible hazards on the trip must be assessed including travel to and from the

main activity. For example, if children are going on a hike, will they come into conflict with road users or is the route all off road? If it is off road, is the route sufficiently marked or do the adults need to read maps and compasses? What if the weather turns inclement? What if a pupil becomes ill? Etc.

3 Critical Incident Management Team

See Critical Incident Management Plan attached.

4 Critical Incident Room

In the event of a critical incident off site or where the school buildings are usable, the critical incident room has been identified as the Headteacher's office. This room has telephone and internet facilities.

5 Visitors During a Critical Incident

In general, visitors should be discouraged from entering the school grounds during a critical incident situation. This is particularly obvious if there is a risk to life such as fire, etc. It is also prudent if there has been other incidents due, for example, to violence in one part of the school or indeed if the incident happened outside the school. This is to prevent further strain on resources and to ensure that the visitors do not come into danger or pose a hazard by their presence.

In the event of an emergency either off site or on however, it must be considered that worried parents may turn up at the school requesting news. These should be seen briefly by the relevant Phase Leader and, if appropriate, be requested to leave with the promise that regular bulletins will be issued by the press officer. The lack of available space for them to wait and the fact that their presence will tie up a member of staff should be stressed. If it is not appropriate for the parent to leave or if the parent refuses then, if possible, either a classroom, which has been vacated due to the teacher being in the CIMT, or possibly the staff room, could be used as a waiting room. If possible the press officer may be able to update these parents regularly but in any case they will need supervision and be told that any unaccompanied walking around the school will result in removal from the premises.

The County Council press officer should brief members of the press. If the press officer is not yet on the scene, depending on circumstances, it may be prudent to advise that the school is dealing with an incident however all details are not clear and further information will be provided in due course.

6 Evacuation Procedures

Evacuation routes from each area are via the closest outside door Signs show the way to exit from corridors. If there is no alternative evacuation route due to, say fire, then all classrooms have access to the outside via windows.

Assembly is on the KS2 playground or, if the threat is larger, to the far end of the school field. Registers are taken electronically at the start of the school day and after lunch. A report is generated daily of all children who are absent which is kept at the school office along with a manual record of any children who have arrived and left school during the

school day. The Office Manager would be responsible for bringing these out of the school to the assembly point. The Office Manager will also remove the school's CIP and grab pack if possible. Registers will be kept close to the CIP grab pack.

All visitors to the school have to sign in the visitor book. The member of staff who they have come to see should escort them to the assembly point. The Office Manager is also responsible for bringing out the visitor book so that all persons can be accounted for.

Evacuation signs, stating that the school has been closed and where to collect the children, have been prepared and are kept in the school office. These will be removed by the office staff on evacuation and, if safe to do so, will be placed on the fence adjacent to St Ives Road. A sign will also be placed in the village store.

Following registration the children will be escorted to the Parish Centre and Reading Rooms.

The class teacher will be responsible briefing of the children and their continued support.

Regular briefings will be undertaken in order that all members are up to date.

Office staff will contact parents with a request to collect their children. They should be seen at the porch and the relevant children collected calmly by staff. The space will be tight and the sight of the parents may cause emotional outbursts and possible unrest.

Playgroup will be informed by a member of staff that the school is evacuated. The playgroup should be advised when the school is holding a drill. They will evacuate into the playing field; it is unlikely that the two groups will conflict.

7 Post-Disaster Management – Recovery

The Headteacher is identified as having responsibility for ensuring continued support.

Likely continuing needs should be discussed with relevant professional staff.

Contact numbers for all support agencies are listed under Section 9.

8 Checklist for Responding to a Critical Incident – issues requiring immediate action

The checklists, issued by the County council, for guidance in the event of a critical incident

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Gather information	<ul style="list-style-type: none"> • What happened/where/when. • Call the emergency services if necessary. • How many involved; who are they? • Name and contact numbers of adults at location of incident. • Details and location of injured (severity, name of injured and supervising adult(s) names(s) / contact number). • Details and location of non-injured names, and supervising adult(s) name(s) /contact number. • Has anyone else been informed e.g. emergency services (what were they told?) • Ensure Education Officer for school and Chair of Governors are informed. 						
2. Call a meeting of the Critical Incident Management Team (CIMT) for briefing	<ul style="list-style-type: none"> • Assign tasks and ensure each individual knows what is expected and logs their action on a central log of events record sheet. • Consider whether you may need to close the school. • Identify a member of CIMT as the person to co-ordinate information. 						
3. Establish a base for CIMT to operate with dedicated phone use	<ul style="list-style-type: none"> • CIMT to agree a statement for all incoming calls, which can be managed by properly briefed staff or via informative answer phone messages where not all school lines can be operated personally (e.g. after school hours). • CIMT to brief personnel having direct links with public/media (factual brief statements only). (Discourage any speculative discussion; route all press enquiries to County Press Office in the case of a serious incident.) • Establish press release in conjunction with the County Council Press Office. • Ensure telephone line(s) or mobile phones for outgoing calls available. • Action the 'telephone cascade' for staff and governors [where appropriate] to keep information flow fast and accurate. 						

<p>4. Contact families whose relatives (children and adults) are or may be involved</p>	<ul style="list-style-type: none"> • Should be done quickly and with great sensitivity, preferably by a CIMT member – but remember it is the responsibility of the police to notify next of kin in the event of a death. • Consistency of information is essential, therefore use agreed statement and most up-to-date information from your contact adult on the site. • Try not to leave messages or use extended chains of communication. • Establish a reception base for concerned relatives coming to the school. • Ensure people who can comfort and inform relatives staff this. • Maintain direct contact with this base. 						
<p>5. Prepare general information for all parents/staff/governors.</p>	<ul style="list-style-type: none"> • If you have concerns about issues of legal liability or the likelihood of police action, any further information should be drafted with the help of the appropriate Education Officer. S/he can check with relevant agencies before letters are issued to the wider school community. • Information should be simple, factual, express sympathy, concern, and should indicate when further information may be offered. 						
<p>6. Briefing school staff and governors.</p>	<ul style="list-style-type: none"> • Ensure CIMT have a schedule to brief staff on a regular basis. • Ensure all staff (teaching and non-teaching) and governors are discouraged from speaking to the media. This responsibility should be referred to a named person in the team and/or the County Press Office. 						
<p>7. Briefing pupils</p>	<ul style="list-style-type: none"> • Usually best managed in class or tutor groups by adults best known to the pupils. The agreed statement can then be delivered in a way that is age-appropriate to the group. • A large gathering can generate hysteria, which can become a management problem in itself. 						
<p>8. Briefing the media</p>	<ul style="list-style-type: none"> • By contacting the County Press Office at the earliest opportunity colleagues can liaise swiftly to direct press interest away from the school and CIMT, who have enough to arrange initially. • The County Press Officer can act as the local agent for media enquiries and can enable you to continue to manage the internal situation. Keep the Press Officer well briefed at all times. • Even if you have good links with local media, it is advisable for any enquiries to be directed to the County Press Officer. • If you have training sessions for CIMT on a regular basis, you may wish to invite a member of the County Council Press Office. 						

9 Checklist for Responding to a Critical Incident – Issues to be dealt with as soon as possible

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Ensure continuing support for needs of pupils, staff and relatives of those involved in the incident is planned.	<ul style="list-style-type: none"> • A member of CIMT is identified as having responsibility for ensuring continuing support. • Your Education Officer may have mobilised help from a variety of agencies able to offer support and counselling to those immediately affected: <ul style="list-style-type: none"> – Educational psychologists – Experienced counsellors – Social Services – Child protection staff • You need to discuss likely continuing needs with relevant professional staff. Local religious communities may be able to contribute or take a lead in providing a longer-term focus for support. • You may want to make a detailed plan of who can offer types of support and for how long this can be continued. 						
2. Provide a focus for expressions of sympathy if appropriate.	<ul style="list-style-type: none"> • You may wish to place a table in the foyer or a vase of flowers, with a book for tributes/condolences. Sufficient space for items of remembrance may be helpful – the public and the school community may wish to place flowers or other tributes which can block fire exits or emergency service access points if not managed. • It may be more appropriate to negotiate a location away from school, i.e. church or public building. 						
3. Further information Bulletin.	<ul style="list-style-type: none"> • In your statements to the press and letters to the wider school community, you should indicate when you expect to be able to give more information. Try to honour this even if the update is very limited. You will create tension or possibly aggravate recipients of your information if your timescales are not adhered to. • Clear your letters and statements with the County Press Officer and Police if necessary. 						

10 Checklist for Responding to a Critical Incident – Supporting the people involved. Action extending over time

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Share information and advice about what has happened (this will apply immediately but will continue).	<ul style="list-style-type: none"> All staff will need information about what has happened. Staff should be advised about how to talk to and support children. Information should be provided for staff on counselling available to pupils and to themselves. Parents may need information and advice on supporting and getting help for their children. 						
2. Acknowledge the consequences of the event on the school's community, their reactions and feelings..	<ul style="list-style-type: none"> The incident may cause stress throughout the school. Acknowledge openly that the incident may affect people (children and adults) emotionally in different ways and at different times. Recognise that the behaviour, concentration and performance of children and adults may change. Recognise that not all staff will feel able to support others. Be aware of staff that is taking the brunt of supporting others, and ensure that they, too, receive support. 						
3. Provide opportunities for pupils and staff to express personal reactions (immediate and continuing need).	<ul style="list-style-type: none"> Pupils should be encouraged to talk about their feelings in class, smaller groups, or individually, with active listening. Some pupils may show signs of needing support beyond the staff's competence or confidence. Extended counselling should be identified (with parental permission). Staff closely affected by the event should have opportunities for debriefing and counselling if they require it. Staff responsible for managing the critical incident should be offered supervision and relief. Some adults and children may need therapeutic help for an extended period after the event. 						

<p>4. Consider the overall response of the school.</p>	<ul style="list-style-type: none"> • The CIMT may need to consider: • Attendance at a funeral. (It will not normally be appropriate to close the school – check with Chair of Governors and Education Officer.) • Visit(s) of staff/children to hospital. • Expressions of sympathy to families affected. • An assembly or service to mark the event. • A memorial in the school or school grounds. It is advisable to consider this carefully and ensure full consultation with all parties. 						
<p>5. Re-establishing normal routines.</p>	<ul style="list-style-type: none"> • Normal routines should be established as soon as possible as these provide security and stability at a time of stress and/or emotional upheaval. • Bear in mind the need to create time and space for thinking and grieving about the event. • Pupils should be encouraged to resume normal attendance. • Children who cannot attend school due to injury or distress may need other ways of maintaining the contact with the school and school personnel. • Consider how/when personal effects of deceased pupils should be removed. 						

11 The Role Of Support Services:

11.1 The Education Officer

The relevant Education Officer will in most instances be the first point of contact for the school. An emergency contact card containing senior Officers' home telephone numbers is available in school. These numbers are confidential and should be used only in an emergency.

The Education Officer, in conjunction with the school, will determine whether an incident is critical. The Education Officer for the school will act as a key contact between the school and internal and external support agencies, mobilising and co-ordinating resources as required. Specific support services involved may include:

Educational Psychology Service
Education Welfare Service
PSHE Service
Primary/Secondary Support Service
Press and Public Relations
Social Services
Civil Protection Unit

Contact for further information:

Chris Meddle (Education Support Officer)
Box ELH 1506
School Effectiveness
Castle Court
Castle Hill
Cambridge CB3 0AP

The Education Officer provides a key-supporting role to a school dealing with a critical incident.

11.2 The Education Psychology Service

Schools facing a critical incident will invariably find themselves inundated by external agencies offering support and advice in the immediate aftermath of an incident. The school community, e.g. teachers, governors, parents and children will, on some occasions, quite naturally request that they be allowed to mobilise and organise their own support networks.

However, there are also some circumstances where schools will require extra support in dealing with a critical incident. The Educational Psychology Service (EPS) can provide specific information, moral support, advice and a trusted sounding board at this most difficult of times. For example:

- They can provide specialist support to assist staff and children through the planned response to a critical incident.
- Psychologists could work with staff groups to plan responses with affected groups of children.

- Information and resources could be provided about possible reactions to traumatic events.
- Referrals for specialist counselling services could be provided.
- Critical incident stress debriefing techniques could be explored with staff and children.

All types of support are initially negotiated between staff and the educational psychologist concerned. In some cases this will be the school educational psychologist, in other instances other educational psychologists may offer support with specialist interests in this type of supportive work.

11.3 Education Welfare Service

Following a critical incident some children may be apprehensive or reluctant about attending school. School staff will obviously be sensitive to this and will endeavour to reassure and support children. It may, however, be necessary in some instances to involve the Education Welfare Service. Each school has an allocated Education Welfare Officer who will be able to offer help and advice. Individual cases may be referred to the Education Welfare Officer who will be able to undertake home visits and to involve other services or agencies as necessary.

Contacts for further information:

Education Welfare Service

Locality Manager
Broad Leas Centre
Broad Leas
St. Ives
Cambs
PE27 5QB

11.4 Personal, Social and Health Education Service

The Personal, Social and Health Education Service provides the framework for a number of key initiatives and services relating to the personal development of young people in school, community and youth service settings.

This includes support for schools in delivering the PSHE and Citizenship curriculum in primary, special and secondary schools, leadership in drug education and important partnership projects, including the Cambridgeshire and Peterborough Health Promoting Schools Initiative.

An important component of their work is helping schools prepare for when critical incidents may arise. This can happen, for example, through advising on appropriate policies, working within the curriculum, and involving parents, carers and the community. This work includes guidance on managing drug-related incidents through an ICT CD Rom resource and important areas such as addressing issues of loss and bereavement with children of different ages. Many schools, as part of the development work towards becoming a Health Promoting School, choose to address these issues.

They also stand ready to advise and support schools in the context of an incident, particularly in terms of appropriate responses with the whole school community – for example, how staff may choose to talk to and with children after the death of a pupil or adult. They can also advise on or confirm appropriate steps to be taken in the event of

incidents such as pupils being found in possession or under the influence of illegal drugs. This would include outlining the options for schools and also directing them towards other specialist sources of advice and support.

The Personal, Social and Health Education Service has produced bereavement guidance (Managing Bereavement in Cambridgeshire Schools) a copy of which can be found in all schools.

Contacts for further information:

PSHE Service
Box No DRY2102
Dryden House
St. Johns Street
Huntingdon
PE29 3NU

11.5 Cambridgeshire Access and Inclusion Service

The Primary Support Service would work in close liaison with other services involved, in particular the Educational Psychology Service and Child and Adolescent Mental Health Services (CAMHS) in order to negotiate a level of support with which the schools would feel both comfortable and appropriate.

A significant number of the Specialist Social Emotional Behaviour Support teachers within the Service are fully trained counsellors and so they can provide counselling at an individual pupil/student level or in small groups. It is always necessary to obtain parent/carer permission before counselling commences but counsellors are always willing to help schools approach this topic with parents and carers. The duration of the counselling period will be determined on the basis of individual needs.

Two of the counsellors are also able to work with adults.

For further information contact:

Specialist Teaching Team – Hunts
7 The Meadow
Meadow Lane
St Ives
PE27 4LG

11.6 Press And Public Relations

IN THE EVENT OF AN EMERGENCY OR CRITICAL INCIDENT, ALWAYS INFORM THE COUNTY PRESS OFFICER

Briefing the media

Hopefully you will have already been working effectively with your local paper and possibly Radio Cambridgeshire to publicise *good news* events. A positive relationship will be helpful in the event of bad news since your contacts will know that you will share information when you have it and be direct in the messages you need to get across. Your immediate call to

your Education Officer at the outset of the critical incident will enable the LEA to mobilise the Press Office on your behalf. Your Education Officer may be able to handle much of the press interest to leave you free to manage the situation; however, there may be occasions where a radio or TV interview may be required.

Key Points

Agree all press statements with the County Press Office.

Ensure that all information to the media comes through a single reliable source, keeping the Press Office briefed at all times.

Demonstrate control and reassure in a factual way that everything is being done to control the situation and minimise its consequences.

Set minds at rest where possible and counter dangerous rumours. In an interview, present as caring, responsible and competent.

Provide as much information as reasonable; better the truth is published than rumour/gossip from a third party, but always stick to providing confirmed facts rather than offering observations and opinions.

Agree timing of press releases to avoid continuous pressure. In certain situations it may be helpful to set up a dedicated media response room.

11.7 The Civil Protection Unit

In serious emergencies, especially those relating to extreme weather or serious accidents/incidents, the Civil Protection Unit is able to mobilise a range of resources both from within the County Council and from other organisations. The Unit works closely with the emergency services, district councils, the voluntary sector, Military and Health.

The Unit has access to a communication Centre / Incident Control Room with a range of useful databases and facilities.

Where an incident requires the public to be evacuated from an area the Unit may well request the use of school premises to provide a Rest Centre. Separate advice is available on the use of schools as rest centres.

11.8 Social Services

Children's Social Services are able to support families in crisis by working in partnership with parents and liaising with other involved and relevant services. An important component of social work is a holistic approach that considers the needs of a child and his/her family within the community. Social workers aim to involve young people and children fully in decisions that affect them. Social workers have particular experience in managing risk and responding to crisis. Children's Social Services are delivered through local area teams and schools are encouraged to develop good links with their area team in the normal course of events.

12 Managing Critical Incidents Time Plan – use with checklists in sections 9–11

Task	Time Scale
Obtain as much factual information as possible at start of crisis.	Immediate
Alert Headteacher; Headteacher to alert the LEA.	Immediate
Activate the Critical Incident Management Team.	Immediate
Start the incident log.	Immediate
Make arrangements for handling the media.	Immediate
Carry out quick appreciation of immediate response required.	Within first hour
Select and set up control arrangements.	Within first hour
Call a staff meeting to give information.	Within hours if practicable
Inform pupils in a sensitive way – small groups if appropriate.	Within hours if practicable
Arrange a debriefing meeting for staff involved in incident.	Before leaving school
Arrange a debriefing for pupils involved in the incident.	Before leaving school

Even when the incident has ended, arrangements to return the school to normal could go on for some time.

Facilitate support for high-risk pupils.	Next few days, could go on longer
Funerals, rituals and memorials.	Next few days
Decide/agree a range of response and support measures. These have potential to run for many weeks/months.	As soon as possible
Suggested reading and other resources.	As soon as possible
Review and revise plans in light of experience.	As soon as possible

APPENDIX 1: Critical Incident Log

Incident

Date Page no.....

Time	Details of Incident	Action Taken	By Whom

Critical Incidents – Staff Cascade Telephone List (Primary Example)



