

# BEDE'S

EXCEPTIONAL

## SUMMER SCHOOL

### Critical Incident Policy

Eastbourne, Windlesham, Royal Russell, Dicker, Lancing & Brighton

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### Documentation Distribution

*Please delete as applicable*

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Parents on request	Y
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BC requirement to be on School website	Y
Parent Portal	N
Staff Hub	Y
Staff Induction & Staff Link Portal	Y
Limited Internal Use Only (state recipients)	

***This policy is considered a 'live' document and will be updated as statutory guidance is released***

**In policies St Bede's School Trust Sussex may be referred to as Bede's/the School/the Trust.**

**Bede's is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.**

## **Vision, Mission and Values**

### **Our Vision**

Where every child finds joy in their pursuit of brilliance

### **Our Mission**

We continue to craft a more joyful education.

- Cultivating a vibrant learning experience, motivating us to pursue our individual best.
- Providing a festival of opportunity, enabling us to discover new passions and develop new talents.
- Building a kind-hearted community, inspiring us to enhance the lives of others.

### **Our Values**

#### **Be Compassionate**

Because a caring community fosters belonging.

We expect our community to show kindness to people of all ages, genders and ethnicities, maintaining campuses where every person feels joyful and energised.

#### **Be Courageous**

Because fortune favours the brave.

We challenge our community to stand up for what is right, providing them with a safe environment where they can take bold action in pursuit of brilliance.

#### **Be Curious**

Because wisdom can be found off the beaten track.

We encourage our community to discover unlikely passions and hidden niches, releasing them into a wealth of opportunities inside and outside the classroom.

#### **Be Conscientious**

Because dedication is a spearhead of success.

We ask our community to throw themselves wholeheartedly into every endeavour, taking responsibility for their journey and inspiring others to do the same.

## **Policy Principles/Aims:**

This policy sets out to illustrate how Bede's Summer School will manage all events deemed as critical incidents on excursions.

## **Statutory Guidance:**

Not statutory.

## Associated Trust Policies:

### 1. Policy Statement

- I. Bede's Trust is committed to managing all Critical Incidents. This policy has been approved and authorised by the Director of Summer School.

### 2. Accountability

- I. The Director is responsible for ensuring Bede's Summer School is able at all times to respond appropriately.

### 3. Purpose

- I. To prepare how managers, house parents, academic and activity staff of Bede's Summer School will deal with events deemed as critical incidents, or that have the potential to become so. Also to meet the Management of Health and Safety Regulations 1999 requirement for 'Procedures for serious and imminent danger' and the Independent Schools Inspectorate requirement for 'Plans for foreseeable crises'.

### 4. Definition

- I. A Critical Incident is defined as "An unforeseen event that disrupts or threatens the Schools' strategic objectives, reputation, viability and/or safety of its staff and pupils, and cannot be resolved through local incident management processes."
- II. An incident becomes a critical incident when it constitutes a serious disruption arising with little or no warning on a scale beyond the coping capacity of the School operating under normal conditions, and in most cases is likely to require the assistance of the emergency services and/or others. The incident or event may be unanticipated, imminent or in progress. It may occur on the School property, in the local community or out of the School area (e.g. on a School trip).

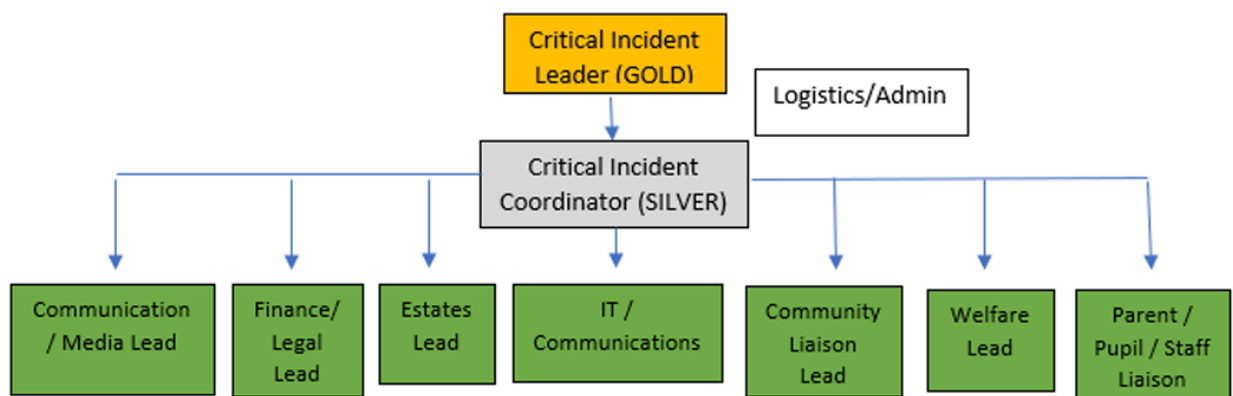
Examples of school related critical incidents:

- a) Fire and/or explosion in a populated area or school building;
- b) Minibus, coach, ferry, train, plane crash involving a School party;
- c) Suicide of a pupil or member of staff, possibly with associated scandal;
- d) Violence towards staff or pupils i.e. a dangerous or threatening intruder;
- e) Death or serious injury of pupils or staff;
- f) Death or serious injury arising through interpersonal violence;
- g) Civil disturbance in the locality (e.g. Dunblane type incident);
- h) Natural disaster affecting the locality (e.g. Aberfan type incident);

g) Terrorist attack.

## 5. Critical Incident Management Plan

- I. Bede's is committed to ensure that a suitable and complete Critical Incident Management Plan is in place to enable the trust to deal with any such event.
- II. They will employ competent and qualified persons to help with the structure of this plan and will ensure staff receive suitable instruction and training dependent on their role within the trust.
- III. In the event of a critical incident the following roles will be allocated along with any others that would be relevant to the type and scale of the event:



## 6. Resources

- I. Bede's will seek to ensure that sufficient staff are pre-nominated to fill the various Critical Incident Team functional roles identified in paragraph 4 above.
- II. Bede's will ensure that suitable facilities are available at all six sites to deal with any Critical Incident, including but not limited to: designated Critical Incident Management Office containing all necessary equipment and facilities, IT services, Critical Incident Command Boxes containing radios, torches and hard copies of any required documents.

## 7. Welfare Support

- I. Bede's understands the importance of welfare support throughout any critical incident and also after they have been concluded, as these events can have significant long-term impacts on people and Bede's is committed in supporting people to ensure their wellbeing.

## 8. Critical Incident Preparation before Excursions

- I. Bede's understands that planning for safe off-site visits will help ensure staff are both better prepared and more confident in their ability to respond effectively to an emergency. When preparing for off-site trips, Activity Manager (along with the help of the Senior Activity Leader) should:
  - a. Consider risks
    - the likelihood of the intended destination (town/city), venue or transport hub being at risk of terrorist attack

- leading up to visit, keep aware of activity happening in the area of the destination/venue via the venue website, social media or other local authority websites, (in London can be done via the TFL website <https://tfl.gov.uk/> (major works and events page), national or local radio.
- b. Have an alternative
  - for off-site visits, there should be an alternative venue plan ready in case anything happens
  - e.g. in case of a terrorist attack in London, a stock of two or three alternative excursion plans to less high-profile destinations (such as Eastbourne, Worthing, Hastings) should be available to fall-back on throughout the summer.
- c. Prepare to be safer at the venue
  - before the visit, plan a nearby emergency meeting point in case the group is forced to move and gets split
  - identify possible safe areas/refuges near your destination (e.g. largish hotel) that could be used as an emergency shelter and highlight it on the excursion plan / visit map
  - on arrival at the venue, ensure the excursion leader(s) identify other areas which may be safer (e.g. to hide) if escape is not possible due to the nature of the emergency
- d. Prepare for medical incidents
  - Provide staff taking off-site visits with the name, address and phone number of the closest A&E hospital to the venue being visited.
  - have sufficient first-aid trained staff on trips who can deliver basic level first aid competently
  - send groups off-site with sufficient and fully stocked first aid kits
- e. Staff safely
  - Identify the excursion leader for visit (select the person most suited to lead role)
  - identify a number 2 or several number 2s if a large group will be split
  - be clear about the chain of who assumes the lead role if the excursion leader is not able to do that
  - roles may be pre-allocated to members of the visit team, or more practically, the Activity Manager or Senior Activity Leader allocates staff to roles, for example, in the event of an emergency:
    - one to contact emergency services
    - a trained first aider to attend to potential casualties
    - another to move the non-injured to a safer place
    - another to contact their centre office
  - include basic emergency procedures in staff excursion packs and ensure staff have read and understood these procedures
- f. Plan for safer communication
  - Bede's staff to have every student's mobile phone number and these to be included in excursion packs
  - Excursion smartphones are provided so consider making 'WhatsApp' groups for trips, or consider using apps such as <https://www.life360.com/> to allow for quick messaging to everybody at the same time
  - In the excursion meeting before the trip departs, students should also be made aware of the basic procedure in the event of an emergency:

- must listen to group leaders' instructions
- in the case of a critical emergency (e.g. terrorist attack), staff will tell students to "run, hide and tell"
- explain in clear English exactly what that means, e.g. get away from danger, find a safe place to hide and when safe, contact Bede's staff
- As is the normal procedure on an excursion, the Senior Activity Leaders and Activity and House Leaders must ensure they are:
  - conducting regular roll calls and registers
  - ensuring students over the ages of 12 are staying in their groups of three
  - stringently enforcing boundaries that students must not go beyond during shopping or their free-time and appropriate off-site ratios
- g. Pre-visits documents
  - All these are evidence that trip was properly and safely planned:
    - risk assessment for the visit
    - ensure staff have read the Critical Incident Policy
    - excursion information packs have been provided for staff including
    - names of everyone on the visit
    - group information (students, staff)
    - phone numbers for everyone
    - medical information for those with conditions or taking medication
    - nearest A&E hospital name, address and phone number
    - itinerary + route map
    - safe refuge locations for venue(s) / tourist sites / transport hubs on the itinerary
  - Whilst Activity Managers will predominantly be responsible for planning off-site trips, it is important that all staff involved (including Senior Activity Leaders, Activity and House Leaders etc.) should refer to these guidelines so that they are aware of the aforementioned issues.

## 9. Critical Incident Procedure for Staff on Excursions

- I. If there is an emergency at any time during an off-site trip, activity or excursion, the following procedures must be implemented immediately:
  - a. Immediate action
    1. The Senior Activity Leader (or whoever has been allocated lead role) assumes control or, if not able to (e.g. due to injury), the next person in the chain takes the role.
    2. If in the midst of a critical emergency such as a terrorist attack, the aim is to ensure safety, so staff and students should all know to 'Run, Hide, Tell'.
    3. In other words, get away from danger, try to find a safe place (anywhere to hide or a refuge that can be locked to keep out danger), call the emergency services or Bede's staff.
    4. Assess the situation; exactly what has happened and what is the extent of the problem.
    5. Make sure all members of the group are accounted for, safe, adequately supervised and know what to do to remain safe.
    6. If anyone is injured, establish the extent of the injuries and administer first aid that will preserve life / prevent the condition worsening / aid recovery, i.e. treat for shock (keep warm and reassure).

**b. Communication**

7. Contact the relevant emergency services (give the leader's name, the organisation name, location, type of emergency, number of injured and action taken so far).
8. Contact the Activity Manager / Centre Director (if no signal, go into a shop, business or house to access a landline – the centre office must know as soon as possible).
9. Work with them to manage the incident.
10. The Activity Manager / Centre Director to be in contact with Head Office and provide regular updates.
11. Do not contact parents / agents / outside agencies; this to be done by Head Office and the Centre Offices.
12. Do not speak to the media, refer them to Bede's Summer School Head Office.

**c. Subsequent Action**

13. Move the group away from the scene of the emergency to a pre-identified or any safer location.
14. If students or staff are injured, move uninjured members away from the immediate vicinity of the casualties and to a safer place.
15. In both instances, ensure groups are:
  - adequately supervised (for students)
  - in a safe place
  - reassured (the attitude of the staff is very important in this – they must be calm, positive and measured)
  - protected from the elements
16. Start keeping records/logs as close to 'real time' as possible.
17. Excursion leader(s) to continue managing the incident whilst ensuring the Activity Manager / Centre Director are continually being updated.
18. Leader's attitude and manner are very important; remain calm, measured, caring and reassuring and require all staff to do the same.
19. If there are casualties and they are going to hospital, ensure they are accompanied by a member of staff, who has any medical info too.
20. Depending on the severity of the emergency, the aim is usually to return the group to the centre as soon as is practical.

**10. Responding to an emergency – on-site procedure for Centre Office****I. Emergency Response Support Team (Centre Office)**

- Centre Director (Leader)
- Activity Manager (Second Leader)
- Welfare Manager (Second Leader)
- Academic Manager
- Administrators
- Other members of staff on-site

- II. When an emergency happens, it is crucial that Bede's staff working within the main offices of each centre are prepared to react effectively and provide the appropriate support to staff working at the emergency. In the event of an emergency, the Summer School Head Office will become the control centre, whilst the Centre Offices will work along side Head Office to



deal with the issues that are either directly, or indirectly, affecting their Centre. On the receipt of a call with news of an emergency, staff in the Centre Office and on-site should adhere to the following procedures:

#### **a. Immediate action**

1. Leader (Centre Director) assumes control, or if not able to, next person in the chain takes control (e.g. Activity Manager or Welfare Manager).
2. Alert Head Office.
3. Alert other members of the emergency response support team (first other members of the office team and then the rest of the staff on-site).
4. Assess the situation based on information given by Excursion Leader or Activity and House Leader who has called in the emergency:
  - i. Exactly what has happened?
  - ii. Extent of the problem?
  - iii. Are the students and staff on the trip safe and accounted for?
  - iv. Are students adequately supervised?
  - v. If anyone is injured, establish extent of injuries
  - vi. Which (if any) emergency services have been called?
5. Based on this information, immediately start a log of events using the prepared form (see under policies / welfare /critical incident log).
  - i. Log should include all communications, showing times, names of those involved and actions taken.
  - ii. All incoming calls about the emergency should be logged and responses recorded.
  - iii. Log to be controlled by the Centre Director and members of the emergency support team.

#### **b. Following and ongoing action**

6. Ensure one member of the emergency response team goes online and continually monitors information about the emergency itself.
  - i. Is there help available in the area of emergency?
  - ii. For example the offers of shelter, support provided by locals (as was done following the Manchester and London attacks).
7. Where possible, maintain regular contact with staff on the ground at the emergency (Senior Activity / Activity and House Leaders etc.) and ensure Head Office is also updated.
8. If the trip location is close by, assess whether more support is needed at the scene of the emergency:
  - i. Are more staff required to travel from the centre to help find missing students?
  - ii. Replace injured staff
  - iii. Meet casualties at hospital
9. Depending on the severity of the emergency, the aim is to return the group to the centre as soon as possible and preparations will need to be made for their return:
  - i. Will students/staff need food / drink / access to medication?
  - ii. Consider emotional needs – staff on-site need to be supportive and caring rather than questioning; ready to listen to students/staff if they want/need to talk.
  - iii. What has to be done by support staff already on-site once students return?

#### **c. Communication**



In the case of a critical emergency during an off-site visit, even if your centre has not directly been affected, news will travel fast and external stakeholders (e.g. parents/agents) will want to be contacted quickly (if they haven't already contacted your centre directly). The protocol for communication is as follows:

10. Once the Centre Director / Leader is happy with the accuracy of information about the centre's students, contact the Head Office and inform them that you will begin the process of contacting external stakeholders.
11. Once Head Office gives the all clear, contact:
  - i. next of kin / agents of any serious casualties; people may want to make immediate travel plans to come and see them
  - ii. next of kin / agents of non-serious casualty group members
12. When contacting external stakeholders, be factual, honest and reassuring.
13. When practical and safe (e.g. during the journey home to the centre or back at the centre), staff to ensure students call their parents so that they are 100% sure their child is OK.
14. Contact other stakeholders who need to know about the situation:
  - i. Catering Staff
  - ii. Transport Providers
15. NO centre staff to deal with Media enquiries – all media enquiries to be directed to the Head Office.

#### **d. Emergency Log**

16. Based on the emergency log kept throughout the incident, emergency procedures should be reviewed:
  - i. How effective was the response?
  - ii. What lessons can be learnt?
17. Send logs to the Head Office so they can be compared / reviewed in line with those that were recorded from the Head Office.

### **11. Training and Testing**

- I. The Board of Governors are committed to ensuring that all members of the School's Senior Leadership Team, and staff who are members of the School's Critical Incident Team, receive appropriate professional development training.
- II. The Critical Incident Plan should be rehearsed once per academic year after appropriate training of any new staff that may be involved; a table top discussion will suffice although a "live" exercise should be undertaken at least once every three years.

### **12. Review**

- I. This Policy and associated Plan will be reviewed after any Critical Incident event, which will be defined by the formation of a Critical Incident Team. Otherwise, reviewed annually, to ensure it remains current and effective.