



Critical Incidents Policy

Effective from March 2020

Background

1. The Mill Hill School Foundation is developing a comprehensive Critical Incident Response and Recovery Plan (CIRRP) to guide its response to the most serious type of critical incidents (e.g., major arson attacks, fatal road traffic accident, and serious injury on educational visit/trip, student suicide, death through meningitis or other acute/chronic illness). This Plan is expected to be complete during the Spring Term 2020 and all staff will be encouraged to be familiar with the content of this Plan and to know its location. A simplified emergency situation preparedness action plan based on the CIRRP is attached to this Policy
2. It should be remembered that every incident will be different and that an approach which is flexible and highly sensitive to the circumstances will need to be adopted in the event of such an incident affecting Mill Hill. This Policy and the CIRRP provide the framework for the Foundation response in the event of a critical incident.
3. The policy and guidance document are designed to encourage and support pre-planning. The way in which an incident is managed will be entirely dependent upon the individual circumstances of the situation and, as such, leadership of dealing with these situations will be undertaken by the Head or by a designated member or members of the Senior Team.

Emergency Procedures

4. This describes the procedure that will be carried out in order to ensure appropriate management of an emergency. As noted above, every incident will be different and the details of how to deal with a specific situation will be decided upon by the Chief Executive Officer (CEO), Head and/or by designated members of the Senior Team.
5. The Head is the first point of contact with regard to an incident in his/her School, or in the absence of the Head, the Deputy Heads, or in their absence, the person appointed by the Head to stand-in when both the Head and the Deputies are away. The CEO has responsibility for the overall Foundation response and for support and advice to the Head or his/her nominated deputy. The Director of Operations (DO) is responsible for supporting the CEO and/or Heads in managing the response. The following information takes into account the advice issued in the Government leaflet, 'HM Government Preparing for Emergencies' sent to all homes and schools in the UK.
6. **Informing the CEO/Head and the Emergency Services.**
 - a. If the emergency occurs on site the Head must be informed as soon as possible and the appropriate emergency services called. The CEO should be notified after the Head and emergency services have been called. The first adult on the scene will have to use common sense as to whether the Head or the emergency service is to be called first. Ideally, as someone telephones the services, another person will go to find or telephone the Head. If in doubt, call the emergency service first. Also, use common sense about informing the Medical Centre and any others, such as the Emergency on-call team on 07767 388114 or the DFO.
 - b. It is the CEO's duty to keep the Chair of Governors informed at all times during an emergency and any other Governor or Executive as agreed with the Chair.
7. **Informing Teaching and Support Staff.**
 - a. In most cases, a staff meeting will be called as soon as possible, the time and location of which will be decided upon and communicated by the Head following consultation with

the CEO. Use will be made, as appropriate, of face-to-face communication, meetings, e-mail (including Parent Mail), the School website, phone communication and SMS text/WhatsApp messaging.

- b. The CEO is responsible for overall management of the incident and for informing the Heads of the other schools. The CEO will determine if/when a wider crisis management meeting including, eg. DO, Estate Manager, Domestic Bursar and pastoral staff is needed.
- c. The CEO is responsible for managing press enquiries and consulting the Chair of Governors, where appropriate, on any press lines and statements.
- d. The DO is responsible for operational planning and support to the CEO and/or Heads for the incident and for liaising with insurers where appropriate.

8. Addressing Pupils.

The Head will usually arrange to address the whole pupil body as soon as is possible. Details are set out below:

- a. In the event of an emergency during the School teaching day or during activity time (all pupils and staff), how this should best be done will be communicated via the appropriate means (e.g., e-mail, text, face-to-face, use of bells etc.).
- b. In the event of an emergency during evening or night (boarding pupils and resident House Staff only), either before or after bedtime the following action should be taken:
 - Housemaster/Housemistress/House Parents to phone the Head at home to verify the nature of the incident and to discuss any actions that may need to be taken. If the Head is unavailable then phone in the following order: Deputy Head (Pastoral), Deputy Head (Academic).
 - If it is deemed necessary, all boarding staff and pupils will assemble in House, a roll will be taken, and the situation explained.
 - If evacuation to the Sports Hall is required, Housemasters/Housemistresses/House Parents will ensure that all pupils have sufficient clothing/bedding and will escort them to the Sports Hall. The emergency file with names and contacts of all pupils and parents will be held in the Sports Hall and therefore available to Housemasters/Housemistresses/House Parents.
 - Keys to the Sports Hall and information regarding alarm codes will be kept by the Deputy Head (Pastoral) and the Head.
 - If the emergency occurs overnight, registration will be used to contact pupils and the Head will address the School at an agreed time. The Head will almost certainly call a staff meeting before 8.20am.

9. Informing Parents/Guardians.

- a. The Head will personally contact all those parents whose children have been injured. If children are killed the Head will consult with the police over who should inform the parents concerned. If a great many pupils are injured the Head will decide who should contact the parents.

- b. In an event such as a minibus crash, the parents of those not injured or killed must be informed as soon as possible. Again this will be done by the Head, a member of the Senior Team or by the Housemasters/Housemistresses/House Parents as instructed by the Head.
- c. All Housemasters/Housemistresses/House Parents must keep the School Office informed of any changes of address, phone numbers and email of parents; the School Office must do likewise for the Housemaster/Housemistress/House Parent. A messaging service operates whereby a text message can be sent by Parent Mail to a parent/guardian's mobile in an emergency.

10. Educational Visits.

- a. It is essential that all those who are responsible for taking teams and parties of pupils away from any of the schools during term time or holidays hand in to the respective School Office a complete list of all pupils and staff going on the visit, the destinations, the expected time of arrival at the destination and the expected time of departure and return to School.
- b. Where appropriate, notices of trips should be displayed in the School Common Room. This applies for both visits in this country and abroad. In addition, any special circumstances about the visit should also be noted.

11. Press.

All comments to the press and any press releases are to be handled by the CEO or nominated Head if this has been delegated. No one else is to comment and any enquiries should be met with an agreed neutral response directing the enquiry to the appropriate member of staff. Details of the person making the enquiry should be taken. The message must be conveyed to the CEO or his/her office as soon as possible orally and in writing.

12. Counselling.

Any member of staff may find themselves providing welfare support to colleagues and pupils in the immediate aftermath of an incident. As soon as possible the Chaplain, pastoral staff and other professional agencies, if appropriate, should be engaged as part of the recovery plan and wider support to the community.

13. Emergency Situation Preparedness Action Plan

A planning aide memoire to assist in responding to a critical incident is attached.

14. Policy Review

The Foundation will review this policy on a biennial basis or earlier if required.
The next Review is due in March 2022.

This Policy was approved by the Court of Governors.

MILL HILL SCHOOL FOUNDATION- EMERGENCY SITUATION PREPAREDNESS ACTION PLAN

PREPERATION FOR EMERGENCY ACTION PLAN	CONSIDERATION TO CLOSE SCHOOLS	COMMUNICATION AT START OF INCIDENT	COMMUNICATION DURING INCIDENT	CONSIDERATION TO RE OPEN SCHOOLS
<p>CEO, EXECS & KEY STAKEHOLDERS Set up WhatsApp group</p> <p>IT (Foundation Network Manager) Ensure distribution lists are up to date (<i>every half term</i>)</p> <p>ACADEMIC (Senior Deputies) Bank of work is relevant and ready to be uploaded (Grimsdell and Belmont). Mill Hill/MMHI to have work organised by depts.</p> <p>BUSES (Operations Manager) Emergency contact details for all providers</p> <p>ESTATES (Estates Bursar) Adequate supply of grit and maintenance of machinery. Regular checks of site security</p> <p>CATERING (Domestic Bursar) Enough supplies of non-perishable food</p> <p>MEDICAL (Foundation Nurse Manager) Fully maintained medical supplies and maintenance of first aid equipment</p> <p>PUPILS AND STAFF TRAINING (SLT) Participation in practice Emergency Action Procedures</p> <p>COMMUNICATION (Marketing) Procedures communicated to stakeholders and all informed Website is the first form of communication</p>	<p>Examples of events: Snow day, Pandemic, Serious illness outbreak, political situation.</p> <p style="text-align: center;"><u>Decision makers</u></p> <p>MHSF- CEO Mill Hill – Head MMHI – Head Belmont – Head Grimsdell – Head MHSF- DO</p> <p style="text-align: center;"><u>Information Received from Key Stakeholders</u></p> <p>Governors Bus companies Domestic Bursar Estates Manager Nurse Manager Met Office</p> <div style="border: 1px solid black; padding: 5px; text-align: center; margin: 10px 0;"> <p>Key Areas to Consider Safety of the children Safety of the site Transport links Amenities/ food/ heating etc. MET office/ Met Police/ NHS/ Gov advice</p> </div> <p><i>Raise awareness of emerging situation and ongoing discussion with Foundation staff via email</i></p> <p>Head of Communication - Holding information on website advising further updates to follow</p>	<p style="text-align: center;">PARENTS</p> <p>School closure or early pick up Website →Text→ ISAMS Follow on letter from school Heads by office staff or SLT All school offices in sync</p> <p style="text-align: center;">ALL STAFF</p> <p>By each School via email or text message Briefed on expectations for travel and expectations of contact by office staff or SLT</p> <p style="text-align: center;">BOARDING</p> <p>Contact with amenities, food, checking access and supervision By SLT/ Housemasters/mistresses</p> <p style="text-align: center;">ESTATES</p> <p>Estates made aware to implement action depending on the crisis. Estates Manager Refer to Emergency Situation Action Plan</p> <p style="text-align: center;">MEDICAL</p> <p>Close liaison with external health agencies and Millway Medical Centre Foundation Nurse Manager Refer to Emergency Situation Action Plan</p> <p style="text-align: center;">OTHER USERS OF FOUNDATION FACILITIES Those responsible for outside providers to email Catering, Peri's, Buses, Enterprises, Contractors etc.</p>	<p>PUPILS/PARENTS – Work sent home/ activities for boarders – Firefly – alternative location for public exams (DH Academic)</p> <p>ESTATES – Maintenance of site - support boarding facilities – security - entry/exit points - internal pathways – parking - replenish supplies- (Estates Manager)</p> <p>CATERING – Boarding - access for deliveries - food/water supply and staffing (Domestic Bursar)</p> <p>BUS COMPANIES – 2-way communication in relation to service versus closure (Operations Manager)</p> <p>MEDICAL – Liaison with Millway for medical advice –support for boarding houses/ staff – review nursing rotas (Foundation Nurse Manager)</p> <p>STAFF – Update via text/ email (SLT)</p> <p>FOUNDATION SUPPORT STAFF – Peris – coaches – clubs – activities - contractors – Update via text/ email (SLT, Estates/Domestic Bursar)</p> <p>ENTERPRISES – Communication to members and clients (Head of Enterprises)</p> <p>TRIPS/FIXTURES/SCHOOL EVENTS – Communication to parents/ pupils – venues – updating of SOCS (SLT/Director of Sport)</p> <p>MAINTENANCE OF WEBSITE/SOCIAL MEDIA Liaison with PRESS AND PR – Ongoing information to parents/pupils (MARKETING)</p>	<p>Examples of events: Snow day, Pandemic, Serious illness outbreak, political situation.</p> <p style="text-align: center;">Regular meetings between Decision makers</p> <p>MHSF- CEO Mill Hill – Head MMHI – Head Belmont – Head Grimsdell – Head MHSF- DO</p> <p style="text-align: center;">Regular updates from key stakeholders</p> <p>Bus companies Domestic Bursar Estates Manager Nurse Manager Met Office</p> <p style="text-align: center;">Revisit Key Areas to Consider Safety of the children Safety of the site Transport links Amenities/ food/ heating etc. MET office/ Met Police/ NHS/ Gov advice</p> <p style="text-align: center;"><i>All stakeholders informed of decision to reopen via email/text (Head of School/Office Manager)</i> Marketing - Holding information on website/Social Media channels to be updated</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Feedback meeting with decision makers and key stakeholders to review procedures</p> </div>



Instilling values, inspiring minds
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Mill Hill School
The Ridgeway
Mill Hill Village
London NW7 1QS

020 8959 1176
millhill.org.uk