



“Together We Can Make a Difference”

Critical Incident Plan

Name of school: Bexton Primary School

Date of review: Autumn 2018

New review date: Autumn 2019

Introduction

Schools, under normal circumstances, provide a safe and secure environment for all children to learn, develop and grow. Unfortunately, crises and emergencies can occur which can result in significant distress to children, staff and visitors and the aim of this policy is to provide a framework to:

- ensure that swift and appropriate action is taken the moment that the school is made aware of a critical incident
- maintain, as far as possible, the normal routines of school life so as to offer a secure framework and to provide continuity of care to pupils and staff

This plan has been created alongside the Cheshire East document – “Managing the response to Critical Incidents in Schools, Settings and Services” which offers clear guidance in the event of a critical incident. This document **MUST** be referred to when dealing with the aftermath of a critical incident.

Incidents and Reporting

There are a number of incidents which could occur during a school day requiring immediate action and reporting. For example:

- a danger (e.g. gas leak)
- a suspicious stranger on the site
- an ‘out of control’ animal on the school playground

The procedure should always be to stay calm, report to a senior member of staff and where appropriate, follow the critical incident procedures highlighted in this plan.

What is a Critical Incident?

An incident may be designated as critical where the result is likely to be serious disruption to the running of the school, or to have a major impact on students and staff or where there is likely to be significant public and/or media attention on the school. For example:

- a serious accident to a child or adult within school or out of school
- the death of a student or member of staff through natural causes
- violence or assault within school
- a school fire or explosion
- abduction of a student
- an illness such as meningitis or flu pandemic in the local community
- injury or death on a school journey or visit
- civil disturbances outside of school
- Flight crash / landing on the premises

Critical Incident Team (CIT)

The role of the CIT is to review and direct the handling of a critical incident and the response and recovery process.

The Critical Incident Team will comprise the following personnel:

- Head Teacher
- Deputy Head
- School Business Manager

Disaster Management Roles & Responsibilities

Name	Role	Responsibilities	Alternative
Emily Armstrong	Head Teacher	Overall coordination/incident response. Directing of all communication channels.	Jill Sach
Jill Sach	Deputy Head	Information gathering. Deal with other pupils and staff on site, keeping disruption to a minimum	Jill Chadwick
Helen Taylor	School Business Manager	Coordination of school business support services & develop a communication plan	Viv Graham

Procedures

- The Head Teacher (or in event of her absence, the DHT) must be informed immediately of a critical incident. Members of the CIT will advise each other immediately (whether on or off site)
- The first priority in the event of a critical incident that requires lockdown or evacuation is the safety of pupils, staff and visitors and actions will be taken in accordance with the Critical Incident Plan.
- As soon as the children are made safe, the Headteacher will gather all factual information – what has happened, where, who, when, what help is needed, who needs to be contacted and how.
- The CIT will meet in a designated incident room (HT's office where possible, the ATC building or HT/DHT/SBM's house within 0.5miles) to confirm strategies and procedures
- Where necessary, the incident response bag (containing medical supplies, torch, contact details, basic first aid kit etc) will be taken to the relevant site.
- The Headteacher will reassign responsibilities to other members of the CIT in the event of a team member not being available
- The Headteacher (or in event of her absence, the DHT) will inform the Chair of Governors and appropriate officers at Cheshire East (see contacts list)
- The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting. Staff will be advised of the arrangements for informing children if necessary.
- Parents will be notified as required
- The school will try, as far as possible to keep the normal routine
- Staff must NOT comment, either verbally or on social media, on the incident to anyone unless directed to do so by the Headteacher

Action Plan and Timings

Action	Preferred Timescale
Head to obtain factual information	Within an hour
CIT convene	Within an hour
SBM/SLT to develop a communication plan	Within two hours
Contact affected families	Within two hours or when safe to do so
Advise Local Authority Personnel	Within two hours
Staff Meeting to give information	Same day if possible
Inform students in small groups	Same day if possible
Make arrangements for informing other parents	Same day if possible
Debriefing for staff directly	Same day if possible
Debriefing for students directly involved	Same day if possible
Identify high risk pupils and staff following the incident	Following day
Promote discussions in class	Following days and weeks

Identify need for individual or group input	Over following days and weeks
Organise counselling	As required

Managing the Media (for the CIT)

Good, clear communication is paramount as rumour and supposition will be treated as fact by the media. The member of the CIT assigned to the media will need to protect the children, parents, staff and Head from the glare of publicity. The Headteacher will contact the Cheshire East Media Relations Officer (See Contact List) prior to preparing an agreed text.

- DO – tell story quickly and accurately
- DO – respond to what and when questions
- DO – consider the needs of the audience
- DO – prepare and rehearse so that you always give the same story
- DO – choose your own time to speak to the media

- DON'T – reply to how and why questions
- DON'T – speculate, bluff or lie
- DON'T- make 'off the record' comments
- DON'T – make excuses or lay blame
- DON'T – respond to blind quotes
- DON'T – say no comment but explain why you cannot comment
- DON'T – allow words to be put in your mouth

If anyone is contacted by the media, please refer them to the Headteacher each time. It is also expected that parents respect the privacy of a situation and do not speak to the press.

Please see “Managing the response to Critical Incidents in Schools, Settings and Services” for further detail on communicating with the Media

Recovery Management

As far as is possible, the school will return to 'normal' routines quickly to restore a sense of security to the school, staff and pupils. Support systems will be set up for children and staff who wish to share their feelings and thoughts. The school will approach counselling services and specialist treatment for those at the heart of the incident or most affected by it.

Cheshire East Critical Incident Response Team – Autumn 2018

Officer	Name	Office	Mobile
<i>CIRT Co-ordinator</i>	Nicola West	01625 374798	07785 714924
<i>CIRT Officer</i>	John Fowler	01270 685973	07920 295293
<i>Safeguarding SCIES</i>	Karen Porter	01270 375228	07795 222503
<i>Transport – TSS Transport Service Solutions</i>	Glen Bubb	01270 371487	
<i>Health & Safety</i>	Bronwen MacArthur-Williams	01270 686319	07970 146943
<i>Schools Personnel</i>	Steve Warren Craig Hughes	01270 686309 01270 686307	07824 897165 07824 897164
<i>Educational Psychology Service</i>		01625 374794	
<i>Media Relations</i>	Tim Oliver Bev Walkden	01270 686591 01270 686576	07879 117185 07779 960797

School Critical Incident Team (CIT) Emergency Contacts

Name	Role	Home	Mobile	
Emily Armstrong	Head/CIRT Coordinator	[REDACTED]	[REDACTED]	head@bexton.cheshire.sch.uk
Jill Sach	Deputy Head	[REDACTED]	[REDACTED]	j.sach@bexton.cheshire.sch.uk
Helen Taylor	Business Manager		[REDACTED]	finance@bexton.cheshire.sch.uk
Peter Woodhouse	Chair of Governors	[REDACTED]	[REDACTED]	woodhousep@hotmail.com

EVACUATION PROCEDURES

SEPTEMBER 2018

If a fire is discovered, go to the nearest 'break glass' point and activate.

If there is a critical incident that requires emergency evacuation, the same process will be followed upon instruction from the Headteacher (or Senior Leader in her absence)

The building will be evacuated in the following way:

- On hearing the alarm, all teachers will walk their classes safely and quietly out of the building by the nearest, safest exit and assemble on the playground at the rear of the building.
 - Kitchen staff will leave through the nearest, safest exit and go to their assembly point.
 - Office staff will notify the Fire Brigade or other relevant emergency service via **999**
- Responsibilities for checking individual children, staff and central areas are highlighted below
- NO-ONE must re-enter the building unless they have had confirmation it is safe to do so by the Headteacher

CLASS TEACHERS ARE RESPONSIBLE FOR CHECKING ALL CHILDREN AND ADULTS WORKING WITH THEIR CLASS AT THE TIME OF THE EVACUATION (INCLUDING INTERVENTION STAFF)

CLASS TEACHERS ARE RESPONSIBLE FOR CHECKING THEIR OWN CONSERVATORIES / STORE CUPBOARDS / MEETING ROOMS / KITCHENS ATTACHED TO THEIR ROOMS

INFANT CLASS TEACHERS ARE RESPONSIBLE FOR CHECKING THEIR OWN YEAR GROUP TOILETS ON THEIR WAY OUT

SCHOOL BUSINESS MANAGER IS RESPONSIBLE FOR CHECKING ALL ADMIN STAFF INCLUDING SITE MAINTENANCE OFFICER

SCHOOL BUSINESS MANAGER IS RESPONSIBLE FOR CHECKING THE OFFICE SPACES, LEARNING HUB AND JUNIOR CORRIDOR TOILETS

OFFICE STAFF ARE RESPONSIBLE FOR ALERTING NURSERY, DISTRIBUTING REGISTERS TO TEACHERS AND CHECKING ALL VISITORS TO THE SCHOOL

SCHOOL COOK IS RESPONSIBLE FOR CHECKING ALL CATERING STAFF AND RELEVANT KITCHEN SPACES

LUNCHTIME SUPERVISOR IS RESPONSIBLE FOR CHECKING ALL MID-DAY ASSISTANTS IN THE EVENT OF A LUNCHTIME EVACUATION

NURSERY MANAGER IS RESPONSIBLE FOR CHECKING ALL CENTRAL AREAS OF THE NURSERY BUILDING

SENCO IS RESPONSIBLE FOR DELIVERING THE RESOURCE BASE CHILDREN TO THEIR CLASSES ONCE OUTSIDE THE BUILDING

DEPUTY HEAD TEACHER IS RESPONSIBLE FOR CHECKING AFTER SCHOOL CLUB

HEAD TEACHER IS RESPONSIBLE FOR CHECKING THE HALL AND STAFF ROOM (INCLUDING STAFFROOM TOILETS) AND ENSURING STAFF HAVE TAKEN RESPONSIBILITY FOR THE ABOVE

In the event of the whole site needing immediate evacuation, the Headteacher & Deputy will instruct staff to take their class in an orderly line directly to the ATC building (behind Nursery) or Knutsford Multi Academy Trust which have been designated as the school's 'safe houses.'

Appendix 2

“LOCKDOWN” PROCEDURES

Remaining in class with doors and windows locked

SEPTEMBER 2018

The first priority in the event of a critical incident that requires ‘lockdown’ is the safety of pupils, staff and visitors on site. If it is not possible to contact the Head within a reasonable timeframe, the Senior Leader who becomes aware of a situation should make the decision to inform the rest of the school that a ‘lockdown’ procedure is required

- Call 999 to ask for appropriate support and contact the office and to inform them of the issue if the situation allows – Office telephone number – 01565 632816.
- One member of the office staff will take a charged walkie-talkie with them and alert the **Junior corridor classrooms** by sounding a whistle and informing each classroom that they must ‘lockdown’
- One member of the office staff will take a charged walkie-talkie with them and alert the **Kitchen, Y3 & Infant classrooms** by sounding a whistle and informing each classroom that they must ‘lockdown’
- Office staff will calmly ask any children in the corridors to go immediately back to their classroom
- Any internal doors should be shut behind the office staff and locked where possible. The office staff members who have raised the alert should position themselves in each building by an external phone line.
- The SBM will ring **Nursery** to inform them of the incident and inform them they must ‘lockdown’
- **All classes** upon hearing the internal whistle must ask children to be seated silently at desks, remain calm and lock all external doors/pull down the blinds. Office staff will advise staff if children need to be seated under the desks.
- A register of children must be taken to ensure all children are in the classroom. – Resource base children will remain in the Rainbow room.
- Staff should await further instruction from the Headteacher before leaving the classroom.

In the event of a critical incident during playtime which requires children to enter the school immediately. The following should take place:

- The teacher on duty who spots that the children need to be removed from the playground immediately should blow the whistle once to gain attention and then continue with short sharp bursts so the children are aware of the urgency. Infant children should be ushered immediately into the classrooms and NOT line up. KS2 children should go straight into classes.
- The teacher on duty should get a message to the Headteacher immediately so a lockdown procedure can be enforced as above.

Appendix 3 – cascade list - shared with staff

- Cascade list to be shared on a secure one drive document so it can be accessed remotely if paper copies/server cannot be accessed

Appendix 4 – Useful contacts

The names and telephone numbers of organisations and individuals who may be useful to the School in an emergency:

Assistance		Availability	Telephone number
Water board		7am to 8pm Mon-Fri 8am-4pm Sat/Sun	0845 782 3333
Key Holder / Security	Home Guard	24 hours	01565 634211
Electricity Supplier	Scottish Power	24 hrs	0845 272 2424 0800 0015 400
Telecoms provider	BT	24hrs	0800 800 154
Gas (Transco)	Emergencies	24hrs	0800 111 999
Fire Alarm contractor	Eric Charlesworth	Office hours	01260 272 558
Intruder Alarm Contractor	KHG	Office hours	01565 634211
Plumber	Barlows Plumbing & Heating	24hrs	01948 820 200
Electrician	Barlows electrical	24hrs	01948 820 200
ICT support	Cheshire East	Office hours	0845 760 3456 0845 146 88888