



**Eccleston C.E. Primary School**  
*Let Our Light Shine*

**Critical Incident Management Plan**

Pupil Welfare and Safeguarding Committee

Reviewed: Autumn 2018

Approved by Pupil Welfare and Safeguarding Committee: Autumn 2015

Approved by Full Governing Board: Autumn 2018

Signed by Chair of Governors:

Review Date: Autumn 2021

## ECCLESTON C.E. PRIMARY SCHOOL

### Critical Incident Management Plan

#### **Aims**

The aims of this plan are:

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

#### **Incidents and Reporting**

There are many incidents which may arise during a school day and require immediate action and reporting. For example:

- A danger (loose tiles on the roof)
- A suspicious stranger on the site

Procedure should always be to stay calm, move away and to report to a senior member of staff. However, we need to be prepared in the event of a critical incident.

#### **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

#### **Critical Incidents 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 Incidents Team will comprise the following personnel:

- **Mrs Katie Prescott** (Head teacher)
- **Mrs Bev Arrowsmith** (Assistant Head)
- **Mrs Janette Horrocks** (Admin Officer)
- **Mr Nayland Southorn** (Chair of Governors)
- **Mr Keith Ivens** (H&S Governor)
- **Mrs Emma Coupe** (Safeguarding Governor)

## Critical Incidents Team (CIT) - Management and Style

Management organisation style and structure is unique to deal with a critical incident. Whilst the day-to-day management structure is most appropriately a leadership/team style of working, by contrast the management of a critical incident needs to be specific, hierarchical and command structure, because the circumstances are rare and unpredictable.

The best preparation for a critical incident is to appoint a dedicated critical incidents team with specific roles and responsibilities, whilst accepting that this predetermined structure is unlikely to be the most suitable for a particular incident. For these reasons, the appointed team should be prepared to be highly flexible whilst still maintaining the formal command structure, accepting that it is unlikely to possess all the necessary expertise.

Two aspects of preparation, which the Head may decide to include in training preparation, are:-

1. To workshop a range of scenarios to which the team must respond, typically covering:
  - Physical emergencies, such as building collapse, fire or flood
  - Adult or child emergencies, such as physical attack, death, abduction, hostage or unexplained disappearance.
2. To recognise and plan for the immediate recruitment of any necessary additional skills and expertise to manage any of these possible scenarios.

It is vital to recognise that all actions taken during the management of a critical incident will be for the benefit of all the children and must embrace best practices of child protection and safeguarding. It is also recognised that within the incident management, some decisions may be short term expedients in the interest of protecting assets.

## Disaster Management Roles & Responsibilities

Name	Role	Responsibilities	Alternative
Mrs Katie Prescott	Head teacher	Information gathering, overall coordination, communication with CWAC, written log of events	Mrs Jayne Rowland
Mrs Bev Arrowsmith	Deputy Head	Deal with other pupils and staff on site, keeping disruption to a minimum	Mrs Susanne Wearden
Mrs Janette Horrocks	Admin Officer	Coordination of Emergency Services	Mrs Liz Breakwell
Mrs Susanne Wearden	Teacher	Communication with support staff and parents	Mrs Sarah Piper

Mr Keith Ivens	H&S Governor	Assessment of physical risks	
Mrs Emma Coupe	Safeguarding Governor	Assessment of risks to safeguarding	Mr Nayland Southorn
Mr Nayland Southorn	Chair of Governors	Communication with the media	Mrs Helen Glaze

### Procedures

- The Head teacher (or in event of absence) the Assistant Head must be informed of a critical incident as soon as it is reported
- Head teacher will gather all factual information as soon as possible - what has happened, where, who, when, what help is needed
- The CIT will meet in the designated incident room to confirm strategies and procedures
- Inform the Chair of Governors and appropriate Officers at CWAC (See Contacts List)
- The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting
- Pupils will be told of incident in small group situations
- Parents notified as required
- The school will try, as far as possible, to keep to the normal routine
- Should the need arise, the building will be evacuated and the children walked to **Eccleston Church** in a safe and orderly manner

## Action Plan and Timings

Action	Timescale
Head to obtain all factual information	Within an hour
CIT convene	Within an hour
Contact affected families	Within an hour
Advise County Personnel	Within 2 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

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 Media Officer will contact the CWAC 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

### 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 WEST AND CHESTER COUNCIL CONTACT LIST

A CRITICAL INCIDENT INVOLVING A PUPIL OR MEMBER OF STAFF SHOULD BE REPORTED TO:

Office Hours:  Monday - Friday 8.00am to 7.00pm	Customer Services	01244 977818
Out of Hours Officers:  Monday to Friday 7.00pm to 8.00am Saturday, Sunday & Bank Holidays 24 hour cover	Customer Services <i>NB. When calling the out of hours number you will need to state key words "School Incident" as this is how Message Pad will be able to identify the query</i>	0300 123 7035

N.B. For property related incidents contact the Cheshire Helpdesk 24/7 Service 0300 123 7043

### OTHER CONTACTS

		Office	Mobile
Serious Incident Support Coordinator	Jeanette Cain	01244 976778	07920295078

Other Contacts on a selective basis according to the situation

		Office	Mobile
Director of Education	Mark Parkinson	01244 975923	07818 511 810
Deputy Chief Executive, People	Delyth Curtis	01244 976235	
Health and Safety Manager	Eric Burt	01244 972229	07732 468160
Transport	Mary Jefferson	0300 1237039/01244 973052	
Transport: Out of Hours	Duty Officer		07702 119642
i-Art	During Working Hours: 0300 123 7047		Out of Hours: 01244 977277
School HR	Rosemary Hodgson	01244 976796	
Media Relations	Rachel Ashley	01244 973025	07879 117190
Education Welfare: All Localities	Helen Clarkson	0151 3376859	07920 295706

<b>Grounds Maintenance (dangerous / fallen trees)</b>	<b>Rob Jones</b>	<b>01244 972328</b>	
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**FOR A PROPERTY RELATED CRITICAL INCIDENT CONTACT: CWAC helpdesk: 0300  
123 7043**

**Local Police Contact: 999**

**Local Hospital Contact: Countess of Chester Hospital 01244 365000**