



Cheshire Academies Trust  
*Collaboration and Creativity*



# CRITICAL INCIDENT MANAGEMENT PLAN

Next review date: September 2022

## Aims

The formulation of this plan is intended to provide the academy with a structure for an immediate, effective and sensitive response to any disaster or major incident by formulating a Critical Incident Plan. This will minimise disruption to normal academy activity and guide the academy leadership team through the recovery process.

As it is not possible to predict the exact nature of a disaster or major incident, the Critical Incident Plan will provide clear, generic guidance to the management of the academy in the event of a crisis. Some actions and responsibilities will not apply to all situations.

The Critical Incident Plan aims to:

- Lay down a generic framework for each academy Critical Incident Team (CIT) member to follow in the event of incidents on or off-site.
- Clarify responsibility areas for the CIT.
- Highlight necessary communication paths.
- Identify support mechanisms available to cope with the short- and long-term effects of any such incident.
- Provide recording sheets to ensure that necessary information is retained.

It is important to note that the plan must be seen as 'live' and should be reviewed and updated regularly to preserve its validity and usefulness. If an academy has cause to update this document, the revised version should be shared with the Trust at the earliest opportunity.

## Incidents and Reporting

### What is a Critical Incident?

A disaster or crisis can be defined as an unexpected event, which affects the academy's community and which causes disruption on a scale which is beyond the normal coping capability of the academy. Some events, which could trigger the implementation of this plan are:

- Serious injury or death of a child or school staff, as a result of an act of violence, illness, suicide or a serious accident.
- Severe weather conditions such as floods, heavy snow, storms and high winds.
- Fire
- Structural damage to the building.
- Medical epidemic, e.g., flu, meningitis or other infectious diseases.
- The release of hazardous substances on or near the academy premises.
- Abduction/Missing pupil.
- Violent intrusion, possibly involving firearms or explosives.

These events could occur within the academy, during an educational visit or during an after-school activity. We must also remember that these events could occur away from the academy but still have serious implications for our community:

- Any event listed above that has been witnessed by our students or staff.
- A serious incident or death involving family and friends of our students and staff.
- Serious incidents at nearby schools or in the local community.

In these situations, we need to remember that, although the full recovery plan may not need to be implemented, some involvement from support agencies and pastoral care will be necessary to help students and staff deal with the long and short-term effects of such incidents.

## 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:

### PLEASE COMPLETE AS AGREED FOR YOUR ACADEMY

- NAME, MOBILE NUMBER ROLE (Principal & Safeguarding Officer )
- NAME, MOBILE NUMBER ROLE (Vice Principal)
- NAME, MOBILE NUMBER ROLE (Site Maintenance Officer)
- NAME, MOBILE NUMBER ROLE (Senior Administrator)
- NAME, MOBILE NUMBER ROLE (Chair of Governors)

## Disaster Management Roles & Responsibilities

### PLEASE COMPLETE AS AGREED FOR YOUR ACADEMY

Name	Role	Responsibilities	Alternative
	Principal		
	Vice Principal		
	Site Maintenance Officer		
	Senior Administrator		
	Chair of Governors		
	Other		
	Other		
<b>Steve Ellis</b>	CAT CEO	Communication with the media	<b>Luci Jones</b> CAT Director of Operations

There are two basic types of disaster to consider:

- Disaster to property.
- Disaster to people.

The following responsibilities may need to be allocated to the members of the emergency response team, depending on the nature of the event:

- Inform the emergency services.
- Evacuate the building.
- Immobilise utilities.
- Inform the Principal, Cheshire Academies Trust (CAT) and Chair of Governors.
- Inform all members of the CIT.
- Ensure access is free for emergency services.
- Take a roll call.
- Liaise with the emergency services.
- Discuss insurance with CAT
- Ensure security / remote access of IT data
- Contact staff and parents. Before contacting parents, it should be agreed as to exactly what is to be said. A log of parents who have been contacted should be kept.
- Decide on next steps, e.g., close the academy.
- Ensure that staff and students are protected from media attention. No one from the academy should communicate with the media. Any statements to the media will be agreed with and issued by CAT.
- Contact services and suppliers.
- Meet with support services.
- Meet with specific parents, where necessary.
- Keep staff and students informed of developments.
- Identify any students or staff needing specific support.
- Visit site of disaster, if off site.
- Ensure the continuing function of the academy as normal as possible.
- Arrange memorial services where appropriate.

- Record details of the event on an incident log sheet.

## Procedures

- The Principal (or in event of absence) the Vice Principal must be informed of a critical incident as soon as it is reported
- Principal will gather all factual information as soon as possible – what has happened, where, who, when, what help is needed
- The CIT will meet in a pre-designated incident room to confirm strategies and procedures
- The Trust must be informed
- If not part of the CIT, the Chair of Governors must be informed
- The rest of the staff should be informed as soon as possible, preferably at a specially convened staff meeting (if required)
- Pupils will be told of incident in small group situations (if required)
- Parents notified as required
- The academy should 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 **INSERT NAME OF LOCAL SCHOOL/COMMUNITY BUILDING AS AGREED** in a safe and orderly manner
- If it is likely that the academy building will not be brought back into operation within a few days then the Principal must contact the Director of Education at their Local Authority to make arrangements for the on-going education of the pupils

## Action Plan and Timings

Action	Timescale
Principal to obtain all factual information	Within an hour
CIT convene	Within an hour
Contact affected families	Within an hour
Staff Meeting to give information	Same day if possible
Inform pupils 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

## Contents of the Crisis Kit

The following information will make up the Crisis Kit which should be readily available in the academy. The information must be kept up-to-date and members of the CIT/senior staff should know how to access it:

- A copy of the academy's Disaster Recovery Plan and details of responsibilities and contact details for emergency response team members.
- A list of students' names, addresses, contact numbers and known medical conditions.
- A list of staff names, addresses, contact details and mobile numbers.
- A list of the governing body's addresses, contact details and mobile numbers.
- A list of numbers for support services.
- A list of local emergency services contact numbers.
- A list of CAT contact numbers for emergency use and for dealing with press and media.
- A list of LA contact numbers for arranging the on-going education of children.
- A detailed site plan of the school buildings and grounds.
- Site plans indicating evacuation routes, fire exits, fire alarm activation points, isolation points, assembly points, fire extinguisher points, and storage areas for flammable and hazardous products. o Information on how to cut off the gas, electricity and water supplies and contact details for the service providers.
- Keys to all main doors.
- Details of alarm/security codes.

- Identification of and contact details for an agreed place of safety.
- Location of the nearest helicopter landing site.
- Details of who is responsible for updating the plan, keeping the inventory up to date and off site and creating and storing computer back up tapes off site.
- A programme of testing the plan and details of monitoring and evaluating such tests.
- Actions to be taken by person receiving a call about an off-site emergency affecting the school.
- Incident log sheets.

### 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 contact CAT to agree if media communication is required and if so what statement will be provided. The purpose of communicating with the media will be to protect the children, parents, staff and Principal from the glare of publicity. CAT will liaise with the media on behalf of the academy, unless otherwise agreed with the CIT

### Recovery Management

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

### CRITICAL INCIDENT EXTERNAL CONTACT LIST

**PLEASE PERSONALISE TO YOUR PARTICULAR ACADEMY – REMEMBER TO INCLUDE CONTACT DETAILS FOR OTHER SITE USERS (SUCH AS AFTER SCHOOL CLUBS, LETTINGS ETC)**

Name	Role	Office	Mobile
<b>Steve Ellis</b>	CAT CEO	01244 732 000	07710 849355
<b>Luci Jones</b>	CAT Director of Operations		07717 418799
<b>Jamie Otter</b>	Browne Jacobson Solicitor	0161 300 8038	07825 090361
<b>Dai Durbridge</b>	Browne Jacobson Solicitor	0161 300 8037	
<b>Eleanor Drabble</b>	Browne Jacobson HR	0161 300 8100	
<b>Mark Parkinson</b>	CWaC Director of Education	01244 975923	0781 851 1810
<b>Jeanette Cain</b>	CWaC Attendance and Welfare	01244 972216	
<b>Andrew Lewis</b>	CWaC Chief Executive	01244 970334	
<b>Chester Police</b>	Station	0845 458 000	0845 458 6375
	Community Liaison Officer		
<b>Hospital</b>	Countess of Chester	01244 365 000	
	Gas and Electric Suppliers		
<b>Dan Wooley</b>	IT Technical Support	07938 136763	
<b>Virtue</b>	IT Serve/Broadband/Telephones	01695 731233	
	Cyclical Maintenance Contractor		
	Boiler Contractor		
	Local Electrician		
	Local Plumber		
	Local Glazier		
	Alarm System Management		

**Academy Critical Incident Team Emergency Contacts**  
**PLEASE PERSONALISE TO YOUR PARTICULAR ACADEMY**

Name	Role	Home	Mobile
	Principal/CIT Coordinator		
	Vice Principal		
	Site Maintenance Officer		
	Senior Administrator		
	Chair of Governors		
	Vice Chair of Governors		

**PLEASE PERSONALISE TO YOUR PARTICULAR ACADEMY**

**Staff Contact Arrangements**

If the Principal (or their Deputy) takes the decision to close academy or needs to communicate with staff outside of academy hours they will contact (INSERT NAME) who will arrange for an agreed message to be sent to all staff informing them of arrangements. If staff do not provide an up to date mobile telephone number to enable them to receive such a message it is their responsibility to make arrangements for another colleague to contact them with the message.

(INSERT NAME) is responsible for contacting other academy users who are not registered for electronic messages (e.g. lettings, music teachers, sports coaches etc.) and must keep an up to date list of contact details.

Each academy should supplement this plan with any additional policies or procedures which are specific to their academy e.g. site specific evacuation plans, lock down procedures etc.

Each academy must review and update this plan on an annual basis and no later than 31 October each academic year. A completed copy to be emailed to Cheshire Academies Trust by 31 October to [luci.jones@cheshireacademiestruct.co.uk](mailto:luci.jones@cheshireacademiestruct.co.uk)

The responsible person at this Academy who is responsible for updating key details in this plan on ad-hoc basis throughout the year (e.g. a change to the Principals mobile number) is (INSERT NAME)

**Signed:** **Principal** **Date:**

**Signed:** **Responsible Person** **Date:**

**Signed:** **Chair of Governors** **Date:**