



Cheshire Academies Trust  
A Charitable Incorporated Organisation



# CRITICAL INCIDENT MANAGEMENT PLAN

Next review date: September 2024

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, weapons 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:

- Ali Gibbons (Acting Head of School & Safeguarding Officer)
- Jon Lenton (Executive Head)
- Katie Hetherington (Acting Assistant Head)
- Ray Buckley (Site Maintenance Officer)
- Laura Rowlands (School Business Manager)
- Stephen Webb (Chair of Governors)

## Disaster Management Roles & Responsibilities

| Name                          | Role                                   | Responsibilities  | Alternative  |
|-------------------------------|--|---|--|
| <b>Ali Gibbons/Jon Lenton</b> | Acting Head of School/ Executive Head. | Information gathering, overall coordination, communication with CWAC, written log of events | <b>Katie Hetherington</b>                          |
| <b>Katie Hetherington</b>     | Acting Assistant Head                  | Deal with pupils and staff on site, keeping disruption to a minimum                         | <b>Sarah Wallace/Jess Thomson</b>                  |
| <b>Ray Buckley</b>            | Site Maintenance Officer               | Coordination of Emergency Services  | <b>Julie Gray/ Rachel Vanson / Johanna Collins</b> |
| <b>Laura Rowlands</b>         | Senior Administrator                   | Communication with staff and parents  | <b>Rachel Vanson / Johanna Collins</b>             |
| <b>Steve Ellis</b>            | CAT CEO                                | Communication with the media  | <b>Luci Jones</b><br>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.
- Lockdown 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 **Upton Heath CE Primary School** 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 (if required)  |
| 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.
- 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

| Name                   | Role  | Office                          | Mobile        |
|------------------------|---|---------------------------------|---------------|
| <b>Steve Ellis</b>     | CAT CEO   | 01244 732 000                   | On File       |
| <b>Luci Jones</b>      | CAT Director of Operations                          |                                 | On File       |
| <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>Debbie Edwards</b>  | CWaC Head of Education and Inclusion                |                                 | 07775 553186  |
| <b>Laura Johnson</b>   | Senior Communication Manager – Health and Wellbeing | 01244 972965                    | 07736472046   |
|                        | CWaC Press Office                                   | 01244 972216                    |               |
| <b>Morag Bragger</b>   | Education Welfare                                   | 01606 271532                    | 07920 295257  |
| <b>Delyth Curtis</b>   | CWaC Deputy Chief Executive                         | 01244 976235                    |               |
| <b>Eric Burt</b>       | CWaC Health and Safety Manager                      | 01244 972229                    |               |
| <b>Chester Police</b>  | Station   | 0845 458 000                    | 0845 458 6375 |
| Eva Williams           | PCSO  | Eva.williams@cheshire.police.uk |               |
| <b>Hospital</b>        | Countess of Chester                                 | 01244 365 000                   |               |

|  |                                 |               |  |
|--|---------------------------------|---------------|--|
| <b>West Mercia Energy</b>              | Gas and Electric Suppliers      | 0333 101 4424 |  |
| <b>Dan Woolley</b>                     | IT Technical Support            | 07938 136763  |  |
| <b>Virtue</b>                          | IT Serve/Broadband/Telephones   | 01695 731233  |  |
| <b>Eric Charlesworth</b>               | Cyclical Maintenance Contractor | 01260 272558  |  |
| <b>Heating and Boiler Services Ltd</b> | Boiler Contractor               | 0800 387 190  |  |
| <b>Calbarrie</b>                       | Local Electrician               | 0151 339 9029 |  |
| <b>Stanley Roberts</b>                 | Local Plumber                   | 01244 382118  |  |
| <b>ADS</b>                             | Alarm System Management         | 01244 421011  |  |

### Academy Critical Incident Team Emergency Contacts

| <b>Name</b>               | <b>Role</b>                           |
|---------------------------|---------------------------------------|
| <b>Ali Gibbons</b>        | Acting Head of School/CIT Coordinator |
| <b>Katie Hetherington</b> | Acting Assistant Head                 |
| <b>Ray Buckley</b>        | Site Maintenance Officer              |
| <b>Laura Rowlands</b>     | School Business Manager               |
| <b>Stephen Webb</b>       | Chair of Governors                    |

### 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 **Laura Rowlands** 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.

**Laura Rowlands** 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 **Laura Rowlands**.

**Signed:**

**Ali Gibbons – Acting Head of School    Date:**



**Signed:**

**Katie Hetherington- Assistant Head of School    Date:**



**Signed**

**Stephen Webb- Chair of Governors    Date:**

07/02/24

