



Ashton Hayes Primary School Critical Incident Management Plan

*Last reviewed: September 2016
Date for next review: September 2017*

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:

- **Mr Matthew Hover** (Headteacher & Safeguarding Officer)
- **Mrs Vanessa Cuthbert** (Senior Teacher)
- **Mrs Diane Stubbs** (School Bursar)
- **Mrs Doreen Salt** (Site Maintenance Officer)
- **Mrs Margaret Papworth** (Chair of Governors)

Disaster Management Roles & Responsibilities

Name	Role	Responsibilities	Alternative
Mr Matthew Hover	Head teacher	Information gathering, overall coordination, communication with CWAC, written log of events	Mrs Vanessa Cuthbert
Mrs Vanessa Cuthbert	Senior Teacher	Deal with other pupils and staff on site, keeping disruption to a minimum Communication with support staff	Mr Dominic May
Mrs Diane Stubbs	School Bursar	Coordination of Emergency Services	Mrs Doreen Salt

Mr Matthew Hover	Headteacher	Communication with parents	Mrs Vanessa Cuthbert
Mrs Margaret Papworth	Chair of Governors	Communication with the media	Mrs Ann Lowry

Procedures

- The Headteacher (or in event of absence) the Senior Teacher must be informed of a critical incident as soon as it is reported
- Headteacher will gather all factual information as soon as possible – what has happened, where, who, when, what help is needed
- The CIT will meet 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 a safe place away from the school building.

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.

CWAC Contact List

These names and contact details may be subject to change, but every effort is made to ensure they are accurate at the time of document review.

Name	Role	Office	Mobile	Home
A CRITICAL INCIDENT INVOLVING A PUPIL OR MEMBER OF STAFF SHOULD BE REPORTED TO:				
Duty Officer: Office Hours	Customer Services		01244 977818	
Out of Hours Officers <i>NB when calling the out of hours number you will need to state the key words "School Incident" as this is how Message Pad will be able to identify the query</i>	Customer Services		0300 123 7035	
Other contacts (on a selective basis):				
Jeanette Cain	Strategic Lead CIRT	01244 976778	079202 95078	07525 753938
Mark Parkinson	Head of Achievement & Wellbeing Service	01244 975923	07818 511810	
Eric Burt	H&S Manager	01244 972229	07732 468160	
Jackie Speakman	Transport	0300 1237039 01244 976147	<i>Out of hours: 07702 119 642</i>	
Contact & Referral Team	During Working Hours: 01606 275099		<i>Out of hours: 01244 977277</i>	
Roz Lewis	HR and Personnel Issues	01244 972355		
Ian Callister	Media Relations Manager	01244 972216	07802 582714	
Jeanette Cain	Attendance and Welfare	01244 976778	079202 95078	
Jan Worrall	Senior Education Welfare Officer	01606 275818	07920 295208	
Helen Clarkson	Senior Education Welfare Officer	0151 337 6859	07920 295706	
Gerald Meehan	Deputy Director of Children & Young People's Services	01244 972033		

FOR A PROPERTY RELATED CRITICAL INCIDENT CONTACT: CWAC helpdesk on 0300 123 7043

Local Police Contact: Mickle Trafford Police Station: 0845 458 6394

Local Hospital Contact: Countess of Chester Hospital: 01244 365000