

# **WOODLANDS PRIMARY SCHOOL**



## **CRITICAL INCIDENT MANAGEMENT PLAN**

**Updated: October 2017**  
**Review Date: October 2018**

# WOODLANDS 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:

- **Tracy Webb (Executive Headteacher)**
- **Kathryn Kennedy (Deputy Head & Safeguarding Officer)**
- **Steff Mercer (KS2 Assistant Headteacher)**
- **Sharon Liversey (KS1 Assistant Headteacher)**
- **Joy Edge (Business Manager)**
- **Janice Wainwright (Chair of Governors)**
- **Andy Lorimer & Bill Conlan (Site Maintenance Officers)**
- **Sue Moss (Headteacher's PA & Admin Officer)**

## Disaster Management Roles & Responsibilities

Name	Role	Responsibilities	Alternative
Mrs Tracy Webb	Executive Head teacher	Information gathering, overall coordination, communication with CWAC, written log of events	Deputy Head
Mrs Kathryn Kennedy	Deputy Head	Deal with other pupils and staff on site, keeping disruption to a minimum	Assistant Heads
Mrs Sharon Liversey Miss Steff Mercer	Assistant Heads	Coordination of Emergency Services	Business Manager
Mr Bill Conlon Mr Andy Lorimer	Site Maintenance Services	Coordination of Emergency Services (Buildings)	Business Manager
Miss Joy Edge	Business Manager	Communication with support staff	Admin Officer
Mrs Deb Lyon	HLTA	Communication with TAs	Admin Officer
Mrs Sue Moss	Admin Officer	Communication with parents	Admin Support
Mrs Janice Wainwright	Governor	Communication with the media	Vice Chair of Governors

### Procedures

- The Headteacher (or in event of absence) the Deputy Head 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 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 Whitby Methodist 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.

## CHSHIRE WEST AND CHESTER COUNCIL CONTACT LIST

A CRITICAL INCIDENT INVOLVING A PUPIL OR MEMBER OF STAFF SHOULD BE REPORTED TO:				
<b>Office Hours</b>	<b>Customer Services</b>	<b>01244 977818</b>		
<b>Out of Hours Officers</b> <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>	<b>Customer Services</b>	<b>0300 123 7035</b>		
<b>Other contacts (on a selective basis):</b>				
<b>Name</b>	<b>Role</b>	<b>Office</b>	<b>Mobile</b>	<b>Home</b>
<b>Jeanette Cain</b>	Strategic Lead Serious Incident Support Team	01244 976778	079202 95078	07525 753938
<b>Mark Parkinson</b>	Director Education	01244 975923	0781 8511810	
<b>Eric Burt</b>	H&S Manager	01244 972229	07732 468160	
<b>Mary Jefferson</b>	Transport	0300 1237039 01244 973052	<i>Out of hours: 07702 119 642</i>	

<b>Contact &amp; Referral Team</b>	During Working Hours: 01606 275099		<i>Out of hours: 01244 977277</i>	
<b>Roz Lewis</b>	Lead HR Business Partner	01244 972335		
<b>Rachel Ashley</b>	Media Relations	01244 973025	07879 117190	
<b>Ian Seale</b>	Education Welfare Chester & Rural Locality	01244 972908	07770 822594	
<b>Helen Clarkson</b>	Education Welfare Ellesmere Port Locality	0151 337 6859	07920 295706	
<b>Leigh Edwards</b>	Education Welfare Northwich/Winsford Locality	01244 972782	07826 918191	
<b>Gerald Meehan</b>	Strategic Director, Children and Families	01244 972033		

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

**Local Police Contact:** Ellesmere Port Police 0151 355 4066

**Local Hospital Contact:** Countess of Chester Hospital 01244 365 000

**School Critical Incident Team Emergency Contacts**

<b>Name</b>	<b>Role</b>	<b>Home</b>	<b>Mobile</b>
Mrs Tracy Webb	Executive Head/CIRT Coordinator		07854 280354
Mrs Kathryn Kennedy	Deputy Head	0151 200 2385	07834 816937
Sharon Liversey Steff Mercer	Assistant Head Assistant Head		07738 164520 07828 746121
Joy Edge	Business Manager	0151 355 2068	07931 761459
Bill Conlan Andy Lorimer	SMO	0151 355 4294	07854 486719 07790032370
Deb Lyon	HLTA	0151 339 8003	
Sue Moss	Admin Officer	01244 380163	07765848170
Janice Wainwright	Chair of Governors	0151 648 7405	07986902367

### Governor Contact Cascade

Mrs Janice Wainwright <b>Chair of Governors</b> 0151 255 2300 0151 339 9641 0798 6902367	Mrs Helen Till 0151 356 2985 07769737363	Vanessa Edwards 07711355962	Sue Wilkinson 07766243458	
			Ray McHale 07947343229	
			Ken Abraham 0151 339 7683 07766442387	
			Tracey Sadler 07805 152503	Mrs Kellie Hutton 07496 696275
				Helen Hill 07971 683106

### Staff Contact Cascade

Mrs Tracy Webb <b>Executive Headteacher</b> 07854 280354	Kathryn Kennedy 0151 200 2385 07834 816937	Steff Mercer 07828 746121	Teachers
		Sue Moss 07765848170	Office staff
	Sharon Liversey 07738 164520	Deb Lyon 0151 339 8003	TAs
		Carmel Donoghue 0151 355 9402 07580 057608	Nursery
	Joy Edge 0151 355 2068 07931 761459	Jennifer Ellison Sammy Davies- Patrick	MDAs
		Edsential Cooks – Sue and Kelly	Kitchen staff
		Andy Lorimer Bill Conlan	SMOs

**Signed:**

**Headteacher**

**Date:**

**Policy agreed date:            October 2017**

**Policy to be reviewed:        October 2018**