



Critical Incident Management Plan 2023/24

AIMS

- To ensure that swift and appropriate action is taken the moment that an Academy is made aware of a critical incident
- To always maintain, as far as possible, the normal routines of academy 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 academy 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 Trust/Academy, or to have a major impact on students and/or staff or where there is likely to be significant public and/or media attention on the Trust/Academy.

For example:

- A serious accident to a child or adult during or out of academy time
- The death of a student or member of staff
- Violence or assault within the Academy
- A fire or explosion
- Abduction of a pupil
- An illness such as meningitis or flu pandemic in the local community
- Injury or death on a academy journey or visit
- Civil disturbances in the local community

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:

- Sarah White, 07762155765 (Acting Principal & Safeguarding Officer)
- Chloe Hook (Acting Vice Principal)
- Chris Ward (Teacher)
- Tony Bevan (Site Maintenance Officer)
- Amanda Crowder (School Business Manager)
- Pam Hunt (Finance Officer)
- Claire Christian (Admin Assistant)
- Tim Bull (Chair of Governors)
- Luci Jones (CAT Chief Finance & Operations Officer)

Disaster Management Roles & Responsibilities

Name	Role	Responsibilities	Alternative
Sarah White	Acting Principal	Information gathering, overall coordination, communication with CWAC, written log of events	Chloe Hook
Chloe Hook	Acting Vice Principal	Deal with other pupils and staff on site, keeping disruption to a minimum	Chris Ward
Chris Ward	Class Teacher	Coordination of Emergency Services	Lois Cadwallader
Amanda Crowder Pam Hunt Claire Christian	SBM Finance Officer Admin Asst	Communication with staff	Amanda Crowder Pam Hunt Claire Christian
Amanda Crowder Pam Hunt/ CC	SBM/ Finance & Admin Officer	Communication with parents	Amanda Crowder Pam Hunt/ CC
Luci Jones	CAT Chief Finance and Operations Officer	Communication with the media	Janet Myers (Chair of CAT Board of Trustees)

Procedures

- The Acting Principal (or in event of absence) the Acting Vice Principal must be informed of a critical incident as soon as it is reported
- Acting 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 designated incident room to confirm strategies and procedures
- 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
- Pupils will be told of incident in small group situations
- 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 **the Community Centre** 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 Cheshire West and Chester Council to make arrangements for the on-going education of the pupils

Action Plan and Timings

Action	Timeframe
Acting 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

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 Acting Principal from the glare of publicity.

- 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 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	PHONE
Jamie Otter	Browne Jacobson Solicitor	0161 300 8038
Dai Durbridge	Browne Jacobson Solicitor	0161 300 8037
Mark Parkinson	CWaC Head of Achievement & Wellbeing Service	01244 975 923
Eleanor Drabble	Browne Jacobson HR	0161 300 8100
Jeanette Cain	CWaC Attendance and Welfare	01244 972 216
Gerald Meehan	CWaC Director of Children & Young People's Services	0151 337 6859
Chester Police	Station	0845 458 000
Hospital	Countess of Chester	01244 365 000
West Mercia Energy	Gas and Electric Suppliers	0333 101 4424
Dan Woolley	IT Technical Support	01244 953 711
Stanley Roberts	Cyclical Maintenance Contractor	01244 382 118
Stanley Roberts	Boiler Contractor	01244 382 118
Selectrical	Local Electrician	07775 914678
L & S Plumbing	Local Plumber	01829 759331
Kelsall Windows	Local Glazier	01829 781234
Able Group	Local Glazier (24 hour)	03332565630
EPG	Intruder Alarm System	0844 800 9024
Eric Charlesworth	Fire Alarm System	01260 272 558

Academy Critical Incident Team Emergency Contacts

NAME	ROLE
Sarah White	Acting Principal/CIRT Coordinator
Chloe Hook	Acting Vice Principal
Luci Jones	CAT Chief Finance & Operations Officer
Tony Bevan	Site Maintenance Officer
Amanda Crowder	School Business Manager
Pam Hunt Claire Christian	Finance & Admin Officer Admin Assistant
Tim Bull	Chair of Governors

Governor Contact List

Tim Bull
Sarah White
Robert Bannon
Holly Stowell
Samantha Byrne
Katie Whiteman
Emma Giff
Lisa Whitehouse
Yvonne Calvert

Staff Contact Arrangements

If the Acting Principal (or their Deputy) takes the decision to close academy or needs to communicate with staff outside of academy hours they will **use School Spider to contact all staff** who will arrange for an agreed text 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.

Amanda Crowder, Pam Hunt and Claire Christian are responsible for contacting other academy users who are not registered for electronic messages (e.g. after school clubs, lettings etc.) and must keep an up to date list of contact details.

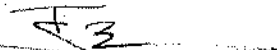
To be reviewed and updated by the Local Governing Body on an annual basis and no later than 31 October each academic year. A completed copy to be emailed to Cheshire Academies Trust by 31 October to luci.jones@cheshireacademiestruct.co.uk

The responsible officer 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 Amanda Crowder.

Next review date Autumn 2024

Signed:  **Acting Principal** **Date: 15/04/2024**

Signed:  **Responsible Officer** **Date: 15/04/2024**

Signed:  **Chair of Governors** **Date: 15/04/2024**