Reepham Church of England Primary School

CRITICAL INCIDENT / BUSINESS CONTINUITY MANAGEMENT PLAN

INTRODUCTION

A Critical Incident can be defined as an occurrence which constitutes a serious disruption, with little or no warning, to the capacity of the school to operate under normal conditions and requires the assistance of the Emergency Services and/or Lincolnshire County Council. As a Local Authority school, LCC will have the rights and responsibility to manage any critical incident and put in place actions/ policy which may supersede this policy.

Examples of events which may be classed as a Critical Incident are listed below but should not be seen as exhaustive:

- Death or serious injury as a result of violence, accident, self harm and/or sudden traumatic illness to staff and/or students, both on or off school premises;
- Major fire;
- Building collapse;
- Riot and/or civil disorder;
- Natural and/or man made incidents such as flood, earthquake, air crash etc.;
- Official missing person(s)/abduction;
- Terrorism or serious criminal activity;
- Major health incident such as pandemic illness.

These events may occur in a variety of places:

- On school premises;
- Off site whilst students are taking part in school activities, including whilst abroad;
- On school transport;
- Within the local community involving students or staff from the school or their relatives and friends.
- For events out of school hours the hirer of the facilities is issued with an emergency telephone number. The member of staff in charge of this should notify the head teacher or site manager immediately.

These events may involve staff and/or students.

Appendix 1 outlines the responsibilities for each of the above scenarios.

The **Critical Incident Management Team** will comprise the following people:

- Headteacher
- Chair and/or Vice Chair of Governors
- School Business Manager
- Deputy Head Teacher
- Emergency Liaison Officer
- Emergency Services

In addition, in certain circumstances, some or all of the following may be included

- Site Caretaker
- Other Teaching Staff
- Network Manager

Appendix 2 contains a list of emergency contact numbers.

Any Critical Incident is to be managed in three phases:

1. Immediate actions
2. Managed response
3. Return to normality

Appendix 3 shows a flow chart summarising the actions below. These should be undertaken as outlined in Appendix 1 and 4.

1. IMMEDIATE ACTIONS (within hours of the incident)
   - Obtain, collate and log information relating to the incident. It is vital that information is accurate and that any possible continuing risk is considered.
   - Gather and brief the Critical Incident Management Team (CIMT) and allocate roles and responsibilities.
   - Trigger support from Local Authority (LA) by contacting the Director of Children's Services and/or Emergency Liaison Officer (ELO), together with other appropriate contacts from the emergency list in Appendix 2. It should be clear who is responsible for making contact with those required to assist.
   - Set up an incident management room and if applicable, a dedicated phone line to deal with calls from anxious parents etc. The CIMT should agree a factual statement to be given out in order to avoid rumour and speculation. Mobile phones are not secure and should **not** be used to pass on sensitive and confidential information or details of events and/or casualties.
   - Contact any families affected in a prompt and sensitive manner. Ensure information is consistent. It may be appropriate for families to come to school in order to offer them immediate emotional support.
   - Make arrangements to contact other parents. Advice may need to be taken from the LA especially if there is a possibility of legal liability. CIMT may wish to send a letter to parents, or prepare a leaflet.
   - Inform other school staff and governors as they will need to be cautioned about talking to the media or responding to questions from reporters. Those in close contact with students should be kept well informed and feel secure in handling questions from them.
   - Inform students in an appropriate manner taking care to protect children and adults closely involved. Ensure a consistent account is given in keeping with the students' ability to understand.
   - Liaise with Head Teachers in other local schools if their pupils, parents and/or staff are affected.

2. MANAGED RESPONSE

- Wherever possible seek advice from County Office before speaking to the media. Where this is not possible the CIMT should prepare an agreed text for release and a designated spokesperson should be briefed and prepared in order to respond on behalf of the school.

- CIMT should devise a plan to help those involved deal with their reactions and feelings. This may involve outside professionals to support and debrief those affected. Typical reactions include – denial, distress, guilt, anger and helplessness.
- Monitor and support staff and students as a matter of priority, particularly those directly involved, using outside agencies where appropriate (this should include members of the CIMT). If the crisis persists over a long period individuals may become tired, weary and upset and this could affect their ability to make sensible or rational decisions.
- Reunite students and staff with families. This may need to take place at the scene of the incident in order to understand how to deal with the emotions of those involved and affected by the incident.
- Encourage those involved or affected by events to talk about the incident. Outside agencies should be used as appropriate.

3. RETURN TO NORMALITY

- Consider a debrief meeting for staff, students, parents and governors to clarify what happened, to share reactions, to reassure people that these reactions are normal and to mobilise resources such as support groups. Ideally this should be led by an outside person with the appropriate professional training.
- Young people will be told facts as evidence suggests this removes fears. We will emphasis the rarity of such events (eg The reasons certain incidents are reported on is because they are rare and infrequent). Anyone affected by an incident will be given support as requied.
- If the school buildings and IT data are destroyed, encrypted backups (up to two weeks old) are available offsite, backed up by Education Lincs.
- The computer servers are located in the Admin offices, with restricted access. They are backed up to a dedicated server offsite, provided by Education Lincs.
- Data will be restored in line with SLT requirements regarding priority. A suggested priority for the rest of the data is: Directory Services (logons), Integris, G: drive and then Email and Internet access. After this, other services should be brought back according to the need at the time (e.g. term time will be different from holidays).
- Arrange for formal and informal recognition of the incident so that expressions of sympathy can be made. It may be appropriate to arrange memorial services and/or commemorations.
- Plan for the return to school of those involved or affected by the incident, particularly if there has been a prolonged period of absence. Consider having professionals on hand to provide support.
- Consider providing information leaflets for students, staff and parents outlining possible delayed reactions which can be experienced. Ideally these should have details of support services available.
- Ongoing monitoring of how those involved in the incident are coping should be made, with an emphasis being placed on anniversaries. Events or ceremonies to commemorate the incident should also be considered.
- If any staff, governors or students are involved in any legal process following events they may need support to cope with the extended nature of the incident.
- Consideration should be given to including loss or bereavement counselling into staff training and/or the curriculum.

APPENDIX 1

ON SCHOOL PREMISES **(Note: Adult Job Designations are indicative only)**

INFORM • OBTAIN FACTS AND INFORMATION • CALL EMERGENCY SERVICES USING 999 • RETAIN ANY RELEVANT EQUIPMENT • CONTACT CHAIR OF GOVERNORS • CONTACT DIRECTOR OF CHILDREN'S SERVICES AND/OR EMERGENCY LIAISON OFFICER • INFORM REST OF SCHOOL STAFF AND STUDENTS AS APPROPRIATE • CONTACT HEALTH AND SAFETY ADVISERS • PREPARE TO DEAL WITH THE MEDIA	**ADULT 1 – INFORMS** • **Headteacher**

SAVE • ADMINISTER FIRST AID WHERE POSSIBLE • ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES • TRAVEL WITH, OR ARRANGE FOR SOMEONE ELSE TO TRAVEL WITH, CASUALTIES TO HOSPITAL • COMPLETE ACCIDENT FORMS	**ADULT 2 – SAVES** • **First aiders**

CARE • KEEP A RECORD OF WITNESSES • KEEP OTHERS INFORMED OF THE SITUATION WITH FACTS PROVIDED BY ADULT 1 • ARRANGE FOR NON-CASUALTIES TO EVACUATE SCHOOL • CARE FOR RELATIVES ARRIVING AT SCHOOL • CONSIDER RELOCATION TO OTHER PREMISES • REMAIN AVAILABLE TO THE EMERGENCY SERVICES	**ADULT 3 - CARES** • **Deputy Head (or other nominated Adult)**

ASSIST • KEEP OTHERS INFORMED OF THE SITUATION WITH FACTS PROVIDED BY ADULT 1 • ENSURE ALTERNATIVE ACCOMMODATION IS AVAILABLE IF NEEDED • HELP TO ESTABLISH INCIDENT ROOM	**ADULT 4 - ASSISTS** • **School Business Manager/ Site Manager**

APPENDIX 1 (CONT)

OFF SITE WHILST STUDENTS ARE TAKING PART IN SCHOOL ACTIVITIES **(Note: Adult Job Designations are indicative only)**

INFORM • OBTAIN FACTS AND INFORMATION • CALL EMERGENCY SERVICES USING 999 • RETAIN ANY RELEVANT EQUIPMENT • INFORM SENIOR SCHOOL STAFF • CONTACT HEALTH AND SAFETY ADVISERS • REQUEST ASSISTANCE ON SITE AS NECESSARY • PREPARE TO DEAL WITH THE MEDIA • CONTACT/LIAISE WITH LOCAL HEAD TEACHERS	**ADULT 1 – INFORMS** • **Group leader as indicated on Risk Assessment**

SAVE • ADMINISTER FIRST AID WHERE POSSIBLE • ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES • TRAVEL WITH, OR ARRANGE FOR SOMEONE ELSE TO TRAVEL WITH, CASUALTIES TO HOSPITAL • COMPLETE ACCIDENT FORMS	**ADULT 2 – SAVES** • **First aider or other nominated adult shown on Risk Assessment**

CARE • CALL OTHER ASSISTANCE AS NECESSARY • KEEP A RECORD OF WITNESSES • KEEP OTHERS INFORMED OF THE SITUATION WITH FACTS PROVIDED BY ADULT 1 • CONSIDER ABANDONMENT OF ACTIVITY • ARRANGE FOR NON-CASUALTIES TO RETURN TO SCHOOL • REMAIN AVAILABLE TO THE EMERGENCY SERVICES	**ADULT 3 - CARES** • **Nominated adult shown on Risk Assessment**

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APPENDIX 1 (CONT)

GUIDANCE FOR SENIOR STAFF ON HEARING OF INCIDENT INVOLVING OUT OF SCHOOL ACTIVITIES, SCHOOL TRANSPORT OR IN LOCAL COMMUNITY

(Note: Adult Job Designations are indicative only)

INFORM • OBTAIN FACTS AND INFORMATION • CONFIRM EMERGENCY ASSISTANCE HAS BEEN CALLED • CONFIRM WHO IS IN CHARGE OF THE INCIDENT • CONTACT CHAIR OF GOVERNORS • CONTACT DIRECTOR OF CHILDREN'S SERVICES AND/OR EMERGENCY LIAISON OFFICER • CONTACT SENIOR STAFF • INFORM REST OF SCHOOL STAFF AND STUDENTS AS APPROPRIATE • CONTACT OTHER STAFF • PREPARE TO DEAL WITH THE MEDIA • CONTACT/LIAISE WITH LOCAL HEAD TEACHERS	**ADULT 1 – INFORMS** • **Headteacher**

CARE • DECIDE WHO AND HOW TO TELL PARENTS AND FAMILY OF THOSE STUDENTS INVOLVED • ESTABLISH AN INCIDENT ROOM • CARE FOR RELATIVES ARRIVING AT SCHOOL AND ENSURE A PRIVATE ROOM IS AVAILABLE • REMAIN AVAILABLE TO THE EMERGENCY SERVICES AND COLLEAGUES WHO ARE SUPERVISING	**ADULT 2 - CARES** • **Deputy Head (or other nominated Adult)**

MAINTAIN VITAL COMMUNICATIONS WITH COLLEAGUES AT ALL TIMES

DO NOT ALLOW STUDENTS TO TALK TO THE MEDIA UNLESS ADULT 1 OR PARENTS HAVE GIVEN THEIR PERMISSION

APPENDIX 2

EMERGENCY CONTACT LIST

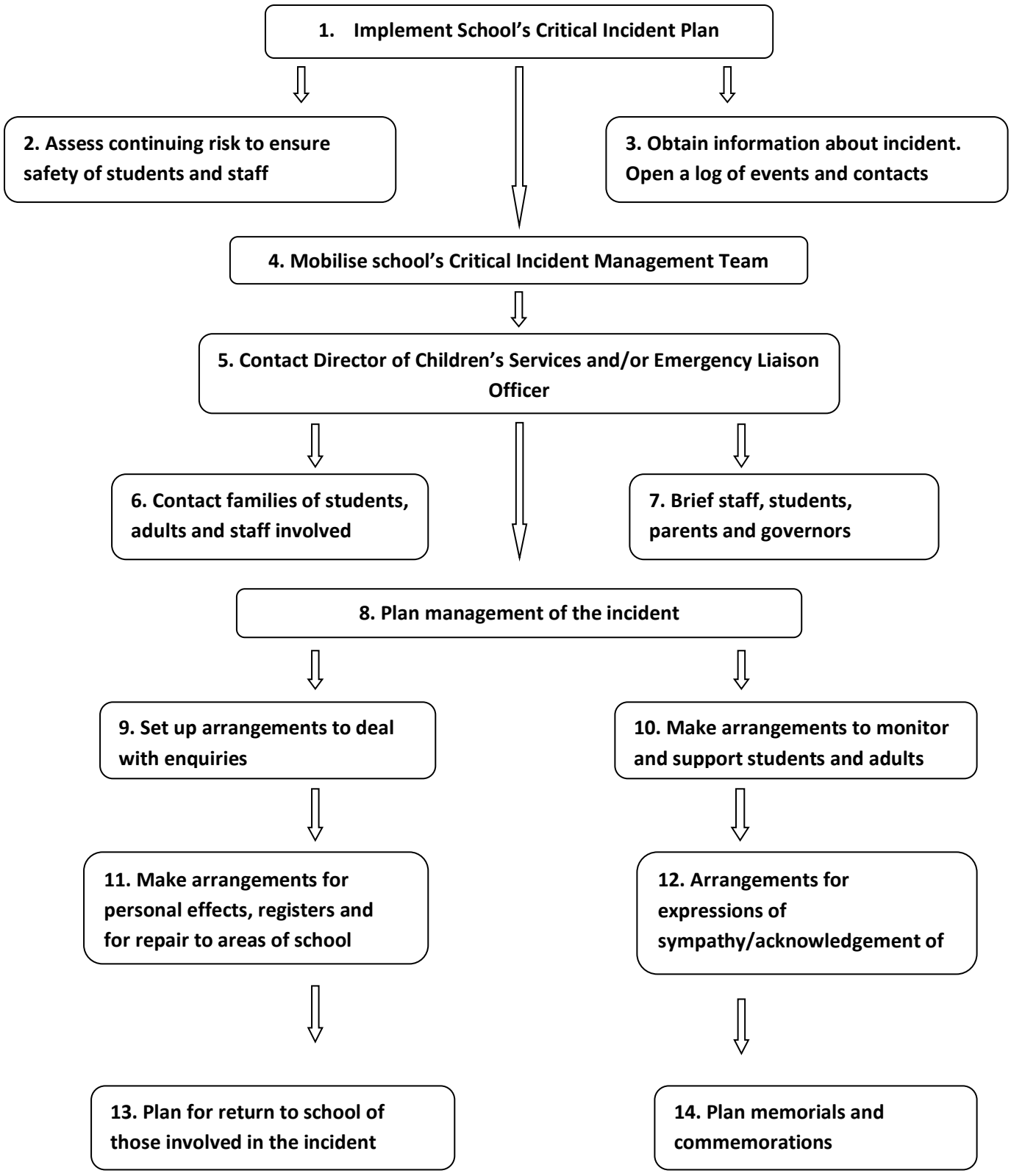
**** = certain numbers removed from online publication

NAME	TITLE	TELEPHONE	ALTERNATIVE NO.
LCC Emergency line (including accidents on trips)	LCC Emergency (first call)	01522 582220 (Office hours)	01522 888111 (Outside office hours)
Amy Jackson	Headteacher	****	****
Tim Rideout	Chair of Governors	****	****
Debbie Barnes	Director of Children's Services	01522 553204	07900 607164
Dave Manby	Vice Chair of Governors	****	****
Louise Revitt	Business Manager	****	****
David Robinson	Emergency Liaison Officer – LA	01522 553259	07775 705126
Fire Brigade/ Ambulance/ Police	Emergency Services	999	
Local Police	Emergency Services	01522 532222 (x.4644)	
Lincolnshire County Council switchboard-departments including H&S	Health & Safety Adviser	01522 552222	
Wendy Bacon	Caretaker	****	
Nicola Rawlings	Deputy Headteacher	****	
	Civil Protection Manager	01522 582 224	
	School Nurse	01427 810801	
	Education Psychology Service Central Office	01522 553341	01522 553554
	Home School Liaison Officer	01522 782030	
	Social Services Area Team Leader	01507 600800 x4447	01205 310010 x2277
	Counselling Services	CAMHS: 01507 606843 01522 513875	CASY: 01427 787914, 07714104086
	The Samaritans	08457 909090	
Education Lincs	IT support Services	01472 813295	
	Education Welfare Officer	01522 552222	
	A&E Lincoln Hospital	**01522 573400**	01522 512512

APPENDIX 3

(Note: Adult Job Designations are indicative only)

CRITICAL INCIDENT PHASES FLOWCHART



APPENDIX 4

ON SCHOOL PREMISES

(Note: Adult Job Designations are indicative only)

ADULT 1 – INFORMS
Headteacher
Deputy Head

- OBTAIN FACTS AND INFORMATION
- CALL EMERGENCY SERVICES USING 999
- RETAIN ANY RELEVANT EQUIPMENT
- CONTACT CHAIR OF GOVERNORS
- CONTACT DIRECTOR OF CHILDREN'S SERVICES AND/OR EMERGENCY LIAISON OFFICER
- CONTACT LOCAL HEAD TEACHERS

- INFORM REST OF SCHOOL STAFF AND STUDENTS AS APPROPRIATE
- CONTACT HEALTH AND SAFETY ADVISERS
- PREPARE TO DEAL WITH THE MEDIA

ADULT 2 - SAVES
First aiders
Assistant Head
Business manager

- ADMINSTER FIRST AID WHERE POSSIBLE
- ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES
- TRAVEL WITH, OR ARRANGE FOR SOMEONE ELSE TO TRAVEL WITH, CASUALTIES TO HOSPITAL
- COMPLETE ACCIDENT FORMS

ADULT 3 - CARES
Deputy Head
Assistant Head
Head of Year

- KEEP A RECORD OF WITNESSES
- KEEP OTHERS INFORMED OF THE SITUATION WITH FACTS PROVIDED BY ADULT 1
- ARRANGE FOR NON-CASUALTIES TO EVACUATE SCHOOL
- CARE FOR RELATIVES ARRIVING AT SCHOOL
- CONSIDER RELOCATION TO OTHER PREMISES
- REMAIN AVAILABLE TO THE EMERGENCY SERVICES

ADULT 4 - ASSISTS
Assistant Head
Head of Year
Form Tutor

- KEEP OTHERS INFORMED OF THE SITUATION WITH FACTS PROVIDED BY ADULT 1
- ENSURE ALTERNATIVE ACCOMODATION IS AVAILABLE IF NEEDED
- HELP TO ESTABLISH INCIDENT ROOM

APPENDIX 4 (cont.)

OUT OF SCHOOL ACTIVITIES

(Note: Adult Job Designations are indicative only)

ADULT 1 – INFORMS
Group leader as indicated on Risk Assessment

- OBTAIN FACTS AND INFORMATION
- CALL EMERGENCY SERVICES USING 999
- RETAIN ANY RELEVANT EQUIPMENT
- INFORM SENIOR SCHOOL STAFF **(SEE "AT SCHOOL" BELOW)**
- CONTACT LOCAL HEAD TEACHERS
- CONTACT HEALTH AND SAFETY ADVISERS
- REQUEST ASSISTANCE ON SITE AS NECESSARY
- PREPARE TO DEAL WITH THE MEDIA

ADULT 2 - SAVES First aider or other nominated adult shown on Risk Assessment

- ADMINSTER FIRST AID WHERE POSSIBLE
- ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES
- TRAVEL WITH, OR ARRANGE FOR SOMEONE ELSE TO TRAVEL WITH, CASUALTIES TO HOSPITAL
- COMPLETE ACCIDENT FORMS

ADULT 3 - CARES
Nominated adult shown on Risk Assessment

- CALL OTHER ASSISTANCE AS NECESSARY
- KEEP A RECORD OF WITNESSES
- KEEP OTHERS INFORMED OF THE SITUATION WITH FACTS PROVIDED BY ADULT 1
- CONSIDER ABANDONMENT OF ACTIVITY
- ARRANGE FOR NON-CASUALTIES TO RETURN TO SCHOOL
- REMAIN AVAILABLE TO THE EMERGENCY SERVICES

AT SCHOOL

Headteacher, Deputy Head or Assistant Head

- OBTAIN FACTS AND INFORMATION
- CONFIRM THAT EMERGENCY ASSISTANCE HAS BEEN CALLED
- CONFIRM WHO IS IN CHARGE OF THE INCIDENT
- CONTACT SENIOR STAFF
- CONTACT CHAIR OF GOVERNORS
- CONTACT DIRECTOR OF CHILDREN'S SERVICES AND/OR EMERGENCY PLANNING OFFICER
- INFORM REST OF SCHOOL STAFF AND STUDENTS AS APPROPRIATE
- PREPARE TO DEAL WITH THE MEDIA

AT SCHOOL

Deputy Head, Assistant Head or Head of Year

- DECIDE WHO AND HOW TO TELL PARENTS AND FAMILY OF THOSE STUDENTS INVOLVED
- ESTABLISH AN INCIDENT ROOM
- CARE FOR RELATIVES ARRIVING AT SCHOOL AND ENSURE A PRIVATE ROOM IS AVAILABLE
- REMAIN AVAILABLE TO THE EMERGENCY SERVICES AND COLLEAGUES WHO ARE SUPERVISING

APPENDIX 5

FACTS AIDE MEMOIRE

This is a guide to some of the details required but is not an exhaustive list.

- Have the emergency services been called?
- Is anyone mortally or seriously injured? If so how many?
- How did it happen?
- What order did events occur?
- How and when did you become aware of it?
- Were there any witnesses? If so do you have their contact details?
- Can everyone be moved to a safe place?
- Do others in your group know what to do to help?
- Do those involved need to know when help is due to arrive?

Business Continuity

As a Local Authority Maintained School, the Headteacher will liaise with the Local Authority to ensure that the pupils of this school do not miss out on their education for more than 10 consecutive days. The governors will consider which students are most "affected", given the time of the academic year.

Contact numbers for the LA are detailed above.

We, as a Local Authority school, have adequate business and premises insurance, provided by the LA. Our insurer is Zurich Municipal – the Councils insurers – and they are contactable on **0800 0280336.**

The policy number to quote is QLA-10A002-0113.

We have an up to date asset register. This is hosted by Parago Asset Management and is accessible on the cloud.

Reviewed: July 2026

Next Review Date: July 2027