



Norley CE Primary School



Critical Incident Management Plan

We are a church school where education is nourished through the teachings of Jesus Christ, enabling each child to fulfil their potential and which reflects our commitment to academic excellence.

We want our children to celebrate and appreciate diversity, fostering qualities that encourage every child to have aspiration for a society in which every individual is cherished.

With our Christian belief at its heart, we work in partnership with each other, families, the church, the local and wider community to create a stimulating and caring environment, where everyone is welcomed, nurtured and empowered.

Christian values directly inspire and influence the children to recognise their self-worth and flourish, enabling them to make the right choices that will continue to shape their lives

You are the light of the world. A city built on a hill cannot be hidden. No one after lighting a lamp puts it under the bushel basket, but on the lamp stand, and it gives light to all in the house. In the same way, let your light shine before others, so that they may see your good works and give glory to your Father in heaven.

(Matt. 5:14-16)



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
- Bomb hoax
- 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:

- Mrs Helen Kelly (Headteacher/ Safeguarding Officer)
- Mr Nigel Bennett (Senior Teacher)
- Miss Gemma Williams (Senior Teacher)
- Mrs Julie White (Bursar)
- Mr Vince Akers (Site Maintenance Officer)
- Debbie Brown (HLTA)
- Mr Paul Corbishley (Chair of Governors)



Disaster Management Roles & Responsibilities

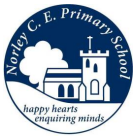
Name	Role	Responsibilities	Alternative
Mrs Helen Kelly	Head teacher	Information gathering, overall coordination, communication with CWAC, written log of events	Mr Nigel Bennett
Mr Nigel Bennett	Senior Teacher	Deal with other pupils and staff on site, keeping disruption to a minimum	Gemma Williams
Mrs Julie White	Bursar	Coordination of Emergency Services, Communication with support staff	Vince Akers
Gemma Williams	Senior Teacher	Communication with parents	Mrs Julie White
Mr Paul Corbishley	Governor	Communication with the media	Mrs Natalie Eastwood

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 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 The Parish Centre next to St John’s Church, Norley, 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.



CHESHIRE WEST AND CHESTER COUNCIL CONTACT LIST

CHILDREN & FAMILIES SERVICES: SERIOUS INCIDENT SUPPORT TEAM

CONTACT ARRANGEMENTS FOR MANAGING SERIOUS INCIDENTS IN SCHOOLS AND CHILDREN'S CENTRES INVOLVING A CHILD, PUPIL OR MEMBER OF STAFF

A CRITICAL INCIDENT INVOLVING A PUPIL OR MEMBER OF STAFF SHOULD BE REPORTED TO:

Office Hours:	Customer Services	01244 977818
Out of Hours Officers:	Customer Services <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>	0300 123 7035

Other Contacts on a selective basis according to the situation:			
Name	Role	Office	Mobile
Kerry Gray	Strategic Lead Serious Incident Support Team	01244 976778	07789 484743
Debbie Murphy	Acting Head of Education and Inclusion	01244 975923	
Jonathan Siddorn	Schools Health & Safety	01244 973306	07827 877686
Kerry Crow	Home to School Transport	0300 1237039	<i>Out of hours:</i> 07702 119 642
i-Art	During Working Hours: 0300 123 7047		<i>Out of hours:</i> 01244 977277
Rosemary Hodgson	School HR	01244 976796	
Laura Johnson	Media Relations	01244 972965 PressOffice@cheshirestandchester.gov.uk	07879 117190
Morag Bragger	Education Welfare, all localities	01606 271532	07920 295257
Delyth Curtis	Deputy Chief Executive, People	01244 976235	
Property related incidents	CWAC Helpdesk	0300 123 7043	
Local Police Contact:	CAT Northwich	0845 458 6392/3/4	
Local Hospital Contact:	Victoria Infirmary Northwich Halton General Hospital	01606 56400 01928 714567	



School Critical Incident Team Emergency Contacts

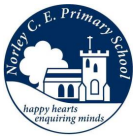
Name	Role	Home	Mobile
Mrs Helen Kelly	Head/CIRT Coordinator	01928 751433	07772 034296
Mr Nigel Bennett	Senior Teacher		07929 557989
Miss Gemma Williams	Senior Teacher		07800 662048
Mrs Julie White	Bursar	01606 350344	07704 523973
Mr Vince Akers	SMO	01928 739409	07780 555336
Miss Debbie Brown	HLTA	01606 851860	07545 042435
Paul Corbishley	Chair of Governors	01606 301866	07875 038403

Governor Contact Cascade

Mrs Helen Kelly	Paul Corbishley	Natalie Eastwood	Alison Eaton
			Ron Iveson
		Roger Hoyle	Vanessa Duffy
		Deryn O'Connor	Lucy Kornecki

Staff Contact Cascade

Mrs Helen Kelly	Gemma Williams	Nigel Bennett	Teachers
		Debbie Brown	TAs
	Mrs Julie White	Jayne Appleyard	
		Vince Akers	
		Mary Dimelow	
		Yvonne Roughsedge	
		Heather Baker	
		Diane Richmond	
	Link Club: 07707 494703		
	MB Travel: 01606 43335 / 07774 064838		
	Tracy Moore, Edsential Catering Senior Business Manager, 0151 541 2170 / 07710 707094 tracy.moore@edsential.co.uk		



Critical Incident Management Plan	
Review Frequency:	Annual
Reviewed by:	Full Governing Body
Head Teacher approval signature:	<i>Helen Kelly</i>
Head Teacher approval date:	
Chair of Governing Body approval signature:	<i>Paul Corbishley</i>
Chair of Governing Body approval date:	
Date of next review:	