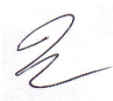


Critical Incident Management Plan

Ellesmere Port Catholic High School



Approved by:	Mr J Coucill, Chair of Governors 
Lead of Review:	Mrs C Vile, Headteacher
Last reviewed on:	October 2020
Next review due by:	September 2021 or on receipt of documentation from CWAC

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 students 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:

- Mrs C Vile (Headteacher)
- Mrs L Henderson (Acting Deputy Headteacher)
- Mrs J Jones (Associate Deputy Headteacher & Safeguarding Officer)
- Mr T Laing (Senior Assistant Headteacher)
- Mr C Jones (Assistant Headteacher)
- Mr M Hughes (Assistant Headteacher)
- Mr C Lloyd (Site Manager)
- Mr C Jones (Business Manager)
- Ms L Oakley (Assistant Headteacher)
- Mrs E Lyth (Headteacher's PA)
- Mr J Coucill (Chair of Governors)

Disaster Management Roles & Responsibilities

Name	Role	Responsibilities	Alternative
Mrs C Vile	Headteacher	Information gathering, overall coordination, communication with CWAC, written log of events	Mrs L Henderson, Acting Deputy Headteacher Mrs J Jones, Associate Deputy Headteacher
Mrs L Henderson Mrs J Jones	Acting Deputy Headteacher Associate Deputy Headteacher	Deal with other students and staff on site, keeping disruption to a minimum	Mr T Laing Senior Assistant Headteacher
Mr C Lloyd	Site Manager	Coordination of Emergency Services	Mr Colin Jones Assistant Headteacher
Mr C Jones	Business Manager	Communication with support staff; Communication with Primary School	Mrs E Lyth PA to Headteacher
Mrs C Vile / Mr J Coucill	Governor	Communication with the media	Mrs L Henderson, Acting Deputy Headteacher Mrs J Jones, Associate Deputy Headteacher

Procedures

- The Headteacher (or in event of absence) the Senior Assistant Headteachers 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 the Customer Service contact below who will inform appropriate Officers at CWAC (see contact list)
- The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting
- Students 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 High School 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 students 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 students. 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

A CRITICAL INCIDENT INVOLVING A STUDENT OR MEMBER OF STAFF SHOULD BE REPORTED TO:			
Office Hours	Customer Services	01244 977818	
Out of Hours	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	
FOR A PROPERTY RELATED CRITICAL INCIDENT CONTACT: CWAC helpdesk: 0300 123 7043			
Other contacts (on a selective basis):			
		Office	Mobile
Kerry Gray	Strategic Lead Serious Incident Support Team	0151 356 6549	07789 484743
David McNaught	Director Education and Inclusion	01244 975923	07767 495412
Mary Jefferson	Transport	0300 123 7039 / 01244 973052	<i>Out of hours: 07702 119642</i>
Eric Burt	H&S Manager	01244 972229	07732 468160
i-Art	During Working Hours (8.30-5.00) 0300 123 7047		<i>Out of hours: 01244 977277</i>
Rosemary Hodgson	School HR	01244 976796	
Laura Johnson	Media Relations	01244 972965 PressOffice@cheshirewestandchester.gov.uk	07879 117190
Morag Bragger	Education Welfare All Localities	01606 271532	07920 295257
Delyth Curtis	Deputy Chief Executive, People	01244 976235	

Local Police Contact: 0845 458 0000

Local Hospital Contact: 01244 36500

Diocese of Shrewsbury Curial Offices: 0151 652 9855

School Critical Incident Team Emergency Contacts

Name	Role	Home	Mobile
Mrs C Vile	Head/CIRT Coordinator	01606 782 159	07896 301481
Mrs J Jones	Associate Deputy Headteacher		07968 943915
Mrs L Henderson	Acting Deputy Headteacher	0151 609 1422	07866 959505
Mr C Jones	Assistant Headteacher		07713 028435
Mr M Hughes	Assistant Headteacher	0151 339 7188	07801 065086
Mr T Laing	Assistant Headteacher	01244 409194	07710 918798
Ms L Oakley	Assistant Headteacher		07973 465510
Mr C Jones	Business Manager	01244 976209	07747 801091
Mr C Lloyd	Site Manager	0151 334 0299	07718 100089
Mr S Black	IT Services		
Mrs E Lyth	Headteacher's PA		
Mrs L McDougall	Canteen Manager	01244 795 361	07554 141083
Mr J Coucill	Chair of Governors	0151 339 1317	07596 653584

Governor Contact Cascade

			Mrs A Everett
	Chair of Governors	Mrs M Pearson	Mrs J Bush
			Mrs K Swift

Headteacher's PA Clerk to Governors		Mrs L O'Brien	Mrs V Marsland
			Mrs L Baillie
		Mr R Hughes	Mrs A Ryan
			Mr C Jones

Staff Contact Cascade

Headteacher	Mrs J Jones Mrs L Henderson	All SLT	Mr T Laing	Subject Leaders	Teachers / Technicians
			Mr M Hughes	Pastoral Staff Lunch Supervisors	
			Mrs V Marsland	TAs / SEN Admin Library Assistant	
			Mrs L Henderson	6 th Form Admin	
			Mr Carl Jones	Curriculum Support Manager	Admin Staff Cover Supervisors
			Mr Carl Jones	Canteen Manager	Kitchen staff
				Site Manager	Caretakers/Cleaners
				IT Services	IT Staff
				Finance Officer	Finance staff
				Head's PA	
				Primary School	