

Greenford School



CRITICAL INCIDENT RECOVERY PLAN FOR SCHOOLS

(School Emergency Plan)

Version 4.0

Reviewed and Agreed: October 2026

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Contact list		
School staff – Emergency Management Team (EMT)		
Name		Number
Matt Edwards	Headteacher	C/O School 01300 320644
Julie Attwell	Assistant Headteacher	C/O School 01300 320644
Tim Greenslade	Chair of Governors	C/O School 01300 320644
Christina Naerger	Finance Manager	C/O School 01300 320644
Kate Coombes	Administrator	C/O School 01300 320644
Optional;		
Radio Stations		
Name		Number
Heart Dorset		0345 481 11 11
BBC Radio Solent (Dorchester Office)		0808 100 3700
Greatest Hits Radio		0333 20 20 402
Other useful numbers		
Name		Number
Primary alternative site/SAFE site:		
Maiden Newton Youth & Community Centre		01300 320127
Alternate - Maiden Newton Village Hall		01300 320260
EMT location:		
The Children's Centre, Maiden Newton		01300 321729
* For information on other Emergency Rest Centres please contact the Emergency Planning Service. Contact details on Emergency Contacts Poster Appendix A		
Annual Plan Review Record		
Training & Exercise Record		

Background information: Introduction, Information, Intention

Introduction

This plan has been created by Dorset Council to assist in providing a coordinated response by schools during times of crisis.

Information

This plan is set within the context of Dorset Council’s three Critical Incident levels for schools. In general terms all incidents will fall into one of the three levels as follows:

Level 1

A major incident involving large number of children and adults (e.g.: bus crash, major violence as in Dunblane).

Level 2

An incident involving death or serious assault, or other traumatic incident witnessed by children or adults.

Level 3

Traumatisation of a child/children resulting from an out-of-school situation such as a sudden death, suicide of a classmate, road traffic accident, etc (but not witnessed by them).

Intention

The purpose of this Critical Incident Recovery Plan is to enable the school and its staff and pupils to recover quickly and efficiently from any disaster or emergency which may occur, with the minimum of disruption and trauma.

Risk Assessment

It is vital that all members of staff ensure their own safety and that of pupils when responding to incidents. This can be achieved by using initial and ongoing dynamic risk assessments that reflect the changing circumstances during Critical Incidents, ensuring a proactive approach. The school adopts an “all hazards” approach to risk.

Method

It is suggested that a school Emergency Management Team (EMT) is convened. The EMT will be responsible for strategic decisions during an emergency. EMT core membership will comprise of the Head Teacher, Finance Officer and Chair of Governors (or their nominated Deputies). The EMT will be supplemented, dependent upon the nature of the incident, by the appropriate internal and external partners (DC Children’s Services Emergency Planning Liaison Officer (EPLO), DC Communications Unit, utility companies, NHS, Police, etc).

Administration

The plan will be reviewed annually by the core membership of the EMT or following an incident or exercise. It will be the responsibility of the EMT to ensure the plan is exercised annually.

Communication <u>Media</u> A media strategy will be developed by the EMT in conjunction with the DC Communications Unit at the time of the incident. The EMT will ensure nomination of an appropriate spokesperson. <u>Key Contacts</u> - Please see Emergency Contact poster, Annex A
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1. GENERIC ACTIONS

(GUIDANCE to be followed for all Critical Incidents)

Background information: Generic Actions

This Action Card is to be used as appropriate for all types of incidents. In general terms a 'Level 1' incident either will or has the potential to, overwhelm or compromise normal school operations. A 'Level 2' or 'Level 3' incident will have significant direct impact upon pupils and/or staff of school but will not necessarily compromise normal operations.

Initial Actions : All Incidents – All Staff

1.	Contact members of the EMT to decide on actions if not immediate 999 call.	
2.	Evacuate all children and staff to safe area – Youth & Community Centre or St. Mary's Church or Village Hall as a back up.	
3.	Consider calling 999 and requesting the appropriate emergency service in relation to incident.	
4.	Alert DC Emergency Planning Service, see Annex A.	
5.	Liaise with Emergency Planning Service (include key details as follows): - Nature of incident - School location and contact details - Request Crisis Support Team	
6.	Ensure office staff initially evacuate to muster point TOP FIELD with the following (a list of this will be kept in a prominent place in the office): - Gate keys - Laptop (asset register, pupil contact info, this plan) - Mobile phone/charger - Internet Access - Registers (if available) - Bibs for EMT members - First Aid supplies - Cordon tape, whistles - The day's visitor log - Children's medication - Multiple copies of all Appendices to this plan - Money (pound coins) – Village Hall heating & lighting	
7.	Call registers and document any missing staff, pupils and/or visitors. Report any missing staff, pupils and/or visitors to the Emergency Services asap	
8.	Start Incident Log, see Annex B.	
9.	Consider designating contact number(s) for incoming and outgoing calls.	
10.	Liaise with emergency services and provide an update of incident, including any missing persons or injuries	
11.	If the incident is a result of a confirmed or suspected criminal act action should be taken where possible to preserve any evidence.	

GENERIC ACTIONS (continued)(GUIDANCE to be followed for all Critical Incidents)

Initial Actions : All Incidents – Emergency Management Team

1.	Convene EMT (identify suitable location). The Children's Centre	
2.	Start Critical Decision log see Annex B.	
3.	Establish initial impact on school operations including: - Pupils - Resources (personnel and equipment) - Expenditure - Buildings	
4.	Consider and document the critical decisions: - Pupils - Determine requirement to inform next of kin - Determine requirement for initial media holding statement - Evacuation to Emergency Shelter and/or Rest Centre – Youth & Community Centre / Village Hall	
5.	Ensure Chair of Governors is alerted and/or their representative	
6.	Establish briefing cycle with key staff members (e.g. every 30mins or so, or when operationally practical).	

Ongoing Actions : All Incidents – Emergency Management Team

1.	Determine strategy to inform parents and reunite with pupils.	
2.	Ensure a briefing meeting for staff is held.	
3.	Prepare statement for media – in conjunction with DC Communications Manager, Headteacher / Deputy or Chair of Governors.	
4.	Nominate a media spokesperson. Headteacher / Deputy or Chair of Governors.	
5.	Ensure staff continue to perform ongoing risk assessments that reflect the changing circumstances of the incident.	
6.	Consider welfare implications for staff and pupils: - existing medical conditions/medications - refreshments/feeding/toilets - shift times/hours of duty	
7.	Log all actions and decisions.	
8.	Continue established briefing cycle.	

1. GENERIC ACTIONS (continued)

(GUIDANCE to be followed for all Critical Incidents)

Closure Actions : All Incidents – Emergency Management Team

1.	Establish procedure to monitor vulnerable pupils and staff.	
2.	Consider external support if necessary (counselling, Occupational Health etc) in conjunction with Crisis Support Team.	
3.	Ensure all staff are aware of which pupils were affected and in what way, and that they know how to obtain further help if required.	
4.	Chair a 'Hot Debrief' and document salient points.	
5.	Ensure a formal debrief with key stakeholders is held within one month of the incident.	
6.	Compile report from lessons learned.	

SUDDEN DEATH OF PUPIL OR STAFF / BEREAVEMENT / TRAUMA SUPPORT

Initial Actions : All Staff

1.	Call 999.	
2.	Remove other children from the scene. <i>Make a note of all witnesses (For Emergency Services & potential counselling)</i>	
3.	Liaise with emergency services and provide an update of incident.	
4.	Start incident log copies, see Annex B	

Initial Actions : Emergency Management Team (EMT)

1.	Start Critical Decision log (copies within this document).	
2.	Determine strategy to inform victim's next of kin in conjunction with Police / DC Adult & Communities / Children's Services Directorate	
3.	Consider and document the critical decisions: Pupils Determine requirement for initial media holding statement in conjunction with DC Comms Determine requirement to inform pupils Determine requirement to inform parents	
4.	Ensure contact is made with DC Critical Incident Response Team (CIRT), Trauma Response Team & Emergency Planning Service's Duty Officer (see Annex A Emergency Contact Poster).	
5.	Consider evacuation to Community Centre / Village Hall dependent upon incident	
6.	Consider designating contact number(s) for incoming and outgoing calls	
7.	Start Critical Decision Log (see Annex B).	
8.	Ensure Chair of Governors is alerted.	

2.1 SUDDEN DEATH OF PUPIL OR STAFF / BEREAVEMENT / TRAUMA SUPPORT (continued)

Ongoing Actions : Emergency Management Team Note: Refer to Annex C – Guidance Documents with regard to bereavement and trauma support

1.	Determine strategy to inform parents and reunite with pupils.	
2.	Stick to normal school routines as far as possible.	
3.	Ensure a briefing meeting for staff is held.	
4.	Prepared by Headteacher / Deputy and Chair of Governors – in conjunction with DC Communications Manager.	
5.	Nominate Headteacher / Deputy, Chair of Governors to inform NOK.	
6.	Establish a briefing cycle with key staff members (e.g. every hour, day, week).	
7.	Consider attendance at funerals (possibly within 24 hours for some religions).	
8.	Ensure staff continue to perform ongoing risk assessments that reflect the changing circumstances of the incident.	
9.	Log all actions and decisions.	
10.	Continue established briefing cycle.	
11.	Chair 'Hot Debrief' and document salient points.	

Closure Actions : Emergency Management Team

1.	Establish procedure to monitor vulnerable pupils and staff.	
2.	Consider external support if necessary (counselling, Occupational Health etc) in conjunction with Crisis Support Team.	
3.	Ensure all staff are aware of which pupils were affected and in what way, and that they know how to obtain further help if required.	
4.	Consult with parents to decide how / if to mark anniversaries (birthdays, date of death etc).	
5.	Remember that legal processes, enquiries and news stories may bring back distressing memories and cause temporary upset within the school.	
6.	Be aware of multi-cultural and multi-faith issues. Advice can be obtained from Ethnic Minority Achievement Service within Children's Services Directorate.	
7.	Ensure a formal debrief with key stakeholders is held within one month of the incident	
8.	Compile report from lessons learned.	

2.2 GAS LEAK –

Initial Actions : All Staff

1.	Evacuate all children and staff to safe area.	
2.	Call emergency gas number to report leak – 0800 111 999	
3.	Switch off gas at emergency shut off point in boiler room if safe to do so – WE HAVE NO GAS ON SITE	
4.	Extinguish any naked flames.	
5.	Ensure office staff initially evacuate to muster point TOP FIELD with the following (a list of this will be kept in a prominent place in the office): - Gate keys - Laptop (asset register, pupil contact info, this plan) - Mobile phone/charger - Internet Access - Registers (if available) - Bibs for EMT members - First Aid supplies - Cordon tape, whistles - The day's visitor log - Children's medication - Multiple copies of all Appendices to this plan - Money (pound coins) – Village Hall heating & lighting	
6.	Call registers and document any missing staff, pupils and/or visitors.	
7.	Nominate member of staff as liaison contact.	
8.	Consider designating contact number(s) for incoming and outgoing calls.	
9.	Ensure Chair of Governors is alerted.	
10.	Start Incident Log (see Annex B)	

2.3 EXTERNAL CHEMICAL INCIDENT

Initial Actions : All Staff

1.	Call 999	
2.	Keep all children and staff <u>WITHIN</u> the building.	
3.	Close all doors and windows.	
4.	Place wet towels / clothing along bottom of doors and windows. Ensure we have necessary equipment – VERY LOW RISK – WE HAVE SOME TOWELS – PLENTY OF CURTAINS/ MATERIALS ETC.	
5.	Mobilise First Aiders.	
8.	Start Incident Log.	
9.	Consider designating alternative contact number(s) for incoming and outgoing calls + fax numbers.	
10.	Liaise with emergency services and provide an update of incident and casualties.	
11.	Ensure Chair of Governors is alerted.	

Initial Actions : Emergency Management Team

1.	Start Critical Decision log (see Annex B).	
2.	Consider and document the critical decisions: - Determine requirement for initial media holding statement - Determine requirement to inform pupils - Determine requirement to inform parents	
3.	Ensure contact is made with DC Emergency Planning Service (See Annex A).	
4.	Nominate member of staff as a Liaison Officer. Headteacher / Deputy	
5.	Start Critical Decision log (Annex B).	
6.	Ensure Chair of Governors is alerted.	

2.4 SCHOOL CLOSURE

Initial Actions : Emergency Management Team

1. Consult with Chair of Governors, if possible.	
2. Call Children's Services General Office and advise of closure and reason.	
2. Mark school as closed using the facility on Dorset for You website.	
3. Contact School Transport Services / operators and advise of closure / new arrangements.	
4. Contact parents using ClassDojo and/or email, as appropriate.	
5. Follow the schools agreed strategy for dealing with any children who arrive. (Consider using another unaffected school as host, if appropriate).	

Closure Actions : Emergency Management Team SCHOOL REOPENING

1. When school reopens, advise Children's Services General Office.	
2. Inform School Transport	

Signed.....

Signed.....

Date.....

Date.....

Chair of Governors

Headteacher

(ANNEX A) EMERGENCY CONTACT POSTER

CONFIDENTIAL - EMERGENCY CONTACTS DETAILS – OCTOBER 2021 CALL 999 FOR EMERGENCY SERVICES

FOR EMERGENCIES	CONTACT	ALL HOURS NUMBER
MAJOR INCIDENT (including activating Dorset Council's emergency support to schools and other Service Units in a "critical incident" / major emergency affecting pupils or staff)	Emergency Planning Service	07623 544346 (* Answered by Page One [messaging bureau] ask to page Duty Emergency Planning Officer (DEPO) using message structure attached / overleaf. For MAJOR INCIDENTS only.)

GENERAL CONTACTS	CONTACT	DURING OFFICE HOURS	OUT OF OFFICE HOURS
EMERGENCY PLANNING GENERAL ENQUIRIES	Emergency Planning Liaison Officer for Children's Services	01305 225292	07979 240761
	OR Deputy Emergency Planning Liaison Officer	01305 224393	07826 875788
BEREAVEMENT & TRAUMA SUPPORT	Critical Incident support for schools (Educational Psychologists)	01305 228300 or 01202 870130	Major Incident – Via Emergency Planning Service - See above
	Trauma Response Co-ordinator Adult & Children's Services (including out of hours number)	01929 553456	

	Staff Counsellor (DC)	01305 224266	This is a confidential voicemail service (accessed only by the Employee Wellbeing Officer).
SCHOOL CLOSURE AND RE-OPENING: eg Bad weather (including snow), heating failure, water failure.	Responsibility for updating the closures page sits with the schools. However, Schools are NO LONGER required to notify local radio stations themselves.	https://gi.dorsetcouncil.gov.uk/closedservices/Account/Login	Closures notified on Dorset for You: https://gi.dorsetcouncil.gov.uk/closedservices/Account/Login
	For instructions on how to use the closure page system and password/username reminders please refer to the 'how to' guidance emailed to schools and uploaded on to Nexus at http://www.dorsetnexus.org.uk/Article/68305	schoolscourses@dorsetcouncil.gov.uk 01305 224995	https://gi.dorsetcouncil.gov.uk/closedservices/Account/Login
	For other queries regarding the school closure process please email:	schoolscourses@dorsetcouncil.gov.uk	
	For questions about the GIS system	01305 228522	
DORSET TRAVEL TEAM	Dorset Travel Team	01305 224540	
DORSET DIRECT	Dorset Direct	01305 221000	
INSURANCE (for DC maintained schools)	Corporate Claims Team	01305 224613	insurance@dorsetcouncil.gov.uk
STAFFING / PERSONNEL ISSUES	Head of HR specialist services	01305 224350	
MEDIA ISSUES	Public Relations Manager, Communications Unit, Corporate	01305 224935/221751	

	Resources		
HEALTH & SAFETY	Senior Health & Safety Adviser	01305 221515	
PREMISES ISSUES:			
PLACE	Dorset Property, Helpdesk	01305 225258	01305 221909
CHILDREN'S SERVICES	Premises Team	01305 221968	01305 813064 or 07769 594267
SCHOOL MEALS/Procurement	Support Services Manager	01305 221279	07768 036543
OUT OF SCHOOLS VISITS	Outdoor Education Service	01929 552265	Major Incident – Via Emergency Planning Service – See page 1

PLEASE RESPECT THE CONFIDENTIALITY OF INDIVIDUALS' PRIVATE TELEPHONE NUMBERS SHOWN IN THIS DOCUMENT

(ANNEX B) Incident Logs

Incident logs are included as an Aide Memoir.

ASCERTAIN details of:

- ☐ what has happened
- ☐ where it has happened
- ☐ when it has happened
- ☐ who is calling you and their name, telephone / contact numbers, organisation and time of call
- ☐ what they require – where, when and how many

REMEMBER:

Ensure that you record on the Incident Log:

.....all of the above

- ☐ what actions you take and who you contact
- ☐ any materials or resources supplied and any expenditure incurred

Incident Log

[illegible]

Critical Decision**Log – Inform DEPO, Communications Unit, Children’s Services Business Support**

TIME:	DATE:
NAME:	
RECORDED BY:	
PROBLEM:	
OPTIONS:	
A:	
B:	
C:	
D:	
OUTCOME/ACTIONS:	
RATIONALE:	
SIGNATURE:	

(ANNEX C) Resources and Websites

For School Staff • Schools Information Pack from Winston's Wish ➤ How do I talk about it? ➤ What are they feeling?- ages and stages ➤ A death in the family- what to expect, how to tell the class... ➤ A death in the School Community - Assembly/group ideas, breaking the news, memorials..... • Bereavement through Suicide – Guidance from Winston's Wish • Winston's Wish Helpline 08452 03 04 05 / www.winstonswish.org.uk
For Parents • Supporting Children through Bereavement and Loss – Guidance for Parents and Carers • Supporting Children after Traumatic Events – Guidance for Parents and Carers • Cruse Bereavement Care 0845 758 5565 • Winston's Wish family Helpline 08452 03 04 05
For Young People • Coping with Tragedy – A Guide for Children and Young People • After Someone Dies- a leaflet about death, bereavement and grief for young people from Cruse Bereavement Care https://www.cruse.org.uk/ • Cruse Young people's Helpline Freephone 0808 808 1677
Other Documents and Plans • Policy of Safety and Guidance for Dorset Schools and Youth Groups • Trauma and Bereavement Management Guidance for Schools • Critical Incident Response Team Handbook • Psychological Trauma Response Plan