




Christleton Primary School

Be the best you can be

Critical Incident Plan

Date of Policy	September 2025
Policy Reviewed	
Next Review	September 2028
Signed Head teacher	
Signed Chair of Governors	

Christleton Primary School

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
- 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:

- Headteacher
- Deputy Head
- Senior teachers
- Site Maintenance Officer
- Chair of Governors

Disaster Management Roles & Responsibilities

Role	Responsibilities
Head teacher	Information gathering, overall coordination, communication with CWAC, written log of events
Deputy Head	Deal with other pupils and staff on site, keeping disruption to a minimum
Senior teacher	Coordination of Emergency Services
Site Maintenance Officer	Communication with support staff
Governor	Communication with the media

Procedures

- The Headteacher (or in event of absence the Deputy Head) 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 **Christleton 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 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 CONACT LIST

Name	Role	Office	Mobile	Home
A CRITICAL INCIDENT INVOLVING A PUPIL OR MEMBER OF STAFF SHOULD BE REPORTED TO:				
Duty Officer: Office Hours	0787 639 3413			
Out of Hours Officers	Carolyn Davis	01244 972391	07717421513	
Other contacts (on a selective basis):				
Jeanette Cain	Strategic Lead CIRT	01244 976778	079202 95078	07525 753938
Mark Parkinson	Head of Achievement & Wellbeing Service	01244 975923	0781 851 1810	
Rob Mason	Senior H&S Adviser	01244 973306	07786 447 839	
Jackie Speakman	Transport	0300 1237039/ 01244976147	Out of hours: 07702 119 642	
Contact & Referral Team	During Working Hours: 01606 275099		Out of hours: 01244 977277	
Janis Maloney	Lead HR Business Partner	01244 972024		
Ian Callister	Media Relations Manager	01244 972216	07802 582714	
Jeanette Cain	Attendance and Welfare	01244 976778		
Jan Worrall	Senior Education Welfare Officer	01606 275818	07920 295208	
Helen Clarkson	Senior Education Welfare Officer	0151 337 6859		
Gerald Meehan	Director of Children & Young People’s Services	01244 972033		

FOR A PROPERTY RELATED CRITICAL INCIDENT CONTACT: CWAC helpdesk: 0845 1304333

Local Police Contact: **Rob Boulton (PC 3862) Local police officer;**

Urgent 999

Non urgent 101 and leave message

Local Hospital Contact: **Countess – 01244 365000**

School Critical Incident Team Emergency Contacts

Name	Role	Home	Mobile
Mr Mitchell	Head/CIT Coordinator		
Mrs Hughes	Deputy Head		
Alan Smith	Site Maintenance Officer		
David Lewis	Chair of Governors		

Governor Contact Cascade

David Lewis Chair of Governors In his absence Vice Chair of Governors	John West	All committee members
	Katie Fisher	All committee members
	Yvonne Gibson	All Committee members

Staff Contact Cascade

Oliver Mitchell Headteacher	Nia Hughes Deputy head	KS1 Teaching Staff
		KS2 Teaching Staff
In his absence	J Bradshaw HLTA	KS1 Teaching Assistants
		KS2 Teaching Assistants
Nia Hughes Deputy headteacher	TBC School Bursar	Office staff
		Mid-day assistants
	A Smith Site maintenance officer	Kitchen Staff

Responding to Critical incidents in Schools – Immediate Action: The first few hours

