

Critical Incident Plan

1.0 What is a critical incident?

- 1.1 An incident that can take place at any time during the life of the Trust or at one of the Trust's schools or settings that has the potential to significantly disrupt learning or any other Trust function, or could lead to significant harm to one or more individuals.
- 1.2 In the event of a critical incident the CEO must be notified as soon as possible so that the Critical Incident Management Team (CIMT) can be mobilised. It is essential that the emergency services are contacted as soon as possible if the senior person on site deems it necessary.

The plan does not take away or replace the school contacting the Emergency Services when necessary

1.3 Some examples may be:

- A serious incident at a site, such as a fire
- A grave incident at home or at a site, such as the death of a pupil
- A traffic accident involving school transport
- A significant incident on a school educational visit / residential
- A general emergency affecting the area
- An incidence of drug abuse or violence at home or on school premises
- An incidence of actual or alleged child abuse
- Inability to operate the school or setting due to loss of key staff (CEO, Executive Leadership Posts, Academy Head)

- 1.4 Schools and establishments MUST ensure that their Critical Incident Plan is robust and has been tested. It is recommended that settings carry out an exercise each year to test an aspect of its plan.

2.0 Critical incident management team (CIMT)

- CEO - Andrew Aalders-Dunthorne
- Director of Primary Education – Debbie Thomas
- Head of Service: People – Liz Frere-Smith
- Head of Service: Facilities and Compliance – Robin Chew
- Chair of Trustees – Steve Martin
- Safeguarding Trustee – Sue Child
- The Academy Head of the affected setting (if appropriate)
- Other senior employees as the circumstances dictate

- 2.1 If the CEO is out of the office (e.g. on training) they will be phoned immediately and, if practical, will return to the office.
- 2.2 If the CEO cannot get to the office, the Director of Finance and Resources will immediately assume the role of CIMT leader.
- 2.3 It is essential that the emergency services are contacted as soon as possible where the senior person on site deems it to be required. Examples where emergency services are required include fire, assault, intruder, missing child, adult in crisis. This is not an exhaustive list.

3.0 Immediate action (within hours)

- **Obtain and collate accurate information about the incident.** Ensure that you know exactly what is going on. Setting people on the wrong course can be positively harmful. On educational visits, a complete list of names, medical information, addresses and phone numbers of the children is held within school and in case of a critical incident contact the school office who will coordinate from there. A risk assessment must be completed before each visit.
- **Inform the Trust Board.** The Trust Board and the Locality Committee should be informed as quickly as possible, via the Chair of Trustees. A decision about the involvement of the Trust Board and the various Trust services that can be called on should be made at this time.
- **Call together the Critical Incident Management Team (CIMT).** The CIMT - see above list of names - will be called together. The membership can be altered at this time depending on the circumstances. Each team member can take on tasks allocated to speed any action. The Trust Executive Leadership Team would normally always be on the CIMT and would need to be released immediately from any other commitments.

Where an Academy Head is teaching, they would need to be released immediately. The children from their class, if the Academy Head is teaching, would be shared around the other classes straight away.

4.0 Draw up an Incident Action Plan

- Keep records of all actions taken; nominate a CIMT member to take responsibility for the recording of actions and maintenance of the Incident Log.
- Keep Incident Log (see pro forma below)
- **Establish a Communications Room with a dedicated phone line.** This would normally be the CEO's Office.
- **Contact the families of children/staff directly involved.** Establish exactly who will do this so that no family is missed or contacted twice. Record in telephone log (see pro forma below). It may be advisable to seek professional help from the emergency services.
- **Arrange to inform families of children not directly involved.** Give brief but accurate information as soon as possible. More detailed information can be published later.
- **Inform teaching and support staff.** Accurate information will allow staff to deal with parents and pupils sensitively and appropriately.
- **Inform pupils not directly involved.** Arrange to inform pupils not directly involved. It may be wise to give them advice about contact with the media.
- **Respond to/inform media.** A good working relationship with the media can be very helpful. However, care should be taken in releasing information to the media as this may have legal consequences later. A member of the CIMT is nominated to be the initial point of contact with the press.
- **Inform associated schools.** There may be families who will be affected at other schools. Also, it may help if similar incidents are happening at their school.
- **Hold to normal routine if possible.** This will do much to quell any anxiety that other pupils may have.
- **Start to develop a support plan.** Draw up a support plan and involve professional help if necessary.
- **Release detailed press statement.** As the situation becomes clearer, the CIMT will draft a statement, to be approved by the CEO, and release it to the press.

5.0 Medium term action

- Continue to provide updates of facts. It may be necessary to update staff, parents and pupils for some time after the incident.
- Monitor effects on pupils and staff
- Prepare for involvement in events such as funerals or memorial services
- Prepare strategy for re-entry into school

6.0 Long term action

- Monitor people's state of mind
- Prepare for anniversaries
- Be aware of legal procedures
- Provide support as the facts progressively emerge and change
- Review procedures

7.0 Long term absence of key staff – at school level

- 7.1 If the Academy Head is unavailable/unable to engage, the school will make contact with a neighboring Trust school and request emergency support. The CIMT will coordinate this response.

8.0 Data security

- 8.1 The Trust uses a cloud-based data system that allows secure remote access to critical data. Service interruptions must be reported to the ICT contractor.
- 8.2 All staff receive briefings on data security measures, including the correct handling of data and use of passwords.
- 8.3 Suspected or actual data breaches must be reported to the Data Protection Officer, who will assess the breach according to ICO guidance. A personal data breach may need to be reported to the ICO within 72 hours of becoming aware of it.
- 8.4 Suspected or actual cyber attacks must be reported to the ICT contractor and the Data Protection Officer. The incident is analyzed to determine appropriate containment / mitigation actions, followed by remediation / eradication actions in preparation for recovery of systems.

The response plan may involve:

- disconnecting from the internet
- disabling remote access
- installing any pending security updates or patches
- changing passwords
- adaptations of the firewall or filters

9.0 Building evacuation procedures

- 9.1 If the Trust office is severely damaged by fire/flood or potential terrorist threat it may be necessary to evacuate the staff to immediate, temporary accommodation – this will usually be to the nearest Trust accommodation.
- 9.2 If a school building cannot be used due to fire/flood or potential terrorist threat it may be necessary to evacuate the children to immediate, temporary accommodation until parents/carers can be contacted.
- The school office will telephone and ask if the children can be brought there while arrangements are made to send them home

- Take a mobile phone, school registers, tablet or laptop, family contact details and Critical Incident Action Plan.
- Each school will have a named evacuation centre listed.
- Phone parents/carers and ask them to collect their children the named evacuation centre.

9.3 **Local Evacuation centres:** Each school is to publish its own details regarding local evacuation centres and useful contacts (template below). Where this is not possible, for example due to the particular needs of the pupils or the location of the school, an alternative plan should be developed and included in the school's General Emergency Evacuation Plan.

SCHOOL/ESTABLISHMENT CONTACT SHEET:
XXXXXXXXXXXXXXXXXXXXX School

CONTACT	NAME	LOCAL EVACUATION CENTRE

USEFUL CONTACTS	NAME	PHONE
TRUST OFFICE	Consortium Trust	01473 355452
CEO	Andrew Aalders-Dunthorne	
CFO	Lisa Jones	
Director of Primary Education	Debbie Thomas	
HoS People	Liz Frere-Smith	
Facilities Manager	Robin Chew	
Academy Head		
Chair of Board	Steve Martin	
H&S Trustee		
Police Headquarters		
Local Police	Non-Emergency	101
Fire Service		
Minor Injuries Unit		
Hospitals		
Local Doctors		
Bus Companies	Grebe Coaches	
	Simmonds Coaches	
	Chenery Travel	
Press and Media contacts		

Other	(Norfolk) Social Services	
Other	(Suffolk) Social Services	

Action check list

Short Term

Obtain and collate accurate information about the incident	
Inform the CEO / Trust Office	
Inform the Chair of Trustees	
Call together the CIMT	
Draw up an Incident Action Plan	
Create Incident File	
Establish a communications room with a dedicated phone line	
Start the Incident Log and record keeping procedures	
Contact the families of children/staff involved	
Arrange to inform other parents	
Inform teaching and other staff	
Inform pupils	
Contact support services	
Respond to / inform media	
Inform associated schools	
Hold to normal routine	
Arrange a debriefing for staff and pupils	
Develop a plan for handling feelings and reactions of people	
Release a more detailed press statement	

Medium term

Continue to provide updates of facts	
Monitor effects on pupils and staff and organise support	
Prepare for involvement in funerals or memorial services	
Prepare strategies for re-entry to school	

Longer term

Continue to be aware of people's states of mind	
Prepare for anniversaries	
Be aware of the effects of legal procedures	
Provide support as the facts progressively emerge and change	
Review procedures	

Record of information given out

[illegible]

Document Control

Changes History

Version	Date	Amended By	Details of Change
V2	11/05/17	Principal/CEO	Annual review including editable school/establishment contact list and recommendation to contact an annual critical incident drill
V3	19/10/2021	HoS Facilities & Compliance	Minor changes to reflect changes in governance arrangements and data systems
V4	03/03/2022	HoS Facilities & Compliance	Annual Review
V5	28/02/2023	HoS Facilities & Compliance	Annual Review
V6	15/01/2024	Hos Facilities & Compliance	Annual Review; minor changes
V7	24/01/2025	HoS: Facilities and Compliance	Annual Review
V8	11/02/2026	HoS: Facilities and Compliance	Annual Review

Approval

This policy will be reviewed annually by Head of Service for Facilities or as required by changes in legislation.

At every review, this policy will be approved by the Audit & Risk Committee.

The policy was last approved by the Trust Board on 26/02/2026.

END OF DOCUMENT