

# Rainow Primary School

*Caring, Learning, Achieving.*

## Critical Incident Policy and Procedures

Members of staff responsible:	Headteacher
Governor Committee:	FGB
Date approved by the Governors:	Spring 2023
Date to be reviewed:	Spring 2026

*(Appendix A, B and C updated as and when necessary)*

### **Introduction:**

Under normal circumstances, schools are a safe and secure environment for children to learn, develop and grow in. Being able to handle a crisis is a normal part of running a school; however, some incidents are so critical and overwhelming they are capable of causing acute and prolonged distress. In such circumstances, we will adhere to the guidance in this policy, including taking advice and support from Cheshire East Council's Critical Incidents Response Team (CIRT).

### **Aim:**

To outline routines and procedures that school staff will follow in the case of a critical incident in order to minimise the adverse effects of the incident and to resume normal working as soon as possible; assist staff in coping with disasters if and when tragic incidents occur.

### **Definition of a Critical Incident:**

Whilst there is no precise definition of a critical incident, we believe that a critical incident may be defined as:

- An accident leading to a fatality.
- Severe injury to, or severe stress experienced by, a student or member of staff resulting in physical or psychological trauma.
- Circumstances in which a person or persons might be at serious risk of illness.
- Circumstances in which any part, or whole of the school is unable to function as normal due to external influences.
- Any situation in which the national press or media might be involved.

In all cases, there will be a severe immediate impact, and potential long-term detrimental effect, on pupils, staff, governors and parents.

### **Examples of Critical Incidents:**

- Death of a pupil or member of staff.
- Death or serious injury on a school trip.
- Epidemic in school or community.
- Violent incident in school.

- A missing person or abduction.
- Destruction or major vandalism in school.
- Severe Weather.
- Flood or fire.
- A hostage taking.
- A transport accident involving school members.
- A disaster in the community.
- A civil disturbance or terrorism.
- Other incidents with extremely unusual circumstances which produce a high level of immediate or delayed emotional reaction, surpassing the individual's normal coping mechanisms.

In the event of such an incident, the priorities of those adults in charge of the school or trip at the time must be to:

- Save life.
- Minimise personal injury.
- Safeguard the interests of pupils and staff.
- Minimise loss and to return to normal working quickly.

### **Preventative and Precautionary measures**

Whilst no amount of planning can totally prevent accidents and problems occurring, it is hoped that some can be prevented and the effects of others minimised by taking sensible precautionary measures. It is expected that:

- all staff and pupils should be familiar with the school's routines for fire and the evacuation of the school building on hearing the fire alarm;
- all staff should be familiar with the routines and procedures for dealing with critical incidents (as detailed in this Policy);
- all staff and pupils should be familiar with the school's security procedures;
- all staff organising school trips and visits follow the school's guidelines, including the writing of an appropriate risk assessment;
- all staff are aware of pupils with health problems;
- all staff are aware of the school Health and Safety Policy.

**A Critical Incident Management Team (CIMT) may comprise the following:**

- Headteacher
- Deputy Headteacher
- Senior Teacher
- Chair of Governors
- Governor with responsibility for health and safety
- School Business Manager or Administration Officer
- Other nominated staff or governors in the absence of above

*See Appendix 'A' for further details.*

**The school's reaction to a critical incident can be divided into the following categories:**

1. IMMEDIATE ACTION
  2. SHORT TERM ACTION
  3. MEDIUM TERM ACTION
  4. LONGER TERM ACTION
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1. IMMEDIATE ACTION – i.e. within hours of the incident occurring
    - a) Ensure that any casualties are attended to and safeguard uninjured members of the group as necessary;
    - b) Obtain and collate information relating to the incident – uncertainty breeds rumour and accurate information is essential;
    - c) Gather and brief the CIMT (Critical Incident Management Team) – brief the team, allocate roles and responsibilities. The CIMT should prepare a factual statement ASAP to avoid speculation;
    - d) Trigger support from the LA and other contacts on emergency list – establish clearly who is going to contact whom;
    - e) Set up an incident management room and dedicated phone line – to deal with calls from anxious parents etc.
    - f) Contact families affected – must be done quickly and with sensitivity. Consistency of information is vital. It may be appropriate for families to come to school and immediate emotional support could be a requirement;
    - g) Make arrangements to inform other parents – may need to take advice from LA, especially if there is the possibility of legal liability. School may wish to send a letter to parents, or prepare a leaflet. If appropriate, the school website will be updated as necessary.
    - h) Inform teaching and other school staff – staff need to be cautioned about talking to the media or responding to questions from reporters. It is vital that all staff in contact with pupils are kept well informed and feel secure in handling comments or questions from pupils.
    - i) Inform pupils – can be done in small or large groups depending on which is most appropriate. Care needs to be exercised to protect both children and adults closely involved in the incident. It is important that children receive a consistent account of the incident allowing for differences in their ability to understand.
    - j) Encourage people involved to talk – the incident may need to be discussed before children go home for the day, for both pupils and adults.
    - k) Deal with the media – it is most important to seek advice from the LA before agreeing to speak to the media. If this is not an option then an agreed text for release should be prepared by the CIMT and a designated spokesperson, ideally the Headteacher or Chair of Governors, briefed and prepared to respond on the school's behalf. The spokesperson should avoid media questioning.
    - l) Devise a plan for handling the reactions and feelings of people affected – common reactions may include denial, distress, violence, guilt, anger and

helplessness. CIMT will need to consider the use of outside professionals to support pupils and staff affected by the incident.

## 2. SHORT TERM ACTION

- a) Reunion of children with their families – especially where the incident occurs outside the school. Mostly children will need to be brought home, but sometimes parents and families need to visit the scene of the incident to understand how they deal with repercussions in terms of children's fears etc.
- b) Managing staff – support needs organising for all staff, preferably from within the school, but using outside agencies if appropriate. Staff monitoring should be a priority, including members of the CIMT. If a crisis persists over many hours, staff become tired, weary and stressed and this could affect their powers to make sensible decisions.
- c) Encourage pupils to talk – activate strategies for enabling young people to talk about the incident, and their feelings, using outside agencies if appropriate. Staff will need briefing about ways to help the children affected by the incident, and how to identify patterns of behaviour etc. This may have implications for the wider curriculum e.g. training in bereavement counselling for staff, provision of a range of books, PSHE discussions, etc.

- d) Debriefing meeting

It may be appropriate to hold a debriefing meeting for staff, children and parents to:

- clarify what has happened
- allow for sharing reactions
- reassure people that reactions are normal
- mobilise resources e.g. parental support groups

An experienced person, possibly someone from outside the school community, should lead this meeting.

- e) Formal and informal recognition of rituals

It is important to be sympathetic to families of the hurt or bereaved and this could include visiting children / staff in hospital. Pupils may wish to send cards and letters. The school may also need to consider attendance at funerals, and/or the desirability of holding special assemblies or memorial services. Anniversaries are also key times when support and sensitivity are required.

- f) Re-establishing routines

Every attempt should be made to provide continuity for the children. The return to school of staff or pupils directly affected by the crisis will need to be managed carefully and with sensitivity but the re-establishment of routine is an important stage in emotional recovery.

## 3. MEDIUM TERM ACTION

- a) Return to school for staff or pupils after long absence

Reintegration will need to be planned carefully, and may involve home visits prior to return, part time attendance initially, reducing workloads, putting in place mentoring process etc.

b) Consulting professionals

Consideration should be given to consulting the Educational Psychology Service for support and guidance, especially to help those showing unusual or prolonged reaction to the incident.

c) Keeping parents informed

It may be appropriate to produce a leaflet for parents giving guidance on the possible delayed reactions of pupils to an incident and making suggestions to help them deal with these.

d) Support for staff

Ongoing monitoring and support for staff is a major consideration. Members of the CIMT will not be immune to reaction from their ordeal.

#### 4. LONGER TERM ACTION

At Rainow, we recognise that the effect of any critical incident can last for weeks, months and even years. With this in mind, the following will be considered:

a) Monitoring the vulnerable

The effects of a crisis can reverberate for years, and it is especially important that new staff and pupils are briefed in the school's history to help them understand and deal with potential repercussions especially at anniversary times.

b) Marking anniversaries

These difficult times need to be treated with sensitivity. Some suggestions for schools to mark anniversaries are by annual concerts, memorial services, memorial prize giving ceremonies, memorial gardens etc.

c) Legal processes

the length of time taken over some legal processes can prolong the recovery process following a critical incident. The CIMT may need to plan for this especially where staff may be involved attending legal processes, and facing extended emotional trauma.

d) Curriculum implications

Staff CPD

It may be appropriate to schedule INSET / CPD for staff in loss counselling, bereavement, etc.

Children

Most children will experience sadness, trauma or death in some way throughout their school life. At Rainow, subjects and emotions such as these are taught as a natural part of life, in an age-appropriate and sensitive way through our Science, PSHE and RE programmes of study. Staff will also sometimes discuss these topics in a more incidental way during day-to-day conversations with children, or as part of specific nurture groups. These conversations will be shared with other staff and family members as

appropriate to ensure the child, their family and staff member, receive the correct support.

e) Supporting teachers deal with sensitive issues

We recognise that staff may find it uncomfortable to explore ideas and feelings they are not completely at ease with themselves. We would use in-house resources such as our Senior Mental Health Lead to support staff. Additional development support will be sought from the Local Authority (LA) who will help to develop strategies for dealing with difficult questions and personal feelings. We will always seek advice from professionals within the LA who will help us to best support our school community.

f) Multi-cultural and multi-faith issues

We recognise that we need to have a clear understanding of all of our pupils' backgrounds. This includes having an informed understanding of different cultural and religious attitudes to disability, disasters, death, bereavement, mourning and funerals. Such awareness of diverse views and expectations contributes towards creating a supportive ethos within the school. We aim to discuss these as part of our focus on Spiritual, Moral, Social and Cultural learning (SMSC).

g) Significant Damage to the School Premises

If the school building is not safe to be used as a place of learning, the Headteacher will contact the Local Authority for guidance in the hope that alternative arrangements can be made. Parents will be informed at the earliest opportunity that the school has been closed so that appropriate child care can be arranged. This will be via email, class online digital platforms, the school website and telephone calls. The school will not reopen until a full risk assessment has been conducted and all health and safety regulations have been met. We will always put the health and safety of our children and staff first.

h) Multiple Staff Absence

There may be an occasion when there is multiple staff absence due to a severe virus, through other illnesses or through the impact of off-site accidents in which several members of the staff have been hurt. If there are insufficient staff to open the school, parents will be informed as soon as possible via the communication channels mentioned above.

Guidance will be sought from the Local Authority as to whether there is any possibility of staff from neighbouring, or other schools being brought in to enable learning to continue in school. All possibilities will be explored to ensure the school functions as normally as possible, as quickly possible.

i) Remote Learning

In the event of a significant school closure (more than one or two days), the Headteacher will inform families about the possibility for children to access remote learning through the school's established digital platforms. This will be at the discretion of the Headteacher (or Deputy, or senior teachers, in the Headteacher's absence), and will be dependent on a number of factors, primarily the health (physical and mental), safety and capacity of the school staff and pupils to teach and learn. The Headteacher and / or senior staff will consult with the governors in this instance.

### **Critical Incident during School Hours**

It shall be the responsibility of the most senior member of staff in school (not necessarily a member of the CIMT) at the time of the incident, to decide whether or not the incident is a 'critical' one. That person will seek to inform any / all members of the CIMT and contact the CIRT at Cheshire East for immediate guidance and advice.

Contact details for all of the above people are contained in Appendix B (school contacts) and Appendix C (Cheshire East contacts) of this policy.

### **Critical Incident during an Education Visit**

As these trips take place during school term time, it is the member of staff leading the trip who is responsible for contacting the school if a critical incident has occurred (or think one has happened). It may be necessary to contact senior staff members at home if the incident has happened out of school hours.

All educational trips are fully risk assessed and checked by a senior member of staff (usually the headteacher) and by Cheshire East Outdoor. At least 3 walkie-talkies (each with a 3 mile radius) will be taken on each trip to ensure communication is not affected by poor mobile phone signals.

**A copy of this policy and appendices, all of the pupils' contact details, and staff members' next of kin contact details will be taken on every residential trip.**

### **Critical Incident during Out of Hours or School Holidays**

When an incident happens out of school hours or during school holidays, it is expected that Cheshire East personnel shall be the initial organisation responsible for managing the incident. It is CEC's responsibility to contact school staff (Site Manager or Head teacher) who will then decide on the arrangements for the CIMT to meet.

### **Resources Available**

Every member of the CIMT should have a copy of this policy.

The school also has a copy of CEC's booklet "Managing the Response to critical incidents in schools". This booklet is a step by step guide to critical incidents. It also has a full list of contacts for the County's departments, agencies and organisations the school may need to contact. It is the Head teacher's responsibility to ensure that these contacts are kept up to date.

The following information should also be made available to the CIMT

*Staff contact details*

*Pupil / family contact details (hard copied kept securely in the school office)*

*Building plans (including services isolation points)*

### **Evacuation off the complete school site**

In the event of a large fire, gas leak, terrorist threat etc., it may be necessary to evacuate the complete school site, including the playgrounds and school field. It has been agreed that the following safe place shall be used:

- **Rainow Church Centre (approximately 5 minute walk from the school site). The key to the centre is kept in the school office and will be taken, along with a padlock key for the rear gate of school, in the event of an evacuation.**

In the event of the whole site being evacuated the emergency services (999) must be informed (police and / or fire service). They will thereby have a duty to support

evacuation proceedings. An agreed process for informing parents shall then be followed.

### **Evacuation Procedure (off-site)**

If the Senior Leader at the school site during a critical incident determines that a full off-site evacuation is necessary, then the following actions will take place:

- Evacuate everybody to Rainow Church Centre.
- Office staff member (s) (or senior member [s] of staff) picks up family contact box, church / padlock keys and box of walkie-talkies.
- Lead person to organise 999 call for assistance with evacuation and subsequent actions.
- When safe to do so, admin staff will co-ordinate school emergency communication with parents to advise on next steps / arrange the collection of pupils. This will likely be via email, School Spider app and phone calls.
- If safe to do so, school site to be secured as necessary. Agree which member(s) of school staff stay behind at school to deal with emergency services etc. (ensure staff members have a walkie-talkie)

### **Use of the school as an Emergency Centre**

Whilst Rainow Primary School has not been officially identified as an Emergency Evacuation Centre, it can be commandeered in the event of a civil emergency (e.g. flood, fire, gas leak etc.). This would be classed as a Critical Incident and dealt with accordingly.

### **Reporting Death or serious Injury to the Health & Safety Executive (HSE)**

#### ***What is RIDDOR?***

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), place a legal duty on employers and others to report serious incidents to the HSE as soon as is practicably possible.

#### ***What is reportable under RIDDOR?***

##### **The death of any person**

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

##### **Specified injuries to workers**

The list of 'specified injuries' in RIDDOR 2013 replaces the previous list of 'major injuries' in RIDDOR 1995. Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
  - covers more than 10% of the body
  - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment



- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness
  - requires resuscitation or admittance to hospital for more than 24 hours

For further guidance on [specified injuries](#) is available.

### **Over-seven-day incapacitation of a worker**

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven-day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

### **Over-three-day incapacitation**

**Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days.** If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

### **Non fatal accidents to non-workers (eg members of the public)**

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

### **There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.**

If the accident occurred at a hospital, the report only needs to be made if the injury is a '[specified injury](#)' (see above).

*Further information on what is reportable can be found on the HSE web page*

[Reportable incidents - RIDDOR - HSE](#)

### ***How is this done?***

This can be done online via <http://www.hse.gov.uk/riddor/report.htm> or by telephone to the Incident Contact Centre (ICC) on 0845 3009923, Monday to Friday between 8.30am and 5.00pm.

### **Summary of Key points / Conclusion**

- **The welfare of children and staff and the public, not property, is the priority.**
- **Maintain communications with key colleagues at all times.**
- **Try to clarify facts. Do not jump to conclusions.**
- **All colleagues to record the event, timings and their actions as soon as possible. Note down witness comments and details. Collect and preserve any vital evidence.**
- **Do not speak to the media without specific agreement from the Headteacher/ senior member of staff or Chair of Governors (Vice Chair or other senior governor in the Chair's absence).**
- **Do not discuss legal liabilities with other parties.**
- **Do not allow pupils to speak to the media under any circumstances.**

The prime objective, shared between the school and LA, is to serve the best interests of pupils and staff in coping with an incident, collectively and individually. Schools which have made contingency plans for responding to a critical incident are likely to cope better and recover more fully.

This policy has been compiled to provide guidance, in the hope that it will never be necessary to refer to it in the context in which it has been written. It is impossible to plan for every eventuality and by their nature, critical incidents will disorientate and overwhelm those involved. A format for a whole school response to such an incident will provide focus for those with whom the responsibility will rest.

## **Appendix A - Action Cards (pg. 12 and pg. 13)**

These Action Cards give responsibilities for specified staff in the event of a critical incident

- (a) in the school environs;
- (b) away from the school.

These should be used in the event of a major incident and be carried by staff on school visits. Due to the nature of school life, which includes the absence of staff on courses, residential visits, at meetings etc., it is impossible to assign specific staff or names to the roles; however, the procedure should be followed as closely as possible.

Where both the Headteacher and Deputy Headteacher are to be away from school at the same time for more than a day, approval should be sought from the Chair of Governors. Where approval is given, a nominated local Headteacher should agree to act as a professional contact to support the school in their absence.

**PLEASE SEE APPENDIX B AND C FOR A LIST OF EMERGENCY CONTACTS (also to be taken on offsite trips).**

**APPENDIX A – ‘AT A GLANCE’ REMINDER ACTION CARDS IN THE EVENT OF A CRIT. INCIDENT**

**ACTION CARDS A – IN SCHOOL ENVIRONS**

<p><b><u>ADULT 1 (Headteacher / CIMT) - INFORMS</u></b></p> <ul style="list-style-type: none"> <li>▪ OBTAIN FACTS AND INFORMATION – <i>WHAT, WHERE, WHO, WHEN</i></li> <li>▪ CALL THE EMERGENCY SERVICES USING 999</li> <li>▪ RETAIN ANY RELEVANT EQUIPMENT</li> <li>▪ INFORM REST OF SCHOOL STAFF AND CHILDREN AS APPROPRIATE</li> <li>▪ CONTACT LA</li> <li>▪ CONTACT GOVERNORS (begin with Chair)</li> <li>▪ PREPARE TO DEAL WITH THE MEDIA</li> </ul>	<p><b><u>ADULT 3 - CARES</u></b></p> <ul style="list-style-type: none"> <li>▪ KEEP A RECORD OF WITNESSES</li> <li>▪ KEEP OTHERS INFORMED OF SITUATION</li> <li>▪ ARRANGE FOR NON-CASUALTIES TO EVACUATE SCHOOL</li> <li>▪ CARE FOR RELATIVES ARRIVING AT SCHOOL</li> <li>▪ CONSIDER RELOCATION TO OTHER PREMISES</li> <li>▪ REMAIN AVAILABLE TO EMERGENCY SERVICES</li> </ul>
<p><b><u>ADULT 2 (First Aider) SAVE</u></b></p> <ul style="list-style-type: none"> <li>▪ ADMINISTER FIRST AID WHERE POSSIBLE</li> <li>▪ ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES</li> <li>▪ TRAVEL WITH CASUALTIES TO HOSPITAL</li> <li>▪ COMPLETE ACCIDENT FORMS</li> </ul>	<p><b><u>ADULT 4 (CIMT) ASSISTS</u></b></p> <ul style="list-style-type: none"> <li>▪ KEEP OTHERS INFORMED OF SITUATION</li> <li>▪ ENSURE ALTERNATIVE ACCOMODATION IS AVAILABLE IF NEEDED</li> <li>▪ KEEP OFFICE STAFF AWARE OF KNOWN FACTS</li> <li>▪ HELP TO ESTABLISH INCIDENT ROOM</li> </ul>

**ACTION CARDS B –GROUP LEADERS DURING OUT OF SCHOOL ACTIVITIES**

<p><b><u>ADULT 1 (Group Leader) - INFORMS</u></b></p> <ul style="list-style-type: none"> <li>▪ OBTAIN FACTS AND INFORMATION</li> <li>▪ CALL THE EMERGENCY SERVICES USING 999</li> <li>▪ RETAIN ANY RELEVANT EQUIPMENT</li> <li>▪ INFORM SENIOR SCHOOL STAFF</li> <li>▪ CONTACT / LOCAL AUTHORITY OR ASK SENIOR STAFF TO</li> <li>▪ REQUEST ASSISTANCE ON SITE AS NECESSARY</li> <li>▪ PREPARE TO DEAL WITH THE MEDIA</li> </ul>	<p><b><u>ADULT 3 - CARES</u></b></p> <ul style="list-style-type: none"> <li>▪ CALL OTHER ASSISTANCE AS NECESSARY</li> <li>▪ KEEP A RECORD OF WITNESSES</li> <li>▪ KEEP OTHERS INFORMED OF SITUATION</li> <li>▪ CONSIDER ABANDONMENT OF ACTIVITY</li> <li>▪ ARRANGE FOR NON CASUALTIES TO RETURN TO SCHOOL</li> <li>▪ REMAIN AVAILABLE TO EMERGENCY SERVICES AND SUPERVISING COLLEAGUES</li> </ul>
<p><b><u>ADULT 2 (First Aider) SAVE</u></b></p> <ul style="list-style-type: none"> <li>▪ ADMINISTER FIRST AID WHERE POSSIBLE</li> <li>▪ ESTABLISH A CONTACT POINT WITH THE EMERGENCY SERVICES</li> <li>▪ TRAVEL WITH CASUALTIES TO HOSPITAL</li> <li>▪ COMPLETE ACCIDENT FORMS</li> </ul>	

**ACTION CARDS 3 - FOR SENIOR STAFF ON HEARING OF A MAJOR INCIDENT AFFECTING AN OUT-OF-SCHOOL ACTIVITY**

<p><b><u>ADULT 1 (Office / Senior Staff) - INFORMS</u></b></p> <ul style="list-style-type: none"> <li>▪ OBTAIN FACTS AND INFORMATION</li> <li>▪ ENSURE EMERGENCY ASSISTANCE HAS BEEN CALLED</li> <li>▪ CONFIRM WHO IS IN CHARGE</li> <li>▪ CONTACT HEADTEACHER / SENIOR STAFF</li> <li>▪ CONTACT LA CRITICAL INCIDENTS RESPONSE TEAM</li> <li>▪ CONTACT CHAIR OF GOVERNORS</li> <li>▪ CONTACT OTHER STAFF</li> <li>▪ PREPARE TO DEAL WITH THE MEDIA</li> </ul>	
<p><b><u>ADULT 2 – CARES – (1<sup>st</sup> call is HT then other designated staff)</u></b></p> <ul style="list-style-type: none"> <li>▪ DECIDE WHO AND HOW TO TELL PARENT OF CHILDREN ON THE VISIT</li> <li>▪ ESTABLISH INCIDENT ROOM</li> <li>▪ ESTABLISH ROOM FOR RELATIVES</li> <li>▪ REMAIN AVAILABLE TO SUPERVISING COLLEAGUES</li> </ul>	

## Appendix C – CHESHIRE EAST EMERGENCY CONTACTS



### **Business Continuity Planning / Emergency Contacts via Local Authority**

The following points of contact are provided to Cheshire East schools for urgent/critical incidents. Where necessary, liaison will take place with our media/communications leads following discussion with the school around the incident and if required, liaison with elected members.

**Support will be available during office hours unless stated otherwise below.**

<p align="center"><b><u>Pupil / Staff Death</u></b></p> <p><i>Staff member/pupil/family critical incident.</i></p> <p><u>Contact:</u>  <b>SCiES team: 01606 275039</b>  <a href="mailto:SCiESsteameast@cheshireeast.gov.uk">SCiESsteameast@cheshireeast.gov.uk</a></p>	<p align="center"><b><u>Ofsted / School Improvement</u></b></p> <p><i>Support for all schools relating to Ofsted Inspections.</i></p> <p><u>Contact:</u>  <b>Fiona Burke-Jackson: 07711 231351</b>  <a href="mailto:Fiona.burke-jackson@cheshireeast.gov.uk">Fiona.burke-jackson@cheshireeast.gov.uk</a></p>	<p align="center"><b><u>HR / Staffing Issues</u></b></p> <p><i>Level of support will depend on CHESSE buyback.</i></p> <p><u>Contact:</u>  <b>Katie Dean: 07786 686716</b>  <b>Nuala Hadden: 07885 189279</b></p>
<p align="center"><b>Potential School Closure: <u>Public Health</u></b></p> <p><i>Ongoing support for health concerns /infection outbreaks</i></p> <p><u>Contact:</u>  <b>Nicola Axford: 07798 925902</b>  <b>or</b>  <a href="mailto:Educationreferencegroup@cheshireeast.gov.uk">Educationreferencegroup@cheshireeast.gov.uk</a></p>	<p align="center"><b>Potential School Closure: <u>Buildings: heating/leaks etc</u></b></p> <p><i>Levels of support will be determined by school status.</i></p> <p><u>Contact:</u> Facilities Management  <b>Helpdesk: 01270 686888</b>                  24 hour/365 days via EQUANs  <a href="mailto:property@cheshireeast.gov.uk">property@cheshireeast.gov.uk</a>  <b>Also inform <a href="#">School Governance</a></b></p>	<p align="center"><b>Potential School Closure: <u>Bad Weather</u></b></p> <p><i>Potential /actual closure due to bad weather.</i></p> <p><u>Contact:</u>  <a href="mailto:School.governance@cheshireeast.gov.uk">School.governance@cheshireeast.gov.uk</a>  <b>0300 1235036</b></p>
<p align="center"><b>Potential School Closure: <u>Site intrusion/Terrorist threat</u></b></p> <p><i>Potential threats will follow Police advice. Contact Police direct and local authority via:</i></p> <p><u>Contact:</u>  <b>Claire Williamson</b>  <a href="mailto:Claire.williamson@cheshireeast.gov.uk">Claire.williamson@cheshireeast.gov.uk</a></p>	<p align="center"><b>Critical Systems: <u>GDPR</u></b></p> <p><i>Schools should liaise through their DPO but general advice available via CHESSE buy-back.</i></p> <p><u>Contact:</u>  <a href="mailto:ChessDPandFOIsupport@cheshireeast.gov.uk">ChessDPandFOIsupport@cheshireeast.gov.uk</a></p>	<p align="center"><b>Critical Systems: <u>ICT</u></b></p> <p><i>Potential system breach/failure. Level of support will depend on CHESSE buyback. Schools are advised to contact their Internet Service Provider (ISP) in the first instance.</i></p> <p><b>Schools ICT Helpdesk: 0300 123 5121</b></p>
<p align="center"><b>Media / Communications support / advice</b></p>		
<p align="center"><b>Senior Staff Absence:</b></p> <p>There are times when school leaders are absent from school and interim arrangements need to be put in place. In such situations, it is important that the Local Authority is aware of any changes so that they have up-to-date points of contact. Any interim changes of two weeks or more, please contact <a href="mailto:school.governance@cheshireeast.gov.uk">school.governance@cheshireeast.gov.uk</a> in the first instance.</p>		

## **Other Cheshire East Info.**

Critical incidents involving a child, pupil or member of staff should be reported by the School in the following way:

If a Critical Incident occurs OUT OF office hours - before 8.30am, after 5.00pm & weekends/Bank Holidays, contact:

**Emergency Duty Team – EDT: 0300 123 5022**