

Meadowhead School Academy Trust

Critical Incident and Business Continuity Plan



**This is a plan of Meadowhead School.
Meadowhead School is a Foundation School and a
member of the Meadowhead Community Learning Trust**

Staff Responsible: Kevin Elliott

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Initiate and Establish Structures

Meadowhead School will establish a Critical Incident Management Team (CIMT) which will take responsibility for putting a Critical Incident Policy and Plan (CIP) in place. **Meadowhead School** aims to protect the wellbeing of its children and young people and staff by providing a safe and nurturing environment at all times.

The Senior Leadership Team has drawn up a CIP as one element of the school's policies and plans. Our aim is to establish a CIMT to steer the development and implementation of the plan.

Definition of a 'Critical Incident'

The staff and management of **Meadowhead School** recognise a critical incident to be "an incident or sequence of events affecting pupils, staff or property requiring immediate responsive action beyond that which could be reasonably expected from the school's management team during the day to day running of the school."

Critical incidents may involve one or more children and young people or staff members, or members of the local community. Types of incidents covered by the plan are listed below:

- Serious damage to the school building through fire, vandalism, floods etc.
- The sudden death of a member of the school community
- An accident involving pupils or staff on or off the school premises
- A physical attack on staff or children and young people or intrusion into the school
- A potential threat to the school through malicious or authentic intent (e.g. bomb scare)
- The disappearance of a member of the school community
- An accident or tragedy in the wider community
- An incident in the neighbourhood (e.g. fire, threat of explosion, severe road traffic accident)

Aim

The aim of the CIP is to help school management and staff to react quickly and effectively in the event of an incident, to enable us to maintain a sense of control and to ensure that appropriate support is offered to children and young people and staff. Having a good plan will ensure that the effects on the children and young people and staff will be limited. It will enable us to affect a return to normality as soon as possible.

In light of any incident occurring it is aim of Meadowhead School to ensure that key and critical services continue to function or are retuned to 'normal' working order as soon as is possible. A list of these things is provided below:

- Loss of staff (illness, industrial action etc)
- Loss of systems (IT & telecoms)
- Loss of utilities (electricity, gas, water, heating)
- Loss of access to premises
- Loss of key suppliers
- Disruption to transport
- Crime

Creation of a coping supportive and caring ethos in the school

We have put systems in place to help to build resilience in both staff and children and young people, thus preparing them to cope with a range of life events. These include measures to address both the physical and psychological safety of the school community.

Physical safety

- ✓ Health & Safety policy
- ✓ Evacuation Procedures – detailed in this plan
- ✓ Lockdown Procedures – detailed in the Lockdown Policy
- ✓ Regular fire drills occur – termly drills are undertaken
- ✓ Fire exits and extinguishers are regularly checked – KFS responsibility
- ✓ External gates locked during school hours – KFS responsibility
- ✓ School doors locked during class time – automated mag locks
- ✓ All equipment provide is fit for purpose and undergoes regular maintenance where applicable

Psychological safety

The management and staff of **Meadowhead School** aim to use available programmes and resources to address the personal and social development of children and young people, to enhance a sense of safety and security in the school and to provide opportunities for reflection and discussion.

- Social, Personal and Health Education is integrated into the work of the school. It is addressed in the curriculum by addressing issues such as grief and loss; communication skills; stress and anger management; resilience; conflict management; problem solving; help-seeking; bullying; decision making and prevention of alcohol and drug misuse. Promotion of mental health is an integral part of this provision.
- Staff have access to training for their role in Social, Personal and health education
- Staff are familiar with Child Protection Guidelines and Procedures and details of how to proceed with suspicions or disclosures
- Books and resources on difficulties affecting school students are available
- Information is provided on mental health in general and such specific areas as signs and symptoms of depression and anxiety
- Staff are informed in the area of suicide awareness and some are trained in interventions for suicidal children and young people
- The school has developed links with a range of external agencies

- Inputs to children and young people by external providers are carefully considered in the light of criteria about student safety, the appropriateness of the content, and the expertise of the providers.
- The school has a clear policy on anti-bullying and deals with alleged bullying instances in accordance with this policy
- There is a pastoral care system in place in the school
- Children and young people who are identified as being at risk are referred to the designated staff member (e.g. guidance counsellor or support teacher), concerns are explored and the appropriate level of assistance and support is provided.
- Parents are informed, and where appropriate, a referral is made to an appropriate agency
- Staff are informed about how to access support for themselves.

Critical Incident Management Team (CIMT)

A CIMT has been established in line with best practice. The members of the team were selected based on seniority of their position held in school and their responsibilities. This plan defines their areas of responsibility and includes materials particular to role, to be used in the event of an incident.

The required roles in the CIMT are detailed below:

- ✓ Team Leader
- ✓ Staff liaison.
- ✓ Student liaison
- ✓ Parent liaison
- ✓ Community liaison
- ✓ Media liaison
- ✓ Administrator
- ✓ Building security management

Outlined below are some points on the key responsibilities of each role. A note on helpful qualities for each role can be found in the text box. However, each school will have to adapt these suggestions to their own circumstances and needs.

Team leader – Kam Grewal-Joy (Headteacher)

- Alerts the team members to the crisis and convenes a meeting
- Coordinates the tasks of the team
- Liaises with the Governing Body and Leadership team and other appropriate bodies.
- Liaises with the bereaved family
- Liaises with the police and emergency services

The **Deputy Team Leader** in the event of the Team Leader being absent is **Ms Tamsin Woodward (Deputy Headteacher)**

Staff liaison – Ms Tamsin Woodward (Deputy Headteacher)

- Leads briefing meetings for staff on the facts as known, gives staff members an opportunity to express their feelings and ask questions, outlines the routine for the day
- Advises staff on the procedures for identification of vulnerable children and young people
- Provides materials for staff (from their critical incident folder)
- Keeps staff updated as the day progresses
- Is alert to vulnerable staff members and makes contact with them individually

Student liaison – Mr David Sheppard (Assistant Headteacher) and Mrs Kate Miller (Assistant Headteacher) via Heads of Year

- Co-ordinate information from staff about children and young people they are concerned about
- Alerts other staff to vulnerable children and young people
- Provides materials for children and young people (see resource materials)
- Keeps records of children and young people seen by external agency staff
- Looks after setting up and supervision of 'quiet' room where agreed
- Co-ordinates assemblies – form time activities

Community/agency liaison

- Maintains up to date lists of contact numbers of
 - Parents/Carers
 - Members of the Crisis Incident Management Team
 - Emergency support services and other external contacts and resources
- Liaises with agencies in the community for support and onward referral
- Is alert to the need to check credentials of individuals offering support
- Coordinates the involvement of these agencies
- Reminds agency staff to wear name badges
- Updates team members on the involvement of external agencies

Parent liaison – Mr Steve Bacon (Deputy Headteacher) and Mrs Kate Miller (Deputy Headteacher) via Heads of Year

- Visits the bereaved family with the team leader
- Arranges parent meetings, if held
- May facilitate such meetings, and manage 'questions and answers'
- Manages the 'consent' issues in accordance with agreed school policy
- Ensures that sample letters are typed up, on the school's system and ready for adaptation
- Sets up room for meetings with parents
- Maintains a record of parents seen
- Meets with individual parents or delegates this to HOY and Pastoral Managers
- Provides appropriate materials for parents (see resource materials)

Media liaison – Kam Grewal-Joy

- In advance of an incident, will consider issues that may arise and how they might be responded to (e.g. children and young people being interviewed, photographers on the premises, etc)
- In the event of an incident, will liaise where necessary with the relevant trade unions etc.
- Will draw up a press statement, give media briefings and interviews (as agreed by school management/Media Team)

Administration Team – Stacey Shaw / Joy Kelsey/ Emma Thomson/ Maddie Udall/ Jo Bennett

- Maintenance of up to date telephone numbers of
 - Parents or guardians
 - Teachers
 - Emergency services
- Takes telephone calls and notes those that need to be responded to
- Ensures that templates are on the school's system in advance and ready for adaptation
- Prepares and sends out letters, emails and faxes
- Photocopies materials needed
- Maintains records

Building Security Management – Stacey Shaw / Soddy Neves / Caretakers

- Ensure building security and safety is maintained throughout the incident
- Control access in to and out of the site and school buildings to authorised persons only
- Liaise with emergency services
- Ensure that welfare facilities are maintained (light, heat, water, toilets etc)

Record keeping

In the event of an incident each member of the team will keep records of phone calls made and received, letters sent and received, meetings held, persons met, interventions used, material used etc. will have a key role in receiving and logging telephone calls, sending letters, photocopying materials, etc.

Confidentiality

The management and staff of **Meadowhead School** have a responsibility to protect the confidentiality of people involved in any incident and will be sensitive to the consequences of any public statements. The members of the school staff will bear this in mind, and will seek to ensure that children and young people do so also. Terminology and disclosures around sudden bereavements will be used with extreme sensitivity and discretion

Critical incident rooms

In the event of a critical incident,

Main Hall or Staff Room	will be the main room used to meet the staff
Conference Rooms	for meetings with children and young people
Conference Rooms	for parents
Main Hall	for media
Bridge	for individual sessions with children and young people
Headteacher Office	for CIMT to meet
Conference Rooms	for other visitors

Alternative Locations

In the event that access to the entire school site is not possible the whole process will move to Westfield School in line with the Kier Critical Incident plan.

In the event that a critical incident occurs during exam season the school will utilise rooms provided by the Double Tree Hotel (Chesterfield Rd South, Sheffield S8 8BW).

Consultation and communication regarding the plan

All staff have been consulted in the preparation of this policy and plan. Children and young people and parent representatives have also been consulted. Our school's final policy and plan has been presented to all staff. Each member of the critical incident team has a personal copy of the plan. All new and temporary staff will be informed of the details of the plan by the Business Manager.

The plan will be updated annually during the summer holiday.

Procedures for particular events

Loss of computer network and phone system

Currently the processes below are in place in preparation for such an event:

Backups of the school network drives and SIMS database are conducted weekly and held on the Microsoft Cloud.

The backups can be accessed using any machine with an internet connection.

Stacey Shaw – separate document details full process for accessing backups and temporary set up requirements.

In order to maintain basic administration functions and communications a small team of senior administrators (**Kevin Elliott, Stacey Shaw**, Joy Kelsey, Maddie Udall, **Emma Thomson**) plus the senior leadership team members of the CIMT will work from an alternative location (Silverdale or Westfield School).

Basic contact details for staff members are held on the SIMS InTouch website are updated monthly by **Stacey Shaw** and can be accessed by the CIMT

If required, the above data will be used to contact each staff member individually to keep them up to date with the current situation. This will be conducted by the senior administrators.

School Building Cannot Be Accessed

Senior administrators and senior leadership team will re-locate to Silverdale or Westfield School.

Accommodation will be provided including telephone/s and computer/s with internet access.

Staff members and parents/students will be contacted via the school texting service (SIMS Intouch). If unavailable, as above, the backups will be utilised to obtain contact details for all students.

Message will also be posted publically using the school website and twitter account.

As a temporary measure member of the pastoral team may be posted at the school gates to prevent access to the site and relay message to any student/parent arriving at school.

Essential Services are not available/limited (water, gas, electricity)

In each event the extent of problem will be assessed.

Water

In the event there is no water available allowing for washing and basic sanitary provision all staff and students will be sent home. If there is only limited provision an assessment will be made on whether some year groups need to be sent home.

Gas

In the event that there is no gas causing a loss of heating it will be assessed if the temperature in the building is acceptable for school to take place. If not, school will be closed and students and staff will be sent home.

If a loss of gas prevents hot meals being prepared Mellors will be consulted on whether sufficient food can be provided for all students. If not, school will be closed to students and they will be sent home.

Electricity

If there is no electricity in the entire site causing lights not to function or computers and telephones not to work the school will be closed to all students and staff.

Adverse Weather

This plan will be followed in conjunction with the school adverse weather procedures.

Industrial Action

Prior to the planned date it will be assessed how many staff will not be in school.

Based on the estimated number of absentees it will be assessed if the school can remain open as normal, close partially (particular year groups) or close fully to all students.

If any changes to the normal school day are implemented a letter will be written to all parents, prior to the planned date, explaining the details of the changes.

DISTRIBUTION LIST

This is an example distribution list, which details who the critical incident plan (including contact details) has been provided to. Plans should be accessible in the school building and at home for these people.

You may want to remove the contacts section and distribute the plan more widely.

Copies of this plan should be distributed to:

School Senior Management team		Name
1	Headteacher	Kam Grewal-Joy
2	Deputy Head/s	Steve Bacon
		Tamsin Woodward
3	Assistant Head/s	Rob Gardiner
		Chris Heggs
		Sarah Johnstone
		Mark Lawrenson
		Kate Miller
		Helen Weeks
		David Sheppard
4	Business Manager	Kevin Elliott
	School Premises Management	
5	Contract Manager	Soddy Neves
6	Facilities Manager	Soddy Neves
7	Assistant Facilities Manager	Mick Gabbittas
	Critical Incident Admin Team	
8	Operations Manager	Stacey Shaw
9	HR Manager	Joy Kelsey
10	Communications Manager	Maddie Udall
	School Governors	
11	Chair of Governors	Lynda Taylor
12	Nominated Governor (s)	
	Other Key Contacts	
13	Extended Service Providers	
	Contingency Planning Service	
14	Local Authority	Joanne Pepper
15	Local Authority	Kim Wilson (Assistant Director, School Effectiveness)

CONTACT DETAILS – SCHOOL INFORMATION

School Details	
Name of School	Meadowhead School
Headteacher	Mrs Kam Grewal-Joy
Deputy Headteacher	Steve Bacon / Tamsin Woodward
Chair of Governors	Lynda Taylor
Type of School	11 – 18 Secondary School
Address	Dyche Lane Sheffield S8 8BR
School website	www.meadowhead.sheffield.sch.uk
School operating hours (including extended services)	07.00 – 22.00
Approximate number of staff	200
Approximate number on roll	1900
Age range of pupils	11 - 18

School Office Contact Details	
Office telephone number	0114 2372723
Office e-mail address	enquiries@meadowhead.sheffield.sch.uk

Useful Government Agencies / Offices		
Local Authority	www.sheffield.gov.uk	
Department for Education	www.education.gov.uk	0370 000 2288
Foreign and Commonwealth Office	www.fco.gov.uk	020 7008 1500 (24hr)
Environment Agency	www.environment-agency.gov.uk	0345 988 1188 (24hr flood line)
Met Office	www.metoffice.gov.uk	0870 900 0100
Health and Safety Executive	www.hse.gov.uk	0300 003 1747 (Info line) 0345 300 9923 (Incident Centre) 0151 922 9235 (24hr)
Education Support Partnership	www.educationsupportpartnership.org.uk	0800 562 561 (24hr England)
NHS		111

CONTACT DETAILS – CRITICAL INCIDENT MANAGEMENT TEAM

Name	Role* (if applicable)	Contact Number	Alternative Contact Number
Kam Grewal-Joy	Headteacher / Team Leader	07932731368	0114 258 9402
Kevin Elliott	Business Manager / Deputy Team Leader	07367394004	01246 413794
Tamsin Woodward	Deputy Head / Staff Liaison	07790 213437	
Steve Bacon	Deputy Head / Parent Liaison	07906190673	0114 247 7466
Kate Miller	Asst Head / Student & Parent Liaison	07817676737	
David Sheppard	Asst Head / Student Liaison	07717066349	
Stacy Shaw	Operations Manager	07983299942	
Joy Kelsey	HR Manager	07538510583	
Soddy Neves	Facilities Manager (Kier)	07989698946	
Mick Gabbitas	Assistant FM (Kier)	07860865985	

*This is the role that has been identified in a critical incident which may be the same as their school role e.g. headteacher.

CONTACT DETAILS – OTHER USEFUL EMERGENCY NUMBERS

This is an example and can be added to or amended by schools as appropriate. It is also designed to cover key numbers that can be printed off and kept in staff only areas.

Agency	Type of support	Office Hours	Out of Hours
Emergency Services (Police, Fire & Rescue and Ambulance)	Emergency assistance	999	999
Chair of Governors	Decisions on closure or partial closure		
CYPF Contingency Planning Service	Advice on managing the critical incident, link to CYPF services	In order: 1. 2053167 2. 2735827 3. 2735175	In priority order: 1. 07896 990100 2. 07710 012984 3. 07711 799131
CYPF Educational Psychology Service	Counselling and psychological support	2506800	NA
Out of hours Social Care Team	Looked after children	NA	2734855
SCC School Effectiveness Team	Reporting critical incidents in educational settings	07876846788 Kim.wilson2@sheffield.gov.uk	
SCC Assets Team	Premises management support	2735621	Kier 2730101
SCC Media team	Dealing with press, radio, TV	2053546	07711 153995
SCC Transport	SEN/social care transport - mainstream buses	2737575/6	NA
SCC School Food Service	Meals and emergency provisions	2735175	NA
Health Protection Agency	Advice on communicable diseases	2428858	2428858
Kier Sheffield	Premises management support	2735621	2730101
IT Support	Advice and support on software, hardware and e communications		
Schools Human Resources	Human resources	2506702	NA
Yorkshire Water	Loss of water/contamination		
Transco	Gas emergency		
YEDL	Electrical failure		
BBC Radio Sheffield	Local Radio Station		
Radio Hallam	Local radio station		
Clergy	Religious support		

ACTIVATION

Name of the person contacting you				
Call received	Date:		Time:	
Contact Numbers	Landline:		Mobile:	
Location of the Incident				
Type and brief details of Incident				
People affected (including names, injuries, where they are and where they are being taken to)				
What arrangements are in place (if any) for people not directly involved in the incident				
What advice have emergency services provided				
Who has been informed	<input type="checkbox"/>	Headteacher	<input type="checkbox"/>	Police
	<input type="checkbox"/>	Deputy Headteacher	<input type="checkbox"/>	Fire and Rescue
	<input type="checkbox"/>	Governors	<input type="checkbox"/>	Ambulance Service
	<input type="checkbox"/>	Staff	<input type="checkbox"/>	Health and Safety Executive
	<input type="checkbox"/>	Pupils	<input type="checkbox"/>	Foreign and Commonwealth Office
	<input type="checkbox"/>	Parents / Carers	<input type="checkbox"/>	Media
	<input type="checkbox"/>	Extended Services	<input type="checkbox"/>	Insurance Company
	<input type="checkbox"/>	Local Authority	<input type="checkbox"/>	Trade Unions
Does anyone else need to be informed				
What other actions need to be taken				

COMMUNICATION PLAN

CRITICAL INCIDENT

Kam Grewal-Joy
Head Teacher / Chair of Governors

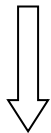
Decide initial action required

ACTIVATION OF SCHOOL CRITICAL INCIDENT & BUSINESS CONTINUITY PLAN

Headteacher / Chair of Governors

Kam Grewal-Joy / Lynda Taylor
Contact People who can support the response.

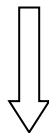
Critical Incident
Management
Team



Leadership Team

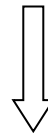
Premises Manager

Soddy Neves
Mick Gabbittas
Kier Contact



Kevin Elliott
Business Manager

Teaching staff –
informed via email
and text service

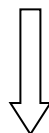


Parents/carers –
contacted via
email, text, phone

Local Authority
Services



Educational
Psychology
Service



Contingency
Planning Service

EVACUATION, SHELTER AND LOCKDOWN PROCEDURES

Emergency	Signal	Signal for all-clear
Evacuation	Fire Alarm	Verbal
Shelter	Lesson Change (Continuous)	
Lockdown	Lockdown Alarm	Lockdown Alarm

Location of Fire Evacuation Assembly Point(s)	
1	Astro Turf & MUGA (during normal school working hours 07.00 – 18.00)
2	Front of School (during evenings after 18.00 or school holidays)
3	Field (utilised if other areas are compromised or further exclusion distance required)

Location of Place of Safety (Remote Evacuation Site) & Contact Details	
1	Double Tree Hotel – 0114 282 9988
2	Westfield School – 0114 248 5221
3	Silverdale School – 0114 236 9991

Location for Meetings/Media/Parents	
1	Main Hall
2	Conference Rooms
3	Silverdale / Westfield School if entire site is not accessible

Location for On Site Debriefing / Isolation / Contemplation Rooms	
1	Conference Rooms
2	Bridge
3	Silverdale / Westfield School if entire site is not accessible

The Emergency Evacuation of the building signal is a continuous sounding of the siren caused by the breaking of a glass panel or detection by a ceiling mounted smoke detector.

Upon hearing the alarm please evacuate the building by the nearest emergency exit route as indicated in each classroom and office.

It is the responsibility of all teachers to ensure that all students are aware of the correct evacuation procedure.

TEACHING STAFF PROCEDURE

- Teachers should positively instruct the students to move in an orderly manner and leave the building following the Green Fire signs to the assembly point on the ASTRO (green all-weather area), unless it is unsafe to do so. Location shown on plan at end of this document.
- Teachers should encourage students to move in a brisk manner, not stopping to wait for friends or to collect belongings.
- Teachers should check that all students have left the room, close (DO NOT LOCK) the door and any windows before leaving the room.
- Teachers should ensure that students are supervised whilst making their way to the assembly point.
- Students line up on the ASTRO in their form groups and teachers should register their form. Registers can be collected from the Responsible Officer.
- If there are any students missing this should be reported to the Responsible Officer (**S SHAW**).

RECEPTION STAFF

- Staff to take out the visitor book, staff signing in/out register and contractors signing in book to assembly point (ASTRO).
- Staff to check visitors and contractors are all present.
- Confirmation communicated to Responsible Officer.

FIRE WARDEN DUTIES

- Fire Wardens are allocated a specific area of the school building to check during an evacuation.
- Fire Wardens should check that all rooms, storerooms, toilets and corridors within their designated area have been evacuated and record this on their checklist.
- Fire Wardens should then move to the assembly point via the route indicated for their designated area.
- Fire Wardens should then report to the Responsible Officer with their completed checklist and report any person still remaining in the building.
- When the building is declared safe Fire Wardens should return to their designated area and monitor student re-entry until all staff and students return and the incident is finished.

NON-TEACHING STAFF

- Non-teaching staff other than Fire Wardens should move directly to the assembly point following the Green Fire signs.
- They should remain at the assembly point until the incident is finished.

KIER SITE STAFF

- Kier staff is to ensure that the location of the alarm is identified on the main indicator board in the RECEPTION lobby.
- Kier staff will ensure all gates along the exit routes to the assembly point are unlocked promptly.
- Kier staff will also assume responsibility for contacting the Emergency Services and for ensuring that they are directed to the appropriate location when on site.
- Kier staff must liaise with the Headteacher and Responsible Officer during process. Once all clear has been confirmed by both Kier and school representative's re-entry process can begin.
- No attempt must be made to move vehicles for the duration of the emergency.

SITE INFORMATION

Utility Supplies	Location	Notes/Instructions
Gas	<p>All copies of service records are kept in the files in the caretaker's office.</p> <p>Copies of these are kept in the Fire Risk Assessment folder in the main school office.</p>	<p>Kier are responsible for checking services and hold all original service records.</p> <p>Caretakers conduct routine tests of all services and can arrange for remedial work if required. They will also shut off any service if required to do so.</p>
Water		
Electricity		
Alarm		
Heating		

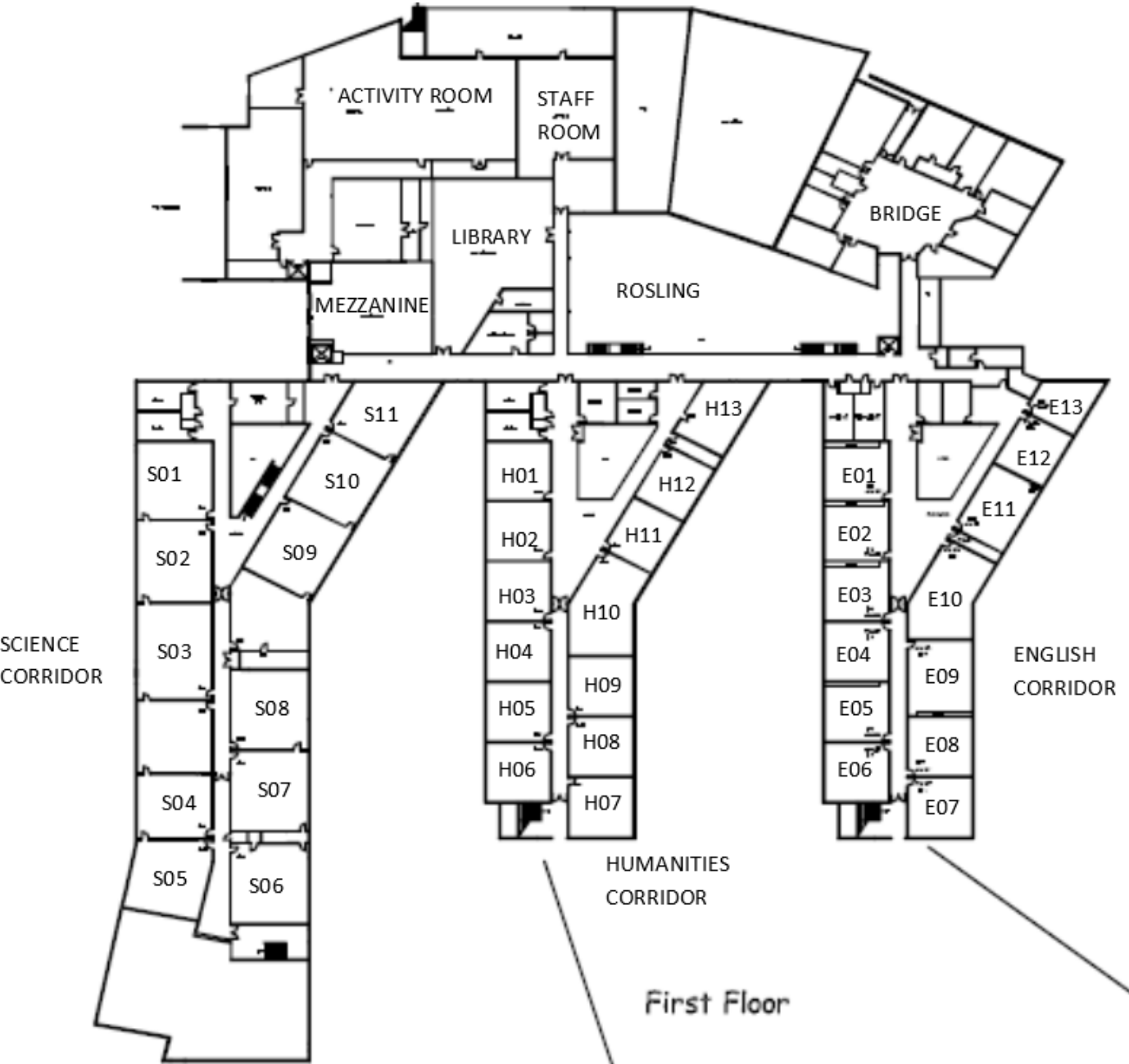
Internal Hazards	Location	Notes/Instructions
Asbestos	Asbestos file in Kier Office	
Chemical Store(s)	<p>Science – indicated on the maps in the fire risk assessment folder.</p> <p>Records of types also kept in the Fire Risk Assessment folder.</p> <p>Cleaning/Maintenance – Kier office and copies of locations kept in fire risk assessment folder.</p>	
Fuel	<p>Wood store location indicated on map in Fire Risk Assessment Folder.</p> <p>Plant Room – indicated on maps in Fire Risk Assessment Folder.</p>	
Radioactive materials	N/A	

SITE PLANS

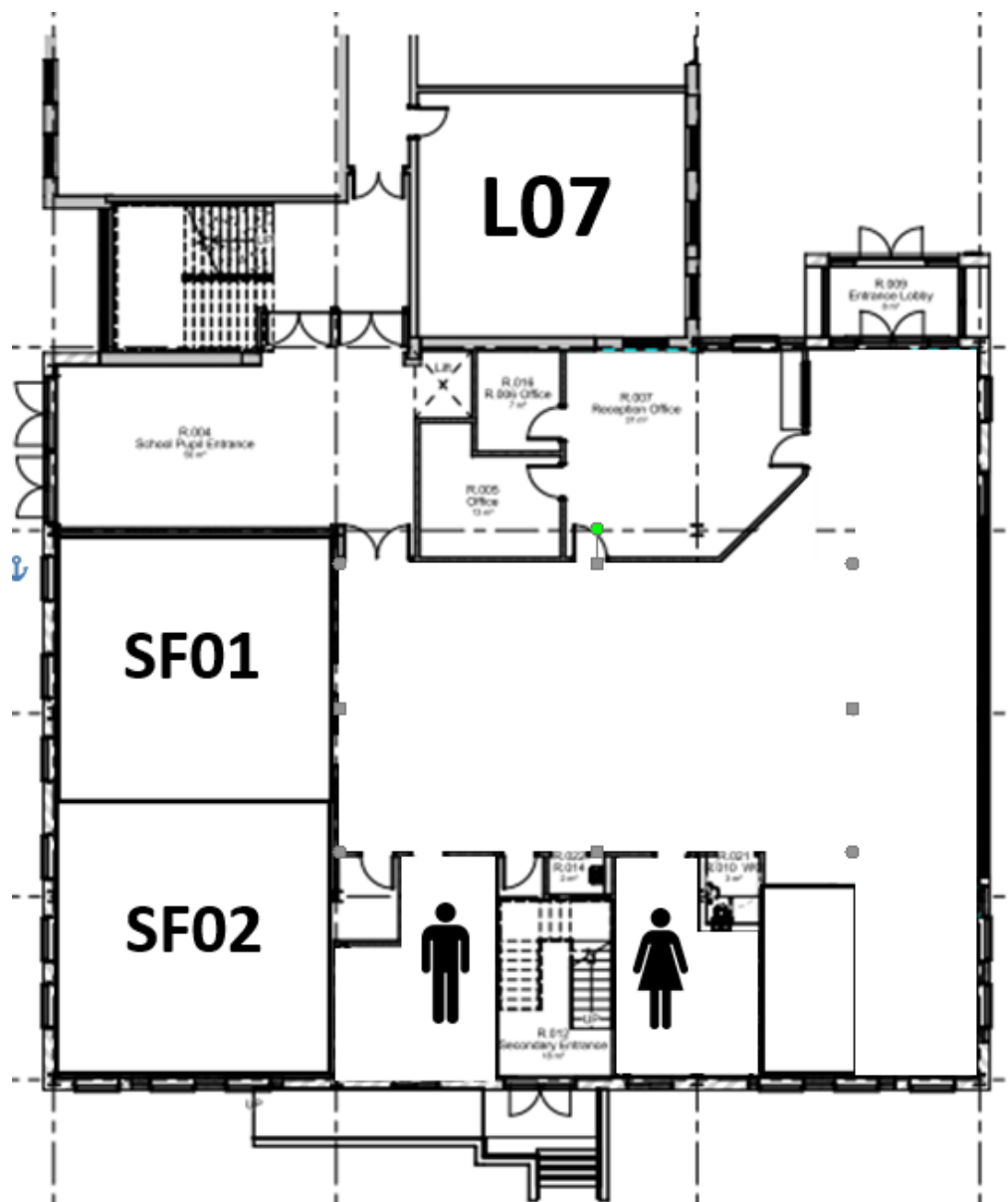
Meadowhead School – Ground Floor



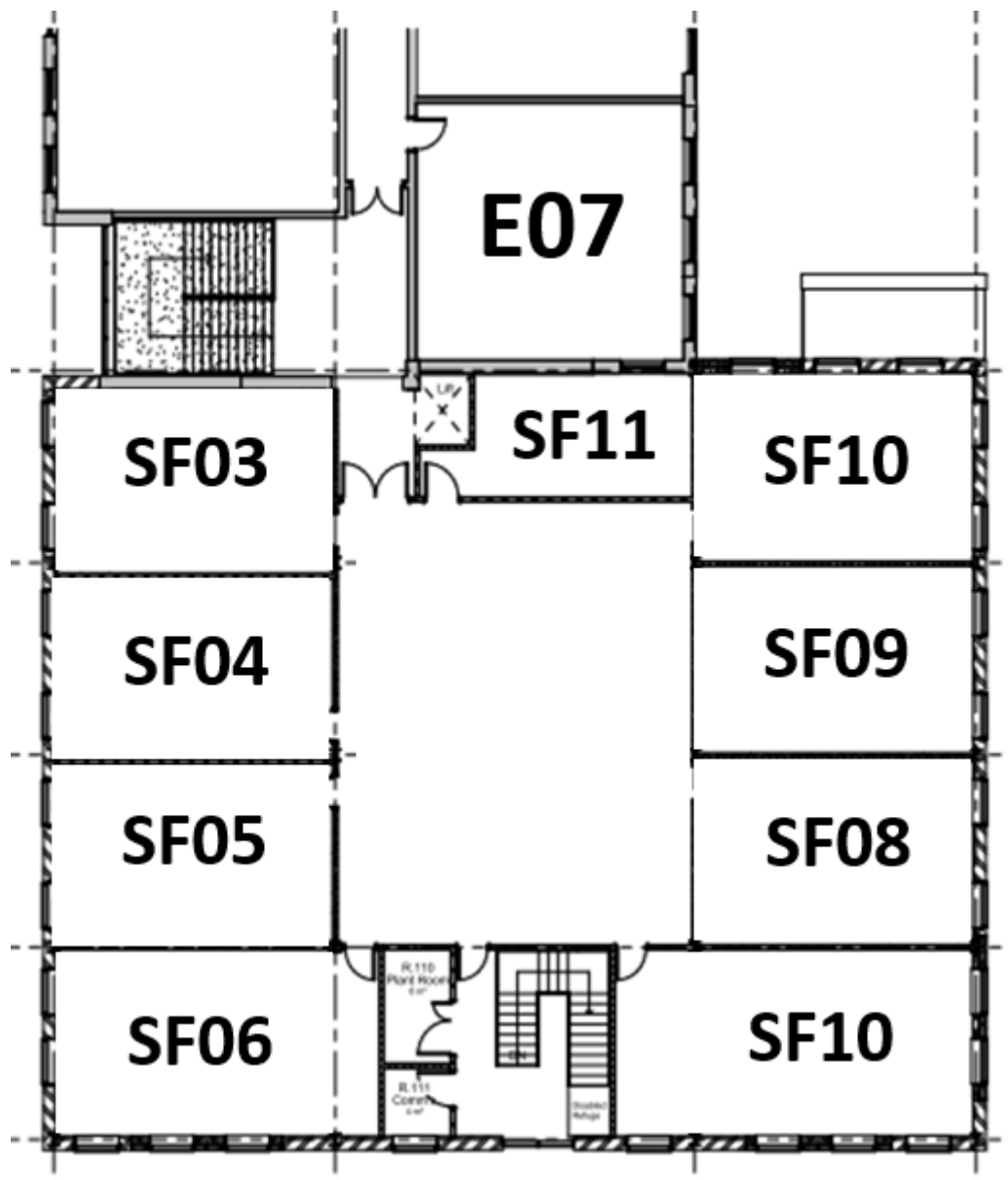
Meadowhead School – First Floor



Meadowhead School – Sixth Form Ground Floor



Meadowhead School – Sixth Form First Floor



EDUCATIONAL VISITS

Educational Visit Policy and Emergency Procedures should be taken on visits with staff and referred to in the event of an incident.

If you are informed of an incident on an educational visit you may need to ask for the following information in addition to the Alert section. You may already have these details but it could be useful to seek confirmation. You can combine advice about what to do on an educational visit with the activation section as appropriate to your school.

Name of educational visit leader	
Nature of educational visit	
Number of pupils on educational visit	
Number of staff on educational visit	
Location of educational visit	
If the incident happened abroad, do the Foreign and Commonwealth Office need to be notified	

ACTION CHECKLIST – SHORT TERM ACTIONS

The procedures to be followed will depend on the particular incident that has occurred and the particular arrangements in place.

Day One

Action	Person responsible	Done ✓
Gather accurate information		
Who, what, where, when? (alert log completed)		
Call CMT meeting – specify time and place		
Contact external agencies (contact list)		
Arrange supervision for children and young people		
Hold staff meeting		
Agree schedule for the day		
Inform all children and young people		
Draw up a list of vulnerable children and young people		
Contact families affected		
Contact media team and agree a statement		
Contact Contingency Planning Service* (see below) Property & FM, Health & Safety, Insurance & Risk as appropriate		
Inform all parents		
Hold end of day staff briefing		

ACTION CHECKLIST – MEDIUM AND LONG TERM ACTIONS

Days 2-3

Action	Person responsible	Done ✓
Call CIMT meeting to review day 1		
Meet external agencies as necessary		
Meet whole staff		
Arrange support/counselling		
Visit anyone affected personally by the incident (at home/hospital)		
Liaise with families on any sensitive issues (e.g. bereavement/injury)		
Agree on attendance of any off-site arrangements (e.g. funeral media)		
Consider partial or full school closure		

Day 4 and beyond

Action	Person responsible	Done ✓
Monitor children and young people and staff for signs of distress		
Liaise with agencies if referrals are required		
Plan for return of children and young people most significantly affected		
Decision on how to mark the occasion		
Review response to incident and amend the CIP		

APPENDIX A - REPORTING THE CRITICAL INCIDENT TO THE CONTINGENCY PLANNING SERVICE

The CYPF Contingency Planning Service can help you in an emergency and should be notified of **all** Critical Incidents. Officers should be contacted in the following priority order

1. **Joanne Pepper** 0114 2053167, 07896990100 joanne.pepper@sheffield.gov.uk
2. **Martin Green** 0114 2735827, 07710012984 martin.green@sheffield.gov.uk
3. **Leah Barratt** 0114 2735175, 07711799131 leah.barratt@sheffield.gov.uk

(FAX - 0114 2736279)

The following information may be required dependant on the nature of the incident.

- NAME OF SCHOOL
- SITE OF INCIDENT
- CONTACT NAME
- CONTACT NUMBER
- MOBILE NUMBER
- TIME OF INCIDENT
- NATURE OF INCIDENT
.....
.....
.....
- NUMBERS INVOLVED - ages
- ARE ANY PEOPLE INJURED
- EXTENT OF INJURIES - low; serious
- DAMAGE TO PREMISES.

- WHAT ACTION HAS BEEN TAKEN SO FAR?

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- HAVE EMERGENCY SERVICES BEEN INFORMED?

Y ☐ N ☐

- are they on site Y ☐ N ☐

- WHAT HELP DO YOU NEED?

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- ARE THERE ANY ACCESS DIFFICULTIES?

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Date and Time received: Date: Time:

Officer receiving information:

APPENDIX B - CRITICAL INCIDENT LOG SHEET

It is important to keep a log of actions and decisions in the event of an incident. Completed log sheets will:

- Assist in maintaining a true picture of the unfolding events
- Assist in providing information for any inquiry which may follow an emergency response
- Help with improving the response to Critical Incidents in the future

Date		Name & Role	
School/setting		Incident ref.	

TIME	MESSAGE FROM (How received, Name, Position, Organisation)	MESSAGE/REQUEST DETAILS	RESPONSE (Decisions, reasons, actions)

TIME	MESSAGE FROM (How received, Name, Position, Organisation)	MESSAGE/REQUEST DETAILS	RESPONSE (Decisions, reasons, actions)