



**BLACON**  
HIGH SCHOOL

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ASPIRE BELIEVE ACHIEVE

## **Critical Incident Management Plan**

### **VISION STATEMENT**

We want Blacon High School to be a safe and caring place at the heart of our community, where everyone is valued and supported to aspire, believe and achieve beyond their potential.

**Ratified by Full Governing Body: 26.03.25**

**Next due for review: 26.03.26**



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## 1. 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

## 2. 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.

## 3. 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
- Major building failure
- 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
- Hostile intruders
- Terrorist attacks
- Bomb threat
- Environmental hazards

- Chemical spillages
- Gas leaks
- A dangerous animal becoming loose on school property

#### 4. 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:

Rachel Hudson (Headteacher)  
 Nick Scoltock (Deputy Headteacher)  
 David Sabri (Deputy Headteacher)  
 Karen Appleby (Safeguarding Lead)  
 Laura Rose (School Business Manager)  
 Andy Brown (Chair of Governors)

#### 5. Disaster Management Roles & Responsibilities

Name	Role	Responsibilities	Alternative
Rachel Hudson	Head teacher	Information gathering, overall coordination, communication with CWAC and the media, written log of events	Nick Scoltock
Dave Sabri	Deputy Head	Deal with other pupils and staff on site, keeping disruption to a minimum	Ilya Haycock
Nick Scoltock	Deputy Head	Coordination of Emergency Services	John Lacey
Laura Rose	School Business Manager	Communication with support staff	Tegan Whiteside
Karen Appleby	Safeguarding Lead	Communication with parents	Steve Webster

#### 6. Procedures

- The Headteacher (or in event of absence) the Deputy Headteachers 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

#### EVACUATION

Should the need arise, the building will be evacuated and the children walked to the 3G pitch or sports field (depending on incident) in a safe and orderly manner, using the fire alarm as a signal.

#### LOCK DOWN

In the case of lockdown, the bell would ring 3 times and a message would appear on all screens asking staff to check email, SLT would be contacted via phone/walkie-talkie to inform of the need for all to remain in rooms until told otherwise by a member of SLT.

#### PARTIAL LOCKDOWN

If a threat has been identified outside the school, school would go into partial lockdown. This involves ensuring that all staff and students are inside the building, while locking external gates and doors to prevent an intruder from entering and any staff or students leaving. Staff would carry out a register and inform the attendance office if any students are unaccounted for.

#### FULL LOCKDOWN

If an intruder gains entry to the school or there is another threat, school would go into full lockdown. In the event of a full lockdown, external gates and doors would remain open so that no members of staff need to risk their safety to lock doors. Staff and students should remain in their classrooms and offices and barricade the doors with furniture. Students should remain out of site by hiding under desks and teachers should close the blinds. Teachers should take a register and inform the attendance office and then emergency services if anyone is missing. Nobody should leave their classrooms during a full lockdown for any reason.

#### LOCKDOWN NOTIFICATION PROCEDURES

In the event of a lockdown, the bell will ring 3 times. This is different from the fire alarm which is a continuous sounding alarm.

A code word will appear on screens saying OPERATION L to indicate to staff that the school is in lockdown. This is the code word that should be used in any communication on walkie talkies/phones/email.

Designated safe spaces are classrooms/offices that can be barricaded from the inside and not open spaces in school such as the diner.



## 7. 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

## 8. 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

In the case of a serious incident, check all communication for parents with the press officer at CWAC prior to publishing.

- Any press release to be agreed with CWAC first in a critical incident situation
- It is also important to protect the reputation of the school when managing any media interest

## 9. 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 Contact List

A CRITICAL INCIDENT INVOLVING A PUPIL OR MEMBER OF STAFF SHOULD BE REPORTED TO:			
<b>School Relationships Team</b>	01244 972398 <a href="mailto:school.relationshipsteam@cheshirewestandchester.gov.uk">school.relationshipsteam@cheshirewestandchester.gov.uk</a>		
<b>Office Hours</b>	<b>Customer Services</b>	<b>01606 668278</b>	
<b>Out of Hours Officers</b> <i>NB. When calling the out of hours number you will need to state key words "School Incident" as this is how Message Pad will be able to identify the query</i>	<b>Customer Services</b>	<b>0300 123 7035</b>	
<b>Other contacts (on a selective basis):</b>			
<b>Name</b>	<b>Role</b>	<b>Office</b>	<b>Mobile</b>
<b>Kerry Williams</b>	Serious Incident Support Manager / <b>Safeguarding Children in Education Service Manager</b>  <a href="mailto:scie@cheshirewestandchester.gov.uk">scie@cheshirewestandchester.gov.uk</a>	<a href="mailto:kerry.williams@cheshirewestandchester.gov.uk">kerry.williams@cheshirewestandchester.gov.uk</a>	<b>Main:</b> 01244 976778 <b>Mob:</b> 07789484743
<b>Debbie Edwards</b>	Head of Education and Inclusion	<a href="mailto:Debbie.edwards@cheshirewestandchester.gov.uk">Debbie.edwards@cheshirewestandchester.gov.uk</a>	
<b>Laura Johnson</b>	Senior Communication Manager – Health and Wellbeing	<a href="mailto:laura.johnson2@cheshirewestandchester.gov.uk">laura.johnson2@cheshirewestandchester.gov.uk</a>	01244 972965 / 07736472046
<b>Sharon Burt</b>	H&S adviser	<a href="mailto:HealthandSafety@cheshirewestandchester.gov.uk">HealthandSafety@cheshirewestandchester.gov.uk</a>	
<b>Kerry Crow Senior</b>	Transport	01244 973776 <a href="mailto:kerry.crow@cheshirewestandchester.gov.uk">kerry.crow@cheshirewestandchester.gov.uk</a>	

<b>i-Art</b>	During Working Hours: 0300 123 7047		<i>Out of hours:</i> 01244 977277
<b>Katie Thomson</b>	School HR	07920 821849 <a href="mailto:katie.thomson@cheshirewestandchester.gov.uk">katie.thomson@cheshirewestandchester.gov.uk</a>	
<b>Morag Bragger</b>	Education Welfare All Localities	M: 07920 295257 <a href="mailto:morag.bragger@cheshirewestandchester.gov.uk">morag.bragger@cheshirewestandchester.gov.uk</a> 01606 976925 (Louise Mills – Chester EWO)	07920 295257
<b>Delyth Curtis</b>	Chief Executive	01244 976235 <a href="mailto:delyth.curtis@cheshirewestandchester.gov.uk">delyth.curtis@cheshirewestandchester.gov.uk</a>	

**FOR A PROPERTY RELATED INCIDENT CONTACT: CWAC helpdesk: 0300 123 7043**

Local Police Contact: 01244 350000

Local Hospital Contact: 01244 365000

**School Critical Incident Team Emergency Contacts**

<b>Name</b>	<b>Role</b>	<b>Mobile</b>
Rachel Hudson	Head / CIRT Coordinator	07872 190968
Nick Scoltock	Deputy Head	07526 518018
David Sabri	Asst Headteacher	07912 625171
Karen Appleby	Safeguarding Lead	07914 342461
Laura Rose	School Business Manager	07989 871890
Andy Brown	Chair of Governors	07736844793

**Governor Contact Cascade – Message would be sent to Governors on Governor Hub by Chair**

Andy Brown – Fiona Jones (clerk)	Lynn Loyley	Judy Gilmour	Philip Horton
			Karen Thompson
			Lauren Gibson-Tipping
	Carena Benson-Graham	Kath Roberts	Rob Williams
			Una Meehan
			<u>Paul Menkinson</u>
			<u>Laura Jayne Smith</u>



**Staff Contact Cascade**

Rachel Hudson	Nick Scoltock	David Stockdale	Rachel Thomas	Teachers
			Ilya Haycock	Teachers
		David Sabri	Karen Appleby	Education Support Staff
			Laura Rose	Non – Education Support Staff