

Critical Incident Response Plan

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Policy Review

This policy will be reviewed in full by the Governing Body no less than annually.

The policy was last reviewed and agreed by the Governing Body on 21/03/2023.
It is due for review in 12 months from the above date.

Signature _____

Date _____

Head Teacher

Signature _____

Date _____

Chair of Governors

There is always a possibility of a serious incident occurring which would require a carefully managed response. It is important at such times that we all know what our responsibilities are so that everything that needs to be done is done and misunderstandings do not arise from duplication or contradiction. No plan can cater for every eventuality, but it is hoped that this Plan would help in the event of an emergency.

This Plan would cover a major incident during a weekend or holiday requiring the school to be closed or a major incident during the school day. Reference will also be made to the 'Critical Incident Recovery Plan', document copies of which are kept in the school reception and with SLT at home.

In what circumstances might the Critical Incident Team be convened?

- Major fire or flood.
- Death.
- Contagious Diseases.
- Terrorist incident.

Critical Incident Team (CIT)

The Critical Incident Team will consist of the Head, Deputy Head, the Assistant Heads, the Business Manager, the Head's PA and, where appropriate, the Site Manager. Others, like the Chair of Trustees, might be co-opted to the CIT. Once the contacts cascade has been initiated the following responsibilities will be assumed:

Head Teacher	Once the Head has decided that the Critical Incident Response Plan needs to be used, he will co-ordinate all issues in the event of a major incident. He will deal with the local or national news media. He will inform the Director of Education (Herts County Council), Police and the Chair of Trustees as appropriate. The Head will take responsibility for the nature of communications with parents, staff and students in consultation with colleagues and appropriate agencies.
Business Manager	Business Manager will take responsibility for all communications regarding property issues and recovery plans. In the event of the Head being otherwise engaged the Business Manager will lead communications with staff, including the canteen staff and cleaning contractors. The Business Manager will manage the caretakers' work and take responsibility for supporting the office staff in their work during the incident, particularly with regard to reprographics. SBM will be the key point of contact for support staff.
Deputy Headteacher (pastoral)	DH (Pastoral) will take responsibility for communicating with outside support agencies and the incident response team at Herts County Council, who can provide welfare support for students and staff. They will also liaise particularly closely

	with Year Heads and the SENDCo in managing support for students.
Head of Sixth Form	HoS will manage all issues relating to the Sixth Form (who might be on different sites) and the communication with the Consortium Schools.
Deputy Headteacher (academic)	The other deputy headteacher will support colleagues above, with a particular focus upon continuity of education and exploring alternatives if the school is inaccessible for a period (e.g. remote learning, alternative location etc.). DH will be the key point of contact for Teaching staff.
Remainder of SLT	If the incident is in school, provide organisational and operational support. If outside school hours, ensure that communication to middle leadership and line managers takes place.
Head's PA	Head's PA will provide support to the SLT and keep a log of actions, owners and updates
Business Manager's Secretary	Will manage the deployment of all other secretarial staff with regard to communicating with parents, managing telephones for students, etc. This will take place from Reception or from emergency facilities brought on site.
Network Manager	Network Manager will ensure that back-ups of school data are protected and made available in the event of the school's computer system failing. This will cover staff, student and financial data.

In the **absence of the Head**, either Deputy Head will assume responsibility for contacting all other agencies and primary leadership of the procedures; they will take responsibility for communications, including with the news media.

Incident in school hours

In the event of a major incident taking place during the school day the responsibilities defined above will be actioned. The CIT will meet and work from the Head's office assuming it is available. Staff will be kept informed as fully as possible, usually by email. The source and time of any message will be identified and it is expected that staff will respond exactly to instructions: if, for example, a message is sent asking classes to be held; that must be followed. Messages and information will be posted in the staff room and distributed by email.

Incident outside school hours

In the event of a major incident taking place during a weekend or holiday the CIT will meet and work from the Head's office if it is available or in the tennis changing facility, if not. The lines of communication detailed below will be followed. **It is essential that only the message you are given is passed on: do not speculate or embellish. Any request from news media for information must be politely refused and referred to the Head.**

Communication Chain

Managed in a separate document due to the personal data held, there is an existing Communication Chain including telephone contact numbers and ownership assigned for communication to staff.