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# CRITICAL INCIDENT PLAN

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Approved By	Local Governing Committee
Date Approved	Autumn 1 2025
Review Date	Autumn 1 2026

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## 1. Introduction and Principles

This policy should be read in conjunction with the Trust Business Continuity Plan which is held on the CET Published Drive under Policies.

Schools should note the [government emergency planning guidance](#) use for planning for emergencies when drafting this plan.

The Trust Business Continuity Plan is the overarching document, and this school level policy provides operational level detail reflecting the school's staffing structure, location and context.

All critical incidents should be reported to the trust via the COO at the earliest stage.

This policy should be read in conjunction with other school incident plans including fire and lock-down policies.

The controlled versions of this document are held W drive ECSTG/POLICIES/APPROVED. The plan should be treated as a secure document and its contents kept confidential at all times.

Copies of this plan are held by the people holding the following positions:

- Exec Headteacher.
- Headteacher
- Assistant Headteacher
- Business Manager
- Chief Operating Officer
- Chief Finance Officer
- Student Support and Attendance Manager
- Site Manager
- Estates Manager
- HR and Admin Manager
- Data Manager
- IT Manager
- Designated Safeguarding Leads

This policy includes the contact information for staff responsible for dealing with different aspects of emergencies (4. [School Emergency Response Team](#)) and their roles.

This policy will include other useful local contact numbers in cases of emergency.

Access to staff and student data with home phone numbers can be accessed from SIMS and staff should also have other methods to hand for accessing such data if the MIS system is unavailable – for example Teacher2Parents online texting service and/or a digital copy of contact data kept on network drives.

This policy should be updated at least annually at the start of an academic year. Interim updates should be made for any major changes e.g. to staffing.

The objectives of this plan are as follows:

- Ensure swift and appropriate action takes place
- Offer and/or coordinate immediate and appropriate action
- Offer reassurance to parents, carers, families and the community
- Provide prompt and accurate information
- Maintain as far as possible, normal routines

- Keep accurate records of events and actions taken

## 2. Guidance

The purpose of this policy is to deal with events, usually sudden or unexpected which involve experiencing significant distress which potentially overwhelms normal responses and procedures.

An emergency is an event or events, usually sudden and unexpected, which involves experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures, and which is likely to have emotional and organisational consequences and/or may cause serious reputational damage to the Trust.

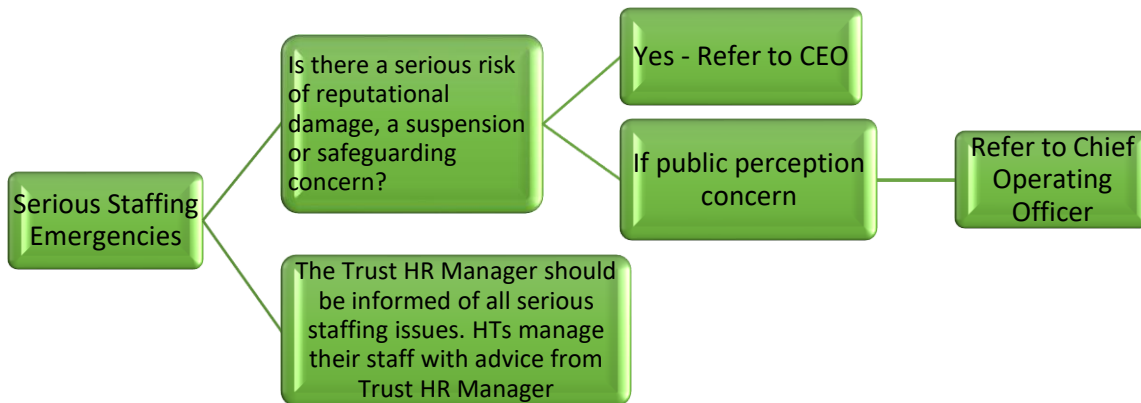
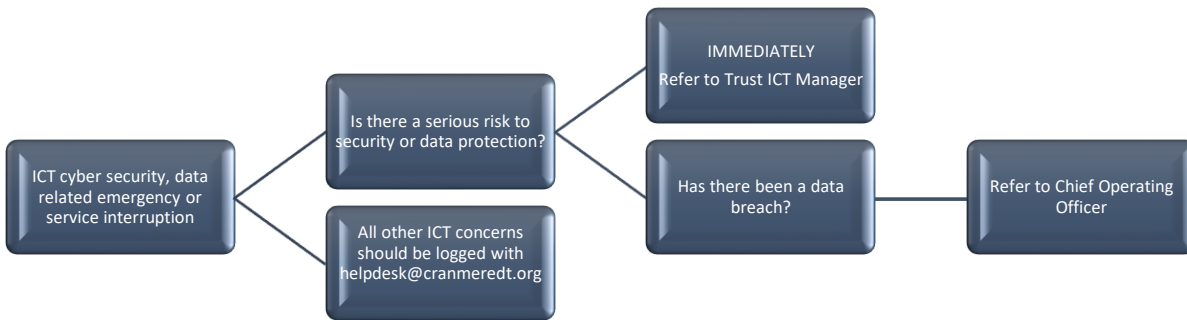
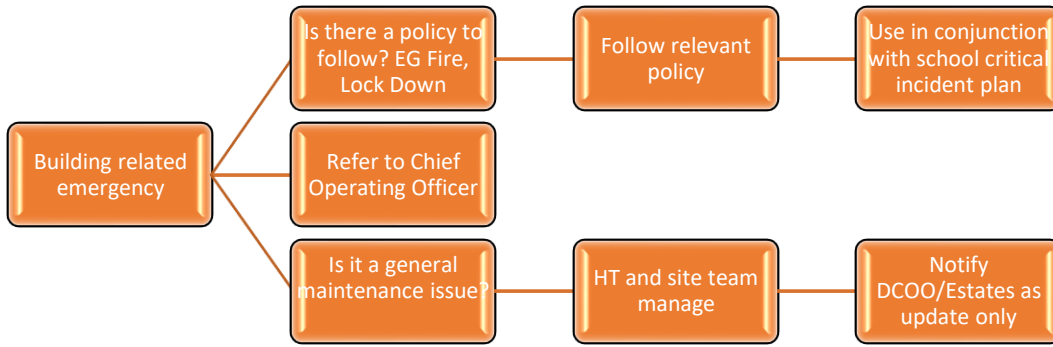
A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

Examples include:

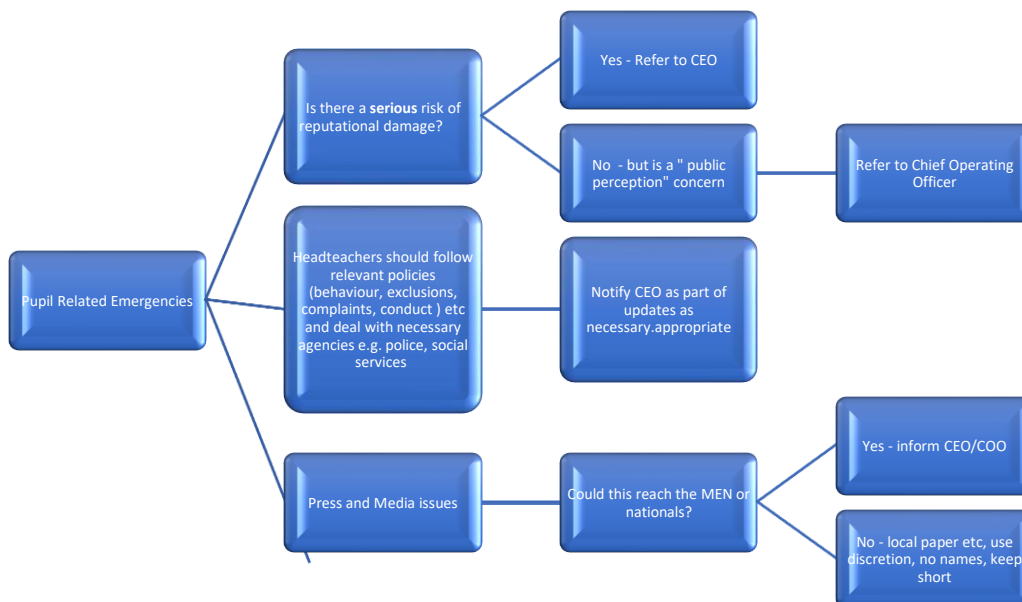
Building Related	<ul style="list-style-type: none"> <li>• Fire or explosion</li> <li>• Destruction or collapse of building</li> <li>• Gas leak</li> <li>• Industrial incident</li> <li>• Civil disturbances and terrorism</li> <li>• Bomb scare</li> <li>• Evacuation of the immediate area</li> </ul>
Pupil Related	<ul style="list-style-type: none"> <li>• Serious conduct issues</li> <li>• Hostage situation</li> <li>• Death</li> <li>• Significant injury, accident or fatality</li> <li>• Deliberate acts of violence</li> </ul>
Health related	<ul style="list-style-type: none"> <li>• Infectious disease</li> <li>• Public health incident</li> </ul>
ICT/Cyber Security Related	<ul style="list-style-type: none"> <li>• Cyber threat or breach</li> <li>• ICT systems disaster</li> </ul>
Staff Related	<ul style="list-style-type: none"> <li>• Serious staffing issues threatening reputational damage</li> <li>• Serious staff accident or fatality</li> <li>• Industrial action</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Death or injuries in community or on trips</li> <li>• More widespread disaster within a community</li> </ul>

## 3. Communication Channels

Headteachers are best placed to make decisions regarding their Schools, they have autonomy, empowerment and importantly, know their schools best, but they will recognise when an incident tips into a serious reputational damage category. In order to support Headteachers in making difficult decisions and acting objectively and rationally during a crisis situation, the following reporting and contact should be made:



A Trust representative will liaise with the school facing a critical incident in line with the above.



The following information should be provided:

- Information about the emergency;
- Who is co-ordinating the school response and how and where to contact them;
- Actions that the school has already taken;
- Any other agencies involved and what they have been asked to do.

Tasks, roles and timescales will then be agreed with the school. This is likely to be subject to review and co-ordination with other involved agencies by the individual(s) co-ordinating the response.

The Trust representative may travel to the school or other location to liaise with the Head of School or nominated Incident Manager.

#### 4. School Emergency Response Team

It is the responsibility of all Emergency Response Team members to notify the designated persons, HR department, of any changes to their contact details. It is also each member's responsibility to ensure they are familiar with their role and responsibilities in a Critical Incident:

<b>Name/Designation</b>	<b>Role</b>	<b>Contact Numbers</b> (Mobile numbers available on the school version)
Mrs A Robinson (Headteacher)	Incident Manager	
Sarah Collier	Deputy Incident Manager	
J Brooks (Senior Administrator)	HR and Administration Manager	
Miss A Cooke (Senior Teacher)	Parent Liaison Officer	
Mr T Keeley (Chair of Governors)	Governor Liaison	
Mrs C Ellis (Operations Director)	Media liaison Officer	
Mr G Semp (Site Manager)	Estates	
Mr C Hawes (IT Manager)	IT Coordinator	

#### 5. School Emergency Response Pack

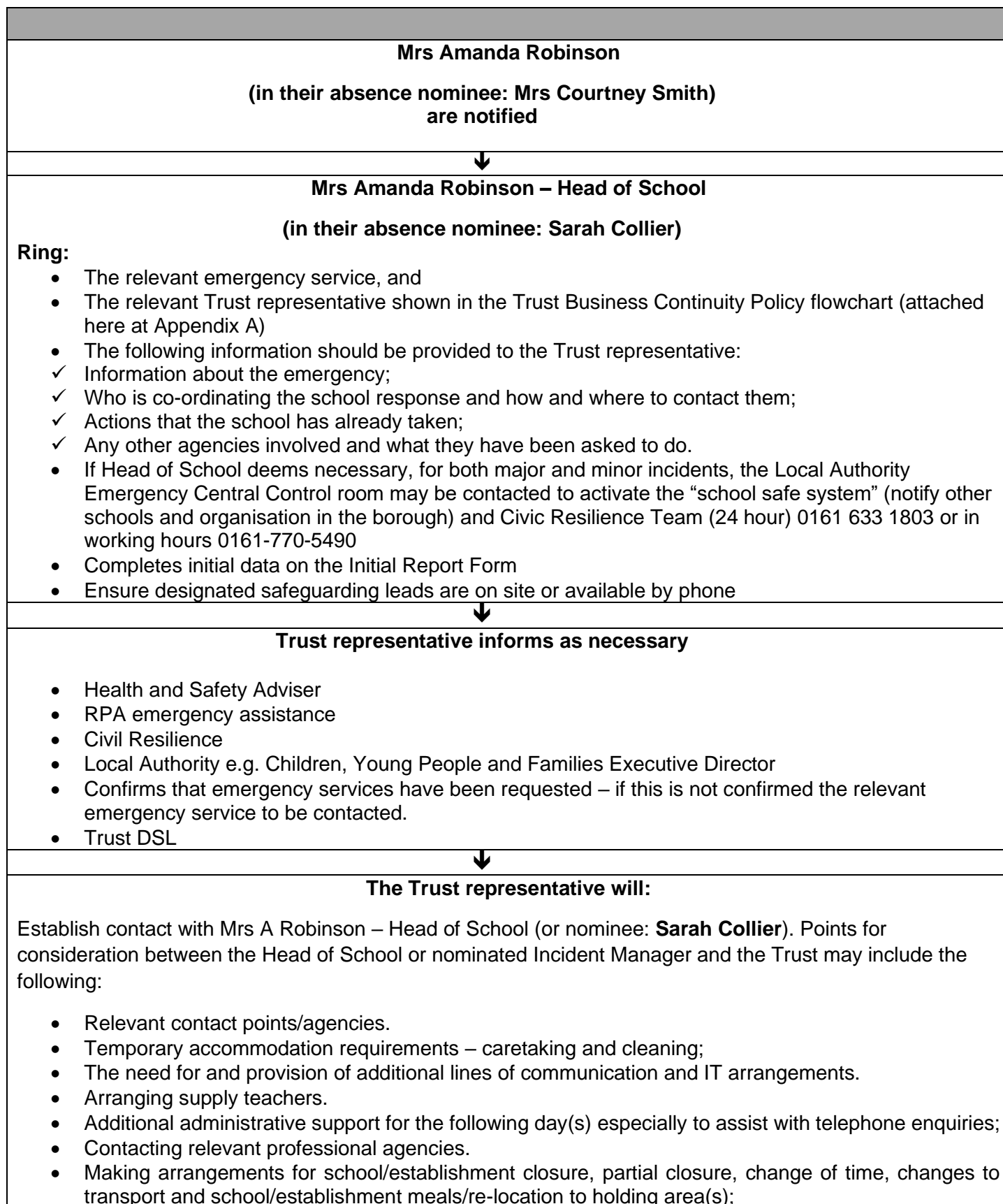
The emergency pack is located in the red box file/bag in the Site Team Office and consists of:

- Contact Information for Trust
- Contact Information for Services/Contractors including all emergency services, agencies and radio stations
- Blank 'Initial Report' Forms
- Blank 'Log Sheets' (Information Recording Sheets)
- Blank 'Checklists'
- Copies of Action Cards for School Emergency Response Team
- High-Vis Jacket
- Set of School Plans including details of utilities/asbestos. Asbestos details in Emergency Response Pack in main school office.
- List of School First Aid Officers
- List of School Minibus drivers
- Location Sheet for
- mobile phones
- key to key cabinet with Site Manager, Head of School & Assistant Head Teacher.
- List of First Aid Kits Around School

- Copy of Trust Business Continuity Policy

## 6. Activation of an Emergency or Major Event - Procedure

In the event of a school related emergency the Business Continuity Policy determines the process. Specific proposed arrangements for EC St George's C of E Primary are outlined as follows:



<ul style="list-style-type: none"> <li>• Arrangements for liaising with the Police and other emergency services involved.</li> </ul>
↓
<b>Head of School (or nominee)</b>
<ul style="list-style-type: none"> <li>• Activates 'School Emergency Response Team' as per contact list, to attend the school</li> </ul>
↓
<b>Emergency Response Team</b>
<ul style="list-style-type: none"> <li>• Establish contact with Head of School (or nominee) and attend the school</li> <li>• Complete relevant report forms and refer to guidance herein</li> </ul>

## 7. Initial Report Form

As soon as possible write down the following to inform any investigation:

<b>Time of incident</b>	
<b>Date</b>	
<b>Brief description</b>	
<b>Location</b>	
<b>Witnesses</b>	

Information to provide to emergency services:

<b>Names of those involved</b>	
<b>Number of people injured</b>	
<b>Total number in group</b>	
<b>Details of injuries as known</b>	
<b>Action taken so far</b>	
<b>Contact point</b>	

## 8. Emergency Response Action Card – Head of School

1.1 The Incident Manager (usually the Head of School) will complete and check as follows:

<b>When Alerted (Date and time)</b>	
<b><u>Clarify Incident Details as far as possible</u></b>	
Contact Trust representative as per Business Continuity Policy	
Complete initial data on the Initial Report Form	
Start a written log of all information received, relayed and actions taken.	
Alert those responsible for assistance as highlighted in the Activation Chart (section 5.0)	
If deemed necessary, contact Local Authority Emergency Centre Control Room Civic Resilience Team (24 hour) 0161 633 1803 or in working hours 0161-770-5490 to provide initial information and continuing communication, agreeing with them the coordinated response to the incident	
During non-school hours, arrange for the school premises to be opened if necessary.	
During school hours unless there is overwhelming pressure, avoid closing the school and endeavor to maintain normal routines and timetables. If the school has to be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (section 14 and 15)	
Arrange for set up of an incident room and arrange for an initial briefing of School Emergency response team and then of any other relevant parties (e.g., Press, Parents)	
Make sure the designated safeguarding lead is available and work with local safeguarding partners as required and notify social workers/virtual head as necessary	
Provide guidance to the School Emergency Response Team through the use of the major incident checklists	
Continuing the response <ul style="list-style-type: none"> <li>• Continue to collate incident updates and all relevant information.</li> <li>• Ensure all decisions are communicated to relevant internal and external parties.</li> <li>• Ensure regular briefings for staff and pupils.</li> <li>• Arrange further regular staff briefings as appropriate.</li> </ul>	
Longer Term issues <ul style="list-style-type: none"> <li>• Give people the opportunity to talk about their experiences.</li> <li>• Conduct a debrief meeting.</li> <li>• Monitor staff and pupils informally.</li> <li>• Ensure procedures are in place for referring people to relevant agencies for further support.</li> <li>• Continue to keep a record of continuing issues and actions.</li> <li>• Advise any new and temporary staff what has happened and potential effects so that they can be aware.</li> </ul>	

## 9. Emergency Response Action Card – Deputy Incident Manager/Assistant Headteacher

The Deputy Incident Managers (usually the Assistant Headteacher) will complete and check the following:

<b>When Alerted (Date and time)</b>	
<b><u>Clarify Incident Details</u></b> <ul style="list-style-type: none"><li>• Start a written log of all information received, relayed and actions taken.</li><li>• Assist the Incident Manager in alerting colleagues, establishing the School Emergency Response Team, and completing the Initial Report Form if necessary – consider vulnerable groups, safeguarding and welfare.</li><li>• Help to alert all other staff of the incident.</li><li>• If the school must be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (section 14 and 15) for additional Deputy Incident actions</li></ul>	
<b><u>Continuing the response</u></b> <ul style="list-style-type: none"><li>• Ensure that all staff are aware of each other's incident response role and responsibilities.</li><li>• Assist the incident manager as required.</li><li>• Help to keep all staff regularly updated.</li><li>• Organise a staff roster and ensure that staff breaks are scheduled.</li><li>• Monitor Staff responses and arrange support where necessary.</li></ul>	

## 10. Emergency Response Action Card – HR and Administration Manager

<b>When Alerted (Time and Date)</b>	
<u>Clarify Incident Details</u> Start a written log of all information received, relayed and actions taken.	
<u>Vulnerable staff</u> Consider vulnerable staff, e.g., pregnant women and appropriate communications	
<u>At the school</u>	
<ul style="list-style-type: none"> <li>• Inform Dandelions Nursery &amp; Sparkles of situation.</li> <li>• Allocate telephone numbers for incoming calls (mobile or landlines) for Parents, Families, Media, Responding Agencies and Trustees</li> <li>• Allocate a number of lines for outgoing calls.</li> <li>• Inform staff of the designated telephone numbers</li> <li>• If the school has to be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (section 14 and 15) for additional Administrator actions</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure there is a stock of blank log sheets and other stationery</li> </ul>	
<ul style="list-style-type: none"> <li>• Collate all relevant information e.g., parent/next of kin contact details.</li> </ul>	
<p>Log all incoming and outgoing calls and ensure that messages and notes are passed to the Incident Manager for allocation. Make a note of:</p> <ul style="list-style-type: none"> <li>• Date and Time of call</li> <li>• Name of caller/Person called</li> <li>• Organisation</li> <li>• Message</li> <li>• Response</li> <li>• Action taken</li> </ul>	
Make a record of any costs incurred, for example, extra staff hours, refreshments, transport etc.	
Assist in recording details of visitors to the site and in providing means of identification	
Assist the School Emergency Response Team as directed	

## 11. Emergency Response Action Card – Media Liaison Officer (usually Trust COO)

<b>When Alerted (Date and time)</b>	
<b><u>Clarify Incident Details</u></b>	
Start a written log of all information received, relayed and actions taken.	
Council Communication Team, Incident Manager and nominated Service Director via COO to agree media strategy. Ensure any strategy is communicated to the rest of the School Emergency Response Team.	
Ensure all relevant parties are aware of your contact details and provide first point of contact for all media enquiries.	
Make arrangements for regular internal communication to members of staff.	
Prepare briefing notes and media statements in conjunction with the Council's Communications Team and Incident Manager.	

## 12. Emergency Response Action Card – Parent Liaison Officer

<b>When Alerted (Date and time)</b>	
<b><u>Clarify Incident Details</u></b>	
Start a written log of all information received, relayed and actions taken.	
<b>At the school</b>	
<ul style="list-style-type: none"> <li>• Obtain briefing by Incident Manager and agree information/briefing possibly a prepared text, so that a consistent message is given out to all callers.</li> <li>• Confirm contact details and be ready to act as first point of contact for incoming enquiries.</li> <li>• Where appropriate, obtain and offer further contact numbers for support and additional information.</li> </ul>	
Ensure all incoming and outgoing calls are logged. Details to include:	
<ul style="list-style-type: none"> <li>• Name of caller/person called.</li> <li>• Time and Date</li> <li>• Message received/given.</li> <li>• Response</li> <li>• Further action taken</li> </ul>	
Arrange a meeting/greeting point on site for any parents & relatives visiting the school.	
Ensure the names of all visitors are recorded	
Make arrangements to ensure that parents/relatives are not left alone on site.	
Consider the need for additional support for visiting parents & relatives i.e., tea, coffee, school clergy, counselling etc	
Where appropriate and if families give their consent, offer the contact numbers of other families involved in the incident.  (Wherever possible, parents of all other children in the school should be warned that the school has experienced a crisis and that their child may be upset).	
Attend staff briefings and ensure that all information and briefings are updated regularly.	

## 13. Emergency Response Action Card – Estates Manager

<b>When Alerted (Date and time)</b>	
<b><u>Clarify Incident Details</u></b>	
Start a written log of all information received, relayed and actions taken.	
Check access and egress routes for visiting parents and consider any special instructions which may need to be communicated	
Liaise with the Incident Manager and Media Liaison Officer to ensure that the media are not being intrusive	
Arrange a specific area for media briefings	
Arrange for a specific area for visitors	
If necessary, collate plans of school premises and relevant utilities information	
Ensure all staff and visitors are wearing correct identification throughout their visit.	
Ensure all welfare facilities are working and well stocked	
If the school has to be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (sections 14 and 15) for additional Estates Manager actions.	
<b><u>Out of school hours</u></b>	
Ensure the school is opened and heating and ventilation systems are turned on.	



## 15. Major Events Checklist

<b>ACTIVITY</b>	<b>DONE (<input type="checkbox"/>)</b>	<b>WHO BY?</b>	<b>WHEN?</b>
<b>Establish type of incident and refer primarily to Trust Business Continuity Policy</b>			
<b>Call emergency services</b>			
Contact Trust representative as appropriate and determined in Business Continuity Policy			
Activate evacuation procedure - assemble at agreed locations and ensure Safety of Pupils and Staff			
Roll call			
Everyone safe (including joint users)			
Restrict access to the affected areas			
Pupils / students are assembled in the designated area and supervised. Visitors are free to leave.			
If necessary, contact the Central Control Room (0161 633 1803) or First Response Unit (buildings related) on 0161 770 2222 (24 hr)			
Declare an emergency exists. If the school has to be evacuated, staff and pupils will be re-located to the holding area(s).			
Activate School Emergency Response Team - identify a suitable meeting area			
Complete Initial Report Form			
Obtain a copy of students, staff and their families contact lists			
Liaise with emergency services incident officers at the scene			
Record the details of casualties: -			
Obtain information on: Names			
Obtain information on: Injuries			
Obtain information on: Current location of casualties			
Obtain information on: Where will be moved to			
Obtain information on: Whether next of kin have been informed			
<b>INJURY</b>			
Who is accompanying injured person(s) to hospital			
Provide accommodation which is restricted to next of kin, pupils, and staff, as appropriate			

Provision of immediate transport, assistance, and counselling as appropriate			
<b>INCIDENT IN SCHOOL TIME</b>			
Decide whether to keep other pupils in school (if re-location to the holding area(s) is not required). Continuing education and care entitlement needs to be considered alongside general safety requirement			
Decide whether to send pupils home (all or some) (if re-location to the holding area(s) is not required). Where possible, disruption of face-to-face provision should be minimised, especially for vulnerable groups.			
Arrange transport and make arrangements to manage those pupils who remain			
Review services for students e.g., catering, and free school meals. Check medical conditions and EHCPs, allergies.			
Provide letter for children to take home to their parents, and e-mail it, explaining what has happened so they receive your version of the facts and the actions that the school are taking.			
<b>INCIDENT OUTSIDE SCHOOL TIME</b>			
Work with the Trust COO on how to contact parents to inform them of the incident and taken course of actions; for bad news avoid phone chains			
Consider announcements via the local radio stations			
<b>RE-LOCATION TO THE HOLDING AREA(S)</b>			
The Estates Manager will contact the holding areas to inform them of the situation and to confirm whether they are in a position to host us. Once confirmed, The Estates Manager will update the Deputy Incident Manager with available locations			
The Deputy Incident Manager will update the Incident Manager of the confirmed locations and check that all pupils are accounted for before re-location to the holding area(s) commences and consider vulnerable groups and safeguarding and welfare issues.			
The Administrator will make arrangements for the updating of the website and other relevant communications e.g. My Ed			
Inform pupils/staff that we will be re-locating to the holding area. School rules about use of mobile phones are still in force.			

Arrange transport for disabled/less mobile staff/pupils in order for them to get to the holding area(s) – e.g. pupils/staff on crutches, visually impaired students, heavily pregnant women, etc			
Other year groups to be re-located to the holding area(s) in year group order. Teachers to lead their year group, walking with the pupils. Support staff allocated to a year group and asked to aid with supervision. Pupils to remain with their year group at the holding area			
Once clearance has been given, pupils return to school and assemble in their classrooms with their teacher. The structure of the normal school day will then resume.			
Website and social media updated and other agreed communication channels			
If the time is approaching the end of the school day, the pupils need to be dismissed from the holding area to their appropriate adult. Class teachers to sign them out on a class list.			

## 16. Major Incident Checklist Stage 1

### Actions for consideration by the School Emergency Response Team in the first 24 hrs

Action	Contacts / Comments	Completed	Who By
Liaise with Trust COO to establish an Incident Management Centre (SIMC)	On or off school's premises – liaise with Trust		
Delegate individual(s) to notify all staff.	e-mail, manual call, meeting		
Ensure radio station contact details and passwords are accessible to all your recovery team.	This will allow the communication of any Help Line number to all interested parties (if necessary).		
Provide current incident information to staff dealing with calls			
Activate procedure for informing parents	This might be undertaken via the school answer phone/social media/website/e-mail/texts (all accessible remotely) or other agreed procedure e.g. radio station. This procedure could also inform other relevant people such as trades people, out of hours users, support staff, etc.		
Actively manage pupils and assess what welfare support is required	Contact social workers, virtual head, children's social services as required		
Establish media communication via the Trust representative	Pass media enquiries to the Trust representative as soon as practically possible		
Establish priorities for salvage and advise emergency services and recovery team	These might include e.g.: Equipment, records, registers, chequebooks		
Make alternative arrangements for examination groups speak to Trust			
Assess disruption to education process			
Update Chair of Local Committee			
Record Financial expenditure			
Set up internal/perimeter notices (If necessary)			

## 17. Major Incident Ongoing Checklist

<b>STAFF</b>	<b>Completed</b>
Review Health & Safety and safeguarding issues – make sure DSLs are available if operationally possible, if not, on the phone. Bring in local safeguarding boards if required.	
Hold a staff briefing session as soon as possible including vulnerable groups	
Ensure all health & safety risks have been identified and are being managed, work with the Health and Safety Representative (section 21) as necessary	
Provide staff at set points to meet students coming to / returning to school	
Provide written information regarding the incident and how it will affect the school	
Continue to record attendance using the relevant code as far as possible	
Alteration to duty rotas	
Review lessons/timetabling	
Issue new fire notices and procedures and record in the Fire Logbook	
Hold a fire drill as soon as possible, so pupils and staff will know their exit routes and assembly points. You may feel it appropriate to talk the pupils through the practice first.	
Alter/adapt school programmes	
Communications: Internal and External	
Consider imminent examination issues speak to Trust	
<b>LETTINGS</b>	
Update Dandelions Nursery as the situation develops.	
Update Sparkles after school club as the situation develops.	
<b>PREMISES</b>	
Obtain plans of the building. Mark on them the parts which have been affected by the incident	
Walk through the buildings to amend (and then transfer to the plan):	
Check for obstacles to pupil movement	
Review services/deliveries to site including catering / cleaning etc	
Check/re allocate toilet facilities	
Identify new routes	
Review entrances/exits	
Identify new entrances/exits	
Check fire escape requirements (consult with the Fire Service if necessary)	
Walk through the grounds and establish areas where access will have restricted access for contractors and their vehicles	
Reallocate space e.g. parking, pupil areas etc	

Review site security	
Review Health & Safety	
Review fire prevention arrangements	
Review lettings / joint use arrangements and hold meetings to discuss changes	
<b>PUPILS / STUDENTS</b>	
Assembly – Pass on information to pupils verbally and via email (if necessary)	
Issue new timetables (if appropriate)	
Inform students of restricted areas etc	
Issue an information sheet to pupils and parents (if necessary)	
Review what support students require including those with EHCPs, other vulnerable groups	
<b>PARENTS</b>	
Hold parents/teacher's meetings if appropriate or keep informed via school answer machine, website, texting service, social media (all accessible remotely)	
<b>GENERAL</b>	
Change the message on the school answerphone/website regarding changes to pupil attendance/access etc. Update Teachers2parents and email as necessary.	
Provide notices around the school perimeter regarding progress (if appropriate)	
Add to list as necessary.	

## 18. Major Events Stage 2

### Actions for consideration from 24 hrs to 2 weeks

Action	Comments	Person/ Group Responsible	Completed
<b>Review Stage 1</b>			
Identify most urgent issues	The school will need to focus particularly on key educational needs		
Evaluate damage to the building and the likely disruption to the education process			
Identify useable facilities on site	Ensure building and site safety and security (including risk assessments, safe working practices)		
Review health & safety and Security/fire prevention on site			
Review welfare support for pupils and staff			
Review safeguarding issues			
Review of accommodation, catering and supervisory staff for pupils arriving at or remaining on site			
Relocation of all or parts of the school			
Consider alternative accommodation needs	e.g. specialist facilities		
Prepare inventory to furnish alternative accommodation			
Consider the introduction of contemplator areas	There should be suitable areas where pupils and staff have the opportunity to talk through and express their emotion e.g. areas for quiet thought or small meeting areas, etc.		
Establish alternative timetables			
Establish supply cover			
Check/reschedule examination arrangements and discuss alternative arrangements with the trust			
Update information to school users and local community	Website/text service/social media/Email Answerphone		
Formalise any revised transport arrangements	Provide instruction to companies to proceed or		

	advise of alternative arrangements If necessary, consider arrangements for getting pupils home		
Review services/deliveries to site	Catering/cleaning		
Update governor, staff and parents			
Notification to RPA, other Insurance			
Initiate salvaging of contents	In conjunction with the appointed loss adjustor.		
Prepare inventory of destroyed / damaged items.			
Cleaning			
Authorise initial repair work	In conjunction with the appointed loss adjustor.		
Liaise with other interested parties	Determine the stakeholders involved, e.g. night classes, after-school clubs, other agencies, voluntary groups using the school premises		
Liaise with diocesan authorities where appropriate			
Manage financial expenditure			
Repair/reinstate communication systems			
Repair/reinstate IT systems			
Instigate welfare support for pupils and staff			
Inform parents and pupils of alternative temporary arrangements and transport.			
Overhaul the fire alarm / fire detection / security systems (if necessary)			

## 19. Stage 3 – After the Incident – Actions for Consideration

Action	Comments	Responsibility
Review Stages 1 and 2		
Review welfare support for pupils and staff <ul style="list-style-type: none"> <li>• <a href="#">MindEd Hub</a></li> <li>• <a href="#">Promoting and supporting mental health and wellbeing in schools and colleges - GOV.UK (www.gov.uk)</a></li> <li>• <a href="#">Every Mind Matters - NHS (www.nhs.uk)</a></li> <li>• <a href="#">Care Advice Line - Become (becomecharity.org.uk)Coronavirus » Mental health, learning disabilities and autism (england.nhs.uk)</a></li> </ul>		
Review any temporary accommodation		
Scaling down of LA Involvement		
Continue with the communications to outside interested bodies.		
Update media information as necessary		
Planning new building (if necessary)		
Rebuilding and occupation of new/ repaired premises		

## 20. Other Resources

The following is a suggested list of accommodation requirements for effective management of a major incident:

- A designated room for the Emergency Response Team with:
  - At least one telephone line for incoming calls
  - At least one telephone line for outgoing calls
  - A transistor radio for public information and news briefings
  - A TV for news bulletins
  - A computer with access to the internet
  - A plan of the school/establishment buildings and grounds
  - Enough space for the Emergency Response Team and any other services/agencies involved
  - Stationery such as Information logs, note pads, pens, staplers, whiteboard and/or flip chart pens etc
  - Refreshment facilities (kettle, coffee, tea, etc)
  
- A designated room for Media Management (away from the Emergency Response Team):
  - At least one telephone line
  - Access to toilet facilities
  - Enough space to conduct briefings.
  - Refreshment facilities (kettle, coffee, tea, etc)
  
- A designated room(s) for parents/families (away from the Media and Emergency Management Response Team)

## 21. Educational Visits

It is important that all schools maintain an up-to-date list of emergency contacts for all pupils and staff. This information should include the following, as a minimum, and should be taken on all school trips/journeys taken out of school hours or that involve overnight accommodation.

- Name of Pupil / Student
- Date of Birth
- Home Address
- Telephone Number
- Emergency Daytime Contact - (Address and Telephone number)
- Alternative Emergency Daytime Contact - (Address and telephone number)
- Doctors Name
- Practice Address
- Telephone Number
- Any Medical Condition
- Any Medication
- Special Dietary Requirements
- Allergies

### **In emergency:**

- Assess the situation (Any immediate dangers?)
- Deal with immediate danger to self or other group members.
- Account for all members of the group.
- Arrange First Aid (A, B, C)
- As appropriate, remembering priorities ABC.
- Airway
- Breathing

- Circulation (bleeding)
- Make any casualties as comfortable as possible, but only move them if absolutely necessary (e.g. to maintain airway if unconscious).
- Get help Ring 999 (112 outside UK) for Ambulance, Police, Fire Brigade, Mountain Rescue, etc.
- Do not make public statements.
- Ring School emergency contact
- School daytime number 01706 847502
- Establish a contact point and identify a member of staff to liaise with the emergency services.
- Arrange for someone to travel with casualties to hospital.
- Make arrangements for non-casualties to return to school/base.
- Record details of incident and actions taken.

The school educational visits policy gives full and comprehensive guidance and can be found on the Published Drive under Policies\Health&Safety

## 22. Useful Contact Numbers

Below is a List of useful numbers. The Incident Manager (usually Headteacher) will determine relevant contacts.

Remember if these numbers are to be added to any plan it is vital that they are kept up to date each year and checked.

<b>LA</b>			
Local Authority Emergency Central Control room and Civic Resilience Team		0161 633 1803 (24hr)	
		0161-770-5490 working hours	
First Response Unit		0161-770-2222	
<b>BUSES</b>			
Stotts	Alan Stott/Stephen Stott	0161 624 4200/628 5179	
First Manchester	Paul Bardsley	0161 627 2929/7207	
Stage Coach		0161 273 3377/ 65317 00	
Rossendale Transport		01706 868132/ 07870572840	
Transport for Greater Manchester	Debbie Farnworth	0161 244 1729	
<b>CROSSING PATROL</b>			
Local Authority		0161 770 3389/3638	
<b>POST OFFICE</b>			
Royal Mail - Oldham	Marie Broadfoot/ Debbie Preston	0161 785 3009	

RADIO STATIONS			
Key 103	Email: news@key103.co.uk with 'School Closures' as the subject.	Tel: 0161 288 5070	Password: Purple
BBC Radio Manchester	radio.manchester@bbc.co.uk	Tel: 335 6900 or 228 2255	School DFE No.
Capital FM	Email: Manchester.schools@thisisglobal.com	Tel: 0161 662 4766	Password: CASTLE & DFE No.  . Capital will direct parents to a link on their website to the Local Authority web pages to check the list of closed schools.
Smooth Radio FM	Follow link: <a href="http://snow.radiocloud.co.uk/accounts/login/">http://snow.radiocloud.co.uk/accounts/login/</a>	Tel: 0161 886 8800	School ID:  Username:  Password: tinsel
Revolution Radio	<u>Email:</u> <a href="mailto:kev@therevolution962.com">kev@therevolution962.com</a>	Tel: 0161 621 6500  www.revolution962.com	<u>Give name of school</u>  <u>Password: Snow 962</u>
Tameside Radio 103.6FM	Email: <a href="mailto:studio@tamesideradio.com">studio@tamesideradio.com</a>	Tel: 0161 331 2547	Password: frosty2015
SUPPLIERS/CONTRACTORS			
Alarm Centre	Ask for Alarm Room	0161 627 2435	
Grit Suppliers	Moston Janitorial  Peacocks Salt  Setons  Norman Ashworth Ltd – Bobcat digger	0161 688 8282  01292 871220  0800 585 501  Darren Brown – 01706	

	Council Highways Department (Gritting)	648501/07808 906 190  <a href="mailto:gritting@oldham.gov.uk">gritting@oldham.gov.uk</a> 0161 770 4325	
Streetscene (entrance/pavement clearance)	0161 770 4434	Area Manager Will Wills:  Tel 770 1135 / 0770 375 0635  <a href="mailto:will.wills@oldham.gov.uk">will.wills@oldham.gov.uk</a> or <a href="mailto:environmental.services@oldham.gov.uk">environmental services@oldham.gov.uk</a>	
Caterers			
Restaurant Manager			
Cleaning Manager			
Career Guidance and Support Services	Steve Murphy	0161 621 9350	
Music Centre	Gerard Booth  <a href="mailto:musicservice@oldham.gov.uk">musicservice@ oldham.gov.uk</a>	0161 770 5660	
Cash collection	Neil Smith	01942 683233  Ext 523	
Telephone Engineers	Trust system	Craig Hawes  07973 336080	
Locksmiths	Lancashire Lock & Safe Company  (Edward Lennihan)  <a href="mailto:lockandsafe@btconnect.com">lockandsafe@bt connect.com</a>	01706 638947 / 07803 671782	

<b>Specialism, where appropriate</b>	<b>Contact</b>	<b>Name, if applicable</b>	<b>Telephone Number</b>
Health and Safety consultant/ representative	HSW@Work	Heather Howarth	07801 030401
Educational Visits	Outdoor Education Adviser	David Faulconbridge	0161 770 8595
General support Out of hours	Council's Control Room (VIP)		0161 770 2222
General Support and Emergency Planning Information office hours	Civic Resilience (School Disaster Line)		0161 633 1803 (24 hour) 0161-770-5490 working hours
School Insurance issues	RPA		0113 246 2040
Legal Services	Hill Dickinson Luke Green	Luke.Green@hilldickinson.com	0151 600 8791
Emergency treatment	Accident and Emergency Department  Royal Oldham Hospital		0161 624 0420 (Main Switchboard)  0161 627 8933 (Accident & Emergency)
Local Safeguarding Children Board			0161 770 7777
Child Protection, counselling	Safeguarding lead for schools and educational establishments	David Devane	0161 770 8868
Criminal Acts/Violence	Police		101 – non emergency number
Social Services	Duty & Initial Administration Team (DIAT)	Royton Town Hall, Rochdale Road, Royton, Oldham	0161 770 3790/3791
Alder Centre (for all those affected by the death of a child)		Royal Liverpool Children's NHS Trust, Alder Hey, Eaton Road,	0151 252 5391

		Liverpool L12 2AP	
Child Death Helpline (Freephone Helpline for anyone affected by the death of a child)			0808 800 6019 (Mon-Fri 10.00 to 1.00 p.m.) (Tuesday 1pm to 4pm) (Wednesday 1pm. to 4 p.m.)
<b>HOLDING AREAS</b>			
Buckstones Primary School		1 Delamere Av, Shaw, Oldham, OL28HN	0161 770 5850