



Critical Incident and Business Continuity Procedures

Name of School	St Felix RC Primary School
School Address	School Lane, Haverhill, Suffolk
School Contact Number	01440 703775

This procedure document should be used in conjunction with the Our Lady of Walsingham CMAT Critical Incident and Business Continuity Policy.

Date of Adoption by School Governing Body	15 th November 2024
Date of next review	6 th November 2025
Committee responsible for review	St Felix LGB

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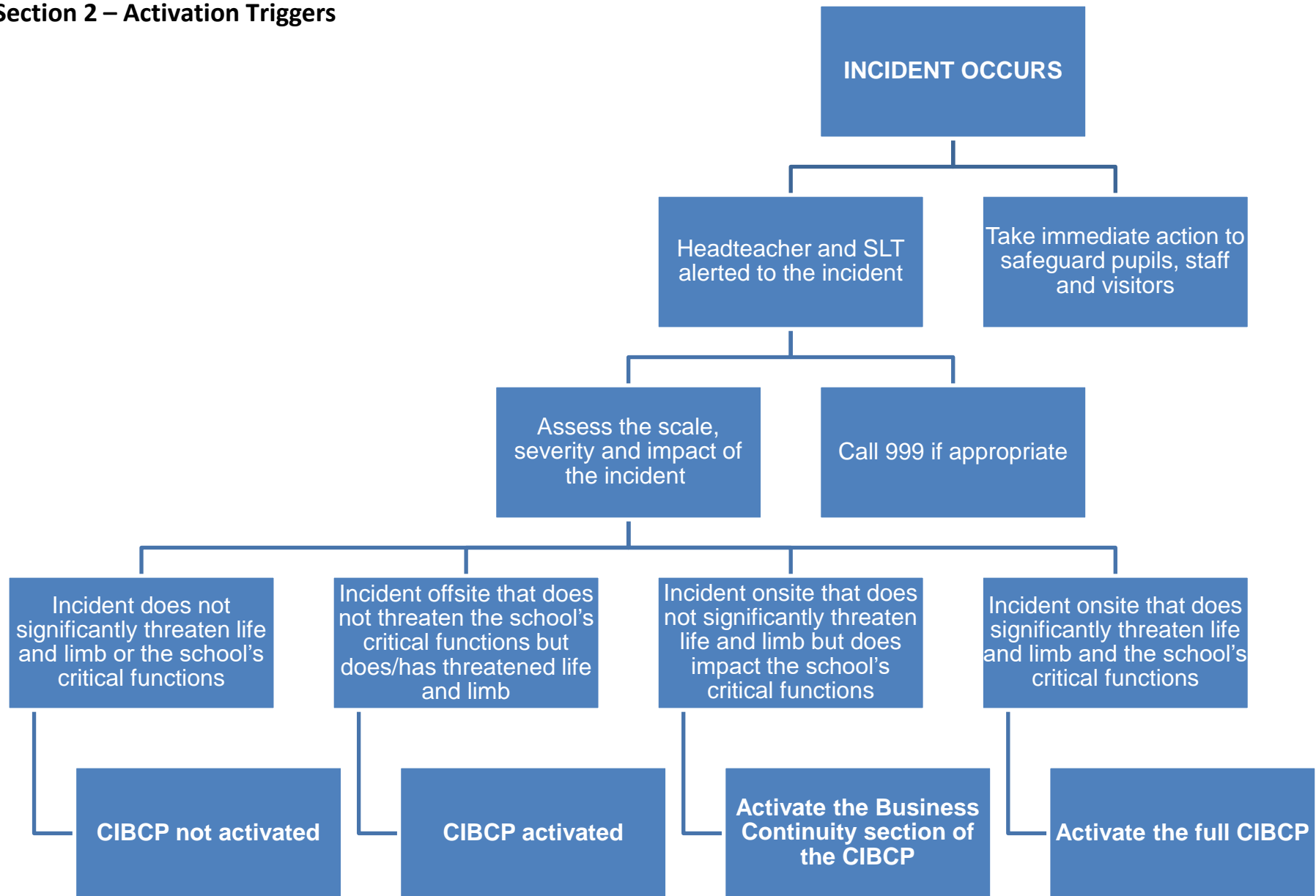
Section 1 – School Critical Incident Management Team (CIMT) contact details

Position	Name	24hr Telephone Contact	Email	CIMT role
Headteacher	AM Price	0744 3531370	amprice@st-felixrc.suffolk.sch.uk	CIMT Leader
Assistant Headteacher	Michelle Murray	07798 678268	Michelle.murray@st-felixrc.suffolk.sch.uk	Communications Lead
Office Manager	Lisa Costa	07956 912430	Lisa.costa@st-felixrc.suffolk.sch.uk	Operations Lead
EYFS Lead	Tracey Naylor	07906 549066	Tracey.naylor@st-felixrc.suffolk.sch.uk	Pastoral Lead
KS1 Lead	Chris Thirkell	07984 495141	Chris.thirkell@st-felixrc.suffolk.sch.uk	Business as Usual Lead (Academic)
Caretaker	Nigel Furner	07743 323545	Nigel.furner@st-felixrc.suffolk.sch.uk	Business as Usual Lead (Operational)
Chair of Governors	Wendy Lashmar	07874 895198	wendylashmar@stfelixhaverhill.com	
School Chaplain	Fr John Warrington	07773 478835	John.warrington@rcdea.org.uk	Spiritual Lead

Key Trust Contacts

Position	Name	Telephone	Email
Deputy CEO MAT	Richard Stevenson	01638 475144	Rstevenson@olow.org.uk
CEO MAT	Clare Clark	07730222080	cclark@olow.org.uk
Chair of Directors	Paul Bergen	07909535036	pbergen@olow.org.uk
IT Support	SMART	01733306633	PBsupport@sharp.co.uk
Trust Facilities Manager	Richard Denny	07876693272	rdenny@st-albans.suffolk.sch.uk

Section 2 – Activation Triggers



Section 3 – Template for Responding to a Critical Incident

Issues requiring Immediate Action - CIMT

Action Point	Guidance Note	Named CIMT staff involved	Completed by	Time
<p>Gather information (see Appendix 1 for template)</p>	<ul style="list-style-type: none"> • What happened/where/when. • How many involved; who are they? • Name and contact numbers of adults at location of incident. • Details and location of injured (severity, name of injured and supervising adult(s) name(s) /contact number). • Details and location of non-injured names, and supervising adult(s) name(s) /contact number. • Has anyone else been informed e.g. Emergency Services, Education Adviser (what were they told?). • Ensure and Chair of Governors, CEO of Trust, Director of Diocesan Schools and LA Education Adviser are informed. 			
<p>Call a meeting of the Critical Incident Management Team (CIMT) for briefing</p>	<ul style="list-style-type: none"> • Assign tasks and ensure each individual knows what is expected and logs their action on a central log of events record sheet. • Consider whether you may need to close the school. • Determine the welfare of all onsite and/or at the incident • Identify a member of CIMT as the person to co-ordinate information. • Consider communication to school staff/pupils/community. • Prepare a press statement with County Press Office and agreed by the Headteacher. • Decide the ongoing strategy for communication with the press. 			
<p>Establish a base for CIMT</p>	<ul style="list-style-type: none"> • CIMT to agree a statement for all incoming calls, which can be managed by properly briefed staff. • Ensure telephone line(s) or mobile phones for outgoing calls available. • Action the 'contact cascade' for staff and stakeholders to keep information flow fast and accurate. 			

Communication

Action Point	Guidance Note	CIMT staff involved	Completed by	Time
Contact families whose relatives (children and adults) are or may be involved	<ul style="list-style-type: none"> Should be done quickly and with great sensitivity, preferably by a CIMT member (It is the responsibility of the police to notify next of kin in the event of a death) Consistency of information is essential, therefore use agreed statement and most up-to-date information. Try not to leave messages or use extended chains of communication. Establish a reception base for concerned relatives coming to the school. Think carefully about the location of this base (access to phone/internet etc.). Ensure people who can comfort and inform relatives are available. CIMT maintain direct contact with this base. 			
Prepare general information for all parents/staff/governors	<ul style="list-style-type: none"> If you have concerns about issues of legal liability or the likelihood of police action, any further information should be drafted with the help of the appropriate Trust Legal Advisors. Check with relevant agencies before letters are issued to the wider school community. Information should be simple, factual, express sympathy, concern, and should indicate when further information may be offered. 			
Briefing school staff and governors	<ul style="list-style-type: none"> Ensure CIMT have a schedule to brief staff on a regular basis. Ensure all staff (teaching and non-teaching) and governors are aware of media protocols and do not speak directly with the media. 			
Briefing pupils	<ul style="list-style-type: none"> Usually best managed in class or tutor groups by adults best known to the pupils. The agreed statement can then be delivered in a way that is age-appropriate to the group. (A large gathering can generate hysteria, which can become a management problem in itself) 			

Business as Usual – Academic

Action Point	Guidance Note	CIMT staff involved	Completed by	Time
Ensure that, as far as possible, those not involved in the incident continue as normal	<ul style="list-style-type: none"> Minimise any disruption to the provision of education. Put arrangements in place to keep the school open and try to maintain normal school routines (e.g. teaching, exams) wherever possible. Seek support from other organisations (e.g. schools in Trust, the Diocese of East Anglia, the local authority, suppliers / contractors) as required. Work with the communications lead to ensure staff, pupils and parents / carers are informed of any changes to the school routine 			
Ensure continuing support for needs of pupils, staff and relatives of those involved in the incident	<ul style="list-style-type: none"> A member of CIMT is identified as having responsibility for ensuring continuing support. Coordinate with external sources of advice and guidance from a range of agencies able to offer support and counselling to those immediately affected. 			

Business as Usual – Operations

Action Point	Guidance Note	CIMT staff involved	Completed by	Time
Ensure that, as far as possible, those not involved in the incident continue as normal	<ul style="list-style-type: none"> Minimise any disruption to the provision of education. Put arrangements in place to keep the school open and try to maintain normal school routines (e.g. teaching, exams) wherever possible. Seek support from other organisations (e.g. trust or other local schools, the local authority, suppliers / contractors) as required. (See Appendix 3) Work with the ‘communications’ role to ensure staff, pupils and parents / carers are informed of any changes to the school routine 			
Ensure that, as far as possible, that utility supplies continue or are made safe	<ul style="list-style-type: none"> See Appendix 4 for information on location of utility supplies and known internal hazards. Contact utility providers as required within the scope of the emergency 			
Ensure that office facilities and information are available where possible	<ul style="list-style-type: none"> Ensure pupil records, including medical records and parent/carer information are available. Ensure that phone lines are staffed and that an incoming call log is maintained (See Appendix 2) 			
Refer to Trust IT Disaster Recovery Plan for your setting	<ul style="list-style-type: none"> Each Trust school has an IT Disaster Recovery plan written by IT Director Tim Line. This should be implemented to ensure that information is available and current and that back-ups are accessed where necessary. 			

Ongoing Support

Action Point	Guidance Note	CIMT staff involved	Completed by	Time
Share information and advice about what has happened (this will apply immediately but will continue)	<ul style="list-style-type: none"> All staff will need information about what has happened. Staff should be advised about how to talk to and support children. Information should be provided for staff on counselling available to pupils and to themselves. Parents may need information and advice on supporting and getting help for their children. 			
Acknowledge the consequences of the event on the school's community, their reactions and feelings	<ul style="list-style-type: none"> The incident may cause stress throughout the school. Acknowledge openly that the incident may affect people (children and adults) emotionally in different ways and at different times. Recognise that the behaviour, concentration and performance of children and adults may change. Recognise that not all staff will feel able to support others. Be aware of staff who are taking the brunt of supporting others, and ensure that they, too, receive support. 			
Provide opportunities for pupils and staff to express personal reactions (immediate and continuing need)	<ul style="list-style-type: none"> Pupils should be encouraged to talk about their feelings in class, smaller groups, or individually, with active listening. Some pupils may show signs of needing support beyond the staff's competence or confidence. Extended counselling should be identified (with parental permission). Staff closely affected by the event should have opportunities for debriefing and counselling if they require it. Staff responsible for managing the critical incident should be offered supervision and relief. Some adults and children may need therapeutic help for an extended period after the event. 			

Consider the overall response of the school	<p>The CIMT may need to consider:</p> <ul style="list-style-type: none"> • Attendance at a funeral. (It will not normally be appropriate to close the school.) Discuss attendance with the Education Officer. • Visit(s) of staff/children to hospital. • Expressions of sympathy to families affected. • An assembly or service to mark the event. • A memorial in the school or school grounds. It is advisable to consider this carefully and ensure full consultation with all parties. 			
Re-establishing normal routines	<ul style="list-style-type: none"> • Normal routines should be established as soon as possible as these provide security and stability at a time of stress and/or emotional upheaval. • Bear in mind the need to create time and space for thinking and grieving about the event. • Pupils should be encouraged to resume normal attendance. • Children who cannot attend school due to injury or distress may need other ways of maintaining the contact with the school and school personnel. • Consider how/when personal effects of deceased pupils should be removed. 			
Review the CIBCP in light of lessons learnt from incident and our response.	<ul style="list-style-type: none"> • Implement recommendations for improvement and update this Plan. Ensure revised versions of the Plan are read by all CIMT members. 			

Appendix 1 – Information Log Sheet

- What happened/where/when.
- How many involved; who are they?
- Name and contact numbers of adults at location of incident.
- Details and location of injured (severity, name of injured and supervising adult(s) name(s) /contact number).
- Details and location of non-injured names, and supervising adult(s) name(s) /contact number.

Date	Time	Details of incident (see above)	Information collected by:

Appendix 2 – Telephone Call Log (Incoming calls only)

Date	Time	Substance of call and response given	Initials

Appendix 3 – Contact details for Key Stakeholder and Extended Services

Service (adapt as required)	Name of Contact	24hr Telephone Contact	Email
H&S Advisor	Caoimhe Keenan	01223 715309	caoimhe.keenan@cambridgeshire.gov.uk
Diocese	Kate Pereira	Tel: (01508) 495509	Email: kate.pereira@rcdea.org.uk
Catering	Lunchtime Co. Dan Graville		dan.graville@lunchtime.co.uk
Cleaning Services	TCCN Teresa Fernandes		teresa@rccn.co.uk
Insurance Company	RPA	03300 585566	RPA.CM@davies-group.com
Local Taxi Firm	Star Cabs	01440 712712	Startraveluk.com
Local Radio	BBC Radio Suffolk		radiosuffolk@bbc.co.uk

Appendix 4 – Site Information

Utility Supplies	Location	Notes/Instructions
Gas	Main Gas House – next to school reception	Two gas valves – one for school and one for kitchen
Water	Main Stop-cock - end of drive	
Electricity	Main intake - Caretaker's room	
Heating	Boiler room - in compound next to kitchen	

Internal Hazards	Location	Notes/Instructions
Asbestos	Suspected ACM Caretakers Room	Electricity Board
Chemical Store(s)	Caretakers Cupboard	
Cleaning Store(s)	Corridor outside EYFS classroom	
	KS1 Corridor	



GENERAL NOTES:



Inspection



Our Lady of Walsingham
Catholic MAT
Property
Fordham Road
Newmarket, Cb8 7AA
01638662719

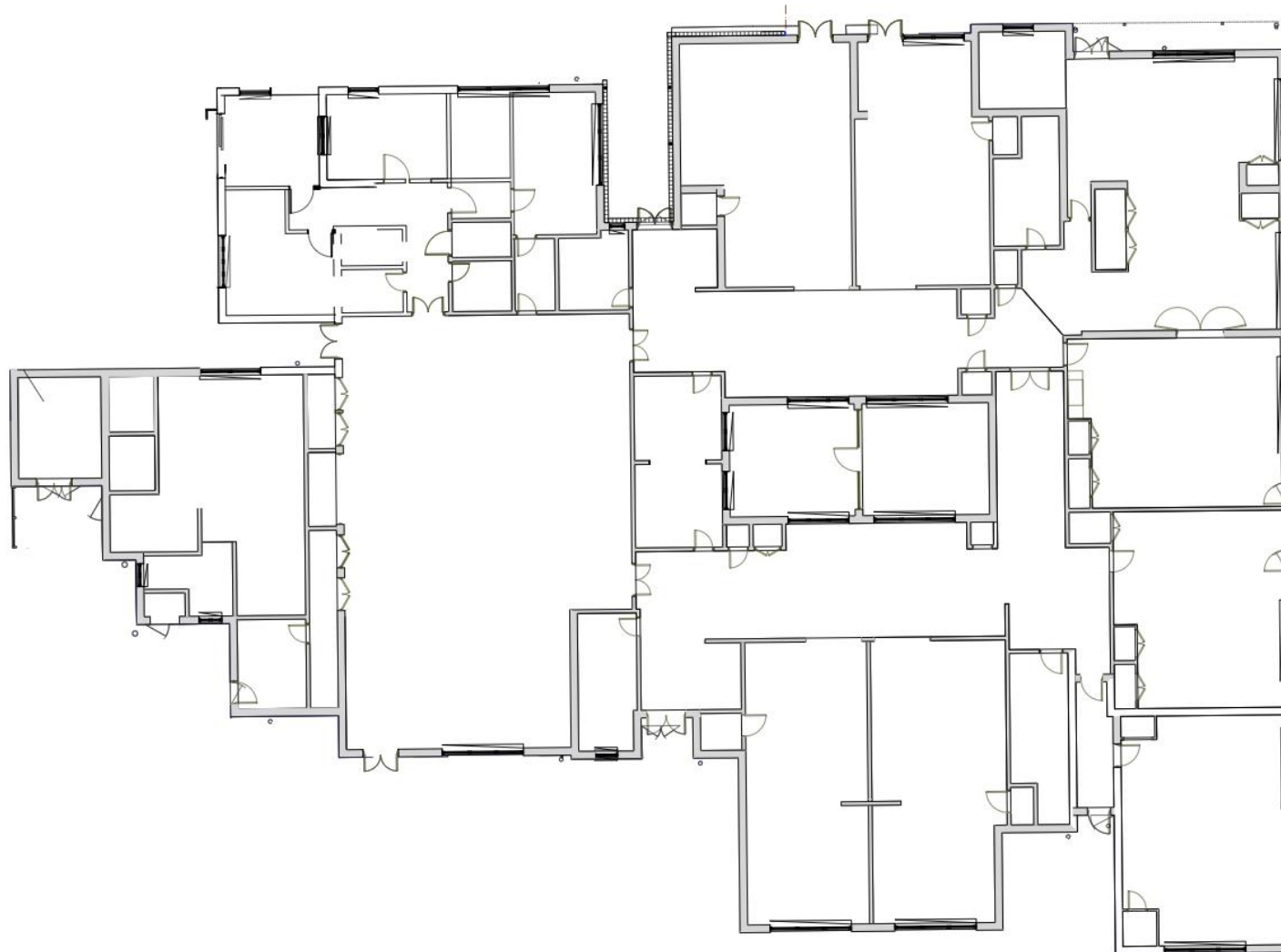
Site:
St Felix Catholic Primary
School Road
Haverhill
CB9 9DE

Project:
ISSUES LAYOUT

Scale:
NTS @ A3

Drawn:
MM

Date:
20/07/2018



GENERAL NOTES.



Inspection

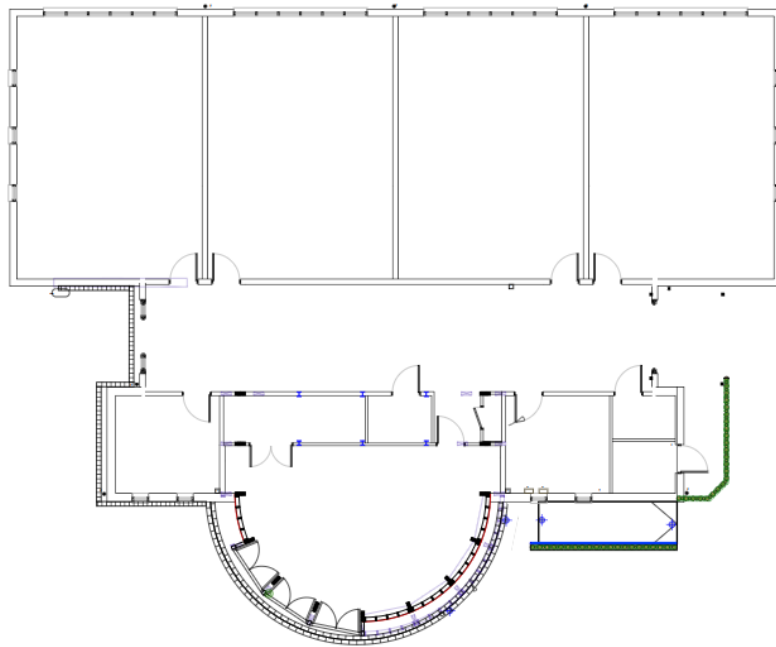


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