

# Carterknowle Junior School

# CRITICAL INCIDENT PLAN



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**This plan is protected.**  
Contact details & sensitive information must not be given to the media, pupils, parents/carers or members of the public.

## Plan Administration

<b>Version</b>	3
<b>Date</b>	October 2020
<b>Responsibility for the Plan</b>	Helen Haynes
<b>Approved by</b>	A Warner
<b>Date of review</b>	October 2021

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## DISTRIBUTION LIST

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The following list details who the Critical Incident Plan (including contact details) have been distributed to.

Plans should be accessible in the school building and a copy kept securely at the homes of those in the Senior Leadership Team (SLT) & Critical Incident Management Team (CIMT).

	<b>Critical Incident Management Team</b>	<b>Name</b>
1	<b>Headteacher</b>	Helen Haynes
2	<b>PA to Headteacher</b>	Eva Thompson
3	<b>Deputy Head teacher</b>	Lucy Atherton
4	<b>School Business Manager</b>	Gaynor Tyrrell
5	<b>Admin/Business Support Officer</b>	Sarah Patrick

### **School Premises Management:**

6	<b>Caretaker</b>	Paul Buchan
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### **School Governors:**

7	<b>Chair of Governors</b>	Alison Warner
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## CONTACT DETAILS – SCHOOL INFORMATION

<b>School Details</b>	
<b>Name of School</b>	Carterknowle Junior School
<b>Headteacher</b>	Helen Haynes
<b>PA</b>	Eva Thompson
<b>Deputy Head teacher</b>	Lucy Atherton
<b>Chair of Governors</b>	Alison Warner
<b>School website</b>	<a href="http://www.carterknowle.sheffield.sch.uk">www.carterknowle.sheffield.sch.uk</a>
<b>School operating hours (including extended services)</b>	7:40am to 5:45pm
<b>Approximate number of staff</b>	26
<b>Approximate number on roll</b>	220
<b>Age range of pupils</b>	7-11 years.

<b>School Office Contact Details</b>	
<b>Office telephone number</b>	0114 255 2347
<b>Office e-mail address</b>	<a href="mailto:enquiries@holthouse.sheffield.sch.uk">enquiries@holthouse.sheffield.sch.uk</a>

<b>Useful Government Agencies / Offices</b>		
<b>Local Authority</b>	<a href="http://www.sheffield.gov.uk">www.sheffield.gov.uk</a>	273 4567
<b>Department for Education</b>	<a href="http://www.education.gov.uk">www.education.gov.uk</a>	0370 000 2288
<b>Foreign and Commonwealth Office</b>	<a href="http://www.fco.gov.uk">www.fco.gov.uk</a>	0207 008 1500 (24hr)
<b>Environment Agency</b>	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>	0845 988 1188 (24hr flood line)
<b>Met Office</b>	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>	0870 900 0100
<b>Health and Safety Executive</b>	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>	0845 345 0055 (Info line) 0845 300 9923 (Incident Contact Centre) 0151 922 9235 (24hr)
<b>Teacher Support Network</b>	<a href="http://www.teachersupport.info">www.teachersupport.info</a>	0800 562 561 (24hr England)
<b>NHS</b>	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>	0845 4647

## CONTACT DETAILS – CRITICAL INCIDENT MANAGEMENT TEAM

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Name	Role	Contact Number	Alternative Contact Number
<b>Helen Haynes</b>	Head teacher Co-ordinate the response to the incident and Media Liaison. Business Continuity	07919 095 567	235 6046
<b>Lucy Atherton</b>	Deputy Head teacher Communication (staff, pupils, parents, external and other agencies inc LA). Business Continuity. SEN Lead	07944 863 815	201 4593
<b>Gaynor Tyrrell</b>	School Business Manager Finance, resources Communication with parents	07962 719 722	274 7066
<b>Paul Buchan</b>	Caretaker Premises and Health and Safety	07955 041 402	07908 243 607
<b>Alison Warner</b>	Chair of Governors Notified by headteacher of position/decision and communicate with governing body	07831 750 458	236 2431

## CONTACT DETAILS – OTHER USEFUL EMERGENCY NUMBERS

Agency	Type of support	Office Hours	Out of Hours
<b>Emergency Services</b>	Emergency assistance	999	999
<b>CYPF Contingency Planning</b>	Advice on managing the	In order:	In priority order:

<b>Service</b>	critical incident, link to CYPF services	1. 205 3167 2. 273 5827 3. 273 5175	1. 07896 990 100 2. 07710 012 984 3. 07711 799 131
<b>CYPF Educational Psychology Service</b>	Counselling and psychological support	250 6800	NA
<b>Out of hours Social Care Team</b>	Looked after children	NA	273 4855
<b>SCC Assets Team</b>	Premises management support	273 5621	Kier 273 0101
<b>SCC Media team</b>	Dealing with press, radio, TV	205 3546	07711 153 995
<b>SCC Transport</b>	SEN/social care transport - mainstream buses	273 7575/6	NA
<b>SCC School Food Service</b>	Meals and emergency provisions	273 5175	NA
<b>Health Protection Agency</b>	Advice on communicable diseases	242 8858	242 8858
<b>Kier Sheffield</b>	Premises management support	273 5621	273 0101
<b>Kier Heating system</b>	Heating	273 6420 (day)	273 0101 (night)
<b>Burglar Alarm</b>	Alarm	258 3791	
<b>IT Support</b>	Software, hardware and e communications	07796 147 440	
<b>Schools Human Resources</b>	Human resources	250 6702	NA
<b>Water</b>	Loss of water/contamination	0845 124 2424	
<b>Transco</b>	Gas emergency	0800 111 999	
<b>Electricity</b>	Electrical failure	0800 375 675	0800 056 8090
<b>Grit Supplies</b>	0114 2500500		
<b>Heat</b>	2734718		
<b>BBC Radio Sheffield</b>	Local Radio Station	0114 267 5440	
<b>Radio Hallam</b>	Local radio station	0114 209 1010	

## ACTIVATION

An alert to a critical incident can be received by any individual in school and can come from a range of sources including staff, pupils, parents, members of the community or the emergency services.

Examples of a critical incident are -

- The sudden death of a member of the school community
- An accident involving pupils or staff on or off the school premises (e.g. on an educational visit within the UK or abroad)
- A serious breach in school security procedures leading to a physical attack on staff or children and young people or intrusion into the school
- Serious damage to the school building (e.g. through fire, vandalism, floods)
- 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, gas leak etc)

When school is alerted to an incident, information should be gathered as below and the head teacher or appropriate deputy must be informed immediately. In a major incident the head teacher will contact the Chair of Governors to inform them of the incident and will make the decision whether to activate the Critical Incident Plan.

On activation of this plan, members of CIMT will be contacted as appropriate and asked to convene at the Head teacher's office where the incident will be managed, with the head teacher coordinating the response to the incident. The local authority will be contacted to support the incident as necessary. Other staff members will be informed of the response they are required to take by the Critical Incident Management team and if the incident takes place out of school hours will be contacted/called into school using the cascade system.

### **Educational Visit**

In the event of an incident happening on a school visit, the educational visit leader will -

1. Call emergency services if required
2. Gather information about the incident
3. Contact the headteacher or appropriate deputy who can then co-ordinate the response remotely to ensure the necessary support and help is provided to support the safety and welfare of students and staff on the visit. The group leader should maintain contact with the headteacher who will advise on appropriate action.

The school has detailed paperwork about the visit that the school office, headteacher and educational visit leader will all have copies of.

The school should be familiar with the Sheffield City Council Guidance for offsite visits that is available on EVOLVE and should complete all necessary paperwork and online tasks which should be available on the visit together with a copy of the critical incident plan.

### Carterknowle Junior School Activation Form

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 (Please tick ✓)	Headteacher Assistant Head teachers Staff Governors Pupils Parents / Carers Extended Services Local Authority Police	Fire and Rescue Ambulance Service Health and Safety Executive Foreign and Commonwealth Office Media Insurance Company Trade Unions
Does anyone else need to be informed		
What other actions need to be taken		



## COMMUNICATION PLAN

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The following mechanisms for communication are in place:

- A text message system (Teachers2Parents) to contact all school staff
- A text messaging system exists to inform parents (and staff when applicable) of incidents or changes to the school day. This can be operated remotely using Teachers2Parents if required by the Headteacher, Deputy Headteacher and School Business Manager
- The school will ensure that pupils are communicated with and provided with the facts of an incident as required and in liaison with the Senior Leadership Team and where appropriate other agencies e.g. Educational Psychology.
- The headteacher will be responsible for communication with the local community, other key stakeholders and agencies (including the local authority) and the local media.

# Staff Communication Cascade in the Event of a Critical Incident/School Closure

Staff mobile numbers on teachers2parents

## EVACUATION, SHELTER AND LOCKDOWN PROCEDURES

This section of the plan outlines the actions that should be taken to safeguard pupils & staff both from internal & external hazards. The purpose of an evacuation is to move people away from danger to a safe place. This could be within a specific part of the school building or in some circumstances could require evacuation from the whole site.

Emergency	Signal	Signal for all clear
Evacuation	Fire Alarm	Verbal
Shelter	Verbal	Verbal
Lockdown	Lockdown cards kept in office & distributed	Verbal

Location of Fire Evacuation Assembly Point(s)	
1	On the Year 5 & 6 yard at the back of school

Location of Place of Safety (Remote Evacuation Site) & Contact Details	
1	Holt House Infant School

Emergency Resource Bag locations	
<ul style="list-style-type: none"> <li>• <b>Emergency Rucksack</b> – One kept in medical cupboard in main office and another in resources room hung on the wall left of entrance door</li> </ul>	

In the event of a critical incident, the following rooms will be used:

Room:	To be used by:
Headteacher's Office	CIMT
	First Aid in an emergency
The Hall	Meetings with media/parents
Meeting room	For individual meetings with children
The Hall	Receive & inform parents
Headteacher's Office	For media (if allowed on site)
Headteacher's Office	For other visitors

## CRITICAL INCIDENT EVACUATION BAG

The contents of the evacuation bag are checked annually and after use.

Item	Notes/Instructions	Date Checked	Checked by
Critical Incident Plan including appendices	In folder.		
Incident log book/sheets	At back of folder.		
Details of pupils/staff with health issues.	At back of folder.		
First Aid Kit			
Biscuits/chocolate			
ID Badges for CIMT members			
High Visibility Vests			
Wind up torch			
Stationery			

**Other items which must be accessed but are not stored in the box/bag but which are important to take with in the event of an incident.**

Item	Notes/Instructions	Date Checked	Checked by
<b>Registers for the day.</b>	Gaynor Tyrrell to access.		
<b>Medicines (inhalers, epipens, insulin etc)</b>	Jayne Robinson/Alex Walsh to access, if safe.		
<b>Staff Mobile phones</b>	As available.		
<b>Contact List of all pupils</b>	Sarah Patrick to bring from main office		

## SITE INFORMATION

Utility Supplies	Location	Notes/Instructions
Gas	Boiler House	
Water	Boiler House	
Electricity	Boiler House	
Heating	Boiler House	
Burglar Alarm	Main Office	
Fire Alarm	Headteachers Office	

Internal Hazards	Location	Notes/Instructions
Asbestos	e.g. Asbestos File (main office).	
Chemical Store(s)	Cleaning cupboards & kitchen.	

Pre-designated locations for use in an emergency can be found in the Evacuation, Shelter and Lockdown section of this plan. ***Please see Site Plan: Appendix: C.***

## ACTION CHECKLIST – SHORT TERM ACTIONS

### 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**

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The CYPF Contingency Planning Service will be contacted by the school in the event of an emergency and should be notified of **all** Critical Incidents. Officers should be contacted in the following priority order

1. **Joanne Pepper** 0114 205 3167, 07896 990 100 [joanne.pepper@sheffield.gov.uk](mailto:joanne.pepper@sheffield.gov.uk)
2. **Martin Green** 0114 273 5827, 07710 012 984 [martin.green@sheffield.gov.uk](mailto:martin.green@sheffield.gov.uk)
3. **Leah Barratt** 0114 273 5175, 07711 799 131 [leah.barratt@sheffield.gov.uk](mailto:leah.barratt@sheffield.gov.uk)

**(FAX - 0114 273 6279)**

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?

.....  
.....  
.....  
.....

- HAVE EMERGENCY SERVICES BEEN INFORMED?

Y  N

- are they on site Y  N

- WHAT HELP DO YOU NEED?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

- ARE THERE ANY ACCESS DIFFICULTIES?

.....  
.....

**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

<b>Date</b>		<b>Name &amp; Role</b>	
<b>School/setting</b>		<b>Incident ref.</b>	

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

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

**APPENDIX C –**  
**Site Plans**

**APPENDIX D –**  
**Gas, Water, Electricity and Heating Locations**

**Photos/diagram of shut offs?**

- The Gas Meter is located in the Boiler House
- The Emergency Gas stop tap is located in the Boiler House
- The Water stop tap is located in the Boiler House
- Main Electric Meter/Fuse board /Distribution board is in the Boiler House
- Switches to turn off boilers are in the Boiler House