

Critical Incident Plan for Mulberry Wood Wharf Primary

Approval Body:	Mulberry Stepney Green and Mulberry Wood
Approval Date:	June 2025
Implementation Date:	June 2022
Review Date:	June 2026
Policy Version:	4

Version control

Version	Reviewed	Changes since last version
1	June 2022	This is a new policy
2	June 2023	Assigned responsibilities updated as a result of staffing changes.
3	June 2024	Assigned responsibilities updated as a result of staffing changes.
4	June 2025	Assigned responsibilities updated as a result of staffing changes. Changes reflecting change of site to Brannan Street

MANAGING CRITICAL INCIDENTS

A school will never know when it may have to deal with an incident of a serious nature. It is therefore, essential that a Mulberry School makes all necessary preparations to respond to and deal with critical incidents, should a serious incident occur or to make sure effective procedures are in place to evacuate the school in the event for example, of it being used as a civil assembly point.

The following document outlines the school's policy for dealing with a critical incident utilizing the Mulberry School Critical Incident Management Team (**CIMT**) consisting mainly of staff from the Senior Leadership team, which will be implemented in response to a serious incident. The policy and procedures are based on the LA's guidance for dealing with a critical incident.

By anticipating and preparing for a critical incident, Mulberry Wood Wharf Primary will be in a position to manage whatever situation it is faced with effectively and confidently. It is difficult to plan for every eventuality, as the range and complexity of possible incidents are enormous. However, the following procedures form a clear framework to manage the school's response by a trained team of staff.

It should be noted that alongside the Headteacher, Jack Dash House facilities management is also responsible for site safety and security and so the management any critical incident should involve them. This will be through the Director of Estates, Stephen Beadle unless or in his absence this will be through Paul Doel, the CFO.

The Mulberry Wood Wharf School CIMT consists of the following staff:

Sarah Jane Bellerby (Executive Headteacher)

Lindsay Carbonneau (Assistant Headteacher)

Stuart Mundy (Chief Officer for Performance and Operations)

Iftekhar Fahim (Site Manager)

Fazal Rahman (Director of operations)

Paul Doel (CFO)

Shanaz Jameson (Director of Governance & Development)

Julie Cordice (Director of Communications)

Notification of a Critical Incident

On notification of a critical incident the Executive Headteacher, or SLT, in their absence, will assess the situation as fully as possible depending on the nature of the incident. If the incident is a fire, then the usual fire evacuation policy and procedures will apply. Please refer to the Fire Evacuation Plan, appendix 1. If the incident is an intrusion which requires invacuation, the Invacuation policy and procedures will apply. Please see the Invacuation plan, appendix 2.

The Headteacher (or other senior leaders in her absence) will consider the following aspects of risk in assessing the situation (although this is not an exhaustive list as every incident is different):

- Are pupils and staff in immediate danger or at risk from harm
- Does the whole site need to be sealed off or part of it to prevent harm (this can include distress caused by, for example, if a person has been taken ill or has had an accident)
- Is immediate First Aid required
- Is immediate emergency service attendance such as ambulances or the police required – if police, should the panic buttons be activated (this is reserved usually for armed intrusion or similar levels of extreme danger)
- Who are the most appropriate available members of the CIMT to send to affected areas of the school to manage the incident
- What instructions need to be given to them
- At what point do parents / carers or next of kin (if an adult) need to be contacted – a judgement needs to be made that balances the extent of harm with the need to know what has happened (as far as is possible) in order to be able to both make that judgement call and be able to explain to parents / carers or next of kin why it is necessary to contact them
- Who should contact the CEO to let her know the situation
- What arrangements for movement around the school need to be made and how should this be communicated to the school body – use of the tannoy may not be the most appropriate means of communication but it may be necessary if quick communication is required – if so, only the Headteacher or Associate Headteachers should do this as the most practiced tannoy users with children so as to avoid alarm
- Who should be deployed to handle press or media communication and where
- At what point does the Chair of Governors / Chair of the Trust Board / Local Authority need to be informed
- At what point do the headteachers / principals of other schools in the Trust need to know (if at all) to be able to manage communication

The CIMT will then be mobilized to and organized from the heads office, if appropriate.

If the Headteacher is off site then she will be immediately informed of the situation or a message left if she is unavailable. Depending on the severity of the situation she may decide to return to the school if practically possible. The CEO should also be informed and she may decide to come in to support the school.

In the event of a fatality or a student or staff member being taken seriously ill when the school is open then consideration may be given as to whether the school should close for the remainder of the day. In the event of a fatality the Police would be called immediately. If

such an event occurred overnight then the Headteacher would communicate with the rest of SLT to advise them of the situation and proposed response. Where appropriate the Designated Safeguarding Leads may also be contacted.

The degree of severity of the incident will determine the speed and nature of response. Where possible, time will be taken to ensure the response is fully considered by all members of the team. If this is not practical, or delay would exacerbate the situation, the decision to implement procedures under the Critical Incidents Policy will be taken by the Headteacher with other available members of CIMT.

If any visits or activities have been organised which result in staff being off-site, contact will be made with the group leader/s at the earliest opportunity to inform them of the critical incident and what action they should take.

Critical Incident off-site

If a critical incident happens to take place off-site or out of school hours, the group leader/s must make immediate contact with the Headteacher or Chief Officer for performance and operations (Sarah Jane Bellerby and Stuart Mundy) to receive instructions and guidance on how to proceed. They will consider the following aspects of risk in assessing the situation (although this is not an exhaustive list as every incident is different):

- Are pupils and staff in immediate danger or at risk from harm
- Does the group need to be removed quickly from the situation – if so, how without causing further problems
- Is immediate First Aid required and who amongst the group is the designated First Aider
- Is immediate emergency service attendance such as ambulances or the police required
- Who are the most appropriate available members of the CIMT to send to the group to support them
- What instructions need to be given to the group to optimise their safety or reduce distress
- Does the group need to return to school for debriefing or other support and collection by parents / carers
- At what point do parents / carers or next of kin (if an adult) need to be contacted – a judgement needs to be made that balances the extent of harm with the need to know what has happened (as far as is possible) in order to be able to both make that judgement call and be able to explain to parents / carers or next of kin why it is necessary to contact them
- Who should contact the CEO to let her know the situation

- Do staff and pupils at the school need to know what has happened before leaving the site at the end of the day and if so, how best should this communication be made (usually classes would be visited by senior members of staff)
- Who should be deployed to handle press or media communication and where
- At what point does the Chair of Governors / Chair of the Trust Board / Local Authority need to be informed
- At what point do the headteachers / principals of other schools in the Trust need to know (if at all) to be able to manage communication

Contact telephone numbers will be made available to lead staff if necessary – although they would usually have these with them. Senior school personnel will attend an off site incident if, and as soon as is, practical. The CEO will be informed of the incident for guidance and support. Help will be given back at the school site to call parents and cares if necessary – for example if a group will be delayed or if the incident is serious enough to need to inform them what has happened.

Critical Incident out of school hours

If a critical incident occurs outside of school hours, staff will be notified by telephone. The Headteacher and Associate Headteachers of the CIMT will endeavour to contact all teaching staff within the faculties for which they are normally responsible. This will require them to hold personal telephone numbers of those staff. These will be treated in the strictest of confidence and held only with the knowledge and permission of each individual member of staff. The CFO and Director of Governance shall be responsible for contacting all Support Staff.

Effective and sensitive handling of a critical incident will rely very much on all staff following the directives of individual members of the CIMT who will be acting on behalf of the Headteacher. All efforts will initially be focused on dealing with the immediate ramifications of the incident e.g. contacting parents, which may result in a delay to staff receiving information. Every care will be taken to ensure that communication is as prompt and accurate as possible and that staff and pupils receive support, as appropriate

Key roles of Critical Incident Management Team

Communication & Information

Lead: Sarah Jane Bellerby

Link: Lindsay Carbonneau

Reserve: Stuart Mundy

Plan of action

- Receive notification of critical incident
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- Available CIMT alerted and assemble in Head's office
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- CIMT briefed & JDH FM team informed

- ↓
- Response agreed to incident & plan of action
- ↓
- Check all roles are covered and mobilise
- ↓
- Inform school administration, provide prepared factual statement for response to telephone callers
- ↓
- Inform LA, Service Head Strategic & Operational Services
- ↓
- Inform Chair of Governors and Chair of Trust
- ↓
- Notify all staff with prepared statement
- ↓
- Prepare letter for parents, where appropriate dismiss students with letter to take home (see school evacuation procedure)

Media/Press

**Lead Officer: Sarah Jane
Bellerby**

Link Officer: Julie Cordice

Reserve Officer: Stuart Mundy

Plan of action

- Remind staff not to talk to press
- ↓
- Draft statement for press in liaison with Trust Director of Communications
- ↓
- Distribute statement in liaison with Trust Director of Communications
- ↓
- All further press enquiries referred to Trust Director of Communications

Premises Organisation/Health & Safety issues

Lead: Sarah J Bellerby

Link: Iftekhar Fahim

Reserve Officer: Stuart Mundy

- If Terrorist threat – follow LA guidelines – **appendix 3**

- If Chemical or Biological threat – follow LA guidelines – **appendix 4**
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- Identify any possible hazards and impact on staff and students
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- Liaise with JDH FM on any premises issues/requirements
↓
- Prepare bases for parents and space for visitors (if applicable)
↓
- Monitor & respond to changing situation

Contact with parents directly affected by incident

Lead: Sarah Jane

Link: Stuart Mundy

Reserve: Lindsay Carbonneua

- Identify students involved in incident and brief teachers
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- Student personal details obtained from SIMs and contact made with parents/carers (if several students affected, aim to inform all families as near to same time as possible to prevent hearing from other people by telephone). Do not divulge details of other students/adults affected to other families.
↓
- Arrange for follow up support for parents & families in liaison with LA (involve Parent Governors if necessary)

Organisation and Maintenance of Critical Incidents File

Lead: Husna Bibi

Link: Paul Doel

- Parental/carers contact details – available on Sims and print outs (restricted access)
↓
- Staff details – made available to selected members of CIMT via email

Organisation of Support for Staff and Students

Lead: Sarah Jane Bellerby

Link: Stuart Mundy

Reserve: Lindsay Carbonneau

- Establish names of students/staff/parents/carers in need of immediate support and type of support needed i.e. Counsellors, Education Psychology, Education Social Work, Public Health Service. Liaise with LA and other support agencies.
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- External support agencies undertake any necessary immediate individual or collective support. (feedback given to CIMT)
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- Decide on long-term support required and make appropriate referrals/requests.
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- All staff informed and requested to monitor effect of critical incident on individuals and groups

Procedure for Evacuation of school

The school would normally be put on standby by the LA that there may be a requirement to evacuate, either to become an emergency centre or due to a serious incident in the near vicinity that presents a danger to the school.

In the event that the school is informed to evacuate the building for this reason then the Headteacher or Senior Leaders in her absence shall arrange for an announcement to be made informing staff and students that they are to assemble in their classrooms immediately.

In the event of it being imperative that full school evacuation takes place then senior members of staff will accompany any such students off site to the agreed "buddy school". Further attempts to contact parents/carers will be made from here. The buddy school is Cubitt Town Primary School. Parents will be contacted via school Ping and by phone.

Following evacuation of the school building, the LA in respect of operating the site, will keep the Headteacher and CIMT staff informed of the situation and when the building is available. CIMT will keep all other staff informed using an agreed cascade system.

In the event of a critical incident which requires the off site plan to be initiated, students will first be evacuated to the Dollar Bay Point as per the usual evacuation procedure. The headteacher will then make a decision about moving the pupils to the buddy site depending on the emergency of the evacuation.

Intruder on school site

The local authority and Mulberry Schools Trust is responsible for the security of the site. In the event of an intruder being discovered on the premises then the Headteacher and the school's site manager Iftekhar Fahim must be informed immediately.

In the event that it is established that the intruder is armed or represents a serious danger to staff and students then the Invacuation plan will apply. Staff will be informed by SLT that there is an invacuation in process.

Pupils and teachers will move out of site of windows, secure rooms and pull down blinds where they have them. They will remain in silence until informed otherwise by the headteacher or the senior leader in charge.

The Headteacher and facilities manager shall as far as possible contain the intruder within an area of the school without endangering themselves.

Appendices

***All appendices are hard copies retained in the Headteacher's Office**

Appendix 1 – Fire Evacuation Plan

Appendix 2 – Invacuation Plan

Appendix 3 – LA Guidelines on Terrorist Threats

Appendix 4 – Home Office Policy for Dealing with Suspected Chemical or Biological Threats

Appendix 5 – Dealing with Hoax Incidents

Appendix 7 - Local Authority Major Incident Plan

Appendix 8 – Counter Terrorism National Guidance

Appendix 9 - Mulberry Wood Wharf Health and Safety Policy

Appendix 10 - Maps to Buddy School – Cubitt Town Primary

Appendix 12 – National Counter Terrorism and Security Office – Crowded Places Guidance

Appendix 13 – Mulberry Wood Wharf ICT Disaster Recovery Plan

