

DEMAT CRITICAL INCIDENT PLAN (ACADEMY LEVEL)

This plan documents the procedures that must be followed following an incident that significantly affects your ability to conduct business as usual within your academy

Babraham C of E Primary School

This plan is confidential. Do not give any contact details or sensitive information to the media, pupils, parents / carers or members of the public.

Plan administration	
Date of issue	October 2025
Electronic copies of this plan are available from	School Office & DEMAT Office 365 storage
Location of emergency grab bag(s)	School Office
Date of next review	October 2026

A CRITICAL INCIDENT HAS OCCURRED – WHAT DO I DO?

1. What is a Critical Incident?

DEMAT defines a Critical Incident as one which causes a serious disruption to the operation of an Academy arising with little or no warning on a scale beyond the normal coping capacity of the Academy. They are typically situations that are beyond the everyday experiences of school life and could be markedly distressing to a significant number of adults and/or children.

Examples of such incidents impacting on the Academy could include but are not limited to:

- Arson attacks on school
- Major fires at school
- Significant vandalism
- Pupil suicides and sudden deaths of both staff and pupils
- Violent attacks on pupils and staff members
- Incidents involving an intruder, believed to be armed and on the school premises
- Road traffic accidents, involving major injuries or fatalities within the school community
- Abduction and disappearances of either a pupil or staff member
- Allegations or actual incidents of abuse against pupils by staff or staff by pupils
- Incidents involving the murder of a pupil or staff member that has attracted prolonged periods of media coverage
- Floods
- If the school is used in an emergency to serve the community
- Disruption to the water supply or heating system (this could be one or more parts of the school)
- Adverse weather
- Severely polluted air

These incidents might occur:

- On the school site during school hours or if not in school hours may require action the morning after
- On school transport
- Whilst the pupils are taking part in activities away from the school site
- On school premises as part of an after-school activity
- Within the local community involving pupils from the school or those who have previously attended our school.

Using this definition as a basis for making decisions, an incident is declared to be critical following consultation between the School Emergency Response Team (ERT) and the Critical Incident Support Team (CIST).

Declaration of Critical Incident to be made following initial escalation from Head Teacher to DEMAT CEO on [REDACTED]. If there is any doubt as to the nature of an incident becoming critical it is always better to consult and err on the side of caution and declare such an incident to be critical.

In the absence of the CEO, notify Keith Curtis, Head of Facilities [REDACTED] of the Incident and what action has been taken. Both are responsible for convening and sharing this with the Critical Incident Support team (CIST) and make a decision on how the CIST should work with the School's ERT.

The CEO/Head of Facilities will then email the DEMAT Critical Incident Support team on

[REDACTED]

Declaration of Critical Incident will be confirmed at first meeting of the CIST.

The Academy must establish an **Emergency Response Team (ERT)**. Details are included below:

Name	Position
Suzanne Wernham	Headteacher
Hannah Golden	Deputy Headteacher / Assistant Headteacher
Kate Lund	Hub Director
Janice Roberts and Riina Thomalainen	Office administrator
Mark Buttrey	Site Manager

The ERT contact details must be recorded in Appendix 1 of this plan.

Each member of the ERT should download the **CitizenAid** app on their mobile phones. This is an app showing how you should react and respond safely to a potential or actual deliberate attack on your school.

The ERT is responsible for:

- General management, coordination and decision making (in conjunction with the CIST)
- Liaison with Emergency Services, Children's Services
- Liaison with staff, parents/carers and pupils
- Keeping a detailed log(s) of the incident

In the event of an incident occurring that is considered 'Critical', the Academy must:-

- Convene an ERT at School level for handling the incident
- Establish a base for the ERT– Typically the main academy office or a remote area if access to school not possible (e.g. car park gates).
- Immediately inform its ERT using a predefined WhatsApp group.
- Call a meeting of the ERT for briefing.
- Assess the situation and establish a basic overview of the incident (see Appendix 1 as a basis for recording this information)
- Support the CIST in the completion of the relevant checklists held by CIST to ensure the ERT undertakes all necessary actions.
- Take immediate action to safeguard pupils, staff and visitors.
- Attend to any casualties and administer first aid, if appropriate.
- If appropriate, dial 999 for the emergency services and provide them with an overview of the situation. If in doubt, dial 999.
- The emergency services notify each other of incidents but consider speaking directly to each organisation required. This will ensure that each service has the information they need to respond appropriately.
- Establish and open communication channels

- Assemble any equipment that may prove useful (e.g. first aid kit, grab bag¹).
- Contact families whose relatives are or may be involved
- Prepare general information for all parents, staff and governors
- Brief school staff, pupils and governors including updating Facebook and the school website
- Update the CIST on a regular basis using the Emergency Number [REDACTED]

Issues to be dealt with as soon as possible

- Ensure continuing support for the needs of the pupils, staff and relatives of those involved in the incident is planned for
- Provide a focus point (i.e. noticeboard) for expressions of sympathy if appropriate

The decision to close the school sits with the Central Team and the headteacher, however the decision must be communicated to Catherine Lock, the Director of Education ([REDACTED]) (or if unavailable Adrian Ball, CEO, ([REDACTED])), prior to the decision, being actioned. Where possible, avoid closing the school and try to maintain normal routine. This does not always work. If there have been fatalities off school premises schools often/usually close to allow pupils to be comforted/counselled immediately rather than carry on school day.

The Academy must complete the templates attached at Appendix 1 to 4 concerning key contacts, communication arrangements and site information.

In addition, set out in Appendix 5 is Guidance to schools in the event that they identify a suspicious package or receive a bomb threat. Appendix 6 is a template that can be used to capture information coming out of bomb threat communications. Once it is completed, it should be shared with the ERT and CIST.

¹ *Grab Bag to be kept securely offsite and onsite. Suggested contents*

- *Copy of school Critical Incident Plan*
- *Pupil Lists: Names and contact numbers*
- *Staff Lists: Names and contact numbers*
- *Trust List: Names and contact numbers*
- *Governor List: Names and contact numbers*
- *Contractor List: Names and contact numbers*
- *Safeguarding Policy*
- *Laminated Map with route to buddy school/place of safety/rest centre identified*
- *Roles and Responsibilities of SLT cards laminated*
- *Timetable*
- *Copy of utilities folder*
- *Copy of asbestos plan - held in main school office*
- *First aid kit*
- *Copy of Fire Orders*
- *High Vis jackets*
- *Torch*
- *Whistle*
- *A site map detailing gas points*
- *A list of chemicals kept in school, along with associated risk assessments*

(All lists to be updated as per plan every half term)

The CIST has checklist Guidance for managing the incident response in respect of the following areas:

- Coordination
- Educational Visits
- Business Continuity
- IT
- Communication
- Resources
- Welfare
- Record Keeping

Additional record keeping and guidance is set out in the following action cards. These can be obtained from the CIST.

<i>Action Card</i>	<i>Topic</i>
1.	Notification of Incident
2.	Emergency Response Team Action card
3 a)	Evacuation checklist
3 b)	Lockdown checklist
3 c)	School Closure checklist

For guidance in relation to this Plan, please refer to governance@demat.org.uk