

# Hope SENTAMU LEARNING TRUST

## SCHOOL CRISIS MANAGEMENT PLAN POLICY AND PROCEDURES

THIS POLICY APPLIES TO THE HOPE SENTAMU LEARNING TRUST BOARD, THE CENTRAL TEAM, ALL TRUST SCHOOLS/ACADEMIES AND THE WORKFORCE DEVELOPMENT TEAM

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## Statement of Intent

**Hope Sentamu Learning Trust (HSLT)** is committed to the health and safety of staff, students and visitors. Ensuring the safety of our community is of paramount importance and this policy reflects our dedication to creating a safe learning environment.

This policy identifies and assesses emergency and crisis events and has appropriate crisis and emergency management plans in place to prepare each school/academy for such events, and respond swiftly and effectively in the event of an emergency crisis.

It also outlines a plan of action with allocated responsibilities to be followed in order to provide an adequate immediate response and a responsible follow-up for recovery should a disaster occur.

Whilst no amount of planning can totally prevent accidents and problems occurring, some can certainly be prevented, and the effects of others minimised by taking sensible precautionary measures.

Signed by:

_____	Chief Executive Officer	Date: _____
_____	Chair of Resources Committee	Date: _____

## Policy Updates

Date	Page	Policy updates
14.11.22	5	Addition of Trust contact
14.11.22	7	Minis bus accreditation – MIDAS added
14.11.22	13	Lockdown Procedures – addition of Trust Operations Manager contact
14.11.22	13	Addition of 'Evacuation Procedure'
14.11.22	24	Addition of contact details – schools to complete

## 1. Critical Incident

### Definition of a Critical Incident

A Critical Incident is one, which causes, or has the potential to cause:

- Death or serious injury to any member of the school/academy community\* on school/academy premises or engaged in a school/academy related activity.
- Serious damage to school/academy buildings or property.
- Prevent the school/academy from performing its normal functions.
- Damage to the reputation of the school/academy and/or the Trust.

\* A member of the school/academy community includes students, staff, parents, or a visitor to the school/academy, whether employed by the school/academy or not, whilst they are on the school/academy premises, or on a trip/excursion organised by the school/academy.

## 2. The Role of the Initial Incident Manager (IIM)

The Initial Incident Manager (IIM) is the first responsible adult member of staff to attend the scene of a critical incident, as defined in this document. He/she shall remain in charge until relieved by a designated senior member of staff. Once relieved he/she must give a detailed account of the incident and any action he/she has carried out to minimise the problem/issue. On arrival of the emergency services (if required) the IIM should give a detailed briefing to the Senior Officer. In any incident in which the emergency services become involved, once they arrive, they will have primacy in dealing with the incident. The IIM remains the school/academy's liaison officer at the scene but **must** follow the instructions of the emergency services in relation to his/her safety and/or the safety of others.

## 3. Whom To Contact First

After calling the emergency services, if appropriate to the incident, the IIM must report the incident to the school/academy or, if out of hours the Principal/Headteacher and Trust's Chief Operating Officer (COO) or Chief Executive Officer (CEO). In either case the receiving member of staff will initiate the call cascade.

The receiving member of staff will seek the information set out in the table 'Incident Briefing' but will not delay the call cascade to obtain any information not known at that time.

The Principal/Headteacher, or in his/her absence, a designated member of the Senior Leadership Team, in collaboration with the COO or CEO will make the decision as to whether the incident warrants the setting up of the Crisis Management Team (CMT).

## 4. The Crisis Management Team

The Crisis Management Team (CMT) are advised to meet in the main hall within the school/academy.

The CMT will comprise of all or some of the following (as considered appropriate):

Senior staff	Role
The Principal/Headteacher	Chair of meeting
Central Service Representative CEO / COO / TOM / Facilities Leads (where appropriate)	Communications lead to external stakeholders Support and guidance to school leaders
The Designated member of SLT (where applicable, Support Service Manager)	Facilities
The Vice Principal(s)/Deputy Headteacher(s)	Communication with School Educational/Curriculum Issues
The Principal's/Headteacher's PA	Organisational support and assistance
Subject Matter Experts	

The following may be invited to attend if appropriate:

- Technician
- Designated Safeguarding Lead

## 5. Log Keeping

When the CMT meets, and when its members deal with “actions” arising from the meetings, it is considered good practice to keep a number of logs, recording events. These are:

### Event Log

This should be a timeline of the whole incident, detailing what has happened, meetings held, what actions have arisen, who has been detailed to deal with the actions, and when and by whom the actions are completed. This log will assist in the post-event debrief, and in amending this plan to make it more fit for purpose in the light of lessons learned.

### Decision Log

This should include any decisions that are taken and by whom, what time they are taken at, what information was considered, and the rationale behind the decision. Brief information from this should be fed into the Event Log. The decision log can assist during any enquiry after the event.

### Communications Log

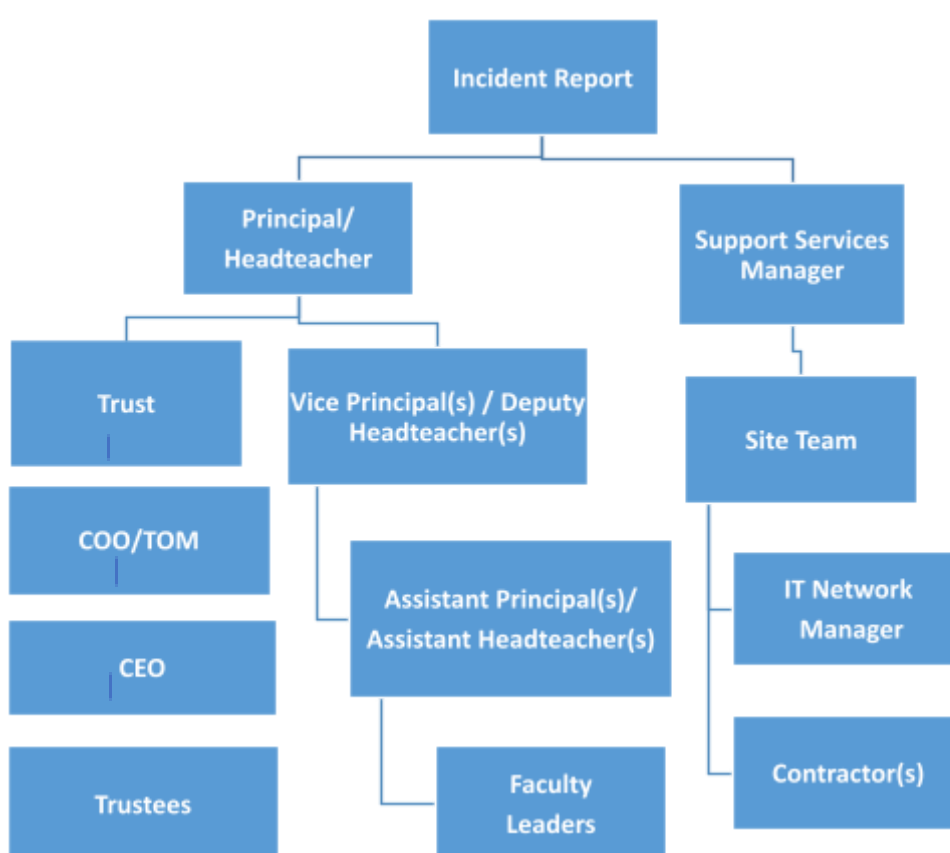
This log should contain brief details of any messages passed, by whom, to whom, at what time, and what if any, reply was made. It should also contain details of any press releases, made (a pasted-in copy will suffice) to whom they are released, and by whom. This should help to ensure that any comments made regarding the incident are attributable, and that messages passed are correctly recorded.

## 6. Objectives of the CMT

- To assess and mitigate the impact of the incident as far as is possible.
- To take advice and guidance from the COO/CEO
- To contact and reassure school/academy staff, and advise them of immediate contingent arrangements.
- To maintain, so far as possible, a normal level of service to the school/academy community.
- To contact and reassure parents and students as appropriate.
- To ensure that correct procedures are followed and records are maintained.

### Call Cascade

Information should cascade as follows:



## 7. Dealing With The Media

Only the COO or CEO, in conjunction with the designated communications officer, will address the press unless it is agreed otherwise. All staff should always refer the media to the Principal/Headteacher, saying **“A press release will be issued as soon as possible”**. A formal communication plan will be issued via the Trust. If necessary, allocate a room for media correspondents. (Simply putting media in a room will not control them - a liaison officer is needed to co-ordinate them; this person will be appointed by the Principal/Headteacher).

## **Do not speculate in open conversation - words can soon be twisted**

### **Methods of Minimising a Crisis**

1. Staff to be familiar with the use of fire extinguishers.
2. Regular fire alarm and electrical appliance testing.
3. Regular fire drills and re-appraisal of fire regulations.
4. All fire doors to be kept closed at all times (but not locked).
5. Site plans / electrical mains board, to be available in the case of an emergency. Also keep lists of isolation points for electricity, water, gas, and oil (dependant on type of heating).
6. Staff to be familiar with the policy regarding school/academy trips and the safety of students.
7. Drivers of school/academy minibuses to undertake assessment (MIDAS).
8. All students, staff, and visitors to adhere to the Trust's Health and Safety policy.

### **List of Appendices**

The appendices attached provide a framework for the effective and confident handling of a critical incident.

- Appendix 1 - Preparation and General Guidelines
- Appendix 2 - Guidance for Specific Situations
- Appendix 3 - Handling the Reactions of People Affected
- Appendix 4 - Site Plan for Initial Incident Manager
- Appendix 5 - Contact details
- Appendix 6 - Policies and Plans
- Appendix 7 - First Aid
- Appendix 8 - Utility Isolation Points
- Appendix 9 - Review, Monitor and Maintenance of School Crisis Management Plan
- Appendix 10 - Contact Details Consent Form



### PREPARATION AND GENERAL GUIDELINES

**A Crisis Management Team (CMT)** will take charge in any emergency/critical incident.

The Chair of the Local Governing Committee will be informed and will be aware of procedures.

Locations of basic information, contact lists, communication lists and procedures should be known by all key staff and kept up-to-date.

Colleagues responsible for school/academy trips and excursions must be familiar with, and follow the school/academy's policy and procedures on such matters.

- General guidelines for immediate action to be taken in the event of a critical incident.
- Obtain and collate information about what has happened.
- Meet and brief the Crisis Management Team.
- Ensure that the Trust are informed and have a communications strategy to deal with the media. Where appropriate, the Trust will inform the relevant Local Authority.
- Contact the families of students / staff involved - **N.B.** In the case of fatalities, the first contact with the family should be by the Police, but after this has been done a senior member of school/academy staff should also make contact to offer support.
- Make arrangements for informing other parents / students / teaching and support staff.
- Arrange for School Counsellor to be briefed and available if appropriate.

(Specific situations are dealt with in subsequent pages)

#### Gather Information

- What has happened?
- Where and when?
- Name / contact number of an adult at the incident.
- Extent of injuries or fatalities, numbers and names.
- Location of casualties, name and contact of adult with them.
- Location of uninjured, name and contact of adult with them.
- What immediate help is required from the school/academy?

#### The CMT will also need to know:

- Who has been informed?
- What has been said?

#### Contacts

Contact numbers for the CMT and other useful numbers can be found within [Appendix 5](#).

#### Local Governor Communication

The Principal/Headteacher will contact the Chair of the Local Governing Committee and the other members of the Local Governing Committee.

## **Communications**

The Trust will issue a communications plan and a factual statement, taking advice from the communications officer.

A separate dedicated telephone line should be established to deal with all calls concerning the incident. The telephone incident room will be that of the Principal's/Headteacher's PA using the following direct dial number as a dedicated line. Persons dealing with incoming calls should use the agreed factual statement, issued by the communications officer, along with reassurance of the action being taken at the incident. It is important to avoid speculation.

## **Contacting Families Directly Affected**

This should be done quickly and with sensitivity. Each family must be contacted directly as consistency of information is vital. A chain of communication must not be used unless all involved work to a prescribed statement.

**N.B.** Should the incident have resulted in the death of a student, the Police will wish to inform the parents themselves as a Family Liaison Officer may then be appointed. Once this is done, an appropriate member of school/academy staff may make contact with the deceased student's family.

## **Inform Other Parents**

Parents who are not directly affected by the incident should be contacted by letter as soon as practicable. The letter should be issued as part of the Trust's communication plan, which states the facts, gives expressions of sympathy/concern and a message for the school/academy community. This letter is likely to be accessed by the media so care must be taken in its preparation.

## **Information for Staff**

All staff should be kept well informed, and regular updates should be given to all faculties/departments (teaching and non-teaching) at morning breaks etc. Such meetings ensure that knowledge is common and questions are answered.

**N.B.** Under no circumstances should staff talk to the media or respond to questions from reporters. All enquiries must be referred to the designated individual stated within the communications plan.

## **Information for Students**

Ideally this should be done in tutor groups, with care taken to protect and support students close to those involved. Care and support should also be given to staff, who may struggle to handle the emotion or distress of the event. Students must receive the same facts relating to the incident.

## **Encourage People to Talk**

In some instances people involved (students and staff) may need to talk about the incident and the School Counsellor should be available. The Trust, where required, will create an Incident Response Team who are trained and skilled in emotional support to those involved in an incident.

**GUIDANCE FOR SPECIFIC SITUATIONS**

- Death of, or accident to persons on site
- Death of, or accident to persons on a trip/excursion
- Assault on staff
- Intruders action
- Bomb threat
- Material damage action
- Problems caused by adverse weather conditions
- Fire action
- Medical contingencies
- Missing student

**1. DEATH OF, OR ACCIDENT TO PERSONS ON SITE**

Establish the nature and extent of the incident.

If there are injuries, establish their extent and administer appropriate first aid if you have been trained and feel capable. If you are not trained in the use of first-aid, send someone to make contact with someone who is, and direct him/her to the scene. Be aware of consequences that might follow were you to give incorrect treatment. Have regard to your own safety vis-à-vis blood contact. Call the appropriate emergency services or arrange for them to be called.

Ensure that sufficient adults accompany any casualties to hospital. If only one adult is available in the circumstances, a decision will have to be reached as to the best course of action. Where time permits, the escorting adult(s) should take a mobile phone if available, and ensure that its number is known to a responsible person at the school/academy.

Ensure that the remaining students are adequately supervised.

Try to control access to telephones until the senior member of staff has contacted parents/others directly involved. This is to both prevent the system jamming and also to ensure that the correct information regarding the incident is passed on.

Refer any media to the Chief Operating Officer of the Trust.

**Under no circumstances** should you discuss legal liability.

- Contact parents/next of kin of involved students/staff and advise them to come to the school/academy if necessary. In case of fatalities, visit the next of kin of the victim(s) where possible once the Police have informed them of the death.
- Appoint a member of staff to care for Parents who are in, or arrive at school/academy in response to the incident.
- Hold a meeting of Crisis Management Team (CMT) and emergency services representatives (where appropriate) to establish a plan of action.

- Ensure that some telephone lines are available for outgoing calls and that mobile phones are available.
- Ensure members of the CMT are aware of their responsibilities.
- Endeavour to keep the press away from distressed students.
- Assist the next of kin of fatalities with medical or funeral arrangements. Handle letters, tributes etc. in line with their wishes.

## **2. DEATH OF, OR ACCIDENT TO PERSONS ON A TRIP/EXCURSION**

Establish the nature and extent of the incident.

Make sure that all other members of the party are accounted for and are safe. If there are injuries, establish their extent, and administer appropriate first-aid if you have been trained and feel capable. Be aware of consequences that might follow were you to give incorrect treatment. Have regard to your own safety vis-à-vis blood contact. Call or arrange to have called the appropriate emergency services. Contact a senior member of staff at the school/academy.

Brief the senior member of staff on the full details of the incident including:

- Exchange Nature, date, location and time of the incident.
- Extent of injuries etc. (if known).
- Names and home telephone numbers of those involved.
- Action taken so far.
- Telephone numbers for future communication.
- Advise other staff with the party of the incident and of the actions taken.
- Establish who is in charge and what responsibilities are to be undertaken by each adult member of the group.

Ensure that an adult accompanies any casualties to hospital. If only one adult is available in the circumstances a decision will have to be reached as to the best course of action. Ensure that remaining students are adequately supervised and arrange for an early return to base or to school/academy. Arrange for one informed adult to remain at the site of the incident to liaise with the emergency services until the incident is over and all children are accounted for.

Do **not** discuss events with the media. All media enquiries must be handled by the Trust's communications officer.

The party leader should, at the first opportunity, make notes on the incident, as should the other people involved. A record should be kept of the names and addresses of any witnesses or other persons involved.

**Under no circumstances** should you discuss legal liability.

- Contact parents/next of kin of involved students/staff and advise them to come to school/academy if necessary. In case of fatalities, visit next of kin of victims where possible, once the Police have informed them of the death.
- Appoint a member of staff to care for parents who are in, or arrive at school/academy in response to the incident.

- Ensure that some telephone lines are available for outgoing calls and that mobile phones are available.
- Ensure members of the team are certain of their responsibilities.
- Assist the next of kin of fatalities with medical or funeral arrangements. Handle letters, tributes etc. in line with their wishes.

Endeavour to keep the press away from distressed students.

### **3. ASSAULT ON STAFF**

- Raise the alarm.
- Send for help.
- Try to isolate the offender, where possible
- Ask the office staff, or an available member of staff, to contact the Police and/or ambulance as required.
- If there are injuries, establish the extent, and administer appropriate first-aid if you are trained and feel capable, or arrange for a trained first-aider to attend.
- Identify any witnesses and record their details.

### **4. INTRUDERS - ACTION**

Each school/academy should follow their own 'Lockdown Procedures'. A copy of the individual Lockdown Procedures must be submitted to the Trust, via the Trust Operations Manager.

### **5. BOMB THREAT**

This may occur in either of two ways, i.e. by telephone call advising the school/academy of a bomb planted on site, or by the location of an unidentified suspicious package.

If a telephone call is received, inform the Principal/Headteacher and the Site Manager and follow the evacuation procedure to clear the building immediately. It will be important to the Police to know the exact words, and if possible, a description of the voice of the person making the call.

If a suspicious package is identified, clear the immediate area (a safe distance is a minimum of 100 metres) and inform the Principal/Headteacher and the Site Manager. An assembly area, if possible out of direct line of sight of the package, and away from any glass, should be identified as part of your planning.

Call the Police.

### **6. MATERIAL DAMAGE ACTION**

In the event of loss, due to any circumstances, of any educational estates or part thereof, the following action should be taken:

- Evacuate the building and inform the Principal/Headteacher and the Support Services Manager or designated person.
- Assemble as detailed by fire regulations.
- Inform the Principal/Headteacher or the Support Services Manager or designated person, who will take action as detailed in the school/academy Critical Incident Management Team "Responsibilities" section.

## 7. PROBLEMS CAUSED BY ADVERSE WEATHER CONDITIONS

The normal school/academy day will continue as far as is practicable. Should this become questionable the Principal/Headteacher will liaise with members of the School Leadership Team and, if deemed necessary, escalate to the CEO.

The Principal/Headteacher will liaise with staff on the need for student attendance. If administrators are unable to get into school/academy, other staff on site will staff the office telephones to deal with incoming calls. The Principal/Headteacher will delegate as appropriate.

### Who to inform:

- Inform parents/staff by your normal channels, i.e. text message, school/academy website, local radio. The following radio stations will make announcements for parents, and in the case of BBC Radio York, will update their webpages throughout the day. Remember you will need to have the password.
  1. BBC Radio York – 01904 622033 (from 6:00am until 10:00pm), email [www.bbc.co.uk/york](http://www.bbc.co.uk/york)
  2. BBC Tees – 01642 225511
  3. BBC Leeds – 0113 224 7041, Email [radio.leeds@bbc.co.uk](mailto:radio.leeds@bbc.co.uk)
  4. Capital FM (North East and Yorkshire) – 0333 2002000, Email [Yorkshire.schools@thisisglobal.com](mailto:Yorkshire.schools@thisisglobal.com)
  5. Star Radio (Alpha Radio) - Email [news@thisisstar.co.uk](mailto:news@thisisstar.co.uk)
  6. TFM Radio / Magic FM – [www.tfmradio.com/register](http://www.tfmradio.com/register) to post notices
  7. Viking FM - 01482 320903
  8. This is the Coast - 01723 336444 or email [studio@thisisthecoast.co.uk](mailto:studio@thisisthecoast.co.uk)
  9. BBC Radio Humberside - 01482 225959 or email: [radio.humberside@bbc.co.uk](mailto:radio.humberside@bbc.co.uk)

If staff need to be informed “out of hours”, it is useful to have organised a staff “telephone tree” in advance. At times of emergency, you do not want to be organising this on an “ad hoc” basis whilst you have others things to think about.

- Inform Home to School Transport Contractors
- Inform the Local Authority: CYC - 01904 551554 / NYCC - 01609 532234 / HCC - 01482 615102

## 8. FIRE ACTION

Details of fire drill procedures are contained in every school/academy building. These must always be up to date.

If a fire is discovered during the normal working school/academy day:

- Dial 999 and inform Principal/Headteacher/Support Services Manager
- Evacuate the building (each school/academy should follow their own Fire Evacuation Procedures)
- Assemble at your designated assembly point

Outside normal school/academy hours:

- Dial 999 and inform Principal/Headteacher/Support Services Manager and Trust Operations Manager or COO
- Evacuate the building
- Assemble at your designated assembly point
- For school/academy's that have private/community lettings there must be a fire evacuation plan and evidenced fire drills

## **9. MEDICAL CONTINGENCIES**

In all cases contact the main office and take appropriate medical action.

## **10. MISSING STUDENT**

Report the incident to the Principal/Headteacher or the Vice Principal/Deputy Head and, if relevant, the Head of Faculty.

- Question the missing student's friends to try to ascertain his/her intended movements.
- Inform the parents or guardian of the missing student(s).

If all avenues fail, inform the Police.

1. Tell the caller that you are answering from (name of school/academy) (this is important as there have been occasions where although the caller intended to give a warning they have misdialled and the warning has been received by the wrong organisation).
2. Record the exact wording of the threat.

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ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE	
Where is the bomb right now?	
When is it going to explode?	
What does it look like?	
What kind of bomb is it?	
What will cause it to explode? e.g. timer? will it explode if moved?	
Did you place the bomb?	
Why?	
What is your name?	
What is your address?	
What is your telephone number?	
Where automatic number reveal equipment is available record number shown:	
Record time call completed	
Inform the Principal/Headteacher: (do not delay Police call if this is not immediately possible)	
Name and contact number of person informed	
CONTACT THE POLICE BY USING THE EMERGENCY TELEPHONE NUMBER 999	
Time informed	
<b><i>This part should be completed once the caller has hung up and Police / Principal/Headteacher has been informed</i></b>	
Time and date of call	
Length of call	



Number at which call received include extension number	
--	--

**ABOUT THE CALLER**

Male	Female	Nationality	Age (by sound)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

**THREAT LANGUAGE**

Well-Spoken	Irrational	Taped	Foul	Incoherent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Message read by threat maker?

**CALLER'S VOICE**

Calm	Crying	Clearing throat	Angry	Nasal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slurred	Excited	Stutter	Disguised	Slow
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lisp	*Accent	Rapid	Deep	Familiar
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*What accent?

If the voice sounded familiar, who did it sound like?

**BACKGROUND SOUNDS**

Street	House	Animal	Crockery	Motor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear	Voice(s)	Static	PA System	Payphone
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Music	Factory	Office	Other (specify)	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

**ADDITIONAL NOTES**

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Signed		Printed		Dated	
<b>HAND A COPY TO POLICE OR YOUR EMERGENCY CO-ORDINATOR</b>					

**Regardless of whether or not the threat is considered credible, the Police should be informed.**

## HANDLING THE REACTIONS OF PEOPLE AFFECTED

People react very differently to a critical incident and each individual will have their own distinct needs. The nature of the incident itself has a major bearing on the feelings generated. The most common reactions include denial, distress, guilt, anger and helplessness.

There are, however, some common needs that should be recognised and addressed:

- Information about the incident.
- Explicit acknowledgment of the incident.
- Opportunity to talk through or otherwise express personal reactions.
- Provision of support for those helping others.
- Re-establishment of usual routines.
- Return to school/academy by students and/or staff directly affected.
- Formal and informal recognition in school/academy.

Explanatory notes:

### 1. Information about the Incident

All staff should be informed and given guidance on how to support and talk to students. Care must be taken with the words used in statements especially words which may infer blameworthiness to any individual prior to any enquiry or investigation of the incident. Outline any measures in place in school/academy to provide further help for distressed students. Provide information to families on the various kinds of help and support available to them and their children.

### 2. Explicit Acknowledgment of the Incident

The management of a critical incident can result in a great deal of stress for anyone involved, either directly or indirectly. Therefore:

- Acknowledge the emotional state of staff and students and allow time and space when needed.
- Some staff may not wish, or be able to be directly involved in supporting the students.
- The burden of support may fall disproportionately on a small number of staff.

The incident may lead to children who are emotionally vulnerable, even if they are not directly involved, having difficulties in behaviour or a lack of focus in class.

### 3. Opportunity to Talk Through or Otherwise Express Personal Reactions

Whilst attempting to encourage a return to normality, staff should be prepared to listen to their students and encourage children to talk about their feelings. Groups of children may be offered support from a School Counsellor, independent listener or outside professionals who can help them understand their reactions and develop coping strategies. Staff closely associated with the children involved should also be offered opportunities for counselling.

#### **4. Providing Support for Those Helping Others**

The school/academy should be aware of possible delayed reactions of those actively involved in responding to a critical incident. Teachers are vital in supporting students through a critical incident; but teachers may themselves need guidance and support.

#### **5. Re-Establishment of Usual Routines**

Every attempt should be made to provide as much continuity as possible. The normal school/academy day must be maintained if at all possible.

#### **6. Return to School by Students or Staff Directly Affected**

Some students involved in the incident may not be able to return immediately to school/academy. They will, inevitably, need support as they return into school life.

#### **7. Formal and Informal Recognition**

Arrangements should be made to express sympathy to families directly affected by the incident. Depending on the role religion plays in the life of the school/academy it may be appropriate to hold a service, which could play a key role in closing the incident. Anniversaries are key times and as such should be handled with sensitivity and support.

[Appendix 1 and 2](#) are both designed to provide a framework for those dealing with an incident. In addition, they provide a checklist for those taking trips/excursions away from school/academy as well as those responsible for producing and maintaining contact lists. Contact lists should be held securely in the main office and the Principal's/Headteacher's office.

#### **8. The Major Incident Response Team (MIRT)**

Requests for the deployment of MIRT should normally be directed through the Local Authority Council Emergency Planning Unit (see [Appendix 5](#)). It must be borne in mind, however, that members of MIRT are not counsellors, but can provide emotional support to persons involved.

#### **9. Physical and Mental Well-Being**

Stress and trauma can affect people in different ways. All members of staff should be aware of the signs and symptoms that may manifest themselves in cases of stress. Persons thought to be suffering from stress, or displaying any of these symptoms following a critical incident should be encouraged to seek medical advice at the earliest opportunity.

## SITE PLAN FOR INITIAL INCIDENT MANAGER

## A. When the incident does not affect access to the main school:

Room No.	Occupant (during normal working day)	Use during Incident
	Principal's/Headteacher's PA	Dedicated phone line and confidential office for receiving calls
	Principal/Headteacher	Confidential meeting room for SLT, Police and agencies
	<b>Designated Room</b>	Incident management room - base for members of CMT

## B. When the incident affects access to the main school – allocate another room:

Room No.	Occupant (during normal working day)	Use during Incident

C. When the incident affects access to the full school/academy site. Then options will be decided on by the Principal/Headteacher, in correspondence with the Trust. One location may be the Local Authority head office or an alternative appointed venue.

**Local Authority Address to be added by academy/school**

Managing The Incident		
Action (not necessarily in order of importance)	Action taken (tick)	By whom (initial)
Obtain and collate information about the incident		
Contact the Trust's Chief Operating Officer or the Chief Executive Officer		
Contact and inform the required staff member		
Commence call cascade		
Set up a room for use of CMT - as defined in the Site Plan		
Critical Management Team (CMT) meet to discuss and plan		
Contact families whose children are involved NB: <i>The families of deceased students should be contacted by the Police in the first instance.</i>		
Make arrangements for informing other parents		
Inform teaching and non-teaching staff		
Inform students		
Encourage those involved to talk to each other and trained professionals		

## Hope Sentamu Learning Trust - Crisis Management Plan

Appendix 5

### Contact Details - School Priority

Post	Name	Address	Email	Mobile	Home
<b>Chief Executive Officer of HSLT</b>	Helen Winn	Central Services Team - HSLT Based at Vale of York Academy	<a href="mailto:h.winn@hslt.academy">h.winn@hslt.academy</a>	07895 204002	07827 919330
<b>Chief Operating Officer of HSLT</b>	Wendy Munro	Central Services Team - HSLT Based at Vale of York Academy	<a href="mailto:w.munro@hslt.academy">w.munro@hslt.academy</a>	07713 385382	
<b>Trust Operations Manager of HSLT</b>	Karen Forrester	Central Services Team – HSLT Based at Vale of York Academy	<a href="mailto:k.forrester@hslt.academy">k.forrester@hslt.academy</a>	07708 345722	
<b>Trust Facilities Lead/s</b>	Tommy Ashes (York) Paul Garton (Hull)	Central Services Team – HSLT	<a href="mailto:t.ashes@hslt.academy">t.ashes@hslt.academy</a> <a href="mailto:p.garton@hslt.academy">p.garton@hslt.academy</a>	07739859277 07716 092817	
<b>Principal/Headteacher</b>					
<b>School Emergency Contact</b>					
Vice Principal/Deputy Headteacher					
Head of Arts Faculty					
Head of English Faculty					
Head of Humanities Faculty					
Head of Maths Faculty					
Head of Modern Foreign Languages Faculty					

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Head of Science Faculty					
Head of Technology Faculty					
Year Leader – Year 7					
Year Leader – Year 8					
Year Leader – Year 9					
Year Leader – Year 10					
Year Leader – Year 11					
<b>Contact Details - Site</b>					
<b>Post</b>	<b>Name</b>	<b>Address</b>	<b>Email</b>	<b>Mobile</b>	<b>Home</b>
Vital					
Support Services Manager					
Site team (1)					
Site team (2)					



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City of York Council / North Yorkshire County Council / Hull City Council – Each school to complete where necessary

Department	Role	Name	Email	Mobile	Office
<b>York - Emergency Planning Office</b>	<b>Major Incident Response Team</b>	<b>CYC Duty Lead Chief Officer</b>		<b>24 Hour 07880 505369</b>	<b>01904 551039</b>
York - Education Services	Children, Education and Communications Assistant Director, Education & Skills	Maxine Squire	<a href="mailto:maxine.squire@york.gov.uk">maxine.squire@york.gov.uk</a>	07860 432609 07990 793483	01904 553007
York/NYCC/Hull Health & Safety	Health & Safety Team		<a href="mailto:healthandsafetyteam@york.gov.uk">healthandsafetyteam@york.gov.uk</a>	07767 318245	01904 554131
York - Health & Safety	Education Visits Advisor		<a href="mailto:healthandsafetyteam@york.gov.uk">healthandsafetyteam@york.gov.uk</a>		01904 554509
Hull – Health & Safety	Education Visits Advisor				
Insurance - RPA					
NYCC York	NYCC Children & Young People’s Service Children’s Front Door		<a href="mailto:childrensfrontdoor@york.gov.uk">childrensfrontdoor@york.gov.uk</a>		01609 532234 01609 534375 01904 551900
Hull	Children & Young People’s Service				
Hull - Education Services	Assistant Director Learning & Skills	Jo Moxon	<a href="mailto:jo.moxon@hullcc.gov.uk">jo.moxon@hullcc.gov.uk</a>	07787 554190	01482 615102

## Hope Sentamu Learning Trust - Crisis Management Plan

Emergency Services and Utility Companies (Each school to complete)

Organisation	Department/Company	Contract Details / Location of Meters/ Meter Nos	Phone
<p style="color: red; margin: 0;"><u>Emergency Services</u></p> <p>Police Ambulance Fire &amp; Rescue Service</p>	Control Room	N/A	Emergency – 999 Routine – 101
Burglar Alarm Response and Contractor			
Catering Contractors			
Electricity Supplier			
Fire Alarm Contractor			
Fire Alarm Response			
Gas Supplier			
Glaziers			

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School Bus Contractor			
School Bus Contractor			
Taxi Company			
Telephone System			
Water Supplier			

# Hope Sentamu Learning Trust - Crisis Management Plan

## Appendix 6

### POLICIES AND PLANS

Refer to the following policies/plans for additional information:

- Health & Safety Policy
- Fire Safety Policy
- Educational Visits Policy

Up-to-date copies of the above policies must be retained with the official copies of this document.

# Hope Sentamu Learning Trust - Crisis Management Plan

## Appendix 7

### FIRST AID

The locations of the first aid kits within school/academy are:

Office Locations	

The First Aiders within school/academy are:

First Aiders	

Please be aware that the above have been trained to administer emergency first aid, they are not medically trained and will not be expected to make any diagnosis.

# Hope Sentamu Learning Trust - Crisis Management Plan

## Appendix 8

### UTILITY ISOLATION POINTS

The following utilities currently serve the school/academy site; water, electricity, gas and oil. A site plan detailing the isolation points for the school/academy buildings is available from the Site team; a copy must also be retained with official copies of this document.

# Hope Sentamu Learning Trust - Crisis Management Plan

## Appendix 9

### REVIEW, MONITOR AND MAINTENANCE OF SCHOOL CRISIS MANAGEMENT PLAN

The Principal/Headteacher is responsible for the maintenance of this information. Personal contact details especially should be checked at least every 6 months, whilst organisational details should be checked at least annually.

Copies of this information should be kept securely in the following locations:

- Main Office
- Principal's/Headteacher's Office
- Central Service Team - Trust Operations Manager

# Hope Sentamu Learning Trust - Crisis Management Plan

Appendix 10



## School Crisis Management Plan Policy Contact details consent form

### Agreement for your contact details to be listed in the School Crisis Management Plan Policy

I, \_\_\_\_\_(print name) understand that my contact details, including: Name, Post held, Address, Email, Mobile number (and where required) personal mobile phone number and home phone number will be listed in the Trust's School Crisis Management Plan Policy for use in an emergency crisis situation. I agreed to my personal contact details being checked at least every six months. If I change my contact details I will inform the Principal/Headteacher's PA as soon as is practicable.

This policy is not published on any Trust website and will be held securely in the main Trust office and the Principal's/Headteacher's office for each of the Trust's schools/academies. This data will be processed in line with the Trust's Data Protection Policy and the UK GDPR.

I give permission for this data to be used as outlined above and will return a signed copy of this form to the Principal/Headteacher's PA.

<b>Signed:</b>	<b>Date:</b>
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