

CRITICAL INCIDENT POLICY

Approved by	IEB
Date approved	Summer 2025
Review date	Autumn 2026

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1. Introduction and Principles

This policy should be read in conjunction with the Trust Business Continuity Plan which is held on the CET Published Drive under Policies.

The Trust Business Continuity Plan is the overarching document, and this school level policy provides operational level detail reflecting the school's staffing structure, location, and context.

This policy should be read in conjunction with other school incident plans including fire and lock-down policies.

The plan should be treated as a secure document and its contents kept confidential at all times.

Copies of this plan are held by the people holding the following positions:

- Headteacher.
- Deputy Headteacher.
- Bursar
- Chair of Local Committee.
- Director of Operations
- Director of Finance
- Pastoral Support
- Site Manager
- IT Manager

This policy includes the contact information for staff responsible for dealing with different aspects of emergencies (03. School Emergency Response Team) and their roles.

This policy will include other useful local contact numbers in cases of emergency.

Access to staff and student data with home phone numbers can be accessed from SIMS and staff should also have other methods to hand for accessing such data if the SIMS system is unavailable – for example School Spider messaging service.

This policy should be updated at least annually at the start of an academic year. Interim updates should be made for any major changes e.g., to staffing.

The objectives of this plan are as follows:

- Ensure swift and appropriate action takes place
- Offer and/or coordinate immediate and appropriate action
- Offer reassurance to parents, carers, families, and the community
- Provide prompt and accurate information
- Maintain as far as possible, normal routines
- Keep accurate records of events and actions taken

2. Guidance

The purpose of this policy is to deal with events, usually sudden or unexpected which involve experiencing significant distress which potentially overwhelms normal responses and procedures.

An emergency is an event or events, usually sudden and unexpected, which involves experiencing significant personal distress, to a level which potentially overwhelms normal responses and procedures, and which is likely to have emotional and organisational consequences and/or may cause serious reputational damage to the Trust.

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

Examples of emergencies include:

Building Related	Pupil Related
<ul style="list-style-type: none">• Fire or explosion• The destruction or serious vandalising of part of the school / establishment• Building collapse• Gas leak• Extensive damage to property• Industrial incident• Civil disturbances and terrorism• Bomb scare / hoax• Evacuation of the immediate area / school	<ul style="list-style-type: none">• Serious pupil behaviour / conduct issue including fighting, racial hatred.• A pupil, child or employee being taken hostage• Death• Significant injury• A deliberate act of violence or any other criminal act• A serious accident or fatality• Infectious disease
IT / Cyber Related	Staff Related
<ul style="list-style-type: none">• Organisation wide cyber threat• Serious data protection breach	<ul style="list-style-type: none">• Serious staffing issue threatening reputational damage• Staff serious incident or fatality
Community	
<ul style="list-style-type: none">• Death or injuries on school / transport• Death or injuries during school organised trips• More widespread disaster in the community	

3. School Emergency Response Team

It is the responsibility of all Emergency Response Team members to notify the designated persons, HR department, of any changes to their contact details. It is also each member's responsibility to ensure they are familiar with their role and responsibilities in a Critical Incident:

Name/Designation	Role	Contact Numbers (Mobile numbers available on school version)
Chloe Noon (Headteacher)	Incident Manager	0161 6720555 x 5301

		Mobile – 07414 161444
Kate Morris (Deputy Headteacher)	Deputy Incident Manager	Mobile – 07951 768884
Kate Edwards (Bursar)	HR	0161 6240555 x 5302 Mobile – 07969 069126
Angela McQuaid (Pastoral Support)	Parent Liaison Officers	0161 6720555 x 5304
Janet Abbott (Chair of Governors)	Governor Liaison	tbc
Christine Ellis (Chief Operating Officer)	Media Liaison Officer	0161 624 1484 x 2238 Mobile - 07412622037
David McGrail (Caretaker)	Estates	0161 6720555 Mobile - 07447971349
Craig Hawes (IT Manager)	IT Coordinator	0161 624 1484 x 2317 Mobile - 07973336080

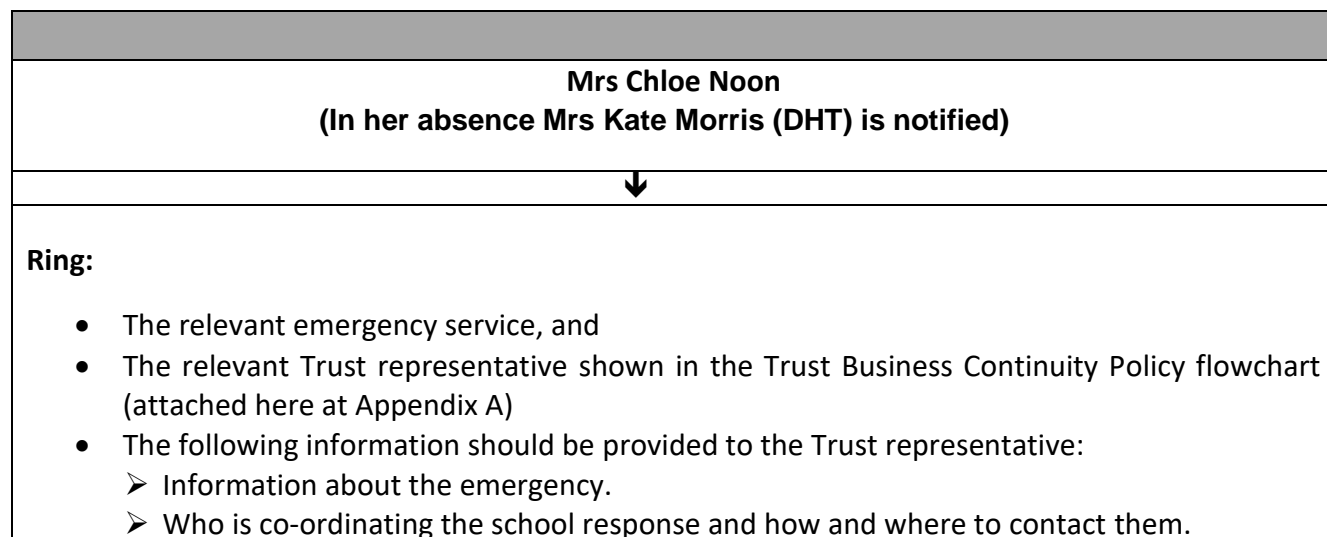
4. School Emergency Response Pack

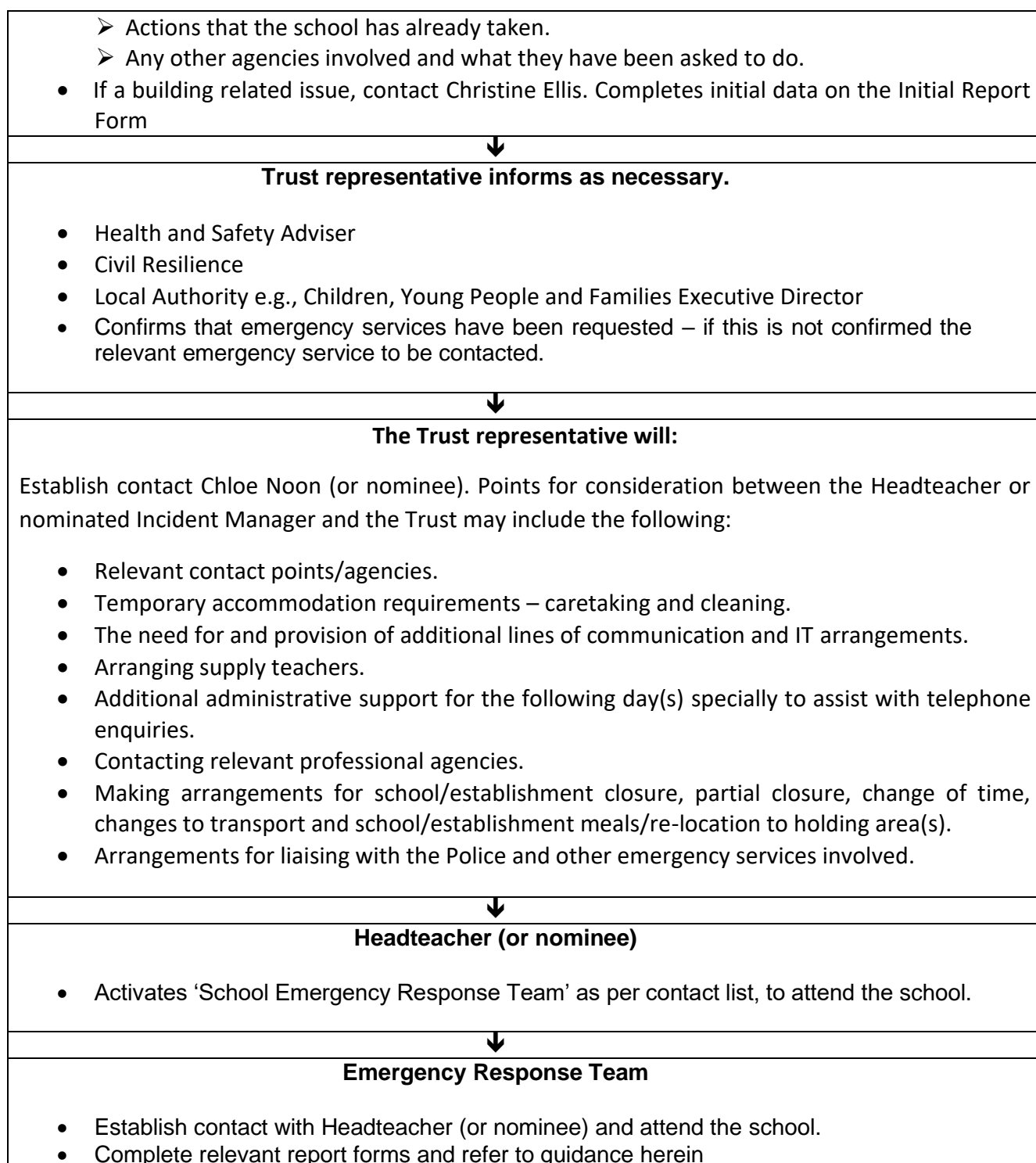
The emergency pack is located in the Main Office and consists of:

- Contact Information for LA First Response Unit and School Emergency Response Team
- Contact Information for Services/Contractors including all emergency services, agencies, and radio stations
- Blank 'Initial Report' Forms
- Blank 'Log Sheets' (Information Recording Sheets)
- Blank 'Checklists'
- Copies of Action Cards for School Emergency Response Team
- Set of School Plans including details of utilities/asbestos. Asbestos details in Bursar's Office
- List of School First Aid Officers
- List of First Aid Kits Around School
- Copy of Trust Business Continuity Policy

5. Activation of an Emergency or Major Event - Procedure

In the event of a school related emergency the Business Continuity Policy determines the process. Specific proposed arrangements for Little Heaton CE Primary School are outlined as follows:





6. Initial Report Form

As soon as possible write down the following to inform any investigation:

Time of incident	
Date	
Brief description	
Location	

Witnesses	
------------------	--

Information to provide to emergency services:

Names of those involved	
Number of people injured	
Total number in group	
Details of injuries as known	
Action taken so far	
Contact point	

7. Emergency Response Action Card - Headteacher

The Incident Manager (usually the Headteacher) will complete and check as follows:

When Alerted (Date and time)	
<u>Clarify Incident Details as far as possible</u>	
Contact Trust representative as per Business Continuity Policy	
Complete initial data on the Initial Report Form	
Start a written log of all information received, relayed and actions taken.	
Alert those responsible for assistance as highlighted in the Activation Chart (section 5.0)	
During non-school hours, arrange for the school premises to be opened if necessary.	
During school hours unless there is overwhelming pressure, avoid closing the school and endeavor to maintain normal routines and timetables. If the school has to be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (section 14 and 15)	
Arrange for set up of an incident room and arrange for an initial briefing of School Emergency response team and then of any other relevant parties (e.g., Press, Parents)	
Provide guidance to the School Emergency Response Team through the use of the major incident checklists	
Continuing the response <ul style="list-style-type: none"> Continue to collate incident updates and all relevant information. Ensure all decisions are communicated to relevant internal and external parties. Ensure regular briefings for staff and pupils. Arrange further regular staff briefings as appropriate. 	

Longer Term issues

- Give people the opportunity to talk about their experiences.
- Conduct a debrief meeting.
- Monitor staff and pupils informally.
- Ensure procedures are in place for referring people to relevant agencies for further support
- Continue to keep a record of continuing issues and actions
- Advise any new and temporary staff what has happened and potential effects so that they can be aware.

8. Emergency Response Action Card – Deputy Incident Manager/Deputy Headteachers

The Deputy Incident Manager (usually the Deputy Headteacher) will complete and check the following:

When Alerted (Date and time)	
<u>Clarify Incident Details</u> <ul style="list-style-type: none">• Start a written log of all information received, relayed and actions taken.• Assist the Incident Manager in alerting colleagues, establishing the School Emergency Response Team, and completing the Initial Report Form if necessary• Help to alert all other staff of the incident• If the school has to be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (section 14 and 15) for additional Deputy Incident actions	
<u>Continuing the response</u> <ul style="list-style-type: none">• Ensure that all staff are aware of each other's incident response role and responsibilities• Assist the incident manager as required• Help to keep all staff regularly updated• Organise a staff roster and ensure that staff breaks are scheduled• Monitor Staff responses and arrange support where necessary	

9. Emergency Response Action Card – Bursar

When Alerted (Time and Date)	
<u>Clarify Incident Details</u> Start a written log of all information received, relayed and actions taken.	
<u>At the school</u>	
<ul style="list-style-type: none"> • Allocate telephone numbers for incoming calls (mobile or landlines) for Parents, Families, Media, Responding Agencies and Trustees • Allocate a number of lines for outgoing calls. • Inform staff of the designated telephone numbers • If the school has to be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (section 14 and 15) for additional Administrator actions 	
<ul style="list-style-type: none"> • Ensure there is a stock of blank log sheets and other stationery 	
<ul style="list-style-type: none"> • Collate all relevant information e.g., parent/next of kin contact details. 	
Log all incoming and outgoing calls and ensure that messages and notes are passed to the Incident Manager for allocation. Make a note of: <ul style="list-style-type: none"> • Date and Time of call • Name of caller/Person called • Organisation • Message • Response • Action taken 	
Make a record of any costs incurred, for example, extra staff hours, refreshments, transport etc.	
Assist in recording details of visitors to the site and in providing means of identification	
Assist the School Emergency Response Team as directed	

10. Emergency Response Action Card – Media Liaison Officer

When Alerted (Date and time)	
<u>Clarify Incident Details</u> Start a written log of all information received, relayed and actions taken.	
Council Communication Team, Incident Manager and nominated Service Director to agree media strategy. Ensure any strategy is communicated to the rest of the School Emergency Response Team.	
Ensure all relevant parties are aware of your contact details and provide first point of contact for all media enquiries.	
Make arrangements for regular internal communication to members of staff.	
Prepare briefing notes and media statements in conjunction with the Council's Communications Team and Incident Manager.	

11. Emergency Response Action Card – Parent Liaison Officer

When Alerted (Date and time)	
<u>Clarify Incident Details</u> Start a written log of all information received, relayed and actions taken.	
At the school <ul style="list-style-type: none"> • Obtain briefing by Incident Manager and agree information/briefing possibly a prepared text, so that a consistent message is given out to all callers. • Confirm contact details and be ready to act as first point of contact for incoming enquiries. • Where appropriate, obtain and offer further contact numbers for support and additional information. 	
Ensure all incoming and outgoing calls are logged. Details to include: <ul style="list-style-type: none"> • Name of caller/person called • Time and Date • Message received/given • Response • Further action taken 	
Arrange a meeting/greeting point on site for any parents & relatives visiting the school.	
Ensure the names of all visitors are recorded	
Make arrangements to ensure that parents/relatives are not left alone on site.	
Consider the need for additional support for visiting parents & relatives i.e., tea, coffee, school clergy, counselling etc	
Where appropriate and if families give their consent, offer the contact numbers of other families involved in the incident. (Wherever possible, parents of all other children in the school should be warned that the school has experienced a crisis and that their child may be upset).	
Attend staff briefings and ensure that all information and briefings are updated regularly.	

12. Emergency Response Action Card – Bursar

When Alerted (Date and time)	
<u>Clarify Incident Details</u> Start a written log of all information received, relayed and actions taken.	
Check access and egress routes for visiting parents and consider any special instructions which may need to be communicated	
Liaise with the Incident Manager and Media Liaison Officer to ensure that the media are not being intrusive	
Arrange a specific area for media briefings	
Arrange for a specific area for visitors	
If necessary, collate plans of school premises and relevant utilities information	
Ensure all staff and visitors are wearing correct identification throughout their visit.	
Ensure all welfare facilities are working and well stocked	
If the school has to be evacuated, staff and pupils will be re-located to the holding area(s). Refer to the Immediate Incident Checklist (sections 14 and 15) for additional Estates Manager actions <u>Out of school hours</u> Ensure the school is opened and heating and ventilation systems are turned on.	

13. Information Recording Sheet

Name: _____

Page ____ of ____

Date	Time	Action Requested	Action Taken

14. Major Events Checklist

ACTIVITY	DONE (☑)	WHO BY?	WHEN?
Establish type of incident and refer primarily to Trust Business Continuity Policy			
Call emergency services			
Contact Trust representative as appropriate and determined in Business Continuity Policy			
Activate evacuation procedure - assemble at agreed locations and ensure Safety of Pupils and Staff			
Roll call			
Everyone safe (including joint users)			
Restrict access to the affected areas			
Pupils / students are assembled in the designated area and supervised. Visitors are free to leave.			
If necessary, contact the Central Control Room (0161 633 1803) or First Response Unit (buildings related) on 0161 770 2222 (24 hr)			
Declare an emergency exists. If the school has to be evacuated, staff and pupils will be re-located to the holding area(s).			
Activate School Emergency Response Team - identify a suitable meeting area			
Complete Initial Report Form			
Obtain a copy of students, staff and their families contact lists			
Liaise with emergency services incident officers at the scene			
Record the details of casualties: -			
Obtain information on: Names			
Obtain information on: Injuries			
Obtain information on: Current location of casualties			
Obtain information on: Where will be moved to			
Obtain information on: Whether next of kin have been informed			
INJURY			
Who is accompanying injured person(s) to hospital			
Provide accommodation which is restricted to next of kin, pupils, and staff, as appropriate			

Provision of immediate transport, assistance, and counselling as appropriate			
INCIDENT IN SCHOOL TIME			
Decide whether to keep other pupils in school (if re-location to the holding area(s) is not required)			
Decide whether to send pupils home (all or some) (if re-location to the holding area(s) is not required)			
Arrange transport and make arrangements to manage those pupils who remain			
Review services for students e.g., catering			
Provide letter for children to take home to their parents, explaining what has happened so they receive your version of the facts and the actions that the school are taking.			
INCIDENT OUTSIDE SCHOOL TIME			
Decide how to contact parents to inform them of the incident and taken course of actions; for bad news avoid phone chains			
Consider announcements via the local radio stations			
RE-LOCATION TO THE HOLDING AREA(S)			
The Bursar will contact the holding areas to inform them of the situation and to confirm whether or not they are in a position to host us. Once confirmed, The Estates Manager will update the Deputy Incident Manager with available locations			
The Deputy Incident Manager will update the Incident Manager of the confirmed locations and check that all pupils are accounted for before re-location to the holding area(s) commences.			
The Administrator will make arrangements for the updating of the website and other relevant communications e.g. My Ed			
Inform pupils/staff that we will be re-locating to the holding area. School rules about use of mobile phones are still in force.			
Arrange transport for disabled/fewer mobile staff/pupils in order for them to get to the holding area(s) – e.g., pupils/staff on crutches, visually impaired students, heavily pregnant women, etc			
Year groups to be re-located to the holding area(s) in year group order. Class teachers to lead their class. Support staff allocated to a year group and asked to aid with supervision. Pupils to remain with their year group and form groups at the holding area			

Once clearance has been given, pupils return to school and assemble in their classrooms with their teacher. The structure of the normal school day will then resume			
Website updated and other agreed communication channels			

15. Major Incident Checklist Stage 1

Actions for consideration by the School Emergency Response Team in the first 24 hrs

Action	Contacts / Comments	Completed	Who By
Establish an Incident Management Centre (SIMC)	On or off school's premises – liaise with Local Authority if necessary		
Delegate individual(s) to notify all staff	e-mail, manual call, meeting		
Ensure radio station contact details and passwords are accessible to all your recovery team.	This will allow the communication of any Help Line number to all interested parties (if necessary).		
Provide current incident information to staff dealing with calls			
Activate procedure for informing parents	This might be undertaken via the school answer phone/website/VLE (all accessible remotely) or other agreed procedure e.g., radio station. This procedure could also inform other relevant people such as trades people, out of hours users, support staff, etc.		
Actively manage pupils and assess what welfare support is required			
Establish media communication via the Trust representative	Pass media enquiries to the Trust representative as soon as practically possible		
Establish priorities for salvage and advise emergency services and recovery team	These might include e.g.: Equipment, records, registers, chequebooks		
Make alternative arrangements for examination groups			
Assess disruption to education process			
Update Chair of Local Committee			
Record Financial expenditure			
Set up internal/perimeter notices (If necessary)			

16. Major Incident Ongoing Checklist

STAFF	Completed
Review Health & Safety	
Hold a staff briefing session as soon as possible	
Ensure all health & safety risks have been identified and are being managed, work with the Health and Safety Representative (section 21) as necessary	
Provide staff at set points to meet students coming to / returning to school	
Provide written information regarding the incident and how it will affect the school	
Alteration to duty rotas	
Review courses/timetabling	
Issue new fire notices and procedures and record in the Fire Log Book	
Hold a fire drill as soon as possible, so pupils and staff will know their exit routes and assembly points. You may feel it appropriate to talk the pupils through the practice first.	
Alter/adapt school programmes	
Communications: Internal and External	
Consider imminent examination issues	
PREMISES	
Obtain plans of the building. Mark on them the parts which have been affected by the incident	
Walk through the buildings to amend (and then transfer to the plan):	
Check for obstacles to pupil movement	
Review services/deliveries to site including catering / cleaning etc	
Check/re allocate toilet facilities	
Identify new routes	
Review entrances/exits	
Identify new entrances/exits	
Check fire escape requirements (consult with the Fire Service if necessary)	
Walk through the grounds and establish areas where access will have restricted access for contractors and their vehicles	
Reallocate space e.g., parking, pupil areas etc	

Review site security	
Review Health & Safety	
Review fire prevention arrangements	
Review lettings / joint use arrangements and hold meetings to discuss changes	
PUPILS / STUDENTS	
Assembly – Pass on information to pupils verbally and via email.	
Issue new timetables (if appropriate)	
Inform students of restricted areas etc	
Issue an information sheet to pupils and parents (if necessary)	
Review what support students require	
PARENTS	
Hold parents/teacher's meetings if appropriate or keep informed via school answer machine, website or School Spider.	
GENERAL	
Change the message on the school answerphone/website regarding changes to pupil attendance/access etc.	
Provide notices around the school perimeter regarding progress (if appropriate)	
Add to list as necessary	

17. Major Events Stage 2

Actions for consideration from 24 hrs to 2 weeks

Action	Comments	Person/ Group Responsible	Completed
Review Stage 1			
Identify most urgent issues	The school will need to focus particularly on key educational needs		
Evaluate damage to the building and the likely disruption to the education process			
Identify useable facilities on site	Ensure building and site safety and security (including risk assessments, safe working practices)		
Review health & safety and Security/fire prevention on site			
Review welfare support for pupils and staff			
Review of accommodation, catering and supervisory staff for pupils arriving at or remaining on site			
Relocation of all or parts of the school			
Consider alternative accommodation needs	e.g., specialist facilities		
Prepare inventory to furnish alternative accommodation			
Consider the introduction of contemplator areas	There should be suitable areas where pupils and staff have the opportunity to talk through and express their emotion e.g., areas for quiet thought or small meeting areas, etc.		
Establish alternative timetables			
Establish supply cover for teaching/non-teaching staff			
Check/reschedule examination arrangements			

Update information to school users and local community	Website/Email Answerphone/t2p		
Formalise any revised transport arrangements	Provide instruction to companies to proceed or advise of alternative arrangements If necessary, consider arrangements for getting pupils home		
Review services/deliveries to site	Catering/cleaning		
Update governor, staff, and parents			
Notification to RPA, other Insurance			
Initiate salvaging of contents	In conjunction with the appointed loss adjustor.		
Prepare inventory of destroyed / damaged items			
Cleaning			
Authorise initial repair work	In conjunction with the appointed loss adjustor.		
Liaise with other interested parties	Determine the stakeholders involved, e.g., night classes, after-school clubs, other agencies, voluntary groups using the school premises		
Liaise with diocesan authorities where			
Manage Financial			
Repair/reinstate communication systems			
Repair/reinstate IT systems			
Instigate welfare support for pupils and staff			
Inform parents and pupils of alternative temporary arrangements and transport			
Overhaul the fire alarm / fire detection / security systems (if necessary)			

18. Stage 3 – After the Incident – Actions for Consideration

Action	Comments	Responsibility
Review Stages 1 and 2		
Review welfare support for pupils and staff		
Review any temporary accommodation		
Scaling down of LA Involvement		
Continue with the communications to outside interested bodies		
Update media information as necessary		
Planning new building (if necessary)		
Rebuilding and occupation of new/ repaired premises		

19. Other Resources

The following is a suggested list of accommodation requirements for effective management of a major incident:

- A designated room for the Emergency Response Team with:
 - At least one telephone line for incoming calls
 - At least one telephone line for outgoing calls
 - A transistor radio for public information and news briefings
 - A TV for news bulletins
 - A computer with access to the internet
 - A plan of the school/establishment buildings and grounds
 - Enough space for the Emergency Response Team and any other services/agencies involved
 - Stationery such as Information logs, note pads, pens, staplers, whiteboard and/or flip chart pens etc
 - Refreshment facilities (kettle, coffee, tea, etc)
- A designated room for Media Management (away from the Emergency Response Team:
 - At least one telephone line
 - Access to toilet facilities
 - Enough space to conduct briefings
 - Refreshment facilities (kettle, coffee, tea, etc)
- A designated room(s) for parents/families (away from the Media and Emergency Management Response Team)

20. Educational Visits

It is important that all schools maintain an up-to-date list of emergency contacts for all pupils and staff. This information should include the following, as a minimum, and should be taken on all school trips/journeys taken out of school hours or that involve overnight accommodation.

- Name of Pupil / Student
- Date of Birth
- Home Address
- Telephone Number
- Emergency Daytime Contact - (Address and Telephone number)
- Alternative Emergency Daytime Contact - (Address and telephone number)
- Doctor's Name
- Practice Address
- Telephone Number
- Any Medical Condition
- Any Medication
- Special Dietary Requirements
- Allergies

In emergency:

- Assess the situation (Any immediate dangers?)
- Deal with immediate danger to self or other group members.
- Account for all members of the group.
- Arrange First Aid (A, B, C)
- As appropriate, remembering priorities ABC.
- Airway
- Breathing
- Circulation (bleeding)
- Make any casualties as comfortable as possible, but only move them if absolutely necessary (e.g., to maintain airway if unconscious).
- Get help Ring 999 (112 outside UK) for Ambulance, Police, Fire Brigade, Mountain Rescue, etc.
- Do not make public statements
- Ring School emergency contact
- School daytime number 0161 672 0555
- Establish a contact point and identify a member of staff to liaise with the emergency services
- Arrange for someone to travel with casualties to hospital
- Make arrangements for non-casualties to return to school/base
- Record details of incident and actions taken.

The school educational visits policy gives full and comprehensive guidance and can be found on the Published Drive under Policies\Health&Safety.

21. Useful Contact Numbers

Below is a List of useful numbers. The Incident Manager (usually Headteacher) will determine relevant contacts.

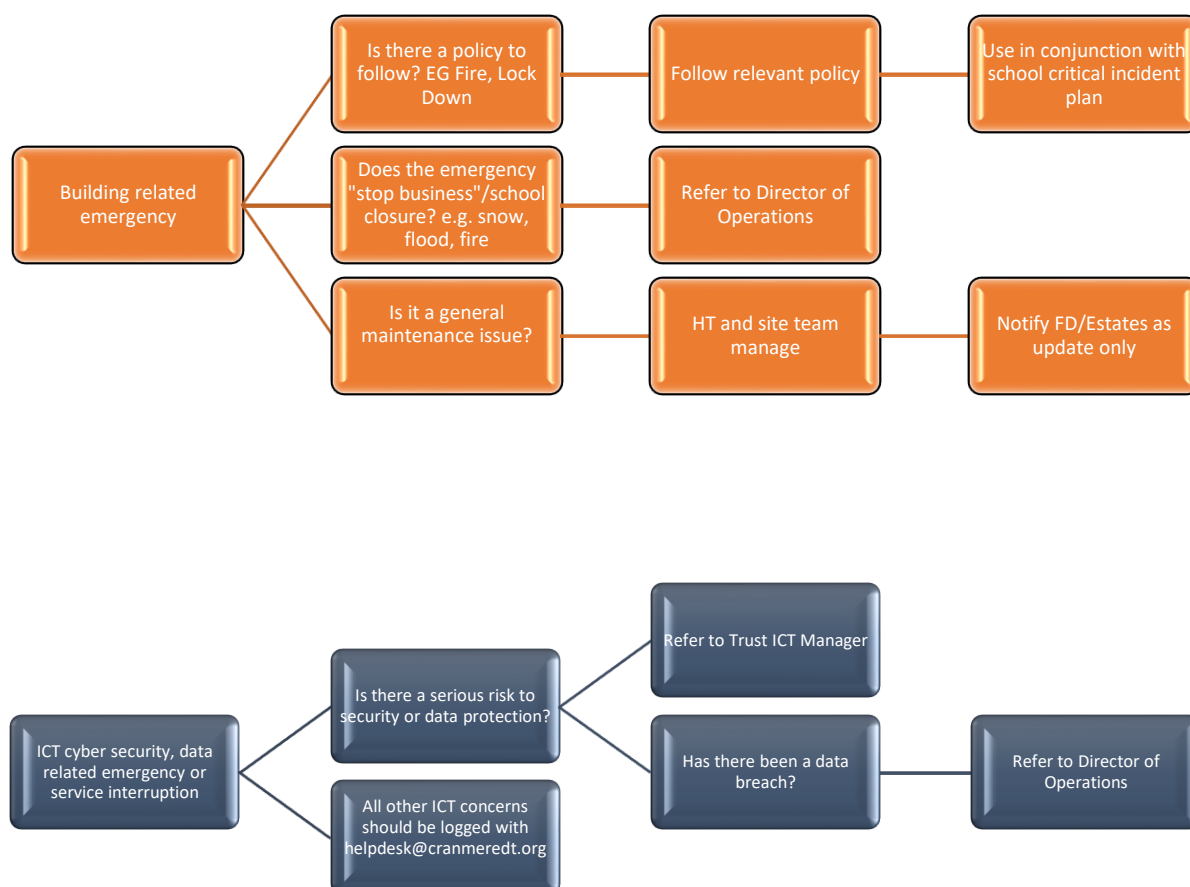
Remember if these numbers are to be added to any plan it is vital that they are kept up to date

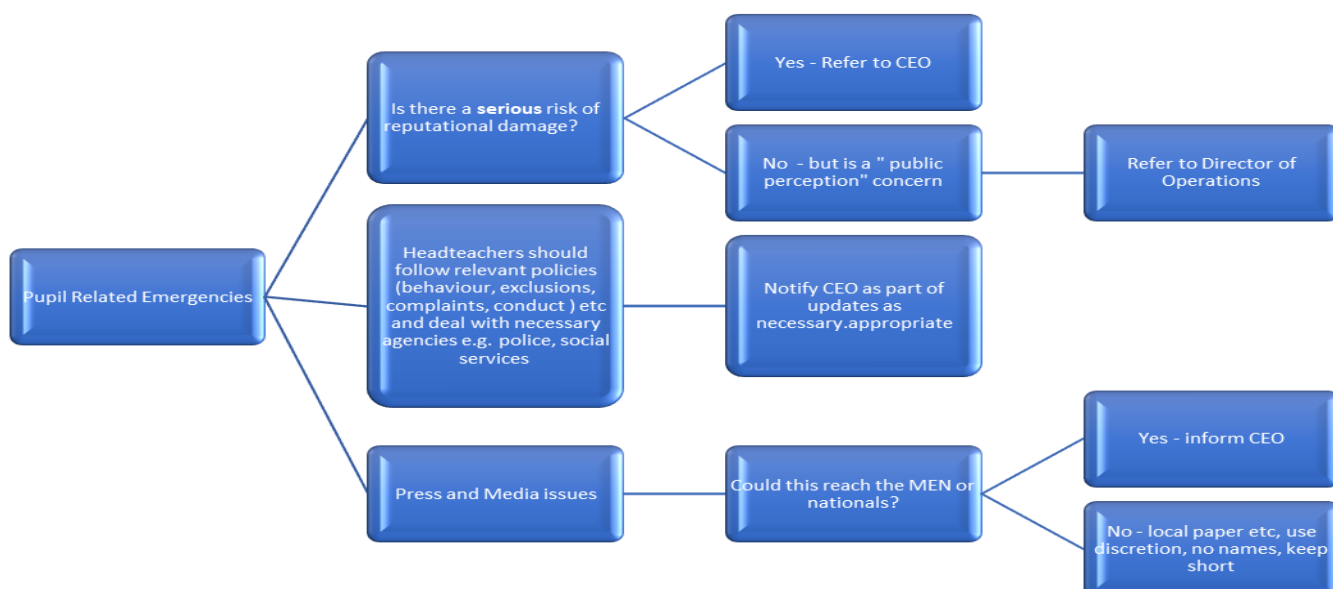
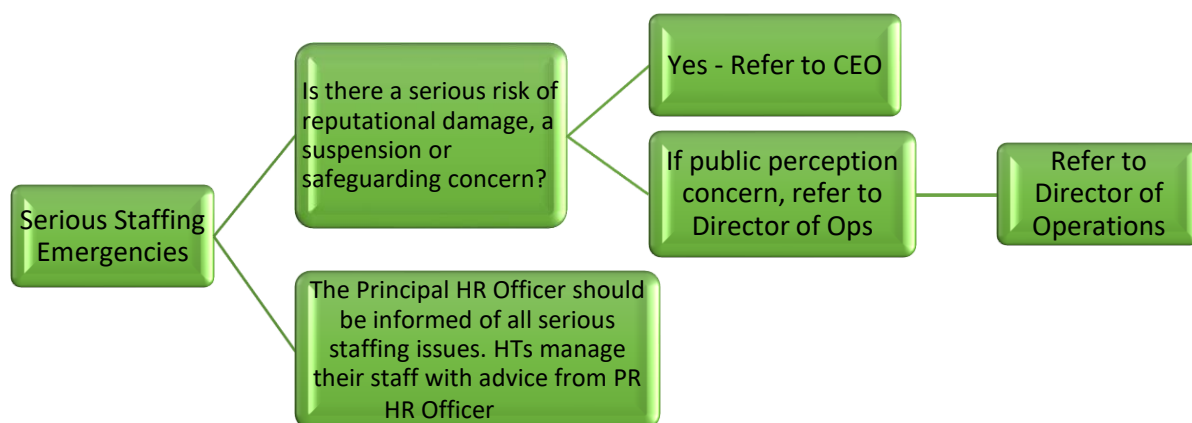
RADIO STATIONS			
Hits Radio Manchester	Email: news@key103.co.uk with 'School Closures' as the subject.	Tel: 0161 288 5070	Password: Purple
BBC Radio Manchester	radio.manchester@bbc.co.uk	Tel: 335 6900 or 228 2255	School DFE No.
Capital FM	Email: Manchester.schools@thisisglobal.com	Tel: 0161 662 4766	Password: CASTLE & DFE No. Capital will direct parents to a link on their website to the Local Authority web pages to check the list of closed schools.
Supplier Contact Details			
Grit Suppliers	<ul style="list-style-type: none"> Moston Janitorial Norman Ashworth Ltd – Bobcat digger Council Highways Department (Gritting) 	0161 688 8282 Darren Brown – 01706 648501/07808 906 190 01706 647474	
Caterers	<u>01706 925770</u> <u>07976 059220</u>	Keally.george@rochdale.gov.uk	
Alarm Engineer	Paul Meyer – Titan Electronics	07531 434077	
Telephone Engineers	CET	Craig Hawes 0161 624 1484 x 2317	
Locksmiths	Lancashire Lock & Safe Company (Edward Lennihan) lockandsafe@btconnect.com	01706 638947 / 07803 671782	
GAS – Cadent	Emergency Gas Leak	0800 111 999	

ELECTRICITY – Electricity North West	Electrical Supply		0800 195 4141 150 (MOBILE ONLY)
WATER – United Utilities	Water Supply. Stop Taps located in boiler room, on the left near the door		01925 462 200
Specialism, where appropriate	Contact	Name, if applicable	Telephone Number
Health and Safety	Health Safety and Wellbeing	Compliance Education	0161 770 3165
Health and Safety consultant/ representative		Angela Hannaford	07501 933731
Educational Visits	Outdoor Education Adviser	David Scourfield	07976 059303
Rochdale LEA	School Safety Team		01706 925 600/5615 HOURS: 08:30 – 16:45
Rochdale MBC	Emergency Call Out (Out of hours)		01706 644 950 Out of Hours: 16:45 – 08:30
Rochdale MBC	Media Unit	Media Manager	01706 864 761
School Insurance issues	RPA		0113 246 2040
Criminal Acts/Violence	Police		101 – non emergency number
EHASH (Early Help and Safeguarding Hub)			0300 303 0440 (8.30am – 4.45pm) Out of hours emergency line 0300 303 8875

Appendix A - Trust Business Continuity Policy flowchart

Headteachers are best placed to make decisions regarding their Schools, they have autonomy, empowerment and importantly, know their Schools best, but they will recognise when an incident tips into a serious reputational damage category. In order to support Headteachers in making difficult decisions and acting objectively and rationally during a crisis situation, the following reporting and contact should be made:





A Trust representative will liaise with the school facing a critical incident in line with the above.

The following information should be provided:

- Information about the emergency.
- Who is co-ordinating the school response and how and where to contact them.
- Actions that the school has already taken.
- Any other agencies involved and what they have been asked to do.