



# Incident Recovery Plan

Author: **Headteacher**  
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Paper Copy to be held in the school office  
together with list of emergency phone numbers

## Critical Incident Plan

This policy refers to Senior Leaders. This can mean Headteacher or Deputy Headteacher.

### Rationale

Critical incidents can happen not only to pupils, teachers, parents but also to school premises which can affect their operational ability. They are difficult to predict. This plan aims to support staff in the event of a critical incident or disaster, which could involve severe damage to a site or injury to staff or pupils. We aim to ensure all staff and those who support the schools are familiar with procedures in the event of a critical incident, on or off site, so that there can be a quick, positive response.

The plan provides a framework for taking the school through the process of:

- Implementing immediate action to ensure the safety of student, staff and visitors, including the evaluation and treatment of casualties, liaison with emergency services, notification to families of individuals injured and the protection of assets.
- Establishing temporary arrangements to ensure that normal school activities are recommenced as soon as possible, which actions will include:
  - Finding safe, secure teaching environments
  - Minimising the inconvenience to students, staff and parents
  - Enabling finance and administrative procedures to be resumed with minimal delay
- Undertaking the planning and management of the actions required to establish the mid to long-term return to operational normality e.g. new buildings etc.

### Types of Critical Incident

Natural disasters	flood, storm, fire
Medical	food poisoning, meningitis, pandemic flu
Major accident	chemical spillage, transport, explosion
Off-site	outdoor education, road traffic accident
Human	terrorism, violence, serious injury, death

### Responses to incidents

1. Evacuation from building / site (e.g. fire on site, bomb threat)
2. Lock down (e.g. swarm of bees, intruder in grounds, other danger in grounds)
3. Closure of school (e.g. adverse weather, medical issues)
4. Accident / injury – on-site or off-site
5. Pastoral care e.g., death / injury of a member of the school community or their family

In the event of an incident, alternative arrangements for provision may need to be made should part or all of the site be unusable, unsafe or unsuitable. Temporary classrooms may need to be brought in and set up on the playground and/or playing fields, dependent on the scale of the incident.

Where the site is only partially accessible, senior staff may need to consider reviewing timetables and identifying where there may be capacity and what variations can be identified. It may be possible to create further capacity by using the school hall, or hiring local venues to support capacity (for example, Bluebird Social Club, Ferndown Leisure Centre etc.).

The loss of facilities and operations within the Main Building of the school would create the largest disruption to the safety and learning of the staff and pupils.

Loss of information would also create significant disruption to the academic and operational activities of Hampreston First School. The likelihood of this happening is small as information is remotely backed up daily off-site – provisioned by IT support, Trailblaze IT.

## **Key Roles**

Central to the process is the Incident Recovery Team, led by the Incident Recovery Manager, for co-ordinating and managing the school's recovery.

Responsibility will depend who is on site at the time of the incident. Headteacher/Deputy Headteacher should assume a co-ordinator role (Incident Recovery Manager). If the Headteacher/ Deputy Headteacher/s are absent, the next most senior member of staff would take control; support would also move upwards to cover key roles.

## **Headteacher/Deputy Headteacher/s (Incident Recovery Manager - IRM)**

The IRM is responsible for co-ordinating the medium to long term plans to re-establish operations, procedures and premises to at least the standard prior to the incident occurring. They ensure that the Staff, families, Governors and Local Authority, including the Salisbury Diocese Board of Education (SDBE), are kept up to date.

In the event of an incident, the IRM will be responsible for assessing the scale of the incident and deciding whether or not to implement full recovery procedures.

In all situations, the IRM will utilise the skills, forming the "Incident Recovery Team" (IRT) made up of those staff most suited to the recovery. This will most likely be the Deputy Headteacher, Admin Officer, IT Support, First Aiders and Site Manager/Caretaker. Other staff may be called to support where appropriate.

## **Key Responsibilities**

- Communicate with the IRT as appropriate
- Contact the emergency services if this has not already been done
- Set up a team meeting place and communicate when the team will next meet.
- Issue immediate instructions to staff etc. that are required to protect staff, students, visitors, the site and School assets.
- Contact the Dorset Council Comms Team / SDBE to coordinate information going out to the Press and media
- Ensure information coming from the school is co-ordinated. Special consideration must be given to managing any use of mobile communication devices.

## **Incident Recovery Team**

The IRT will meet, discuss the incident and decide on actions required over the first two/three days. The actions will then be delegated to the relevant team member in line with their delegated responsibilities.

During the first two/three days a considerable amount of activity is likely to take place and therefore the IRT will need to meet and communicate on a regular basis throughout that time. Towards the end of the second/third day, the strategy for the mid to long term should be identified and the frequency of team meetings and the form of communication going forward should be formalised.

## **After the event**

- IRM to investigate cause (if known. Liaise with emergency services, Health and Safety Officers, interview staff and report to Governance.
- Counselling and support for staff as appropriate
- To report the incident to Health and Safety Executive
- Risk assess for future possibility of event reoccurring and analysing the School's response to ensure "lessons learned" are incorporated into future procedure and policy.

*See appendix organisational chart Critical Incident School Contacts*

## **Senior Leaders (ideally with the IRM)**

- to liaise with other agencies, Dorset Council, SDBE and off-site staff etc;
- to make decision to close school (in liaison with Governance (Chair of Governors in the first instance));
- to prepare initial press statement. Use Dorset Council Comms and/or SDBE to manage all information going public.
- to arrange appropriate support for staff, pupils and parents (including follow up assembly);
- to begin to gather information regarding the incident
- to co-ordinate arrangements, including suitable waiting areas, in the case of off-site incidents
- to ensure excellent communication with all concerned especially parents (including information letters).

### **Deputy Headteacher/Senior Staff/Class Teacher/Teaching Assistants**

- to manage pupils in a way that maintains their safety and well being

### **Admin Staff Role (or member of support staff or governor)**

- to staff the phone;
- deflect media with prepared statement:  
*'At present we are dealing with the incident, a press release will be issued as soon as possible, thank you for keeping the lines clear in these vital early stages.'*
- to publish and distribute information letters, prepare any emergency signage
- to add emergency notice and press release to web site;
- to monitor/relieve/support other key staff as appropriate;
- to keep internal communications updated;
- **to keep a timed log of actions.** (May be delegated to Senior Staff)

### **First Aider Role**

- to check for shock/stress levels
- to administer first aid

### **Caretaker Role (or a member of SLT/senior teacher as needed)**

- to be first contact at main entrance gate;
- to control traffic movements;
- to turn away unauthorised visitors and press;
- to direct emergency service officers to main entrance;
- to help the Senior Leaders and headteacher with any other duties required.
- liaise with any contractors that are due to visit such as cleaning contractor (if required or needed)

### **LA support for critical incidents**

The IRM will liaise with the LA/SDBE to assist the School in by providing the best possible support for pupils, parents and teaching staff in their hour of need.

### **Tragic occurrences**

At times there are very sad events that touch a school's life such as the death of a pupil or member of staff. Responses will vary depending on the circumstances (i.e. sudden tragic accident or as the result of a long illness).

- In all cases the wishes of the family are paramount
- Take advice from the Incident Recovery Team and/or Dorset Council Comms / SDBE who have dealt with similar issues
- Consider when / how news will be shared. Always take advice from Dorset Council Comms / SDBE.
- Consider how staff can be given time to come to terms with the news – i.e. not having to return to class
- Consider how to inform families without sensationalising the event
- Tell families what they can do as a mark of respect e.g., Book of Remembrance. They will want to do something but avoid a "shrine". Have a clearly defined period for this.
- Consider school's involvement in funeral or memorial service
- Be **VERY WARY** of the press
- Consider how to support staff so that they feel able to answer the questions that children may have

### **Post-incident considerations**

After the incident there will be an ongoing need for support and the school can implement systems of support that can be accessed via external agencies. De-briefings need to be carried out extremely sensitively and counselling may be appropriate.

Normal routines should be maintained if possible, but appropriate time to share feelings, remember people involved, celebrate their lives should be put in place. This must be done in partnership with the families, staff and children that are personally affected. Children should be given time to share any worries (possibly over a sustained period where children are very young or personally involved). One-to-one emotional support may be appropriate for children deeply affected.

### **Press releases**

Unless the IRM is experienced and qualified in media relations, all communication with the Press should go through Dorset Council Comms / SDBE. They will provide advice and guidance on information sharing and liaise with the media on the school's behalf, enabling the school to focus on managing the incident effectively and sensitively.

If asked by Dorset Council Comms / SDBE to prepare a release, the exemplar below is helpful but should always be checked by Dorset Council Comms / SDBE before publishing.

Today we were greatly saddened by ..... this involved ..... (a member of staff - several children etc [No names]). He/they suffered ..... (a heart attack - were involved in a traffic accident - serious incident - playground incident).

At this initial stage our immediate response must be the care and support of ..... (the child[ren]'s – staff members – family[ies] – and the school community). There will be, of course, a full investigation into what happened and the reasons why it happened. We will report back at a later time, however, at present we need to try to come to terms with these shocking events, support each other and attempt to make sense of this tragedy/disaster.

I would like to thank all those who have given our school their generous help, care and emergency aid. This has been the only brightness in a ..... (very difficult – truly dreadful day). We offer our sympathies to the family[ies] and friends of all those affected by this terrible incident.

## EVACUATION PROCEDURE

### On discovering a fire or other reason for evacuation

- Fire alarms will be sounded using the nearest safely accessible sounder
- **Do not stop to fight a fire.**
- The site lead or office staff should call the fire brigade and liaise with police and other services as appropriate.

### To evacuate the building – as per school procedures

Office staff take out:

- Registers – Printed daily from SIMS
- Signing in sheets / Visitor Book
- Mobile phones
- Emergency Bag

*Emergency Bag Contents:*

- *Incident Checklist and telephone numbers*
- *Incident Recovery Plan*
- *Key phone numbers (including Caretaker, Chair of Governors, Dorset Council/SDBE)*
- *First aid kit*
- *Map of the school (inc. COSHH overview + asbestos map)*
- *Locations of Gas, Water & Electricity mains (And where keys are located)*
- *Plan showing where gas pipework runs and main electricity cables run either along side the school or within the site.*
- *Details and locations of any stored flammable materials (including petrol, paint and cleaning products)*
- *Plan of all fire hydrants around the school site for the Fire service*
- *Keys to Back Gate and/or Church*

### At gathering point

- Class teachers – check class registers,
- Office staff – check visitors and helpers sign in sheets.
- Inform emergency services of discrepancies immediately.
- Decision taken to move to second site (All Saints' Church) or holding in Drop-Off Zone if/as necessary

### After evacuation from building (if emergency services deem it is unsafe to return to building)

- Headteacher (Senior Leaders confirm with HT and/or Governors in their absence) that evacuation is needed and staff begin to walk children to other site.
- **BEFORE CONTACT IS MADE WITH PARENTS** - Senior Leaders/admin confirm **EXACT** pick up point and time
- Office staff alert parents via website and email to access electronic means of communication or contact details
- Leaving site: Senior staff/ class teachers to manage children safely to Off-Site Evacuation Point (Use All Saints' Church ONLY if accessible and weather is inclement. Initial Off-Site Evacuation to the Drop-Off Zone. Gates must be closed to ensure safety of children). Caretaker or other staff member to direct traffic if necessary.
- Second register at Off-Site Evacuation Point
- Release of children – senior staff / class teachers to ensure release of children to agreed adults and that they are ticked off on the register
- Senior Leaders to stay on site to liaise with governors, Dorset Council, SDBE, other agencies, uninformed parents and manage press.

### After the incident

- Senior Leaders to ensure that all staff are aware of when school will reopen (staff contact sheet).
- Senior Leaders to decide most appropriate way to inform parents of reopening (depends on time scale)
- Senior Leaders and Governors to undertake an investigation into the incident
- Identify any future actions that arise as a result of investigations

### Things to remember

- Consider which children are most vulnerable (e.g. age, clothing – some may be in PE kit etc.)
- No comments to be made to press other than by Headteacher, Senior Leaders or Governor representative (as delegated by the IRM).

## **LOCK DOWN**

A danger outside the school building may mean that the children should be kept safely inside e.g. swarm of bees, armed intruder, abduction threat, chemical spillage outside

### **On identifying the need to have the children safely inside the building**

- The school fire bell will sound in a repeated 'pulsing' alert / Ringing of hand bell / Radio communication codeword : **WINDMILL**
- Staff on breaks must return to the classroom immediately
- Headteacher /Senior Leaders / office staff to prepare brief memo/send a staff member around the school to communicate the nature of the incident. This may be carried out by handheld radio.
- Senior Leaders / office staff to make appropriate contacts (DC and/or emergency services) and to monitor the situation

### **If children are outside**

- A whistle should be blown, or hand bell used, so that children stand still (Fire bell may also be used to disengage Mag-Lock fire doors.)
- As quickly as possible children should be signalled to walk inside
- All staff ensure that EXTERNAL doors are closed. Headteacher / office staff to ensure main egress doors closed.
- The class teacher should count the children and alert the Senior Leaders if a child is missing (via radio) and then close classroom doors
- Children should be seated in an area of the classroom away from windows and kept calm while awaiting further instruction

### **If children are inside**

- Close all classroom doors / large windows
- Gather children on the carpet away from windows and await instruction
- Headteacher/office staff check and close all external doors

### **Continuing activities**

- In many instances (e.g. swarm of bees) children will be able to continue with planned activities so that a calm and purposeful atmosphere is maintained

### **Following the Incident**

- Responses must take into account the outcome of the incident
- Carry out follow up activities to provide reassurance
- Headteacher / Senior Leaders to investigate any breaches of security
- Senior Leaders to give feedback to Headteacher and governors
- Headteacher / Senior Leaders to provide further detail (if appropriate) and be on hand to deal with queries from families
- Ensure support is available for anyone traumatised by the incident

### **Things to consider**

- What is the danger to children and where is it greatest?
- Which areas of school should children be in (e.g. do they need to be away from windows)?
- Should windows be closed?
- Will children be safest as one group or should they be in separate rooms, i.e. if evacuating from playground, should children move to the hall?
- Is a letter to parents necessary in order to inform them of the incident.
- *STAFF SHOULD GIVE NO COMMENTS TO THE PRESS – REFER TO SENIOR LEADERS– SAYING PRESS RELEASE WILL BE ISSUED SHORTLY.*

## **SERIOUS ACCIDENT / INJURY**

### **On site**

- Use the Radio or shout 'HELP' to summon help
- **Do not** leave the injured person unattended
- Ensure that children are moved away from the injured person
- School First Aider to give emergency first aid if possible and necessary
- **School admin** to contact emergency services, giving address of school, nature of injury and awaiting instructions
- **Headteacher / Senior Leaders** to contact parent/next of kin, Chair of Governors; (all above to take place concurrently if possible).

### **Off site**

This information is a summary of what is included in the school EVC procedures. The EVC ensures that all school trips have in place the expected Risk Assessments and Emergency Procedures. The EVC procedures should be consulted when an incident occurs on an educational visit.

- **Do not leave the injured person unattended**
- Ensure that children are moved away from the injured person,
- First Aid to be administered if possible
- Contacts
  - Emergency services (if appropriate)
  - TA to contact school
  - School will contact parent / next of kin
- If the injured person needs to await collection, at least two people (one of whom is a staff member) should wait with them.
- Class teacher ensure that other adults are deployed so that the remainder of the class are safely supervised
- Class teacher to note cause of accident / time
- Class teacher to take decision whether the visit should be curtailed (in liaison with school)
- Support staff to ensure that pastoral needs of children / adults are taken into account

### **Following the incident**

- Class teacher to liaise with Headteacher / Senior Leaders and the Educational Visits Co-ordinator, to complete accident form.
- Headteacher/Senior Leaders to report to Health and Safety Executive if a reportable accident
- Headteacher/Senior Leaders to inform Governors with responsibility for Health and Safety
- Determine the cause of the accident and identify any steps that should be taken to prevent recurrence
- Governors to monitor
- Support to be put in place for anyone traumatised by the incident

### **Things to consider**

- Are other children / adults safe from risk? Does any further action need to be taken?
- Exactly where will emergency services or parents need to come?
- Would it be desirable / feasible to curtail the visit?
- How will the incident impact on future activities?

## **MEDICAL**

The Health Protection Agency offers advice regarding specific medical conditions. Guidance is also available from Teachernet regarding medical alerts (e.g. pandemic flu).

The school complies with medical guidance issued by the Government in May 2014.

### **Preventing spread of disease**

- Headteacher / Senior Leaders to send relevant information to parents / staff.
- All staff should be updated on the most recent guidance
- Teaching and support staff to model hand washing and to ensure high standards of personal hygiene are met
- Caretaker / Office manager to liaise with cleaning company to ensure high standards of cleaning
- Headteacher / Senior Leaders to take advice from LA/HPA or PHE re: additional measures

### **Child presents with symptoms in school**

- Isolate the child (with sensitivity),
- Be scrupulous with regard to personal hygiene
- First Aider to phone the Health Protection Agency who will give immediate advice. There will be a clear protocol for determining course of action
- Headteacher / Senior Leaders to contact the parents / carers
- Headteacher / Senior Leaders acts upon advice from HPA e.g. re: school closure
- Headteacher / Senior Leaders to contact the Governing body (and if appropriate, the LA) who will implement the contingency plan

### **Child is ill but not in school**

- Parents should be advised to contact GP by phone
  - The GP will contact the Health Protection Agency (HPA) or Public Health England Team
  - The HPA will contact the school to give advice e.g. re: school closure
  - The Senior Leaders must contact the Local Authority
- 
- It may be necessary to close the school in which case guidelines for school closure should be followed

## **HACKING, VIRUS OR MALWARE**

### **In the event of an attack:**

#### **1) Containment:**

Identify what hardware or servers are affected and take steps to contain the attack – this is time critical and earlier containment will result in less potential damage. This may include:

- Removing a piece of hardware from the network or shutting it down
- Shutting off servers completely or removing from the network
- Powering off network switches
- Blocking access to critical services

Responsibility for containment:

- All staff should be aware that if they spot anything unusual on their hardware, they are to shut down immediately
- The ICT Systems Manager (TrailblazeIT) or Headteacher are responsible for shutting off servers, switches or blocking access to critical services

#### **2) Eradication:**

Use tools to remove the malware and prevent further infection. This may include:

- Using anti-virus software, malware tools, etc.

#### **3) Recovery:**

Bring any affected hardware back online. This may include:

- Reconnecting hardware to the network
- Reinstalling compromised systems
- Rebuilding systems from backups
- Using backups to restore documents

#### **4) Report:**

Identify how the attack occurred and possible steps that may have prevented it. Identify changes to security policy, software configurations, prevention controls or user knowledge and implement.

## **SCHOOL CLOSURE**

It may be necessary to close the school e.g. to prevent spread of infection, due to adverse weather conditions or damage to the school premises.

In some incidences the school may be required to follow advice from the Government regarding closure (see DfE guidance).

### **Requirement to close school when children are in school**

- Headteacher to notify Chair of Governors and if appropriate, the Local Authority.
- Headteacher to contact appropriate agency to make public announcement (NOT in case of pandemic)
- Admin staff to inform parents using contact information
- Children to be collected from class and signed out on a class list
- Child's name to be written on board as they leave. Member of admin team to visit each class in turn and update list of collected children so that contacts are not duplicated. Rub names off the board on each visit to improve speed.
- As children leave SLT to combine groups of children and send home staff as soon as possible
- Headteacher and Senior Leaders to remain in school until all children and staff have left the premises.

### **Requirement to close school when children are NOT in school**

- Headteacher to act upon advice or information external agencies (e.g. from Health Authority or Weather Forecasts) and liaison with Chair of Governors to make the decision whether to close the school
- Headteacher to contact senior staff (see staff contact plan) so that dissemination of information begins
- Headteacher contacts the appropriate agencies and updates the school's information site (e.g. LA website, local radio stations as per Dorset School Closure procedure).
- Headteacher / Senior Leader or Admin staff arranges for updates of the website and sends message via email, Class Dojo etc.
- Headteacher to be available at gates to explain situation to any families that arrive

### **Following the Incident**

- Review the situation with regard to re-opening the school, including advice from appropriate sources
- Consider steps to take to ensure site is safe (e.g. in adverse weather)
- Identify who will take action to ensure safety of site

### **Things to consider**

- What will inform the decision regarding re-opening the school? The IRT will meet to discuss options. Keeping school routines going as much as possible should be the priority where ever it can be done safely.
- If the school is to be closed for a considerable period then home learning opportunities should be made available (via Seesaw, MS Teams, email or web site)

### **Other considerations**

#### **Media Liaison**

With the support and advice of Dorset Council Comms, a press release or press conference should be arranged. The press may immediately swamp the school for details and an organised response should save time. Designating an individual to liaise with Dorset Council Comms and the Press will free the rest of the team to deal with incident recovery issues.

In the event of a major disaster, it is recommended that a meeting area for the press is identified and allocated and the provision of some basic refreshment is arranged (if possible and practicable).

#### **Leadership Liaison**

Plans for temporary facilities, major curriculum interruption (Remote Learning) and continuation of funding will be important aspects of the incident recovery. Initial detail will be short and basic contact only should suffice.

#### **Staff Liaison**

A cascade of contact should be arranged. Staff contact data should be kept off site. Staff not involved in the incident recovery should stay at home. Counselling may be required if the incident is traumatic.

**Pupil/Parent Liaison**

As per staff liaison, parents should be kept fully apprised of development to avoid mass queries hampering the process.

**ICT Systems Recovery**

Replacement hardware (the minimum required operationally) should be sourced (most likely borrowed from the LA / another school) and back-up software/data reinstated at the earliest opportunity. The IRM and team will need access to information and IT systems to support communication. IT systems are available remotely and should be available even if catastrophic damage to on-site infrastructure is caused.

**Premises and Equipment Resources**

Early measures should include damage mitigation, equipment salvage and protection and isolation of the damaged area for safety purposes. Temporary telephone facilities and power are a priority, as is a location for the disaster team to meet.

## **CRITICAL INCIDENT CHECKLIST**

- 1. Call Emergency Services**
  - *Where are you calling from?*
  - *What has happened?*
  - *Any casualties?*
  - *Access to the premises for emergency services? Is someone out there to meet them?*
- 2. Evacuation or Lock Down procedures instigated?**
- 3. First Aid to any casualties? Update the Emergency Services.**
- 4. Communication to Parents – delegate responsibility for informing parents. Team to establish what is communicated. Manage access to mobile devices for students.**
- 5. Communication to the public – delegate responsibility for contacting Dorset Council Comms**
- 6. Remove pupils from site as per evacuation procedure**

**STAFF CONTACT CASCADE**

**EMERGENCY SERVICES – 999**

**Dorset Council** 01305 225646 (Philippa Woodward/Karen Parnell Locality Leads)

**Headteacher:** Tim Williams [REDACTED]

**Site Manager:** Ian Lubbock – [REDACTED]

**Governors:**  
Chair of Governors: Will Pyke – [REDACTED]  
Vice Chair/s: Ruth Cuthbert – [REDACTED]  
Bernice Fookes – [REDACTED]

**Local Schools:**  
Ferndown First School  
Ferndown Middle School  
Ferndown Upper School  
Parley First School  
St Michael's Middle School

**Website:**  
[www.hamprestonfirstschool.com](http://www.hamprestonfirstschool.com)

**Email:**  
Admin Officer – [office@hampreston.dorset.sch.uk](mailto:office@hampreston.dorset.sch.uk)

**Dorset Council transportation (to arrange coaches):**

**Counselling Services:** Sought as necessary

**Public Health England – Acute Response Centre**  
0300 303 8162 – Option 1

**Key Suppliers and Telephone Numbers**

**We need to have the numbers here of key people we need to call in the case of an emergency**

**Eg. School dinner suppliers  
Bus transport  
Utility Companies?**

**Who else?**