

# Springwood Infant and Junior School Federation

Together we learn, together we grow



## Springwood Federation Critical Incident Disaster Recovery Policy

Non -Statutory Policy

Approved By: **Governing Body**

Effective Date: **May 2026**

Review By: **May 2029**

**Stay Safe,  
Treat Others How You Wish to be Treated,  
Try Your Best and be Proud**

# **CRITICAL INCIDENT / DISASTER RECOVERY**

## **Purpose**

The document is the School's Policy on continuity of service in the event of the loss of base or local loss of access to critical systems, applications or data.

## **Scope**

The procedure contains guidance on actions to be taken to ensure a service to the public following a temporary or permanent loss of base, or associated systems, equipment or records.

## **Policy**

The Departments are committed to and will provide a service to the public and cooperate with other Hampshire County Council Departments and external agencies. The Departments will put in place necessary arrangements to ensure a continuance of services as close to normal working as is practicable in emergency situations.

This policy is to be used in conjunction with 'Coping with a school emergency; Practical Resources for Schools' as recommended by HCC.

A critical incident / disaster is a sudden calamitous event. This could be:

- Death of a pupil or adult associated with the school
- Injury of pupil/s or adults associated with the school
- Significant damage to property that interrupts the education process
- Cyber-attack on school network

## **Aims**

- To minimise disruption to the education process
- To ensure clarity of information and support for all members of the school community affected by the disaster

## **Governors Incident Statement**

In the event of a critical incident/disaster the Governors of Springwood are committed to the safety and well-being of the school members and the continuing provision of high quality education for the pupils.

The school critical incident recovery team (CIRT) will be directly responsible for the overall effectiveness of the recovery plan.

This protocol will be reviewed every three years by the staff and Governing Body.

## **Contents**

- Critical Incident/Recovery Protocol
- CIRT Team
- CIRT Roles and Responsibilities
- Phases of CIRT Management
- Disasters covered
- Vital contact numbers
- Managing death/serious injury (Advice from Educational Psychologists)
- Emergency school closure procedure

### Copies of this plan will be held:

- In the school offices
- On the School Website
- At Recovery Team's homes
- Agile Offices

## The Critical Incident Recovery Team

<b>Executive Head Teacher</b> Jo Livingstone	<b>Deputy Headteacher/SENDCo</b> Charlotte Stevenson	<b>Deputy Headteacher</b> Declan Curry
<b>Site Manager</b> Lee Stevenson	<b>Assistant Site Manager</b> Steve Coltman	<b>Chair of Governors</b> Steven Free
<b>Vice Chair of Governors</b> Andy Brown	<b>Senior Administrative Officer (Monday to Wednesday)</b> Kim Simmons	<b>Finance Manager (Monday, Thursday and Friday)</b> Suzanne Richardson
<b>Senior Admin Assistant</b> Kelly Race	<b>Senior Admin Assistant</b> Frankie Jones	

### Responsibilities of the Critical Incident Recovery Team (CIRT)

- Direct management responsibility for all educational and operational issues, the initial assessments of damage and injuries and implementation of the contingency plan
- Complete authority to make any decisions and financial expenditure in order to mitigate or reduce the loss or consequences of the loss upon the school
- Complete control of the whole recovery project. It will, in the first few hours, handle the situation themselves, however it will then form subgroups to handle specific aspects. Each of these subgroups will be led by a member of the **CIRT**, who will report directly to the **CIRT**

Other staff may be co-opted to the **CIRT as required**

## Critical Incident Recovery Team Roles & Responsibilities

Three clear roles have been defined which need to be assigned as soon as a **Critical Incident** has been declared.

Role	Who	Responsible for
<b>Critical Incident Team Co-ordinators</b>	<b>Executive Headteacher or Deputy Headteachers</b>	<ul style="list-style-type: none"> <li>* Declaring the disaster</li> <li>* Initial contact with emergency services</li> <li>* Calling initial meeting of <b>CIRT</b> or member of the group within the first hour</li> <li>* Receiving reports and updates from emergency services and <b>CIRT</b> throughout the first phase of the disaster</li> <li>* Devising a coping plan within 24 hours</li> <li>* Co-ordinating all activities of the <b>CIRT</b></li> <li>* <b>Solely responsible as spokesperson for the school to the press &amp; public</b></li> </ul>
<b>Administrative Team</b>  <b>Site Team</b>	<b>Kim Simmons, Suzanne Richardson, Kelly Race and Frankie Jones</b>  <b>Lee Stevenson and Steve Coltman</b>	<ul style="list-style-type: none"> <li>* Evacuation of whole or part of the school site as necessary</li> <li>* Mustering and accounting for children, staff and visitors in accordance with fire drill</li> <li>* Provision of safe, secure environment for all during phase 1 of disaster</li> </ul>
<b>Communications Officers</b>	<b>Administrative team</b>	<ul style="list-style-type: none"> <li>* Co-ordination of home-school links to ensure all parents are notified</li> <li>* Informing all Governors, LEA, etc</li> <li>* providing the contacts for the spokesperson</li> </ul>

## Phases of Critical Incident Recovery Management

**Phase One**                      The First Hour

**Phase Two**                     The next 23 hours

**Phase Three**                 Recovery

### Phase One

During the first hour the CiRT will be responsible for:

- Limiting the extent of injury, damage or emotional upset
- Making contact with the emergency services, parents and governors
- Arranging for children to be sent home if necessary
- Advising the HCC press office
- Advising the HCC – Local Area Office
- Working with the press office re communications

## **Phase Two**

During the next 23 hours the **CIRT** will be responsible for:

- Assessing the extent of the disaster
- Advising property services if necessary
- Advising Ed Psychologists re counselling if necessary
- Making preliminary arrangements for the school to continue to function with the support of the HCC
- ICT recovery procedures via HCC and Agile (IT support) regarding asset registers and ensuring IT systems are operational and backed up data reapplied.
- In the event of a cyber-attack contact NCSC via <https://report.ncsc.gov.uk> and contact local law enforcement and Action fraud, via <http://www.actionfraud.policeuk/> and inform the DfE at [sector.securityenquiries@education.gov.uk](mailto:sector.securityenquiries@education.gov.uk)

## **Phase Three**

During the next few weeks the **CIRT** will be responsible for:

- Liaising closely with any outside agencies involved
- Ensuring replacement of accommodation, resources etc
- Ensuring that support and counselling for members of the school community are available as required

## **Disasters Covered by this Plan**

### **Persons**

Death of pupil/s

Death of adult/s

### **Premises**

Fire

Earthquake

Explosion

Storm

Flood

Burst or overflowing water pipes

Malicious damage

Riot or civil commotion

Aircraft

Impact from vehicles

Theft

Injury

Bomb threat

Machinery breakdown

Cyber-attack to IT

### **Off-Site**

Accidents resulting in fatal or serious injury to child/children or adult/s in a school party during an educational or extra-curricular off-site visits

For off-site visits a risk assessment will be drawn up for each individual visit and approved by the Executive Headteacher or the Assistant Headteachers. The risk assessment will identify potential hazards and how best to minimise the risk (control measures). If a critical incident should arise off-site the same procedures will be applied as outlined above.

### **Keyholders**

Kestrel Guards Ltd                      02380 865658

Lee Stevenson

Steve Coltman

Jo Livingstone

Dec Curry

## **Important Telephone Numbers**

<b>School Telephone Nos.</b>	023 9226 2078 - Infant School 023 9225 8011 - Junior School
<b>Police, Fire and Rescue, Ambulance</b>	999
<b>Police Non urgent</b>	111
<b>HCC Contact Centre</b>	0300 55501384 Out of Hours 0300 555 1373
<b>HCC Press Office</b>	01962 847368 Out of hours 07957932574
<b>HCC Emergency Planning and Resilience</b>	01962 846 846
<b>Department for Education</b>	0370 000 2288
<b>Environment Agency</b>	0845 988 1188 (24 hour)
<b>Met Office</b>	01392 885 680 (24 hour)
<b>Corrigenda</b>	01962 847952/826760
<b>Electrical Supply</b>	0800 0727282 or 105
<b>Gas Emergency Service</b>	0800 111 999
<b>Children's Services Dept (District Manager)</b>	01962 876207
<b>Hants IT</b>	01962 847007
<b>Agile ICT</b>	01329 801801
<b>Corporate Communications Team</b>	01962 847368

### **School DFE Numbers**

850 2361 (Junior) 850 2169 (Infant)

### **Useful websites**

<b>Local Authority</b>	<a href="http://www.hants.gov.uk">www.hants.gov.uk</a>
<b>Department for Education</b>	<a href="http://www.education.gov.uk">www.education.gov.uk</a>
<b>Environment Agency</b>	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
<b>Met Office</b>	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
<b>Health and Safety Executive</b>	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>
<b>Teacher Support Network</b>	<a href="http://www.teachersupport.info">www.teachersupport.info</a>
<b>Foreign and Commonwealth office</b>	<a href="http://www.foo.gov.uk">www.foo.gov.uk</a>
<b>Emergency School Closure</b>	<a href="https://www.hants.gov.uk/schoolclosures">https://www.hants.gov.uk/schoolclosures</a>

## Appendix 1

### Notification of incident

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Information about an incident may come from a many sources

Whoever receives the alert should ask for, and record, as much information as possible.

- **Maintain a written record of your actions using this form and a log book. You may wish to record any new contact details in section 1.**
- **Offer reassurance and support. Be aware that all those involved in the incident (both directly and indirectly) may be suffering from shock or may panic.**
- **Find out what has happened. Obtain as clear a picture as you can.**
- **Discuss with the informant what action needs to be taken and by whom.**

**Name of informant:**

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**Contact number of informant**

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**Date and time of call:**

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**Date and time of incident:**

**Exact location of incident:**

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**Details of incident:**

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**Where is the informant now? Are they going to change location – hospital etc.?**

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**People affected (including names, injuries, where they are, where they are being taken to):**

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**What arrangements are in place for people not directly involved in the incident?**

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**What advice have the emergency services given?**

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**Who has been informed?**

- Headteacher
- School staff
- Governors
- Pupils
- Parents / carers
- Extended services

- Police
- Fire & Rescue Service
- Ambulance Service
- Local authority
- Health and Safety Executive
- Foreign & Commonwealth Office
- Media
- Insurance company
- Trade union

**Does anyone else need to be informed?**

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**Are any other actions required?**

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**+ If the incident happened on an educational visit please ask the questions below. You might already have these details but it could be useful to seek confirmation.**

**Name of educational visit leader:**

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**Nature of educational visit:**

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**Number of pupils on educational visit:**

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**Number of staff on educational visit:**

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**Location of educational visit:**

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**If the incident happened abroad, do the Foreign & Commonwealth Office need to be notified?**

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