Grange Academy

Belong • Believe • Achieve

Article 39: *You have the right to help if you've been hurt, neglected or badly treated.*

Critical Incident Plan

Policy Status: Statutory

Review Cycle: Annually

Owner: Headteacher **Date:** October 2026

Approved by: LGB (Local Governing Body) **Date:** October 2026

Review Date: October 2027

Critical Incident Plan

The purpose of this plan is to provide guidance for all members of the Grange Academy community who may be involved in a serious incident affecting the school. All persons need to be prepared and know what actions to take in the event of:

- a critical incident
- the school needing to be evacuated

A Critical Incident

An incident is deemed to be critical when it constitutes a serious disruption arising with little or no warning on a scale beyond the coping capacity of the school operating under normal conditions and requiring the assistance of the Emergency Services and/or Bedford Local Authority and others.

Examples could include:

- death or serious injury as a result of violence, accident, self-harm and/or sudden/traumatic illness
- major fire
- building collapse
- riot and/or civil disorder
- natural (excessive snow) and/or man-made disaster
- terrorism
- missing person(s)/abductions
- a cyber attack (see separate policy)
- Serious safeguarding incidents

Incidents can occur:

- on the school site during school hours
- on school transport
- whilst the pupils are taking part in activities away from the school site
- on school premises as part of after school activities
- within the local community involving pupils from our school

The LGB of Grange Academy have established the plan in consultation with staff. The plan will be reviewed regularly by the LGB and Senior Leadership Team. The plan will be made available to all LGB and members of staff thereby ensuring that it is accessible both during and out of school hours, on and off the school site. A school critical incident management team has been identified with agreed roles and responsibilities. The team will initiate the critical incident plan when an incident is deemed to be critical by the Headteacher or other SLT. As soon as the incident is deemed critical, a log of events should be opened.

Evacuation of the School and Site

The Need

It may be that for various reasons, the school has to be evacuated. The school building, or part of it, may be declared unusable or unsafe by the Headteacher or another competent person. It may

be that the school is requisitioned by a competent person to be used as a base for residents in the case of a critical incident in the locality.

Action

1 The Headteacher (or designated deputy in her absence) will inform all staff that the building is unusable. The Headteacher will inform Catherine Assink (CEO and Executive Principle), she will also inform Bedford Borough, if appropriate on 07468 472517

Evacuation of Site

All staff (including those signed in as visitors) and pupils will proceed to the assembly point on the playground. Registers will be taken to ensure that all pupils and staff are present.
Staff will then lead the school to the park. Gate codes are on an emergency card in the offices of the Headteacher and Exams Officer. If needed, The Church of Transfiguration, Bedford Road, Kempston (opposite Addison Park) have allocated their premises as an emergency haven. Their contact is Andrea Maffei 01234 635721.

Contact with the public

STAFF MUST ON NO ACCOUNT TALK TO THE PRESS OR TO PARENTS/CARERS TO AVOID MISINFORMATION.

Every enquiry must be referred to the Headteacher who will also liaise with the emergency services. Parents/Carers wishing to collect their children will be advised where to go from the control point and via texts.

Deployment of Staff

TEACHING STAFF / LSAS MUST STAY WITH THEIR CLASS AT ALL TIMES CALMING AND REASSURING THEM.

Remaining staff must report to the Headteacher. Duties to be undertaken by non-teaching staff (under instruction from the Headteacher) will include:

1. Informing parents/carers by phone and requesting them to collect their children.
2. Manning checkpoints so that children and parents can be united.
3. Administering first aid/comfort.

Before this is actioned, staff must check with the Headteacher/police as to names of casualties to ensure that those parents/carers are not contacted by anyone other than the police.

Release of Children from School/ Evacuation Site

NO CHILD MAY BE TAKEN AWAY UNLESS THEY HAVE BEEN MARKED ON THE CRITICAL INCIDENT REGISTER SET UP FOR THIS INCIDENT

Staff may be with their class for some time and should seek to undertake calming and reassuring activities with their children. It may also be helpful to undertake activities that will take the children's minds off the situation as many may well show symptoms of mild shock.

Staff not with a class will be responsible for asking parents/carers to collect their children from the appropriate place. Class teachers should only release a child via the assigned person. STAFF MUST STAY IN PLACE even when numbers grow less, unless directed by the Headteacher or incident leaders.

Checkpoint staff must ensure the identity of adults coming to collect children and ask for identification if necessary.

Health of Staff

Colleagues should be aware that staff are not immune from shock and should seek to be mutually supportive, reporting to the Headteacher any concerns they may have about each other. This will be of particular importance if the original or subsequent incidents involved serious injury or a fatality. Bereavement and stress counselling will be arranged by the Headteacher for both staff and pupils if required.

REMEMBER ALL ENQUIRIES ABOUT PROCEDURES SHOULD BE ADDRESSED TO THE HEADTEACHER WHO IS IN SOLE COMMAND OF THE ORGANISATION OF THE EMERGENCY.

IN THE EVENT OF THE HEADTEACHER NOT BEING PRESENT, THE DEPUTY HEAD OR MOST SENIOR MEMBER OF STAFF, WILL ASSUME HER DUTIES AND A NAMED MEMBER OF SUPPORT STAFF WILL STAY WITH THEIR DESIGNATED CLASS. THEY WILL ALERT THE HEADTEACHER IMMEDIATEY.

Procedure to be Activated in Case of Having to Evacuate Site

Grange Academy

Critical Incident Control Checklist

PHONE Office team using mobile or text service if appropriate
Emergency services 999

Headteacher to inform

Catherine Assink
Chair of LGB and LGB
Bedford LA 0300 300 8098 or 07468 472517

Control Point Rachel Timms, Angela Morris

All teachers to stay with their class from beginning to end until control tells them they can leave.

Runners Staff as designated by Headteacher – see below

Support Staff Assignments

Name	Assignment	Resources/Role	Place
Cheryl Trinder	Control	Luminous tabard, first aid kit, whole school list, clipboard, pencils. Meet parents, tell name of child to runner, and mark off on list when child handed over to parent. Notify scheduled visitors including peripatetic teachers that school is closed.	Park
Janine Ashton Lewis	Control	Luminous tabard, first aid kit, whole school list, clipboard, pencils. Meet parents, tell name of child to runner, and mark off on list when child handed over to parent.	Park
Hannah Langsman	Control	Luminous tabard, first aid kit, whole school list, clipboard, pencils. Meet parents, tell name of child to runner, and mark off on list when child handed over to parent.	Park
Angela Morris	Phone	Telephone list (A-I), pencil, clipboard, message wording. Check casualties. Phone parents as assigned (A-I) using wording as enclosed	Office
Michael Wright	Phone	Telephone list (J-R), pencil, clipboard, message wording, Check casualties. Phone parents as assigned (J-R) using wording as enclosed	Office
Carol Gallagher	Phone	Telephone list (S-Z), pencil, clipboard, message wording, Check casualties.	Office

		Phone parents as assigned (S-Z) using wording as enclosed	
Laura Fisher	Gate Control at control point	Allow children out when marked off. Do not allow parents through gate.	School Gate
Kate Cowan **Kirsty Floyd**	Runner between control and class teacher	Collect children from class teachers upon request of control. Ensure child is marked off class register. Take to control to hand over to parents.	Various

In the event of the headteacher not being present, Mrs Morris / Mr Wright will assume main responsibility

Critical Incident Plan

Phoning Parents

You should at all times seek to reassure parents/carers keeping closely to this prepared script. Please do not elaborate or enlarge upon any details as this may increase alarm or may lead to litigation at a later stage. I**f a pupil is a casualty do not call- refer to police and Headteacher,**

You should only phone those people who you are told to phone.

You should say
"Good morning/afternoon. This is *your name* **from Grange Academy. Is that Mrs/Mr** *name of parent/carer?* **There is no cause for alarm, but I am phoning to tell you that there has been an incident in school, and we have had to leave the building. Your child has not been hurt and is safe and well.**
***We have evacuated to ..... Please would you come and collect your child as soon as possible from the checkpoint which is at ....."**
(add to message if not parent) –
"Please bring some form of identification with you for use if required"

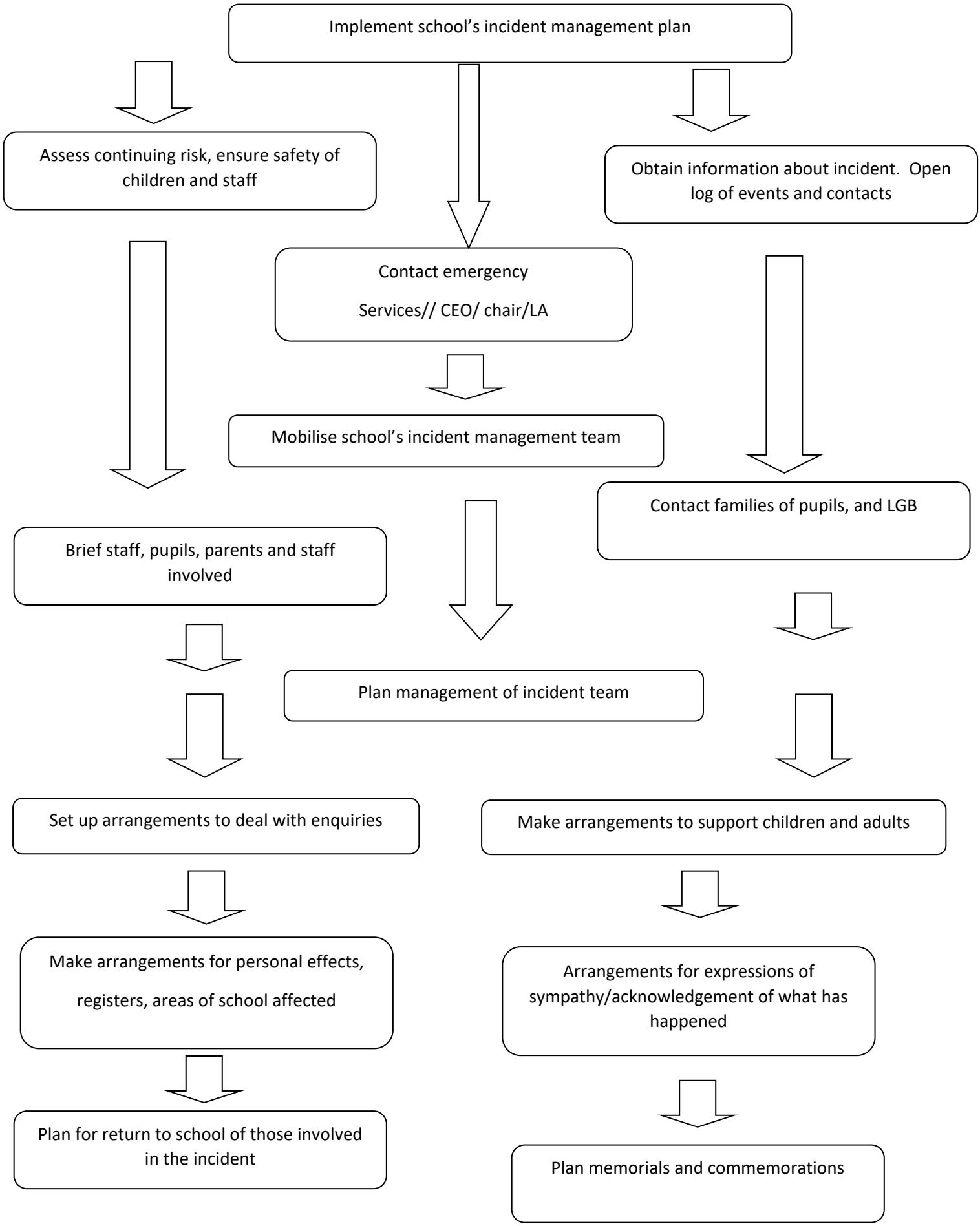
Grange Academy

Critical Incident Plan: Permission for a volunteer to assist:

Has my authority to assist with the processes involved in the evacuation and has assumed the duties of a member of staff.

Please assist with the request made to you.

Signed…….
Mrs Rachel Timms (Headteacher)


Implement school's incident management plan
Assess continuing risk, ensure safety of children and staff
Obtain information about incident. Open log of events and contacts
Contact emergency
Services// CEO/ chair/LA
Mobilise school's incident management team
Contact families of pupils, and LGB
Brief staff, pupils, parents and staff involved
Plan management of incident team
Set up arrangements to deal with enquiries
Make arrangements to support children and adults
Make arrangements for personal effects,
registers, areas of school affected
Arrangements for expressions of sympathy/acknowledgement of what has happened
Plan for return to school of those involved in the incident
Plan memorials and commemorations

School Contact Information

School Incident Management Team Leader	**Rachel Timms**	**01234 407 100**
School Incident Management Team	**Cheryl Trinder** **Janine Ashton Lewis** **Hannah Langsman**	**01234 407 100**
Site agent	**Paul Rowley**	**026**
Chair of LGB		
Emergency Services	**Bedford**	**999**
BILTT Executive Principal	**Catherine Assink**	**01234 408479**

For all other staff contact numbers see main staff list from office

In the event of the incident being out of school hours the cascade to be used is as in appendix 1

Appendix 1:
Grange Academy Incident Log

Name: …… **Page …… of ……**

Date	Time	Event Name and Nature of Contact	Agreed Action (s)

Appendix 2.

NATIONAL ORGANISATIONS

CRUSE – Bereavement Care
Phone: 0870 167 1677 (national rate)
Website: www.crusebereavementcare.org.uk
Telephone counselling service for those who are bereaved and those who care for bereaved people. Can offer referrals to local Cruse branches and other bereavement and counselling services throughout the UK.

The Compassionate Friends
Phone: 0117 953 9639 (national rates)
Support for bereaved parents who have lost a child of any age from any circumstances.

Winston's Wish Family Line
Phone: 0845 2030 405 (local rates)
Website: www.winstonwish.org.uk
Information and guidance for families of bereaved children. Can provide contact details for local groups which support bereaved children.

Child Bereavement Trust
Phone: 0845 3571000 (local rates)
Information line for parents who have been bereaved.

The Samaritans
Phone: 0845 790 9090 (local rates)
Website: www.samaritans.org
Confidential emotional support for anyone in a crisis

Survivors of Bereavement by Suicide
Phone: 01482 610728 (national rate)
Can provide details of local self help groups for those bereaved by suicide.

Childline
Phone: 0800 1111 (free phone)
National help line for children

British Red Cross National Office
Advice on memorials and donations
9 Grosvenor Crescent,
London
SW1X 7EJ
Tel. 020 7235 5454

Appendix 3

Bomb Alert Procedure

Immediately alert someone else if possible (so that the co-ordinator may be informed) but **DO NOT PUT THE HANDSET DOWN OR CUT OFF THE CALLER**. Use the form below if appropriate **OBTAIN AS MUCH INFORMATION AS YOU CAN**. Try to keep the caller talking (apologise for a bad line, ask them to speak up etc). Please complete this form as you go along asking questions in sequence as necessary.

Name of person taking call PHONE number call received on	
Message (exact words)	
Where is it?	
What time will it go off?	
What does it look like?	
What type of bomb is it? (type of explosive)	
Why are you doing this?	
Who are you? Name Address	
TIME OF CALL	
Details of caller	Male _____ Female _____ Child female _____Child male _____ Unsure _____
Features of speech	intoxicated _____ Irrational _____ rambling _____ laughing _____serious ____ accent _____ speech Impediment _____
Was the message:	read Y/N spontaneous Y/N
<u>Distractions:</u>	Any noise on the line _____ Call box _____ Operator _____ Interruptions _____

	Any background noise _____
Other noises:	traffic _____ Talking _____ Typing _____ Machinery _____ Aircraft _____ Music _____ Children _____ Other _____

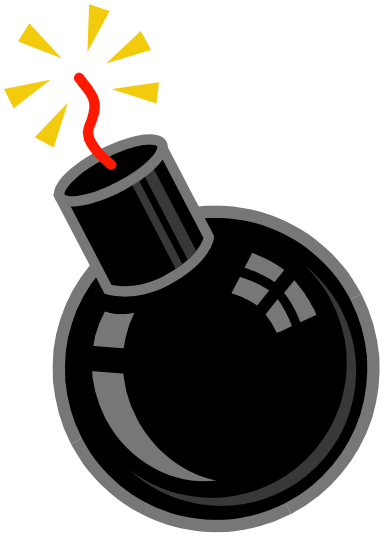
Pass a note to colleagues WHILST TAKING CALL

A BOMB THREAT IS COMING IN ON MY LINE

CONTACT THE POLICE IMMEDIATELY!

999

I WILL TRY AND KEEP THE CALLER TALKING



Appendix 4

Intruder Awareness Procedures

1 Formal arrangements for identifying all visitors to school and providing visitors badges are in place within school.

2 Any person not suitably identified is to be challenged by any member of staff as to their reason for being on the school premises without appropriate identification. In the absence of a satisfactory response the matter should be reported immediately to the main school office and the person escorted to the office.

3 Should an unidentified person be acting in a suspicious manner their actions should be reported immediately to the main school office. If appropriate the intruder should be challenged by 2 members of staff, or if the circumstances warrant, the Police should be called using the 999-emergency system.

4 Staff should always arrange that all parents, visitors etc report to the main school office on arrival at the school. The fencing and gates at the front of the school prevent entry apart from by the main reception.

Appendix 5

Hostage Procedures

1 Having identified a hostage situation, the Police **MUST** be called immediately using the 999-emergency system. The caller should clearly advise the Police that we are a school and if children are actively involved in the incident.

2 Where possible and without the possibility of disturbance to the hostage situation, all staff are to be advised of the incident and **A LOCKDOWN** initiated.

3 Staff will be alerted to the need to 'lock down' the school by the signal of a unique, 'pulsing tone', from the school bell lasting 30 seconds.

4 No unnecessary dialogue is to be engaged in with the intruder(s) before the arrival of the Police. Any conversation evident should be recorded in writing for later evidence.

5 On arrival at school the Police will take full control.

Appendix 6

Early Warning System

Grange Academy participates in the Early Warning System for the Kempston Schools/area. When there is a suspicious incident in the area, Bedford Road Lower School will phone Grange Academy to inform us. Grange Academy will then in turn phone St John's School and Greys education Centre to inform them. The information is then shared with staff and students where appropriate. This ensures swift sharing of information which could be important for students when travelling to and from school e.g. suspicious person trying to get a child into a car.

Appendix 7

Closure of Kitchen Procedures

1 Any unexpected closure of the kitchen should be reported immediately to the main school office who will ensure that the Headteacher is aware of the action taken.

2 Dependent upon the circumstances and the time of day, arrangements should be made to ensure a meal of some description is made available to students. Emergency dinner arrangements are attached and St John's School kitchen has agreed to act as a backup.

3 The purchase of food or prepared meals from local contractors must first be authorised by the Headteacher.

4 If the closure of the kitchen is to be of a long-term nature, parents are to be notified immediately of any change to the catering arrangements.

Appendix 8

Robbery/Burglary

1 Once an incident of this nature has been identified, the Police should be advised.

2 The area in which the incident has occurred is to be vacated until the Police indicate it is available to use.

3 As assessment of damage and the appropriate value of stolen items is to be advised to the insurance company as soon as possible.

4 The welfare of staff and students is of paramount importance and assistance should be provided whenever anyone has been a victim of crime.