

CONFIDENTIAL

For approval January 2026
Review annually

Park Community School

CRITICAL INCIDENT POLICY AND DISASTER RECOVERY PLAN 2025

CONTACT NUMBERS FOR CRITICAL INCIDENTS

In the event of a major incident involving Park Community School the following contact numbers should be used:

Park Community School Reception.....	02392 489800
Facilities Manager (Nigel Pritchard)	07590 807625
Site Manager (Mark Bird)	07837 841118
Headteacher's PA (Charlotte Butcher/Carla Swann)	02392 489801
HCC 24 hours emergency planning team	07623 960259
HCC Emergency Planning team (Office Hours).....	01962 846846
HCC Outdoor Education (Office Hours)	01962 876218
HCC Premises emergency	0845 6018372
HCC Press office	01962 847368
Local Health Service	02392 838340
Public Health Department (Havant)	02392 446670
Hampshire Police (non-emergency)	101
Emergency Services	999
Social Services	0845 603 5620

Park Community School
Middle Park Way
Havant
Hampshire
PO9 4BU (postcode for SatNav PO9 4DQ)

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CRITICAL INCIDENT POLICY AND DISASTER RECOVERY PLAN

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CRITICAL INCIDENT POLICY AND DISASTER RECOVERY PLAN

1. Policy for Critical Incident Management and Recovery

A critical incident is a crisis involving people or property, which could cause serious disruption to the running of the school or attract significant public and / or media attention on the school. This includes:

- Death or injury to any person connected to the school
- Extensive damage to school property
- Contamination of the environment
- Health and/or welfare issues

This policy does not include high level disaster events, e.g. plane crash on school site, terrorist incident proximal to school, war events, civil insurrection. Such events will be coordinated by the local authority.

The school will have a structured framework in place to enable an appropriate and logical response to a critical incident, ensuring the safety of all involved.

The procedures and checklists will be reviewed and updated in September each year.

Each September and February the Recovery Team Members will familiarise themselves with the school procedures to keep informed of the changes.

The school will make full use of all the support agencies available at the time but will retain control of the situation.

The school will always minimise disruption and recover a full educational programme as quickly as possible. LA will be responsible for co-ordinating temporary classrooms should it be appropriate. Basic learning resources for all students to enable remote learning will be available on the school website.

There will be a named member of SLT responsible for completing and maintaining the recovery plan.

There will be 7 named Incident Managers who will be responsible for the recovery of all education and administration processes.

There will be a school salvage and key services plan showing the location of main service control points.

The Incident Managers and LA will hold copies of all the necessary documentation and emergency contact numbers.

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2. Park Community School Critical Incident Recovery Plan Procedures

A. Evacuation of the school buildings

If this is necessary, fire drill procedures must be followed and everyone must line up on the hard courts.

The Headteacher and Head of School will bring mobile phones and contact LA emergency planning team and the Co-Chairs of Governors to agree the necessary action.

The following procedures will be applied.

- 2.1 The Headteacher and Head of School have the authority to determine that a critical incident has either occurred or is imminent and in such cases will authorise whatever measures are proportionate and effective to maximise the health, safety and welfare of the entire school population. Advice upon such measures may be sought from emergency, health and government authorities as appropriate in the circumstances. The Co-Chairs of Governors should be informed of the measures taken as soon as practicable.
- 2.2 In the event of school closure the Headteacher or Head of School shall arrange, as soon as practicable, for this decision to be communicated in the most practicable manner to all students and thence, whether by telephone, e-mail, and Text message or in writing to:
 - a. Parents/carers of students
 - b. Governors
 - c. Other users of the premises
 - d. Local Authority
 - e. Police
- 2.3 There will be a School Recovery Team agreed in advance which will include named people to provide personal advice and support for the Incident Managers.
- 2.4 The PA to Headteacher's Office/Headteacher's Office will be used as the central liaison point for all incidents wherever possible. Where this is not possible, the liaison point must have telephone and computer facilities. LA will advise on and arrange the setting up of this facility if needed off-site.
- 2.5 The 7 Incident Managers will have dedicated mobile phone numbers.
- 2.6 Incoming and outgoing phone calls will be separated and monitored.
- 2.7 A system for contacting parents and other key people will be set up.

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- 2.8 Back-up copies of all vital school records are stored in the science block and all Office 365 are stored in the cloud.

B. All critical incidents

The 7 named Incident Managers are:

- Headteacher, Mr Christopher Anders
- Head of School, Mrs Ella Capaldi
- Community Manager, Miss Florence Fearon
- Co-Chair of Governors, Mr Barry Harwood
- Co-Chair of Governors, Mr Adrian Rowsell
- Facilities Manager, Mr Nigel Pritchard
- Site Manager, Mr Mark Bird

All relevant phone numbers can be found on page 19.

- 2.9 In the event of a major incident involving Park Community School the following contact numbers should be used:

CONTACT NUMBERS FOR CRITICAL INCIDENTS

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Hampshire Police (non-emergency)	101
Emergency Services	999
Social Services	0845 603 5620

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2.10 Callers to the above number(s) must give

- (a) The name and full address of the school concerned
- (b) The name of the caller
- (c) A contact phone number
- (d) The nature of the incident
- (e) Confirmation that the emergency services have been activated where appropriate.

A record sheet for this is attached in **Appendix A**.

2.11 The Incident Managers will establish a control point at or near the site to manage the crisis.

2.12 The Incident Managers will hold an early meeting:

- (a) to provide an initial report on the incident
- (b) to decide which parts of the Recovery Plan to activate
- (c) to nominate press officers and prepare a school statement

2.13 The relevant insurance company (American International Group UK Limited) will be informed if involving a school visit. Quote HCC School Journey Scheme Policy Number 0010627579. For medical claims ring AIG Emergency Assistance Helpline: +44 1273 552922.

2.14 The school will maintain a log of events.

2.15. Colleagues co-ordinating the Recovery Plan should have scheduled relief periods.

3. Recovery Plan

In consultation with LA the school will make arrangements for:

- 3.1 Communication with all involved, including parents, colleagues, the media, other agencies (in accordance with the guidelines attached)
- 3.2 Emergency accommodation with support from the LA if necessary
- 3.3 Additional teaching resources using supply agencies, if required
- 3.4 Additional colleagues
- 3.5 Transport
- 3.6 Specialist advice and support, including from the Educational Psychologist, the LA, Social Services, the Police, the Fire Service, as necessary.

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4. Recovery Team Members

The Recovery Team Members will each have set responsibilities. The team members will be reviewed and updated in September each year.

Team Members and responsibilities:

1. Headteacher/Head of School:

- (a) Contact Co-Chairs of Governors
- (b) Contact LA
- (c) Designate personnel to communicate with the media
- (d) Inform senior members of staff

2. Co-Chairs of Governors:

- (a) Inform all other Governors

3. Senior School Staff:

- (a) Inform all other staff
- (b) Contact families of students and colleagues involved in the incident
- (c) Contact HCC team to arrange stand by emotional support if appropriate

4. Facilities Manager (if available, otherwise Site Manager)

- (a) Complete and maintain Recovery Plan
- (b) Collate information for Incident Report Form (**Appendix A**)
- (c) Complete the information required for log of events (**Appendix B**)
- (d) Plans of the site brought

5. Headteacher's PA:

- (a) Bring or ensure someone else brings, e.g. IT Network Manager or Attendance Officer, school registers to evacuation point
- (b) Establish base in office (KPA) if the school is not evacuated
- (c) Inform Incident Managers of dedicated emergency phone numbers for incoming and outgoing calls

6. Site Manager:

- (a) Bring all keys
- (b) Inform site team and put them onto stand-by that they may be required to change any agreed rotas.

7. LA:

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- (a) Responsible for co-ordinating temporary classrooms
- (b) Provide central liaison point if appropriate
- (c) Hold copies of all necessary documentation and emergency contact numbers
- (d) Offer support as required in Recovery Plan

5. Handling the Media

All members of the School Recovery Team and LA will be familiar with and have copies of this checklist away from the school.

Refer all enquiries to the Hampshire LA Press Department 01962 847368 for out of hours ring 07957 932 574

When enquiries arise immediately following an incident, information is likely to be incomplete or inaccurate, so these guidelines are vital:

- 5.1 Establish who you are talking to and their organisation
- 5.2 Note down the above plus the time and your response
- 5.3 If you can, buy time – “The Headteacher will call you back” – then make sure this happens
- 5.4 Know who is designated to talk to the press – do not allow anyone else to do so
- 5.5 Do not talk to the press on your own – have a colleague with you to note down what is said by the school
- 5.6 Only provide facts of what happened – do not indicate the cause
- 5.7 Give a prepared and agreed statement, not an interview. Refer to people first and property second
- 5.8 Only give an interview by arrangement at a later time and in agreement with the Headteacher
- 5.9 Be sensitive about personal information – never give out names, addresses etc.
- 5.10 Do not apportion blame or admit liability to anyone outside the Recovery Team members
- 5.11 Correct any misleading comments that might suggest blame, liability, seriousness etc.
- 5.12 Anticipate the worst possible questions and prepare your responses
- 5.13 Praise the actions of colleagues, students, fire, police, ambulance services etc.
- 5.14 Show that the situation is under control

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6. Communications

- 6.1 Those appointed to colleagues incoming phone calls will have an agreed factual statement and reassurance about action being taken as agreed with the Incident Managers.
- 6.2 There will be a separate dedicated line for outgoing calls. This is an analogue phone line located in the main server room.
- 6.3 The School Incident Managers will also have school mobile phones. Key colleagues have been given a work mobile phone that they are required to have charged and on at all times.
- 6.4 The Headteacher/Head of School/senior staff will contact families of students and/or staff directly affected quickly and with sensitivity. If they are unavailable, a message will request them to phone in on a given number and must include an assurance of appropriate action being taken.
- 6.5 If it is appropriate to invite families to an agreed venue to receive further information, this should be away from areas with public or press access.
- 6.6 An information letter may be appropriate for some parents. This should contain a prepared statement providing necessary facts, expressions of sympathy / concern and a message of reassurance. A letter will be available to the media, so advice must be taken and timing appropriate.
- 6.7 Families must be given information on the help and support available to them.
- 6.8 All colleagues must be well informed so an update schedule needs to be arranged. Colleagues must be cautioned against talking to the media.
- 6.9 Students not directly involved in the incident will be informed by the teacher in class, or if appropriate in an assembly.

7. Support Mechanisms

Support Policy

- 7.1 When emotional support is necessary, the school will make provision for this.
 - (a) Only those colleagues who are willing to offer support will be asked to work with students, encouraging them to talk about their feelings and being prepared to listen.
 - (b) Colleagues will be given guidelines on how to support and talk to the students.
 - (c) Further help and support will be provided for distressed students with assistance from LA.

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- 7.2. A designated venue for support activities to ensure privacy and avoid unorganised gatherings. This will be Dickinson Centre (building at the front of school) or the Conference Room (above main school reception) depending on the nature, if access to the site is not available then Barncroft Primary School will be the venue.
- 7.3 The effects on colleagues and student performance and behaviour must be dealt with sensitively.
- 7.4 Expressions of sympathy to affected families must be agreed and planned by the Headteacher/Head of School.
- 7.5 Expectations of immediate counselling on a large scale must be resisted.
- 7.6 The Headteacher/Head of School must agree the school response to any funeral.
- 7.7 The Headteacher/Head of School must agree the desirability and timing of special assemblies.

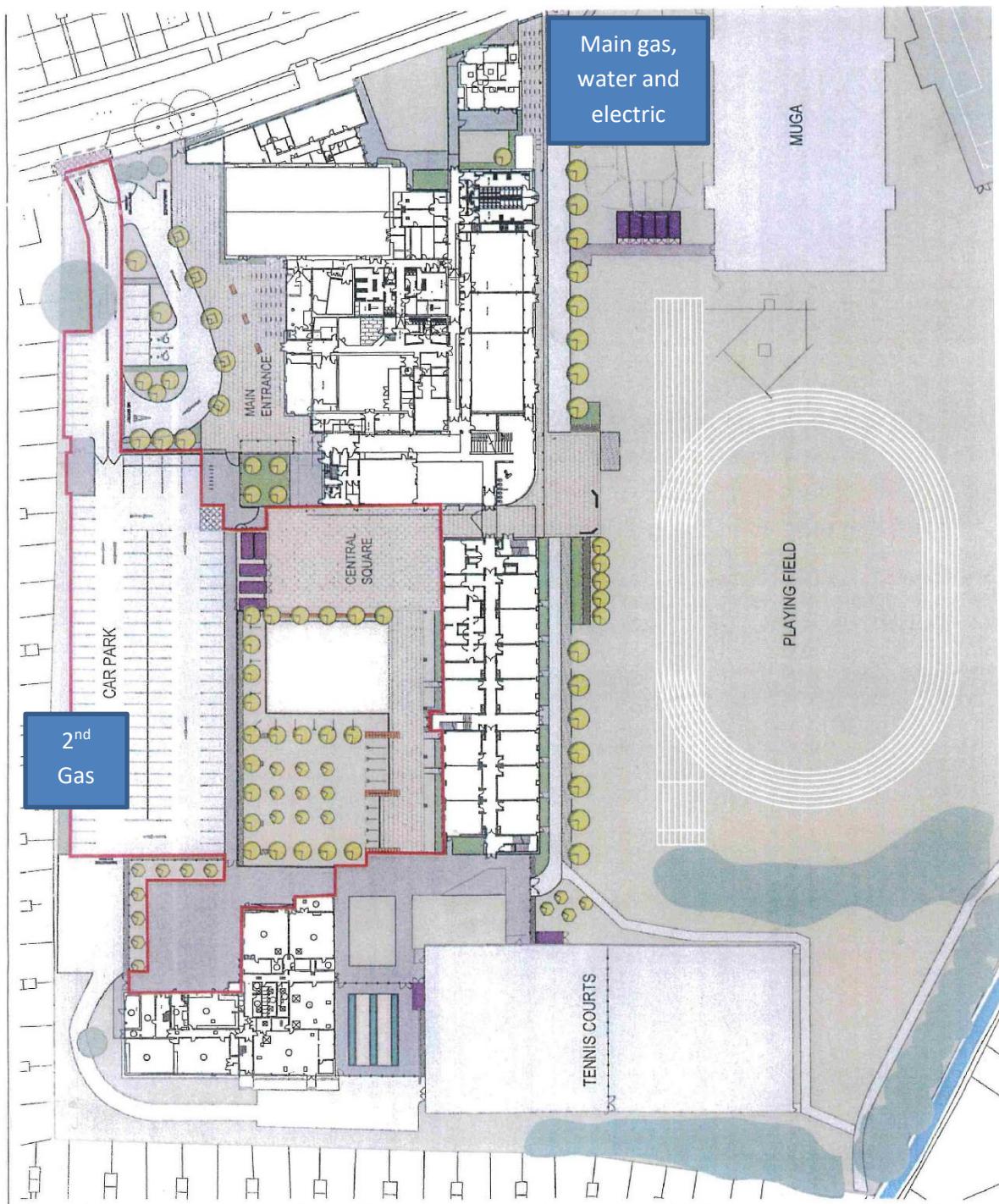
Monitoring Procedure

- 7.8 Parental permission must be sought for any input from outside professionals.
- 7.9 Colleagues closely involved with the incident and students involved should be offered debriefing and counselling opportunities.
- 7.10 Anniversaries should be planned for and handled with sensitivity
- 7.11 Students can be encouraged to send cards and letters

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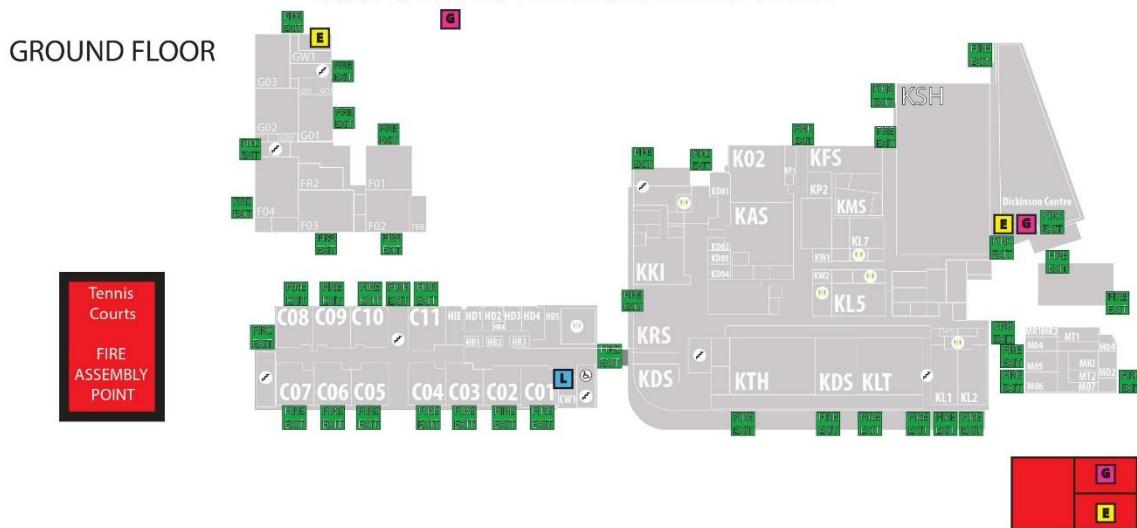
8. Location of Main Services for the school



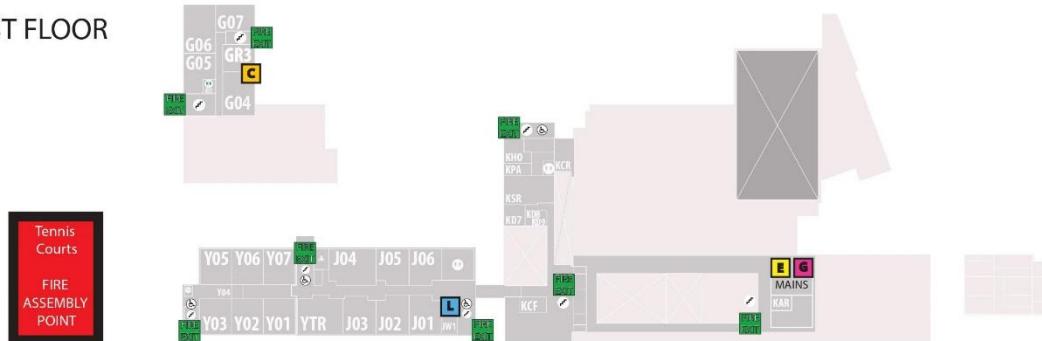
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Park Community School
Gas and Electric Plan and Overview of Site



FIRST FLOOR



SECOND FLOOR

E ELECTRIC
G GAS
C CHEMICAL
L LIFT

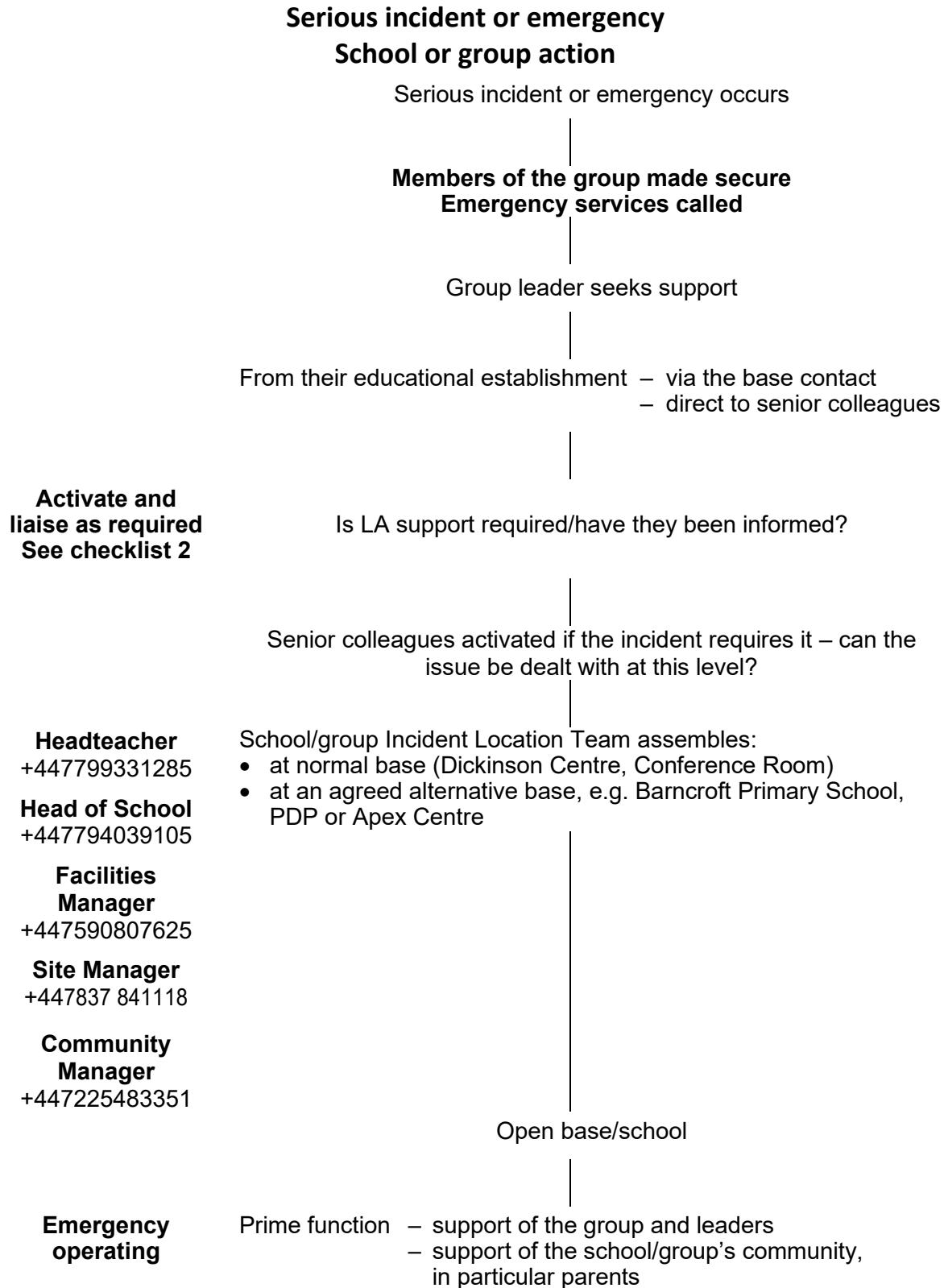
- Fire exits
- Fire assembly point
- Mobility impaired fire refuge

- Do not use the lift in the event of a fire.
 - In the event of fire in the temporary classrooms, ONLY they will be evacuated, NOT the main building.
 - Mobility impaired please use fire refuge system for assistance when evacuating the building.

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Appendix A - Checklist 1



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**procedures put
into place**

Appendix A - Checklist 2

Serious incident or emergency

School or group action

Serious incident or emergency occurs

Members of the group made secure

Emergency services called

Leader of group and/or establishment seeks support

Children's Services Department

First phase

During office hours: Outdoor Education, PE and Sport Service 01962 876218

Emergency Planning Team 07623 960259

Establish if the incident can be dealt with by senior officers (Children's Services and establishment)

Second phase

Children's Services Headquarters Serious Incident Team forms

Third phase

If required the Children's Services Team can call on:

- Home area team (goes to the home location)
- Incident location team (travels to the incident and supports directly)

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Appendix B - Checklist of information required when being notified of an incident

Record the following:

- Contact Number of Person Making the Report
- Name of Person Making the Report
- Position of Person Making the Report
- Time and Date Call Received
- Name of School/ Group Involved
- Location of the Incident
- Full details of incident

What Happened?

.....
.....
.....
.....

To Whom?

.....

Where?

When?

Which agencies have been informed, e.g. Police, Fire, Ambulance?

.....
.....
.....

- What is required of the Establishment or Children's Services, to include specialist assistance?

.....

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- Locations of rendezvous points, control points, and where colleagues should report if required?
-
-
-
-

- Before informant leaves do you have enough information to decide level of response? If not what else do you need?
-
-
-
-

- Name of Person Receiving the Report
 - Position of Person Receiving the Report
 - Notes
-
-
-
-

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Appendix C - Off-Site Emergency Procedures – BASE CONTACT

Action to be taken by the base & base contact person in event of a serious accident/incident e.g.

- an accident leading to a fatality, serious or multiple fractures, amputation or other serious injury
- circumstances in which a group member might be at serious risk or have a serious illness
- any situation in which the press or media are or might be involved.

1) Record the telephone number of the group leader and the group. Listen carefully and write down:

- what happened
- to whom
- where
- when
- what has happened since the incident.

2) Inform the Headteacher or a senior member of staff of the relevant details as soon as possible.

3) If agreed or as necessary, telephone the Children's Services emergency number as follows:

HCC: Daytime: Outdoor Education, PE and Sport: 01962 876218
 24 hrs: Emergency Planning Team: 07623 960259

Outdoor Education, PE & Sport Service offer advice and guidance to any of the above during work hours on 01962 876218.

- 4) Not only must the parents of any injured young person be notified as a priority, but arrangements should be made for all parents to be contacted regarding the safety of their particular child(ren) or young people.
- 5) If necessary, assistance should be given to transport parents to their injured child if he/she is hospitalised.
- 6) If necessary, an incident centre should be established as soon as possible. Each school/youth area should have a planned location for this eventuality, which is the Conference room/Head's office at school
- 7) Refer all press/media enquiries to the Media Centres: HCC 01962 847368 or via the emergency contacts above.

All base contacts must have by their telephone:

- lists of all group members (including adults) together with the addresses and telephone numbers of their next-of-kin
- complete details of the itinerary
- telephone numbers of senior colleagues from the establishments concerned
- telephone numbers of Children's Services/EPT contacts.

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Appendix D - Off-Site Emergency Procedures – GROUP LEADER

Action to be taken by the group leader in the event of a serious accident/incident:

- 1) Stay calm - assess the situation.
- 2) Protect the group from further injury or danger.
- 3) Render first aid or other service as appropriate.
- 4) Call rescue services (101 / 999) and/or police if required:
 - state the nature of the emergency
 - give your name, address/location and telephone number, followed by:
 - the location of the incident
 - the nature of the incident
 - the names of the individuals involved
 - the condition of those involved and where they are located.
- 5) Phone your base or base contact person (as soon as possible) with:
 - clear information about the situation
 - your location
 - your actions to date
 - your telephone number
 - a request to the receiver to alert your senior Managers and/or the Children's Services contact.
- 6) If it is not possible to reach your base/base contact person, telephone the emergency number::
HCC: Daytime: Outdoor Education, PE and Sport: 01962 876218
24 hours: Emergency Planning Team: 07623 960259

Outdoor Education, PE & Sport Service offer advice and guidance to any of the above during work hours on 01962 876218.

- 7) It is probable that both the leaders and young people will be in a state of shock, therefore:
 - remove remainder of the group to some secure accommodation and place under the care of a member of colleagues able to protect them from the attention of the press/media
 - if necessary, request the police to assist or ask for direct support from your base
 - calm and comfort the young people and arrange for their evacuation.
- 8) Do not make any statements to the press/media or allow anyone else to make statements other than expressions of sympathy.
- 9) Do not allow group members to text or telephone home or friends until contact has been made with your senior colleagues, the Press Office or Children's Services senior managers
- 10) Retain all equipment involved in an unaltered condition.
- 11) Do not allow anyone to see any group member without an independent witness being present. (No-one, unless they are in a relevant official capacity, has the right to see anyone who does not wish to see them.) Refer all press/media enquiries to the Media Centres: HCC 01962 847368 / PCC 02392 688073 / SCC 02380 832001/ WBC 01635 519125 or via your emergency contact above.

My base contacts are:

Base contact (1)

Telephone

School Reception +4423 9248 9800
Headteacher's PA +4423 9248 9801

Base contact (2)

Telephone

Community +4423 9248 9811
EVC N Pritchard +447590807625

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Appendix E - Recovery Team members' contact numbers - **CONFIDENTIAL**

Name	Title	Contact Number	Alt. Contact Number	School Direct Dial
Barry Harwood*	Co-Chair of Governors	07956 539921		-
Adrian Rowsell*	Co-Chair of Governors	07710 582600	W.023 92 333822	-
Chris Anders*	Headteacher	07799 331285	023 92 469250	023 92 489801
Ella Capaldi*	Head of School	07794 039105	01243 512054	-
Florence Fearon*	Community Manager	07725 483351	023 92 372045	-
Soo Bannard	Assistant Headteacher (and Designated Safeguarding Lead)	07772 989963	023 92 796415	023 92 489813
Jamie Bryce	Deputy Head of School	07725483353	07949 303643	-
Ben Bourton	Assistant Headteacher	07725483350	07595 428336	-
Laura Cavanagh	Assistant Headteacher	07729 122818	01730 301633	-
Stuart Cavanagh	Assistant Headteacher	07788 627692	01730 301633	-
Lucy Conner	Assistant Headteacher	07720103129	07824 993613	-
Edward Harrison	Assistant Headteacher	07349311502	07973 777052	-
Erika Leach	Assistant Headteacher/SENDCo	07756772089	07834 242647	-
Fiona Maskill	Assistant Headteacher	07349310834	07890 170114	-
Amy Pearce	Assistant Headteacher	07874886819	07470 470117	-
Andy Rose	Assistant Headteacher	07590807623	07795 148040	023 92 341222
Charlotte Butcher/Carla Swann	PA to Headteacher	07754463058	07584169053	023 92 489801
Nigel Pritchard*	Facilities Mgr (& EVC)	07590 807625	023 92 527347	023 92 489828
Mark Bird*	Site Manager	07837 841118	023 92 482910	023 92 489804
Will Le Santo	Senior Site Assistant	07914 572962	023 92 787664	023 92 489804
Jason Powell	Site Assistant	07957 959571	-	023 92 489804
Barry Smart	Site Assistant	07590 279455	-	023 92 489804
Ryan Smart	Site Assistant	07754444729	-	023 92 489804
Christopher Maddocks	IT Manager	07535154992	07752 746017	023 92 489803

* Incident Manager