



**Greys
Education
Centre**
Aspirational • Collaborating

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

Critical Incident Policy

Policy Status: Statutory

Review Cycle: Annually

Owner: Headteacher/SLT

Date: October 2025

Approved by: Greys LGB

Date: October 2025

Review Date: October 2026

Critical Incident Plan

The purpose of this plan is to provide guidance for all members of Greys Education Centre 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, requiring the assistance of the Emergency Services and/or Bedford Local Authority and others. (see appendix 1 & 2)

A potential crisis could include:

- Destruction or vandalism of part of the school site
- Issues with plumbing that means that the school is too cold, there is no water, or the toilets are not useable
- Storm damage, flooding or explosion
- Hostage of staff or pupil or any member of the school community
- Civil disorder or terrorism
- Fire or Bomb threat
- Robbery or burglary
- Intruders and/or violent assault within the school
- Death of a member of staff or pupil
- Accident resulting in injury or death on school journeys
- Strike action
- Road, rail or air traffic accident involving any member of the school or community
- Activities attracting media attention
- Outbreak or other significant issues that puts pupils or staff at risk
- Adverse weather
- Natural disaster in the school, immediate or national community
- Health and Safety issues such as food or water poisoning, discovery of asbestos, etc.
- Road, rail or air traffic accident involving any member of the community

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 Local Governing Body (LGB) of Greys 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.

Managing an incident

The response to any emergency will be timely, consistent, professional and coordinated in a way that minimises the impact to all members of school and our community. Our response to emergencies will be dependent on the nature of the critical incident.

The notification of a critical incident will instigate an 'instant response plan'. On that basis, the following procedure will be adopted in the event of any self-declared or informed emergency:

1. The Headteacher or the Deputy Headteacher/the Assistant Headteacher ~~School~~ in their absence will declare an 'emergency'.
2. The Headteacher will summon all members of the School's Emergency Response Team (SERT) immediately to their office as an initial response to emergency planning.
3. The SERT will take specific responsibility for key aspects of the emergency response as follows:

Headteacher	Overall co-ordination of response and informing the Local Governing Body chair of the emergency in the first instance.
Deputy Head, Assistant Head, Senior Leaders and Control Team	Overall co-ordination and liaison with the schools Leadership Team and staff; overall co-ordination of all aspects of internal and external communications.
Health & Safety Lead	Overall co-ordination of the response to the incident.

Secondary Kempston/ Primary Bromham/ Hospital Education

Incident Manager - Responsible for overseeing any decisions made
Vanessa Millar (01234 745075)
Catherine Assink (01234 745069)
Jo Tiff (01234 889320) Mobile 07958 670249

Deputy Managers

Chantelle Di Iorio
Sandie Mulligan
Natalie Toner

Parent Liaison Officers - Responsible for contacting parents
Julie Connor – Secondary (01234 745062 Ext 062)
Claire Chalkley - Primary 01234 745095 Ext 095
Giulia Felice (01234 745098 Ext 098)

Media Liaison Officer - Responsible for dealing with media coverage
Chelsie Tear (01234 745064 Ext 064)

Health and Safety Representative - Responsible for any H&S issues
Vanessa Millar

Admin Staff - Responsible for assisting parent liaison officer, arranging for pupil taxis, checking register and taking notes about the incident and any decisions made by the crisis team.

ICT

Paul Panter (01234 745099)
Dave Gilbert (01234 745068) 07974 961349

Strategic Operations - Responsible for any financial impact and contacting the Trust Board – Laura Kerrison (01234 745071)

Local Authority – Critical Incident Contact at Bedford Borough Council

Name	Assignment	Resources/Role	Place
Will Nettleship - Primary Natalie Toner - Hospital Ed Chantelle Di Iorio- Secondary	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.	Pri- Chestnut Avenue Park Sec- St Johns Street park
Karen Price - Primary Sandie Mulligan - Secondary	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. Allow children out when marked off. Do not allow parents through gate.	Pri- Chestnut Avenue Park Sec- St Johns Street park
Alison Kobiela - Hive Kyle Lawrence - Secondary	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.	Pri- Chestnut Avenue Park Sec- St Johns Street park
Claire Chalkley/Giulia Felice- Primary Julie Connor/Mandy Dawson- Secondary	Phone	Phone parents and carers.	Office
Primary Bimla Mehmi, Alistair Forest - Hive Joe Thompson, - Secondary	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

The Headteacher's office where possible, will remain the focal point for our critical incident coordination and only decisions emanating from there will be accepted as actioning relevant responses by all named members of the school community.

All media responses and other public communications **must** be co-ordinated through SERT.

Where possible, the Headteacher will ensure that a fully briefed team of staff are retained to maintain a telephone answering service to handle incoming calls.

IN THE EVENT OF THE HEADTEACHER NOT BEING PRESENT, JO TIFT, CHANTELE DI IORIO WILL ASSUME MAIN RESPONSIBILITY

Phoning Parents

You should at all times seek to reassure parents 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.

You should only phone parents/carers

You should say, **“Good morning/afternoon. This is *your name* from Greys Education Centre. 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 XXXXX. Please would you come and collect your child as soon as possible from the checkpoint which is XXXXXX.”**
(add to message if not parent) – “Please bring some form of identification with you for use if required”

Emergency School Closure - Adverse Weather Conditions

Greys Education Centre aims to be open on every possible occasion. It is expected that where staff live within 2 miles that they are prepared to walk or use public transport if necessary. There may, however, be occasions when the school will find it necessary to close because adverse weather means that the school site is unsafe and poses health and safety risks to the school community. Untreated roads and hazardous driving conditions will also be taken into consideration. Issues that may lead to school closure include:

1. Snow is 10cm deep and set to continue throughout the course of the day.
2. Extreme icy conditions would put pedestrians and vehicles at risk after severe snow/rain.
3. Wind is reaching gale force and fences/ bins are moving with small debris flying.
4. Flash flooding indicates that water is covering the ground at 3cm or deeper.
5. Heat is reaching 35+ in the shade or temperatures are dropping to below 9 degrees inside. This would mean working conditions of between 18-26/28 Celsius haven't been met. This evaluation takes place at 11am on the day as an indicator of how the day will progress.
6. The school is unable to meet basic staffing levels.
7. There is no heating (and weather is an issue) or water.

We will aim to avoid, as far as possible, any uncertainty and confusion in the event of possible school closure. The responsibility for making the final decision rests with the Headteacher. Discussions with the Chief Executive Officer of BILTT and Site Agent who live close to the school will establish local conditions. Decisions on whether or not to close Greys Education Centre are never taken lightly. The first consideration is always the safety of the pupils. In adverse weather conditions, where staff live some distance from school, the journey to school may be too hazardous for them to set out and, once here, equally hazardous for them to get home. Health and Safety risk assessments are completed, and we cannot open the school if there will be insufficient staff in school to properly supervise the children or indeed provide a meal for them during the school day.

In the event of adverse weather:

- A decision will be made between 6am and 7am (or in extended adverse weather conditions, where possible, the day before) whether the school should be open or needs to be closed.
- In the event of closure, the school will send a text message to parents and staff
- Put a notice onto the school website 'home page' and having notified Bedford Borough Council, the information may also be on the Council website.
- When the school re-opens, the Headteacher and Health & Safety Officer will ensure that the paths are cleared and that arrangements are made to ensure the safety of the pupils, parents, staff and visitors.
- If pupils are left uncollected then they will be supervised by staff on site until an alternative carer can be sought through their pupil contact list.

Evacuation of the School and Site

The Need

It may be that, for various reasons, the school must be evacuated. The school building, or part of it, may be declared unusable or unsafe by the Fire Officer or other 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

The Headteacher will inform all staff that the building is unusable.

Evacuation of Site

All staff (including those signed in in the logging system) and pupils will proceed to the assembly point. In the first instance this will be the playground. If the playground is not safe or longer term provision is needed, Primary staff and pupils will go to Bromham Primary and Secondary staff and pupils will go to Rivertree Free School.

STAFF MUST STAY WITH THEIR CLASS AT ALL TIMES CALMING AND REASSURING THEM UNLESS OTHERWISE DIRECTED. Their main roles are to:

- ensure all safety procedures are adopted and the welfare of pupils and staff are protected without endangering the lives of others.
- assemble in a safe area and complete a list of all pupils and staff within their care. The list will be required by the SERT as soon as possible.
- follow the instructions of the emergency services personnel and the SERT with regard to evacuation, relocation and/or the release of pupils.
- make no statements or comments to the media – these will be handled by the Borough Hall Press Office. **STAFF MUST ON NO ACCOUNT TALK TO THE PRESS OR TO PARENTS/CARERS (Other than as detailed to parents/carers above).** Every inquiry must be referred to the Headteacher who will also liaise with the emergency services. Parents wishing to collect their children will be advised where to go from the control point and notices. remain on site until given the authority to leave by the Headteacher (Deputy Headteacher in their absence).
- make notes of the incident as it progresses to ensure that an accurate account can be given after the event and facilitate handover should key personnel change during the incident.

Duties to be undertaken by non-teaching staff (under instruction from the Headteacher) may include:

- Informing parents by phone and requesting them to collect their children
- Manning checkpoint so that children and parents can be united
- 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 are not contacted by anyone other than the Police.

Release of Children from School

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 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 Control.

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

Health of Staff

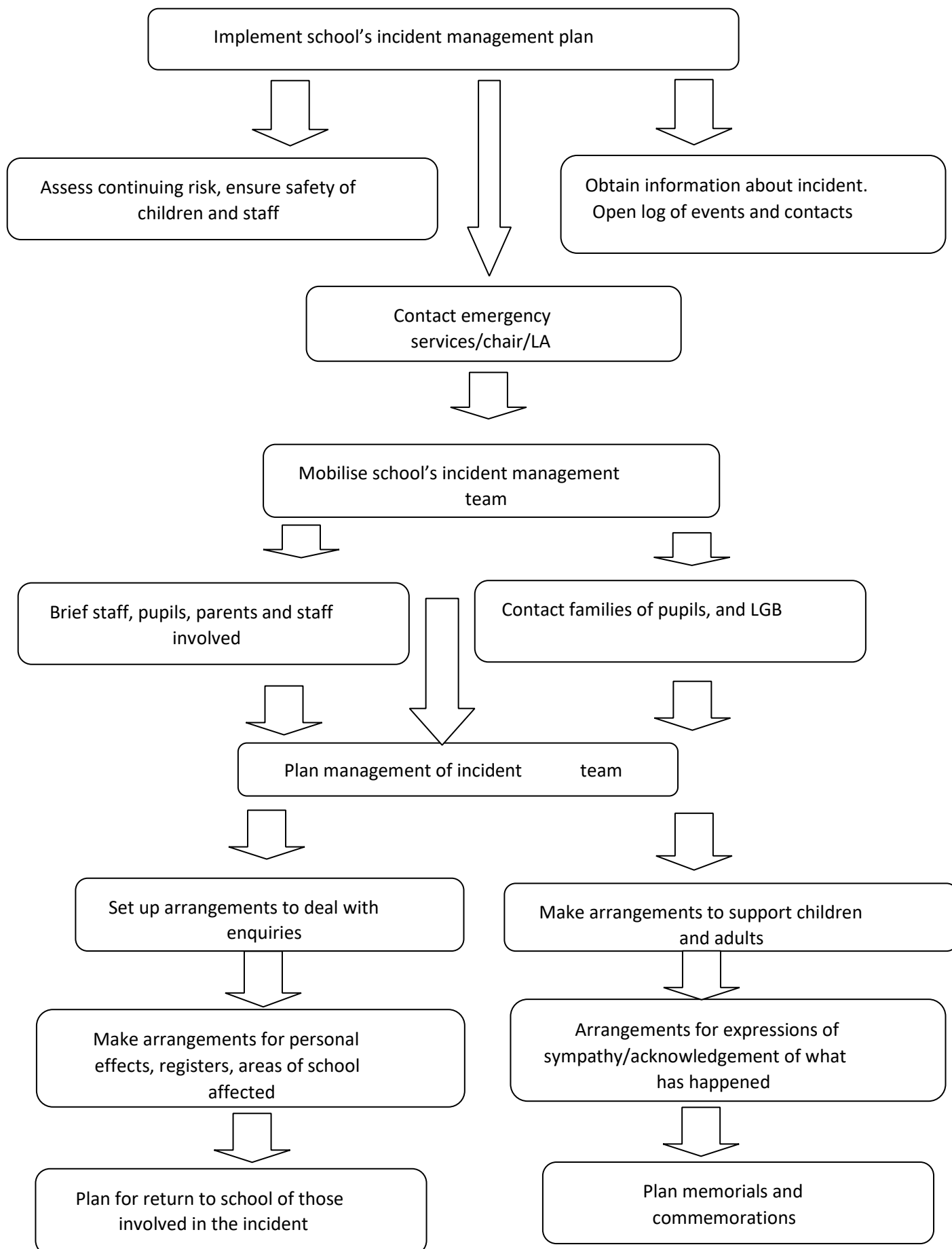
Colleagues should be aware that staff are not immune from shock and should seek to be mutually supportive, reporting to the Headteacher any concerns they may have about each other. This will be of particular importance if the original or subsequent incidents involved serious injury or a fatality. Bereavement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

REMEMBER ALL ENQUIRIES ABOUT PROCEDURE 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

School Contact Information

School Incident Management Team Leader	Vanessa Millar Jo Tiff	01234 745075 01234 745100
School Incident Management Team	Will Nettleship Natalie Toner Karen Price Kyle Lawrence Sandie Mulligan Julie Connor/Mandy Dawson Claire Chalkley/Giulia Felice Alison Kobiela	
Site agent	Andy Burraway	01234 745067 (ext 067)
Chair of LGB	Deirdre Murphy	07813 099204
Emergency Services	Bedford	999
BILTT Executive Principal	Catherine Assink	01234 745069



Greys Education Centre Incident Log

Name:

Page of

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

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

In the event of families then needing to be informed, a school message will be posted on the website issued by the Headteacher



National
Guidance
oeapng.info

Terrorism

The current global situation means that the possibility of being close to, or caught up in, a terrorist attack is a risk we all face. Like all risks this needs to be kept in perspective and managed in a thoughtful and proportionate way. To provide some perspective: the UK government identifies five levels of threat from 'low' to 'critical'. Since 2006, when this level was first published, it has never been below 'substantial' – the middle level.

The understandable anxiety of parents, staff, children and young people is particularly heightened following an incident. It is important to decide about each visit on its merit. The following guidance explains how you can be vigilant and reduce your vulnerability while carrying on as normally as possible.

When planning any visit, you should consider the likelihood of the destination, venues or transport being subject to a terrorist attack.

It is sensible to:

- Be aware of the latest news relating to your destination;
- Know the current threat level in the UK - available at www.gov.uk/terrorism-national-emergency;
- When travelling overseas, check the UK government's foreign travel advice in the early stages of visit planning, at regular intervals and immediately prior to leaving - available at www.gov.uk/foreign-travel-advice;
- Consider the threat of terrorism as part of visit risk management and include it within visit emergency plans – see document [4.1c "Emergencies and Critical Incidents – Guidance for Leaders"](#).

When visiting crowded places such as a major city, venue or event, where the risk of attack may be greater, consider within your planning:

- Possible safe areas or venues, near where you intend to be, that you could use as an emergency shelter;
- How to minimise waiting time at busy venues, and where to wait and gather for head counts and briefings;
- How to minimise queuing times (such as not carrying unnecessary items) to speed up search and entry;
- Ensuring that staff phones are charged and numbers shared;
- Ensuring that all leaders have all group information;
- Spacing leaders apart from each other;
- Providing a contact card for each participant giving a number to call if separated from the group, and the name and telephone number of the establishment;

- How you would get away in an emergency, bearing in mind that the direct route and planned transport might no longer be an option (awareness of alternatives and access to emergency funds to pay for them);
- Whether it would be better not to leave the site immediately with the crowd at the end of an event;
- The possibility of an enforced overnight stay and what this might entail (for example reserves of any critical medication, funds);
- How you might manage an enforced group split.

During the visit:

- Be vigilant and aware of your surroundings – know where the exits are and where you would run to;
- Be aware of the possibility of suspicious activity or items, and report them if you are concerned – see www.gov.uk/terrorism-national-emergency/reporting-suspected-terrorism;
- When staying at any place for more than a short time, identify emergency meeting points in case the group is forced to move and becomes split;
- Avoid congregating too long around entrances to major public sites;
- At ports and airports don't linger unnecessarily on the public side of security screening.

The government has provided advice about first aid in the event of a terrorist incident. It is available at:

www.gov.uk/government/publications/first-aid-advice-during-a-terrorist-incident.





**IN THE RARE EVENT OF
a firearms or weapons attack**

RUN HIDE TELL



RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE. It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.

RUN HIDE TELL



At the moment, the issue of terrorist attacks is regularly in the news. But it's been on our agenda for much longer.

The police and security service have been working constantly to foil terrorist attacks for years, not months.

But we are not complacent about keeping you safe.

Due to events in the UK and abroad, people are understandably concerned about a firearms or weapons attack. These attacks are very rare but in the event of such an attack, it helps to be prepared.

Remember, attacks of this nature are still very rare in the UK.

So Stay Safe, and just remember the words:

RUN. HIDE. TELL.

To watch the Stay Safe film, visit
www.npcc.police.uk/staysafe

Information is vital. If you see or hear something that could be terrorist related, trust your instincts and call the confidential Anti-Terrorist hotline on 0800 789 321. Our specially trained officers will take it from there. Your call could save lives.

Always in an emergency, call 999.