



EIST Critical Incident Policy 2025-2026

Revised Date:	April 2025
Next Review Due:	April 2026
Policy Reference Number:	EIST 2026 CIP Ver.1

Purposes

EIST has a Critical Incidents Policy outlining IMMEDIATE, MEDIUM and LONG TERM strategies.

Defining a critical incident

A critical incident may be defined as any sudden and unexpected incident or sequence of events, which causes trauma within a school community, and which overwhelms the normal coping mechanisms of that school.

Whilst it is impossible to identify every possible critical incident which might affect students and staff in school, there are some events which are more likely than others.

There are 4 main categories of incidents, those occurring:

- at the school
- in the general proximity of the school
- whilst on an educational visit i.e. out of school
- outside the school's jurisdiction

It is important for the school to identify potential critical incidents and which procedures to follow in each instance. Some crises affecting schools are listed below:

- The death of a member of the school community through sudden death, murder, accident, terminal illness or suicide
- An accident or major incident involving pupils or staff on or off the school premises
- A physical attack on staff member(s) or student(s) or intrusion into the school
- A hostage taking or kidnap attempt at school
- Serious damage to the school building through fire, flood, vandalism etc.
- The disappearance of a member of the school community
- The need for immediate evacuation of the school with no likelihood of return for some hours/days (e.g. industrial accident or a major RTA)
- Pupil/staff member with serious contagious illness
- An accident/tragedy in the wider community
- Civil disturbance in the local community

Critical Incident Management Team

A planning team of key personnel has been formed at EIST.

. These personnel are:

- School Directors
- Heads of Section
- Office Manager
- HR Manager
- School Nurse
- Business Manager

Checklist for action to be taken

The procedures to be followed will depend on the particular incident that has occurred and the particular arrangements in place in the school

Immediate action (first 24 hours)

Action	Comment
Ensure the school population is safe either on the school premises or elsewhere	
Phone the appropriate agencies: Emergency Services	Dial 197, 198, 190 where appropriate.
Keep a log of actions taken	Keep a record of names of officers from the Emergency Services and any other external agencies which you contact. Note any actions you take or any help you request. This will not only serve to help you at the time but may be needed in any subsequent inquiry
Obtain as much accurate factual information as possible	What happened when and where Extent of injuries Location of those injured and not injured How many involved and names and ages Risk of further injury Damage to buildings

	Agencies already contacted
Gather and brief all members of the Senior Management Team/Critical Incidents Management Team	<p>Agree statement of facts for staff students parents/carers and media and if possible complete a written version of it</p> <p>Allocate responsibilities and roles according to the school's own action plan</p> <p>Arrange regular group meetings</p> <p>Inform Chair of Governors and other Governors</p> <p>Appoint someone to handle phone enquiries and respond to media</p>
Organise a staff meeting Organise supervision of pupils during staff meetings	<p>Give an account of the facts</p> <p>Opportunity for staff to express views and feelings.</p> <p>Discussion of how staff will share facts with students</p> <p>Outline routine for the day</p> <p>Inform staff of agencies involved and supports in place</p> <p>Procedure for identifying vulnerable students</p> <p>Distribution of relevant handout material</p> <p>Decide whether any outside agencies need to be invited</p>
Review pupil/staff timetables for the day	Make arrangements for breaks, lunch, & home time

Designate an Incident Management Room.	It should be located away from any hazard, offer privacy and be available for as long as required
Ensure you have sufficient telephones available	<p>At least one telephone line should be available for outgoing calls only</p> <p>Make sure telephone numbers are shared between all members of the Critical Incident Management Group</p>



<p>Keep a telephone log of all incoming and outgoing calls.</p>	<p>This will help identify the people who have been and still need to be spoken to Consider having a rota of people collecting this information Calls may be stressful, and people may need time away from the telephones</p>
<p>Inform parents/carers of children directly involved</p>	<p>Agree who should share information with parents/carers and how this should be done. List who has been contacted to avoid duplication Give relevant and factual information Set room aside for distressed students to meet with parents/carers Provide support to parents/carers who are on their own when they arrive at school Give telephone numbers for enquiries</p>
<p>Inform parents/carers of children not directly involved Make contact with bereaved family</p>	<p>Parents/carers of children in the school should be informed of the incident and that their child may be upset Prepare letter to parents/carers stating facts and brief outline of incident</p>
<p>Dealing with media</p>	<p>Prepare written statements to include facts about the incident, what has been done already, what is going to be done and positive information or comments about the deceased person Keep responses simple factual and brief Brief staff and students and advise them on dealing with media</p>

Inform students	<p>Consider age of children, group size and who should deliver message</p> <p>Support best given by adults known to the child</p> <p>Give facts</p> <p>Avoid speculation</p> <p>Allow pupils to ask questions, tell their story and express feelings</p> <p>Help students realise overwhelming emotions are natural</p>
Organise the reunion of students with their parents/carers if necessary	<p>Inform students</p> <p>Facilitate distressed students and parents/carers by providing private room where they can meet following an incident. Where appropriate, offer help with transport</p>

Medium term actions (24-72 hours)

Action	Comment
Review events of first 24 hours	<p>Reconvene key staff/ Critical Incident Management Team. Check out how team is coping</p> <p>Decide arrangements for support meetings for parents/ carers/ students/ staff</p> <p>Decide on mechanism for feedback from teachers on vulnerable pupils</p>
Arrange briefings for all staff ASAP	<p>Be sure to include all staff: ancillary staff such as cleaning and caretaking staff, volunteers</p> <p>Include those with a responsibility within the local authority</p> <p>Establish contact with absent staff and pupils</p> <p>Be sensitive as to how staff are coping on a personal and professional level</p> <p>Update media as necessary</p>
Arrange support for individual students groups of students and parents/carers if necessary	<p>Provide suitable room</p> <p>Support and/or information meeting for parents/cares/students to clarify facts and offer advice and reassurance</p> <p>Inform about support services and provide relevant handouts Arrange, in consultation with outside</p>



	agencies, individual or group debriefings or support meetings as needed with parental permission
Continue to keep pupils fully briefed and updated.	This discourages speculation; if at that time you have no additional information, please tell everyone that this is the case
Liaise with family regarding funeral arrangements and memorial service	Designate staff to liaise with the family to extend sympathies clarify families wishes regarding schools involvement in funeral/memorial service Arrange home visit within 24 hours by two staff if appropriate Have regard for religious traditions and beliefs Decide in accordance with parents/carers wishes attendance and participation at funeral/memorial service
Plan visits to injured persons	Name key person
Try to stick as closely as possible to normal school routines	It is important that the school return to normality as soon as possible, however, there will be need for special staff meetings and discussions in classes and assemblies
School Closure	Request a decision on this from school management team
Be prepared to deal with insurance claims/legal matters	Liaise with the school lawyer. Prepare an inventory of what has been lost or damaged; ensure that a central log of this is kept in the incident room Back up electronically if possible
Develop and start to implement your recovery plan	A recovery plan is very useful to add the return to normality. Plan ahead for various contingencies, for example by running through a 'virtual incident' Remember that some incidents will reverberate for years rather than months

Longer term actions

Action	Comment
The Senior Management Team and/or Critical Incident Team should review how the incident was handled and amend the Critical Incident Management Plan appropriately	This might be carried out both as an internal exercise and in consultation with external organisations What went well, where were the gaps, have all necessary support services been accessed? Any unfinished business? Formalise Critical Incident Pan for the future
Monitor students for signs of distress	Look for uncharacteristic behaviours, deterioration in academic performance, physical changes inappropriate emotional reactions or absenteeism
New staff	Ensure new staff are aware of incident and pupils affected Consider transition for pupils affected by the incident and passing on information to key people Ensure staff are aware of critical incident policy
Decide on appropriate ways to deal with anniversaries and special dates	Anniversaries may trigger emotional responses in students/staff and additional support may be needed Acknowledge the anniversary with family and liaise on any proposed commemoration Be sensitive to significant dates like birthdays, Christmas, Mother's day, Father's day

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Mr Zied Ben Ghorbel	Ms Jacqueline Johnson
Date:	Date:
	