

**DEALING WITH MAJOR INCIDENTS AND  
UPDATING YOUR CONTINGENCY PLAN**



**Somerset  
Council**

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**Document Title/  
Search Keyword(s):**            **Dealing with Major Incidents and  
Updating your Contingency Plan**

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Produced by the Corporate Health & Safety Unit, Somerset County Council  
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DF/SD/Major Incidents V8.doc; Guidance for Schools, Volume 4 – Info Sheet 63  
Updated: February 2023

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**North Newton Community Primary School  
'Together we Achieve'**



On rare occasions a school or educational establishment may face a major/critical incident. A major/critical incident is defined as a trauma, or several incidents requiring urgent action and/or closure. Examples of a major/critical incident include:

- The death of a pupil(s) or member(s) of staff through sudden accident, murder, illness, or suicide.
- A serious accident involving pupils and school personnel on or off school premises.
- A violent attack or violent intrusion onto school premises, e.g. involving an armed intruder or a bomb alert.
- Fire, flood, building collapse or major vandalism in school.
- A hostage situation, or threats made to a school causing a lockdown.
- A disaster in the community, e.g. transport accident, terrorism.

**In the event of a major/critical incident the following action should be taken:**

- Contact the emergency services as required;
- Create a '**Critical Incident Management Team**', a school base team like an establishment Senior Management Team who can provide a suitable or practical response to the incident in question.
- Contact the Local Authority to activate further support and guidance ([useful contacts](#));

The following appendices outline the key actions and contacts to follow in the event of a critical/major emergency. This document should be kept so it is accessible in an emergency i.e. Business Continuity Grab bag.

Appendix I [Flowchart](#)

Appendix II [Key Contacts in the event of a major/critical incident](#)

Appendix III [Useful Telephone Number Template](#)

*Note: iPost login require to access the Out of hours telephone numbers*

Appendix IV [Links to guidance \(on iPost\) and contact details](#)

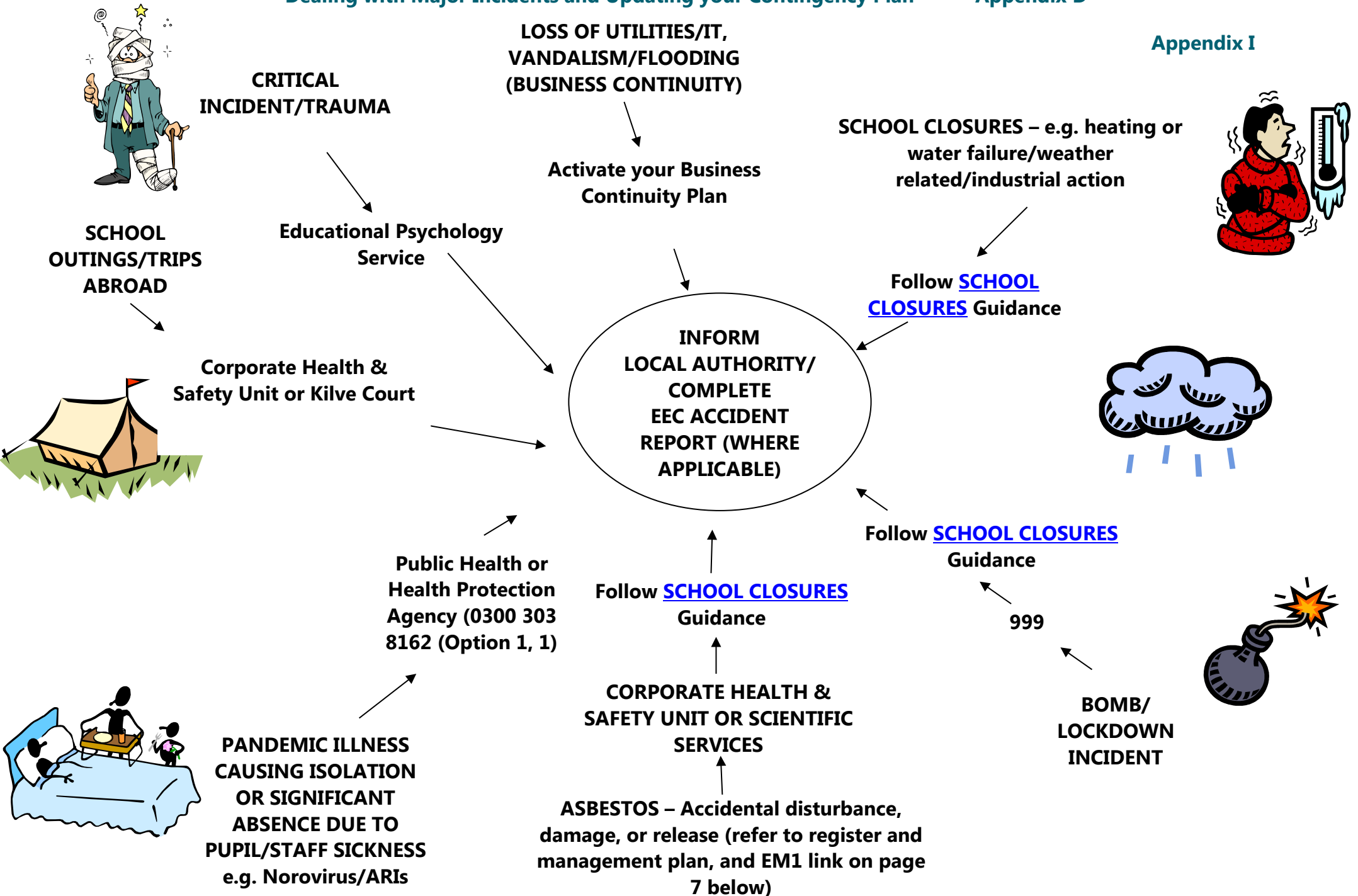
This document should be considered alongside guidance provided by the SSE Educational Psychology Service – Further downloads and details can be found via the following link:

<http://www.supportservicesforeducation.co.uk/Services/3242>

*Please note that all schools or educational establishments need to have a critical incident plan in place outlining the actions required and support available at the time of a trauma/major incident. A **separate Business Continuity Plan** is also recommended to*

*support schools manage other types of disruption. A template plan can be found via the following link: [Business Continuity](#).*

**Please ensure your Critical Incident Contingency Plan is updated annually, and your up-to-date list of contact telephone numbers is readily available for office support staff and school managers.**



Appendix II

**KEY CONTACTS FOR EDUCATIONAL AND EARLY YEARS SETTINGS AT TIMES OF A CRITICAL INCIDENT**

*A CRITICAL incident may be a single incident or a sequence of incidents which in the setting:*

- *contain real or imagined threats to people;*
- *overwhelm usual coping mechanisms;*
  - *cause severe disruption;*
  - *are traumatic to anyone.*

- **Anybody with knowledge of a Critical Incident**

- **Inform the setting leader and indicate that they should follow the Somerset County Council Emergency Response if appropriate and follow their Major Incident Contingency Plan**

**OUT OF HOURS:**

- **Contact 01823 257185 (Deane Helpline) – Please ask for Somerset Local Authorities Civil Contingencies Officer. This Officer will alert services including Educational Psychologists, Duty Gold Officer and Communications team**
- **Safeguarding duty team weekends: 0300123 2327**

**Key Contacts During Working hours:**

- Civil Contingencies Duty number:** 01823 257185
- Corporate Health & Safety Unit -** 01823 355089/07811 309112
- Educational Psychology, SEN & Inclusion:** 01823 357000
- Media Officer office number** on 01823 355020
- Contact Somerset Direct (schools)** on 0300 123 2224
- Scientific Services (Asbestos):** 01823 355195
- Children and Social Care line :** 0300 123 2224
- Children and Social Care consultation line :** 0300 123 3078
- Safeguarding duty team (work hours):** 01278 447 997
- Western Power Electricity :** 0800 6783 105
- Health and Safety Team : Steve Dorrell :** 01823 355089 07811 309 112
- HR County:** 01823 356658
- Praestantia IT:** 03301 244731
- Report a property or Grounds repair: Out of hours –** 07768 801626
- Day time –** 01823 355358 or 01823 355783

**The Critical Incident Response procedure will be initiated by the Senior Educational Psychologist**

**Relevant Educational Psychologist will contact setting and oversee response**

**Inform Principal Educational Psychologist who will inform the Director and all other relevant central and area personnel**

**All incidents are logged, and the response evaluated with the setting**

**When office opens, contact and update Executive Support Team who will follow internal procedures**

Principal Educational Psychologist will inform and update the Director and his Management Team and other key central area personnel

**Educational Psychology Service will initiate Critical Incident Procedure with the setting**

**ALL SETTINGS ARE ADVISED TO HAVE A CONTINGENCY PLAN SUCH AS THE ONE AS OUTLINED IN "CRITICAL INCIDENTS IN SCHOOLS".**

## USEFUL TELEPHONE NUMBERS

## Appendix III

As part of a contingency plan, this list should be regularly updated and attached to a Staff Notice Board or in a Staff Handbook.

Contact	Name	Telephone Number
LEAD COMMISSIONER – CHILDREN AND LEARNING (DCS)	Claire Winter	01823 359023
ASSISTANT DIRECTOR – EDUCATION PARTNERSHIPS & SKILLS	Amelia Walker	07968 889374
CIVIL CONTINGENCIES UNIT		01823 257185
SOMERSET DIRECT (SAFEGUARDING)		0300 123 2224
SCIENTIFIC SERVICES	Sharon Larkman	01823 355195
CORPORATE HEALTH AND SAFETY UNIT (SCHOOLS) (01823 355089)	Daniel Thomas Steve Dorrall	07811 309112
CHAIR OF GOVERNORS		
FIRST AIDER		
PRESS AND MEDIA OFFICE		01823 355018
EDUCATIONAL PSYCHOLOGY SERVICE, Special Educational Needs and Inclusion	<a href="mailto:InclusionSENSupportServices@somerset.gov.uk">InclusionSENSupportServices@somerset.gov.uk</a>	01823 357000
SOUTH WEST HEALTH PROTECTION TEAM		0300 303 8162 (option 1, option 1)
PROPERTY REPAIRLINE (For schools that have purchased SSE Property & Grounds) CORPORATE PROPERTY		01823 357357
CHILD AND FAMILY THERAPEUTIC SERVICE		
LOCAL COUNTY COUNCILLOR	<a href="http://www.somerset.gov.uk">Somerset Council</a>	
EDUCATION SOCIAL WORKER		
This list was updated on:		

Name of School/Establishment – (include town)	North Newton Community Primary School
Principal Contact (include main contact number or contact point)	Mrs Deborah Leach
Nature of Incident: • Include date and time • Who and numbers involved	
Have you called any of the emergency services?	
Have you assembled your management team, including: • Overall lead • Coordinator • Communications Officer(s) • Record / log keeper • Logistics (i.e. main telephone/contact numbers, transport arrangements, alternative accommodation) • Chair of Governors • Premises Manager • Media Officer	
Logistics – Are evacuation, school closure (if required), transportation, accommodation arrangements required?	
Resources – Are special designated areas required? i.e. to facilitate Parents, Emergency Services, Local authority support, quiet area for emotional support?	
Have you contacted the Local Authority for support i.e. School closures, CHSU, Educational Psychologist, Property Services?	
Check security of site	
Arrange contact and safe collection of pupils/young people	
Maintain a log/record of all activities, decisions, and communications.	
Consider implementation of your Business Continuity Plan	
Have you activated your emergency procedures from your asbestos management plan (if applicable)?	

**Appendix V****FURTHER GUIDANCE AND CONTACT DETAILS FOR DEALING WITH MAJOR OR CRITICAL INCIDENTS. WHAT TYPE OF EMERGENCY?****Major Emergency/School Closures:**

School closure decisions are made by the Headteacher, in consultation with the Chair of Governors (maintained schools)

School closures guide: [School Closures](#) Website to log a closure:

<http://somensetschoolclosures.org.uk>

**Support Services for Education Link:**

<http://www.supportservicesforeducation.co.uk/Services/3242>

Guidance for managing school closure arrangements link:

[Appendix B - Guidance for Schools – Managing School closures](#)

**Epidemic/Major illness/Significant absence due to pupil/staff sickness:**

Having contacted the LA, follow guidance as above.

HPA Guidance on Infection Control in Schools and Other Child Care Settings:

[Guidance on infection control in School & Child Care settings](#)

**Public Health England (Health Protection Team)** – Follaton House, Plymouth Road, Totnes, TQ9 5NE. Contact: 0300 303 8162 (option1 then option 1).

Out of Hours: 0300 303 8162 (option 1)

Somerset Health Protection (out of hours): 01823 333444

**Asbestos – discovery of asbestos through accidental disturbance or damage:**

[em1.pdf \(hse.gov.uk\)](#)

**Disruption to Education - Pandemic Flu/Coronavirus:**

Covid is managed as an Acute Respiratory Infection (ARI) in line with other infectious diseases:

<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>

The school's [business continuity plan](#) should also be reviewed and updated as necessary.

**Guidance for Schools and Colleges in Managing Critical Incidents 2022/23:**

Please contact [InclusionSENSupportServices@somerset.gov.uk](mailto:InclusionSENSupportServices@somerset.gov.uk) for a copy of this document.

**National Counter Terrorism Security Office (Protect UK) website** – includes links to guides such as Stay Safe and how to report suspicious behaviour: [Protect UK](#)

**School Security and Lockdown guidance:** [School security | NEU](#)

[NASUWT | School Lockdown Procedures](#)

**Dealing with the media at times of crisis:**

<http://intranet.somerset.gov.uk/EasySiteWeb/GatewayLink.aspx?aId=3046>



**Accident and Incident Reporting:**

Accident Report to be completed for all incidents including accidents and near misses (including those involving violence to staff). [Data collection form](#)      [EEC Safety Suite](#)

**Outdoor Education National Guidance - Critical Incidents on School Trips:**

<http://oeapng.info/download/1764/>