



CRITICAL INCIDENT & EMERGENCY EVACUATION POLICY

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Chair of Governors	Katherine Russell
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Linked policies:

Emergency evacuation policy
Joint Health and safety policy

PART A

Critical Incident Policy

The Beechwood School, as part of the Schelwood Trust, considers a critical incident to be:

Any sudden event or emergency involving one of its schools (in or out of hours) where the effectiveness of the school response is likely to have a significant impact on the local community and stakeholders.

The Critical Incident Plan (Part B) is designed to help the school staff manage these incidents when they occur. In the event of a critical incident occurring, the Schelwood Trust has established the following priorities to be addressed by a school's incident management team:

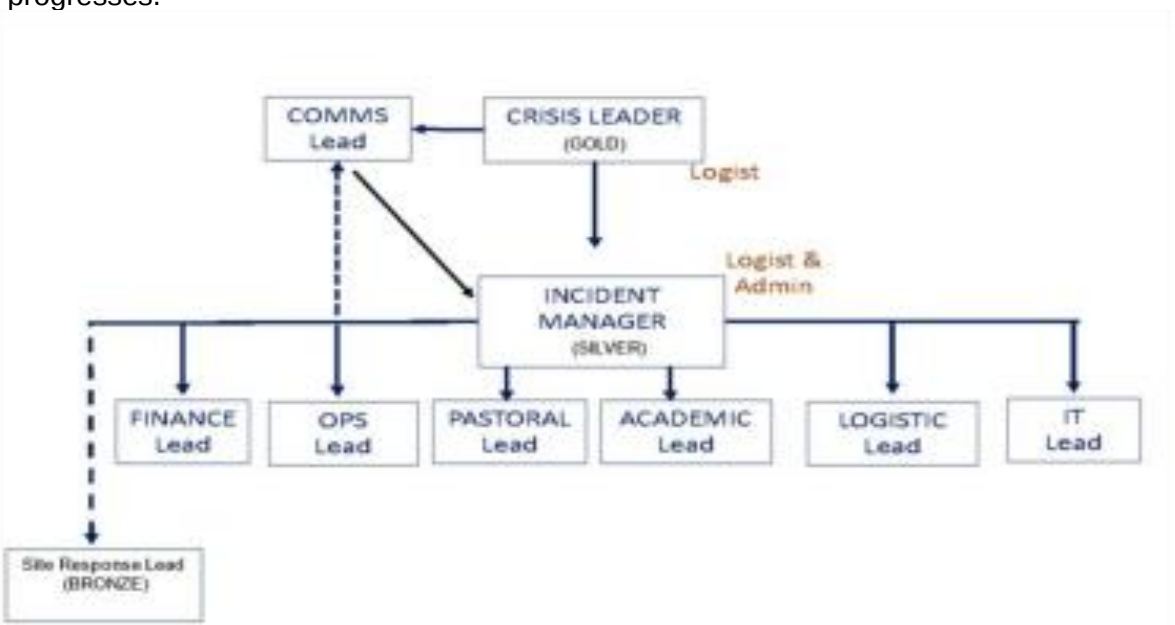
- Minimise or eliminate any danger or risks to individuals
- Contain the incident and work effectively with emergency services
- Assist in any investigation and ensure the school acts in a lawful manner
- Look after the emotional wellbeing of the school community and communicate with the wider community, parents, and key stakeholders
- Restore normality as soon as possible

The governance is aware of the emotional needs, as well as the practical needs, of each individual within the school's community at a time when a critical incident occurs and will ensure that appropriate support is put in place for as long as it is needed.

Decision Making structure

To ensure a coherent and co-ordinated response to any critical incident, a decision making structure that is distinct and separate to the normal management structure will be used.

The Incident Management structure set out below, outlines the minimum of roles that are required for **an initial activation**. Additional roles may be required as the incident progresses.



Training & Testing

The Trust is committed to ensuring that all members of the School's Senior Leadership Team, and staff who are members of the School's Incident Management, receive appropriate professional development training and participate in an annual exercise to rehearse implementing the procedures set out in Part B.

Crisis Leader (GOLD) – Role and Responsibilities

The Headteacher will be responsible for overseeing the Trust's response by determining resourcing levels, appointing a person to be the Incident Silver Manager, and undertaking strategic stakeholder engagement. *Unless the Headteacher has taken on another role due to the timing/context of the incident. In which case, gold lead will pass to another member of the senior team, or to someone else within the Trust.*

In the initial stages of an incident, or until notified otherwise, the strategic priorities will be:

- Preserve Life.
- Minimise damage / loss to buildings.
- Ensure welfare of staff and students.
- Resume designated critical activity.
- Return academic activity to normal, within allocated resourcing levels. 6. Protect the local reputation and standing of the Trust.

Resolution and Debrief

The response required to return the school to normal activity, in the aftermath of a critical incident, may require activity to extend over a considerable time.

Once the Crisis Gold Leader is satisfied that any on-going action required can best be accomplished through the school's day-to-day managerial structure, the critical incident should be declared finished, and the Incident Management Team stood down.

If appropriate and prior to formal notification of being stood down, the Crisis Team should attend a "hot" debrief session and should be held no later than 3 days after the initial incident.

The Crisis Gold Leader will then organise facilitated debriefing sessions for all staff members and students, to discuss the incident and to give them the opportunity to emotionally process their experiences. This also provides an opportunity to assess whether follow support or counselling is appropriate.

A written report of the lessons learnt from the response to the Critical Incident will be made and any recommendations incorporated into the Critical Incident Plan. The policy will be reviewed annually by the Local Governing Board.

Part B

Critical Incident Procedures

Incident classification and escalation criteria

Any incident or suspected incident should be notified to the school reception or to any member of the School Leadership Team as soon as practicable. Out of hours issues will usually be covered by the Headteacher and DSL.

The receptionist or member of SLT notified will immediately ascertain and record the following:

- Nature of incident.
- Exact location and address of the incident.
- Time incident occurred.
- Number of pupils and staff directly impacted.
- Number and extent of injuries / fatalities.
- Presence of Emergency services.

An incident should be classified using the following criteria:

Category	Criteria
Critical Incident (Contact any member of the Senior Leadership Team)	Fatality
	Serious injury
	Violent trespass / Threat of violent entry
	Loss of building
	Loss of access to campus
	Data breach
	Community Disturbance
Priority Incident (Contact SLT / School Executive Operations' Manager)	Loss of utility
	Loss of IT
	Disruption to transportation
	Food poisoning
	Minor injury
	Severe weather
	Bomb threat / Suspicious package
Routine (Contact SLT / School Executive Operations' Manager)	Minor or temporary disruption not expected to exceed 4 hours

The initial point of contact should identify and contact any **immediately available** member of the Senior Leadership Team for a CRITICAL INCIDENT.

During school hours, once a member of the Senior Leadership Team has been contacted and briefed on the incident, they in turn **must immediately assume** the role of **Incident Silver Manager**.

For an out-of-Trust hours incident, the on-call member of the Senior Leadership Team will assess whether immediate activation of the **Incident Management Team (IMT)** is required. This is mandatory for an incident assessed as CRITICAL.

Incident Management Team

The Incident Management Team (IMT) will comprise the following roles and on activation should meet in the Headteacher's Office or join a school-initiated Video Conference. Roles below, as required dependent on the incident, will be allocated. In the case of the real and immediate evacuation, the Incident Management Team will agree a meeting point outside of the school building.

FUNCTIONS		
1. Crisis Gold Leader	5. Academic Lead	9. IT
2. Incident Silver Manager	6. Finance Lead	10. Admin
3. Site Bronze Lead	7. Estates	11. Logistics
4. Welfare Lead	8. Comms & Media	12. PFI contract link

Incident Manager (Silver) – Role & Responsibilities

The Incident Manager is responsible for implementing a plan, in conjunction with the Bronze Site Response Lead, that will resolve the incident and restore normal activity in accordance with the priorities and resourcing levels set out by the Crisis Leader (GOLD).

An individual who is a member of the Senior Leadership Team will assume the role of Incident Silver Manager upon an initial request of the Crisis Gold Leader.

Once the Incident Silver Manager is satisfied, they are fully aware of the current situation and on-going activity they should:

- Commence a policy log – see appendix D
- Convene the Incident Management Team (IMT) and confirm / appoint individuals to be the

functional leads specified above.

- The role of the functional leads in the IMT is to organise the implementation of any tasks allocated to their function, under the plan developed by the Incident Manager. This may require the identification and instruction of others to undertake the task required.
- Ensure a Site Response Team has been deployed for any on-site incident. 5. Identify an Emergency Response Lead (ERL) for any off-site incident. 6. Activate / establish a telephone hotline / web briefing portal.

Site Response Bronze Lead

The role of the Site Response Bronze Lead is to attend the immediate vicinity of an incident occurring within the school site to:

- Assess and confirm the nature of the incident
- Ensure first aid to injured parties
- Establish a cordon to prevent further endangering of staff and students • Initiate emergency action to prevent further injury or damage

Where it is not safe to undertake a physical investigation, a remote investigation by CCTV or other means should be considered. This may be by emergency services.

It is essential that an initial assessment of the incident made and passed to the Incident Silver Manager with a recommendation on whether to invoke a predetermined “**Evacuation**” or “**Shelter-In**” plan is a matter of urgency.

Emergency Response Bronze Lead - Off-site

The Emergency Response Bronze Lead is the most senior member of staff on a school trip or event away from the school premises.

The role of the Emergency Response Bronze Lead is to attend the immediate vicinity of an incident to initiate / confirm the attendance of emergency services who can provide first aid to injured parties and to then ensure that all remaining students are located and moved to a nearby place of safety as soon as possible.

Once this has been achieved, they must contact the Incident Silver Manager and give the names of pupils who have been injured, the nature of their injury and their current location.

SHELTER-IN PROCEDURE (integrated evacuation & lockdown)

Signal:

The signal for SHELTER IN is tannoy message stating ...SHELTER IN, SHELTER IN ALL STAFF AND PUPILS, SHELTER-IN”

Activation:

Student Services or Main Reception

Action on instigation – All staff & students

On hearing the tannoy message all staff and students must:

During lessons: Stay in your classroom

OR if not classroom based at the time, Go immediately to the nearest designated refuge

Before school/Break/Lunchtime/After school:

Go to your next lesson or designated refuge (whichever is closer)

Once refuge has been found:

Remain in the refuge until further notice.

Designated ON-SITE Refuge - Drama Studio

Designated OFF-SITE Refuge - Claycots Primary School (Monksfield Way)

Action of Teachers & Staff

Please follow the **CLOSE** procedure:

- Close - all doors and windows - draw curtains / blinds if present.
 - Lock up - lock / secure doors shut where possible
 - Out of sight - minimise movement & stay away from doors / windows.
 - Stay - calm and be as quiet as possible / ensure staff phones set to vibrate
 - Endure
-
- Access ClassCharts and Email
 - Take a roll call and record the names of all students present in the room.
 - Email list of adults present in your class to the Attendance team, SLT and School Executive Operations' Manager
 - Clearly flag in this email any person (student or adult) missing from your class
 - Follow any guidance / instruction given via email.

Action Pinnacle Site Team

- Lock all building perimeter doors – Main Reception / Green Wing / Purple Wing / Blue Wing / Sports Wing.
- Ensure Student Reception door on Daytime setting under reception control.
- Man rear fire exit door adjacent to dining hall – facilitate access of students

Release:

Normal activity and movement from any classroom or office, may only occur when a message has been posted on the school email from an SLT member's email account.

Designated refuge room:

Drama studio - staff to remain by the door and let in any students/staff and then re-secure the door. All those inside to remain away from the doors.

Emergency evacuation procedure

- Familiarise yourself with the 'break glass' point nearest to your immediate location.
- On discovery of an emergency – fire etc – (lift the cover if appropriate) push 'break glass' point.
- On activation an alarm/siren will sound. The system panel will inform the Facilities Management Team of the location of the emergency and a member of the Pinnacle team will investigate that area.
- Once the glass has been broken the alarm will ring. Students and staff should follow the evacuation procedure below and leave the building.
- On hearing the alarm all staff should "make safe" as far as possible any work in progress e.g. turn off gas taps in laboratories, and close windows, where it is safe and practical to do so, but avoid any risks of getting trapped. Staff should instruct students to walk quickly and quietly in single file to the nearest Emergency Exit. This is indicated by the directions on the wall of the classroom you have just left and the signs, which show you the safest route out of the building. This may not always be the safest route depending on the location of the fire and the teacher will take a lead on the situation. Close the door of the room as you leave. Regain the front of the students' line and lead them out to the Assembly Point.

Please note: When there is an evacuation in force the fire doors around the building will close automatically allowing evacuating people through them. All other doors should be closed by staff as they leave that particular area.

On **NO** account should any unauthorised person re-enter the building.

Students should assemble in tutor groups on the tarmac behind the teaching wings as follows:

- Years 7, 8 and 9 should assemble behind Blue Wing.
- Years 10 and 11 behind Purple Wing.
- Years 12 and 13 towards the tennis courts.
- Achievement Centre staff should assemble with their students between Years 8 and 9 behind Blue Wing.
- School visitors to assemble behind Purple Wing (Visitor Assembly point sign)
- Out of hours letting visitors to assemble in the top car park (see lettings Policy)

Once staff have registered their presence with HR staff they should stand to the back of the rows of students.

- For students with a physical disability, the Achievement Centres have been briefed on emergency evacuation procedures and will make their way to the back of the Wing by the staircase where they will be met by a designated member of staff who will stay with them until they are carried downstairs by a member of the Pinnacle staff.
- The area directly behind Green Wing by the green gates should be kept clear for fire brigade access.
- First Aiders should pick up their nearest available First Aid kit and take this with them. Student Services staff and the School Executive Operations' Manager should take the Emergency Grab Bags with them.
- Attendance officer will print out class lists which will be issued to director of studies when they are outside the building with a list of students present to be checked off by tutors. Reception staff will collect the staff biometric print outs from the designated printers (in their area) and, when outside the building, give to HR person to check staff presence.
- In the event of printers being unable to generate lists, paper copies will be available in the grab bags. These will be updated ½ termly.
- Form Tutors should collect the lists of students present from DOS (Director of studies) when they are outside the building.
- Directors of Studies should ensure that each form in their year group has been registered and should report any absentees immediately to the appropriate Assistant Headteacher
- The names of any missing students/staff will be conveyed to the Headteacher or their representative by the appropriate SLT Link.
- Staff not directly responsible for students at the time of the alarm should move to the assembly point by the exit routes indicated. All staff not attached to a tutor group/year group should assist in supervising students in their lines.
- PE staff who are teaching groups in the PE area or on the field should accompany their groups to the assembly area via the pathway along the front of the building (by the car park) entering the tarmac via the green gate located at the end of the green wing to the left-hand side. They should not re-enter the building to get to the assembly point.
- Teaching Assistants should stay with the tutor group they are supporting at the activation of the alarm.
- Other support staff should make their presence known to SENDCO. Once their presence has been noted, please attach yourself to a group to assist the Directors of Studies and Form tutors with the management of students.
- HR staff will be assisted by Attendance Officer and staff from reception and will check the presence of all consultants and staff.
- Pinnacle staff to check the presence of all their staff and convey this to the Headteacher and their representative
- Any missing students/staff will be reported immediately to SLT. Pinnacle to inform the Fire Brigade

Conference Centre Visitors

Visitors to the Conference Centre should stay calm and await instructions from a member of staff or a designated warden. Delegates should:

- Remain calm, quietly and calmly following the designated warden to the nearest emergency exit indicated by the directions on the wall of the Conference Room.
- Once outside, walk around the car park to the open green gates situated in the top car park.
- Head through the gates and toward the assembly point for registration.
- Await further instructions.

Receptions will collect the visitor's book upon exiting the building and will check off visitors against this record once outside the building. This will include all those visitors using the Conference Centre.

Swimmers

In the event of a fire students are evacuated wrapped in towels and exposure blankets, which are readily available poolside. If safe to do so, students will be asked to put their shoes on first before evacuating.

Out of Hours visitors see Hirer's Policy.

Examinations' Staff

- Evacuate the examination room in accordance with the instructions above.
- Ensure that all question papers and scripts are left in the examination room (but see * below). The Lead staff member should take with them the attendance registers for the examination so that students can be checked for their attendance when outside the building.
- Students should be evacuated and accompanied by the Lead staff member with responsibility for that examination and assembled outside the building. Students should not join their tutor groups and should be registered separately in conjunction with the Examination Attendance Register. The Lead staff member and invigilators should ensure that candidates are supervised as closely as possible whilst they are out of the examination room so as to ensure there is no collusion.
- After the candidates have returned to the examination room and before the examination is resumed staff should make a note of the time and duration of the interruption so that a report can be compiled and sent to the Examination Board. It is important to note that staff must not, however, write on any of the student scripts with this information.
- Allow the candidates the full working time prescribed for the examination.
- In the event of there being only a small number of candidates, consideration should be given to the possibility of taking the candidates, with question paper and scripts, to another place in order to complete the examination.
- The Lead staff member should make a full report of the incident and of the action taken for direct submission to the Examining Body.

School Senior Leadership Team

The most senior member of staff on site is responsible for the coordination of the Fire Wardens and evacuation process. Fire Wardens should sweep their areas for any remaining students and staff as they move themselves out of the building. Any persons unaccounted for to be reported to SLT and Pinnacle immediately, in order that the emergency services can be notified.

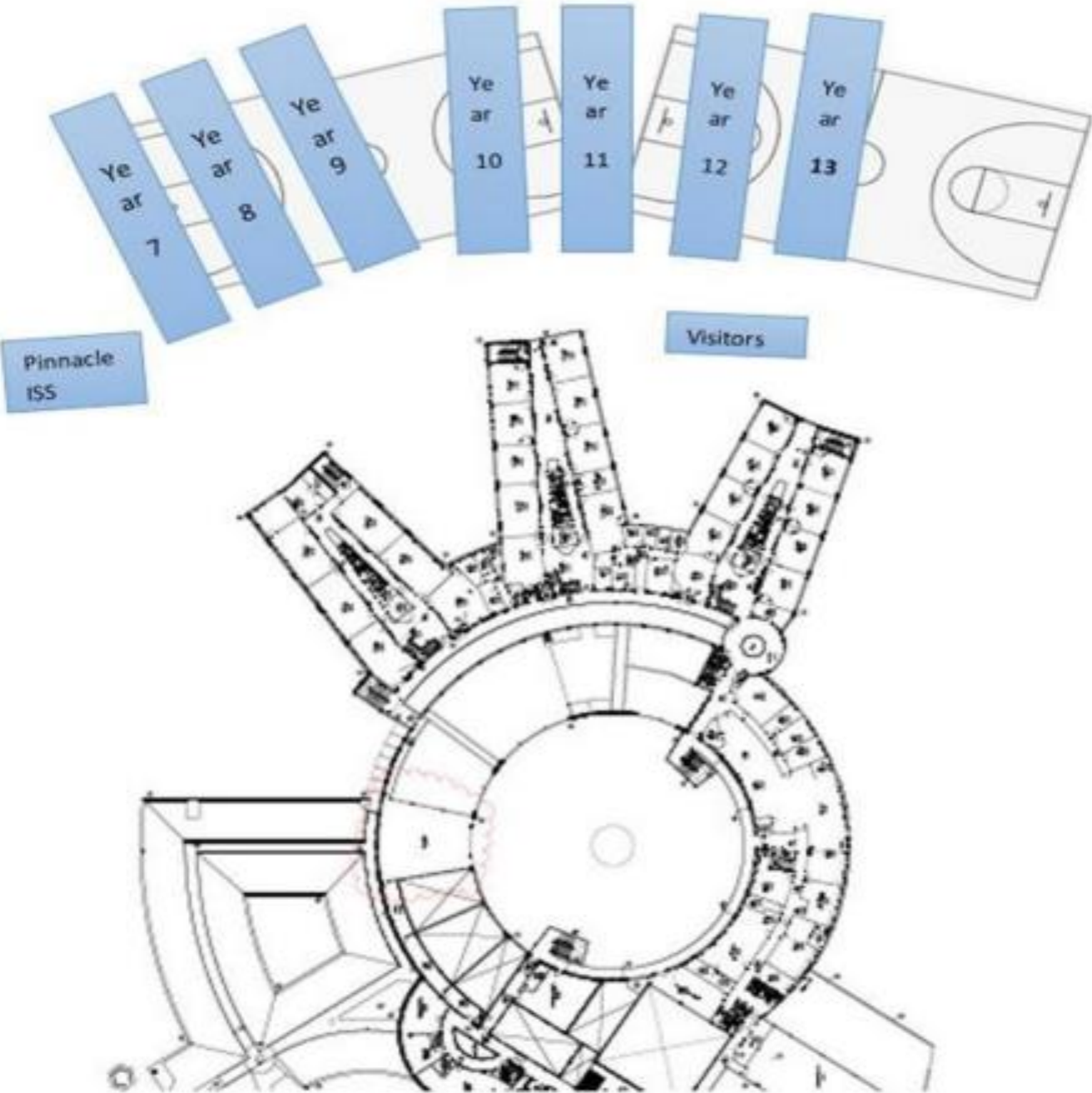
The most senior member of staff will await the 'all clear' signal from the emergency

Services/Pinnacle, before the instruction is made for students and staff to re-enter the building.

Under **NO** circumstances should personnel or vehicles be allowed to leave the site until the 'all clear' signal has been issued by the attending Fire Officer in charge.

Once the 'all clear' signal has been given staff and students should re-enter the building under the direction of the SLT.

Evacuation Designated Assembly Points Map



FIRE WARDEN list with area of responsibility

Green Wing	K.Ratcliffe KRA	(Tricia Holness THO)
Purple Wing	F.Levy FLY	(Clara De Souza CDS)
Blue Wing	J Sandhu JSU	(P.Ilkova PKR) (M.Elbardy MEL)
Sixth Form Area Incl Conference Rooms	M.Milnar	(S.Curl SCU)
Food Tech/Hospitality and Catering	S.Curtis SAC K.Ward KWA (4- 6.30pm)	(I.Rehal IRE)
Swimming Pool & PE	J.Cain JCA	(R.Johnson RJH)
ALC and Headteacher's Office/Meeting Room	L.Hicks LHI	(D.Jonska DJO)
SEND Dept	V.Nagy VNA	(F.Ashraf FAS)
Office Pod	N.Afraoui NAF	(S.Crump SCR)
Crescent (Drama, Hall, Dance Studio and ICT)	M.Gaffin MGA Isabel Dimmock IDI	(D.Dadak DDA)

(Reserves in brackets)

Additional Precautions

Fire doors must never be wedged open. All extinguishers, sprinklers and detectors are inspected and maintained by Pinnacle, via specialist subcontractors.

Alarm systems are inspected and maintained by Pinnacle, via a specialist subcontractor. A full evacuation procedure will take place every year and in particular Year 7 students in the Autumn term of their arrival will have a fire evacuation practice. These evacuations will be recorded in the fire activation log book held in the Pinnacle office.

A feedback meeting is to be held shortly after, including key members of the school staff and Pinnacle. Any issues arising will be addressed and shared with Pinnacle.

Appendices

Critical Incident Holding Statements/Scripts

1.	Generic Incident The School is currently dealing with an on-going incident. Emergency services have been contacted and we are currently liaising with them to assess the impact on the School and confirm any immediate action needed. An up-date will be provided in 60 mins via our website / parent direct contact
2.	Generic Incident – Emergency Services on site The School is currently dealing with an on-going incident. Emergency services are in attendance, and we are currently working with them to account for all our pupils and staff. (Parents of impacted children will be contacted directly) We would ask you not try to contact or come to the school at this time and an up-date will be provided in 60 mins via our website / parent direct contact
3.	Shelter-In In response to the report of.....(<i>insert outline</i>) the School has initiated its Shelter-IN procedure and we are currently in the process of accounting / have accounted for all students and staff. While the emergency services deal with this please do not contact or come to the School. (Parents of impacted children will be contacted directly). An up-date will be provided in 60 mins via our website / parent direct contact
4.	Serious Injury Today's events, which have resulted in the serious / minor injury of a member of the school has been a difficult / traumatic experience for all our students, their parents and our staff. While the emergency services continue to investigate these events, you will understand that we are unable to provide further details at this time. Our focus is on supporting those directly impacted and that we, as a community, support each other in the days ahead, as we seek to return to as normal an academic life as is feasibly possible.

Emergency Contacts

Contact	Telephone
Main reception	01753 520473
Student services	01753 759600
Pinnacle site team	Slough Helpdesk - 0808 1967319 Site Assistant - 07990 567380
IT	01753 787280 / 07825 827200
Anita Spires - HT	01753 759612
Julie Noctor - DHT	01753 759614
Iain Priestley - DHT	01753 520473 Ext: 205
Isaac Alabi - DHT	01753 759608
Mike Gaffin - DSL	01753 759612
Karen Crump - HR	01753 787285
Jyoti Kumar - HR	01753 520473 Ext: 206
Lindsey Hicks - Business Team	01753 759603
Bill Pretty - Medical	01753 520473 Ext: 251
Jo Rockall	01753 967534
Judith Vucic – CFO	01753 967511
Drama Studio	01753 520473 Ext: 216 (C2) 01753 520473 Ext: 250 (C4)

Key Suppliers	Telephone
Phone	0371 3210101 (Talking Business)
Wifi	0371 3210101 (Talking Business)
Electricity	105 (National Number)
Gas	0800 111999
Gate security - Pinnacle	Slough Helpdesk - 0808 1967319 Site Assistant - 07790 567380

External Agencies	Telephone
Emergency services	999
Slough Education Department	Neil Hoskinson - Sabi Hothi – 01753 875717
Arbour Vale School	01753 515560
Claycots School	01753 521215
Slough Comms	01753 875088 (Kate Pratt – 07973 835052)
Slough Children's First	01753 477321

Grab Bag

1.	Stationery Pad	x 5
2.	Flip Charts	x 3
3.	Marker Pens	
4.	Pens and Pencils	
5.	White Tack	
6.	Policy Logs	X 5
7.	Critical Incident Plan (printed copy)	
8.	List of Staff (+ contact numbers)	
9.	List of students (current year)	
10.	Business Continuity Plans	
11.	Wi-Fi Access and Codes	
12.	Portable Handheld Radio	x 2
13.	High-Vis Jacket	x 4
14.	Torch	x 4
15.	Barrier Tape	x 4

Incident Management Team Agenda

IMT AGENDA (Template)
Section 1 – Introduction This is the Beechwood Incident Management Team. I am I will start by taking a roll call by function, then give an outline of the incident and then detail the priority actions needed to be taken.
Section 2 – Roll Call and allocation of roles • Crisis Gold Lead • Facilities • Academic Lead • Incident Silver Lead • Logistics • Welfare lead • Bronze Site Response Lead • IT • Finance • Comms / Media • Pinnacle link
Section 3 – Current Situation Outline / Describe current picture/ assessment of key issues. Question: “Does anyone have a different understanding of the issues or a more accurate assessment?”
Section 4 – Priorities • Outline strategic goals set by Crisis Leader Gold • Review priority of strategic aims.
Section 5 – Plan of action • Outline key features of plan. • Allocate actions / scope of authority to functional leads. • Request up-dates on allocated tasks & actions Admin to record action / owner / timescale
Section 6 – Recap • Confirm strategic priorities, key elements of plan and priority actions to be undertaken. • Comments - Invite input from non-functional leads.
Section 7 – Next Meeting Set date, time and venue for next session.

Incident Management Structure

