



CRITICAL INCIDENT & BUSINESS CONTINUITY PLAN

Creating Tomorrow Multi Academy Trust

School/College Name	[Insert Name]	Date Adopted	Approved by the Full Trust Board 16 th July 2026
Incident Lead	[Name & Mobile]	Next Review	July 2027
Safeguarding Lead	[Name & Mobile]	Version	2.0

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1. Purpose, Scope & Legal Framework

Purpose of This Plan

- Protect the safety of all students, staff and visitors
- Ensure rapid, coordinated response to any critical incident
- Maintain continuity of education and essential services
- Meet statutory obligations under DfE guidance and Martyn's Law
- Address SEND-specific needs during emergencies
- Support safeguarding requirements under KCSIE

Who This Applies To

- All teaching and support staff
- Senior Leadership Team and Governors
- Contracted / agency staff on site
- Volunteers and visitors
- Transport providers and peripatetic staff
- Emergency services and external partners

1.1 Regulatory & Statutory Framework

Legislation / Guidance	Key Requirement
Martyn's Law 2025 (Terrorism Act)	Standard & Enhanced duty — risk assessment, protective security plans, terrorism response procedures
DfE: Health & Safety: Responsibilities & Powers	Governing bodies must ensure BCP in place; premises safe for all users
DfE: Emergency Planning & Response (2023)	Schools to have tested emergency plans covering lockdown, evacuation and continuity
KCSIE 2026	Safeguarding lead must be available and contactable during any critical incident
Children and Families Act 2014	SEND students must have EHC Plan needs considered in emergency procedures
Regulatory Reform (Fire Safety) Order 2005	Fire evacuation plan required, including for students with mobility/communication needs
Health & Safety at Work Act 1974	Employer duty of care to staff and students extends to emergency management

1.2 SEND-Specific Considerations

All emergency procedures MUST account for the diverse communication, mobility and sensory needs of all students. Generic emergency plans are insufficient.

Communication Needs

Mobility

Students using wheelchairs, walking

Sensory Sensitivities

Alarms, crowds and changes to routine can

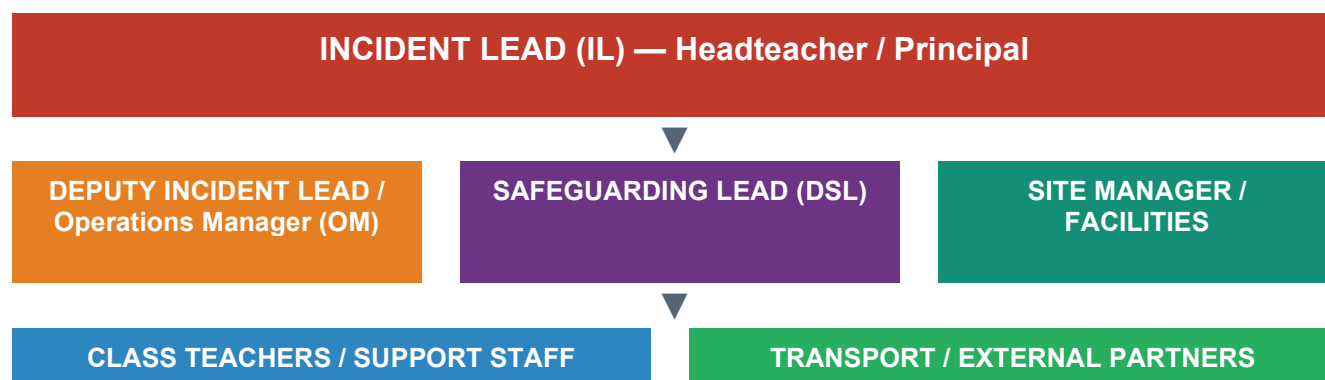
Behaviour & Absconding

Some students may abscond during disruption

CRITICAL INCIDENT & BUSINESS CONTINUITY PLAN		Creating Tomorrow Multi Academy Trust	
Non-verbal / AAC users may not respond to verbal instructions — visual and tactile cues must be in place	frames or with limited mobility require Personal Emergency Evacuation Plans (PEEPs)	cause distress / meltdown — staff must have de-escalation strategies ready	— additional staffing ratios required at all external access points

2. Key Roles & Responsibilities

2.1 Incident Management Structure



2.1A Trust-Level Strategic Incident Management

TRUST STRATEGIC INCIDENT TEAM	
Membership	CEO, COO, Comm & Mark BP, IT BP, Ops BP, HR Lead, Governance Professional and relevant Trustee/Chair.
Purpose	Provide strategic oversight, cross-Trust coordination, external liaison, communications approval, HR support, business continuity decisions and trustee assurance.
Escalation from local management	Escalate where there is serious injury or death, police/fire/ambulance involvement, significant safeguarding risk, site closure, gas leak or suspected gas escape, major disruption beyond 24 hours, high media interest, cyber/data breach, reputational risk, RIDDOR consideration, dangerous occurrence, or need for Trust-wide resources.

2.2 Role Responsibilities at a Glance

Role	Key Responsibilities
Incident Lead (IL)	Overall lead for the incident. Decides on evacuation/lockdown. Liaises with emergency services. Authorises communications. Triggers BCP if needed. Briefed on all SEND needs.
Deputy Incident Lead / OM	Supports IL. Manages staff deployment. Maintains incident log. Supports parent communications under IL direction. Deputises if IL unavailable.
Safeguarding Lead (DSL)	Protects vulnerable students throughout. Manages missing student protocol. Liaises with LA Safeguarding. Ensures SEND students accounted for.
Site Manager	Secures/isolates utilities. Controls access. Knows asbestos/RAAC register. Supports evacuation of mobility-impaired students. Accesses PEEP information as required for emergency response.
Class Teacher	Registers students. Executes evacuation/lockdown in class. Supports students with SEND needs. Reports to IL. Does not leave students unattended.
Teaching Assistant	1:1 support for students with complex needs. Executes individual PEEP. Carries communication aids. Manages sensory tools and de-escalation.

Admin / Reception

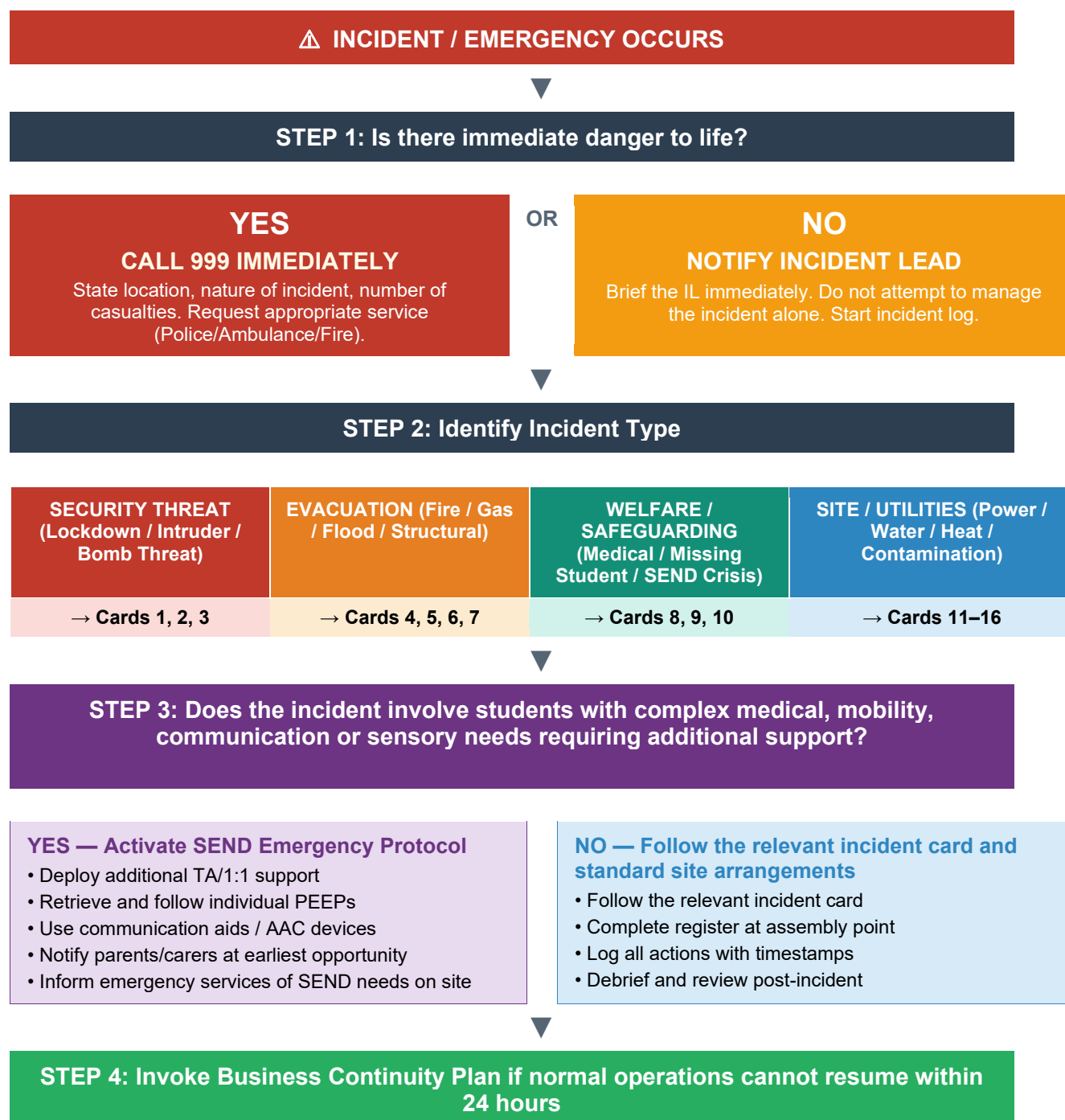
Controls entry. Maintains visitor log. Operates PA. Notifies parents per IL direction. Manages incoming calls.

2.3 Key Contacts — Fill In Before Filing

Role	Name	Mobile / Number
Incident Lead (IL)		
Deputy Incident Lead / OM		
Safeguarding Lead (DSL)		
Site Manager		
SENDCo		
Chair of Governors		
CEO		
COO		
Comm&Mark BP		
IT BP		
Ops BP		
Governance Professional (Gov Prof)		
Senior Leadership Team		
Local Authority Contacts		
Police (Non-Emergency)		
Environment Agency Floodline		
National Gas Emergency		
Licensed Asbestos Contractor		
Structural / RAAC Engineer		
Electricity Supplier		
Water Supplier		
Cleaning Provider		
Catering Provider		
Occupational Health / Counsellor		

3. Incident Response — Master Decision Tree

Use this decision tree first. Once you have identified the incident type, proceed to the relevant incident card in Section 4.



3A. Security Prevention & Protective Measures

Preventive Measure	Expected Arrangements
Visitor management	Visitors sign in, verify identity, wear visitor badges and remain supervised where required.
Contractor controls	Contractors are pre-booked, checked in, briefed on safeguarding and emergency arrangements, and monitored while on site.
ID badges and reception security	Staff display ID badges. Reception must challenge unknown persons and maintain clear access control procedures.
Access control and perimeter security	Gates, doors, locks and perimeter points are routinely checked and faults are reported immediately.
CCTV management	CCTV coverage, retention and access are managed in line with data protection requirements and incident evidence needs.
Suspicious behaviour and package handling	Staff report suspicious behaviour, unattended items or unexpected packages immediately and avoid touching or moving unknown items.
Opening and closing procedures	Named staff complete site checks, secure access points, set alarms and report concerns before opening or closing the site.

4. Incident Response Cards

GRAB & GO — USE THESE CARDS IMMEDIATELY WHEN AN INCIDENT IS DECLARED

Card 1 — LOCKDOWN

CARD 1: LOCKDOWN

IMMEDIATE ACTIONS

- 1** Call 999 immediately — state "lockdown" and give full address.
- 2** Announce lockdown via PA or agreed signal.
- 3** Secure doors and windows in accordance with local lockdown arrangements.
- 4** Move students/staff to safe room — away from windows and external walls.
- 5** Register everyone — account for all persons including students by name.
- 6** Silence all phones — await police instruction.
- 7** Do NOT open doors until police confirm all-clear verbally and with ID.

⚠ WARNING: Do not investigate the threat yourself. Do not move between buildings.

NOTIFY: IL, Ops BP, COO, Safeguarding Lead, LA Safeguarding

Card 2 — INTRUDER / HOSTILE PERSON



CARD 2: INTRUDER / HOSTILE PERSON

IMMEDIATE ACTIONS

- 1** Do NOT confront — remove yourself if safe to do so.
- 2** Call 999 — give precise location, number of persons, description of individual.
- 3** Initiate lockdown procedure (see Card 1).
- 4** Alert Incident Lead (IL) immediately via mobile / radio.
- 5** Keep students calm, quiet and away from sight lines.
- 6** Preserve CCTV footage — do NOT delete or overwrite.

⚠ WARNING: Do not attempt to restrain or challenge the individual under any circumstances.

NOTIFY: IL, Ops BP, COO, Safeguarding Lead

Card 3 — BOMB THREAT / SUSPICIOUS ITEM



CARD 3: BOMB THREAT / SUSPICIOUS ITEM

IMMEDIATE ACTIONS

- 1** Do NOT touch, move or approach any suspicious item.
- 2** Call 999 — report location precisely, describe item.
- 3** Evacuate AWAY from the item — not past it. Use alternative routes.
- 4** Assemble at designated area — 300m+ from the building if possible.
- 5** Alert Incident Lead (IL).
- 6** Await police all-clear before re-entering. This may take several hours.

⚠ WARNING: Do not use mobile phones or radios near a suspect device.

NOTIFY: IL, Ops BP, COO, All Staff

Card 4 — FIRE / EVACUATION



CARD 4: FIRE / EVACUATION

IMMEDIATE ACTIONS

- 1 Activate nearest break-glass alarm point.
- 2 Call 999 if fire is confirmed — do not rely on automatic dial-out alone.
- 3 Evacuate immediately via nearest safe route — close doors and windows if safe to do so.
- 4 Staff to support mobility-impaired students in line with their PEEP.
- 5 Assemble at designated muster point — maintain class groups.
- 6 Register all students and staff — report any missing persons to IL immediately.
- 7 Report missing persons to Fire Service on arrival.

⚠ WARNING: Do not re-enter building until Fire Service confirms all-clear.

NOTIFY: IL, COO / Ops BP, Site Manager

Card 5 — BUILDING COLLAPSE / STRUCTURAL FAILURE (INCL. RAAC)

E CARD 5: BUILDING COLLAPSE / STRUCTURAL FAILURE

IMMEDIATE ACTIONS

- 1 Call 999 — report the collapse, confirm the location and advise if the roll call indicates any persons may be trapped or unaccounted for.
- 2 Evacuate the building and adjacent structures immediately and take a roll call as soon as safely possible.
- 3 Do NOT re-enter any part of the affected structure.
- 4 Establish a cordon — prevent all staff, students and visitors from approaching.
- 5 Preserve structural reports, RAAC survey records and communications.
- 6 Contact LA Premises team and structural engineer.

⚠ WARNING: Do not allow anyone near the structure. RAAC failure can be sudden and total.

NOTIFY: IL, Ops BP, COO, LA Premises, Structural Engineer

Card 6 — ACCIDENTAL ASBESTOS DISTURBANCE

⚠ CARD 6: ASBESTOS DISTURBANCE / EXPOSURE

IMMEDIATE ACTIONS

- 1 Stop all activity immediately — evacuate the immediate area.

- 2 Do NOT attempt to clean or move any debris.
- 3 Call 999 if significant exposure risk or inhalation suspected.
- 4 Seal off area and prevent all access.
- 5 Contact licensed asbestos contractor via Site Manager urgently.
- 6 Record names and details of ALL potentially exposed persons (students and staff).
- 7 If RIDDOR reporting or dangerous occurrence review may be required, refer immediately to COO / Ops BP only for assessment and submission.

⚠ WARNING: Do not disturb debris under any circumstances. Asbestos fibres are invisible.

NOTIFY: IL, Ops BP, COO, LA Premises, Site Manager

Card 7 — GAS LEAK



CARD 7: GAS LEAK

IMMEDIATE ACTIONS

- 1 Do NOT operate any electrical switches, sockets or naked flames.
- 2 If a gas smell is suspected, keep the affected room or area clear while the concern is investigated. If a leak is confirmed or risk is significant, evacuate the building immediately via the closest safe exit.
- 3 If a leak is confirmed or there is immediate danger, call 999 and National Gas Emergency: 0800 111 999.
- 4 Alert Incident Lead (IL) — decide whether the response requires evacuation of the affected building or a full site evacuation, based on the location and severity of the risk.
- 5 Assemble at muster point — upwind of the building.
- 6 Do not re-enter until the gas engineer confirms the area is safe. Notify parents/carers if evacuation or invacuation is prolonged.

⚠ WARNING: Do not use mobile phones, switches or any electrical equipment inside the building.

NOTIFY: IL, Ops BP, Site Manager

Card 8 — MEDICAL EMERGENCY



CARD 8: MEDICAL EMERGENCY

IMMEDIATE ACTIONS

- 1 Call 999 — give address, nature of incident and number of casualties.
- 2 Send a designated staff member to meet ambulance at the main gate.
- 3 Do NOT move the casualty unless they are in immediate danger.
- 4 Apply first aid if trained. Use AED for cardiac arrest — it is safe for students.
- 5 Clear the area — maintain casualty dignity and reduce spectators.
- 6 Alert Incident Lead (IL) and notify parents/carers at earliest safe opportunity.
- 7 For students: brief paramedics on communication needs, medications and EHC Plan.

⚠ WARNING: Do not leave the casualty unattended at any time.

NOTIFY: IL, Safeguarding Lead, Ops BP, Parents / Carers

Card 9 — ABSCONDING / MISSING STUDENT (SEND-SPECIFIC)



CARD 9: MISSING / ABSCONDED STUDENT

IMMEDIATE ACTIONS

- 1 Initiate immediate site search — deploy 2+ staff via agreed search protocol.
- 2 Check all exits, transport areas, local roads, student's known "safe spots" and favourite areas.
- 3 Complete an immediate risk assessment and escalate based on the vulnerability, needs and risk profile of the student. Call 999 immediately where the risk assessment indicates danger, high vulnerability, significant absconding risk or uncertainty about the student's safety.
- 4 Provide police with: name, age, description, SEND needs, communication method, known triggers, risk profile and recent events.
- 5 Keep all remaining students supervised — do NOT leave any group unattended.
- 6 Preserve CCTV footage immediately.
- 7 Notify parents/carers at earliest safe opportunity — do not delay beyond 15 minutes.

⚠ WARNING: Do not rely on fixed time limits. Escalate immediately where the student's vulnerability, needs, location, behaviour profile or circumstances indicate increased risk.

NOTIFY: IL, Safeguarding Lead, Ops BP, COO, Parents / Carers

Card 10 — TRANSPORT INCIDENT (ON OR OFF SITE)



CARD 10: TRANSPORT INCIDENT

IMMEDIATE ACTIONS

- 1** Call 999 immediately if there are injuries or immediate danger.
- 2** Contact transport provider to determine location, numbers and injuries.
- 3** Notify parents and carers — provide factual information only.
- 4** Ensure all remaining students on site are supervised.
- 5** Begin incident log: time, driver details, vehicle, passengers.
- 6** Deploy welfare support for distressed students and staff.
- 7** For students off-site: brief emergency services on individual needs.

⚠ WARNING: Do not allow students to leave the scene unsupervised under any circumstances.

NOTIFY: IL, Safeguarding Lead, Ops BP, COO, Transport Provider, Comm&Mark BP

5. Site & Utilities Incident Cards

Card 17 — SHELTER / INVACUATION



CARD 17: SHELTER / INVACUATION

WHEN TO USE

Chemical plume; local industrial fire; dangerous person in the local area; air quality incident; severe weather; police instruction.

IMMEDIATE ACTIONS

- 1 Move all students, staff and visitors indoors.
- 2 Close and secure doors and windows.
- 3 Shut down ventilation systems where appropriate.
- 4 Account for all persons and restrict movement around site.
- 5 Monitor emergency service advice and prepare for an extended period indoors if required.

SEND CONSIDERATIONS: Ensure communication aids, sensory regulation support, medication access and toileting support are available throughout the shelter period.

NOTIFY: IL, Safeguarding Lead, Site Manager, Trust Strategic Incident Team if prolonged or externally directed

Card 11 — FLOODING / WATER LEAK / ADVERSE WEATHER



CARD 11: FLOODING / ADVERSE WEATHER

IMMEDIATE ACTIONS

- 1 Evacuate rising-water areas — move to upper floors if flooding is active.
- 2 Call 999 if persons are in immediate danger.
- 3 Isolate electricity supply in affected areas if safe to do so.
- 4 Stop/isolate water supply in affected areas.
- 5 Contact Environment Agency Floodline: 0345 988 1188.
- 6 Consider partial or full site closure — activate Business Continuity Plan.
- 7 Protect essential student records, medications and equipment.

⚠ WARNING: Do not enter flooded areas that contain electrical equipment or exposed wiring.

NOTIFY: IL, Ops BP, COO, LA, Site Manager

Card 12 — LOSS OF POWER

⚡ CARD 12: LOSS OF POWER

IMMEDIATE ACTIONS

- | | |
|---|---|
| 1 | Alert IL and Site Manager immediately. |
| 2 | Determine if outage is site-only or area-wide (check neighbours). |
| 3 | Contact electricity supplier: 105 (National Power Cut Helpline). |
| 4 | Activate emergency lighting — ensure all areas are safely lit. |
| 5 | Assess impact on vulnerable students (ventilators, charging devices, lifts, cold storage for medication). |
| 6 | Consider early closure if power is not restored within 2 hours. |
| 7 | Log time of outage, actions taken and time of restoration. |

⚠ WARNING: Do not attempt to reset electrical panels or distribution boards unless qualified.

NOTIFY: IL, Ops BP, COO, Site Manager

Card 13 — WATER SUPPLY (LOSS OR CONTAMINATION)

🚰 CARD 13: WATER SUPPLY FAILURE / CONTAMINATION

IMMEDIATE ACTIONS

- | | |
|---|--|
| 1 | Alert IL and Site Manager immediately. |
| 2 | Contact water supplier to confirm outage or contamination advisory. |
| 3 | Isolate the supply if contamination is suspected. |
| 4 | Do NOT drink or use suspected contaminated water. |
| 5 | Arrange bottled water supply if disruption is prolonged (over 2 hours). |
| 6 | Assess impact on toilets, food preparation, medical/clinical areas — consider closure. |
| 7 | For students: ensure tube-fed/hydration-dependent students have safe supply. |

⚠ WARNING: Do not ignore discoloured or foul-smelling water — treat as contaminated until confirmed safe.

NOTIFY: IL, Ops BP, COO, Site Manager

Card 14 — LOSS OF HEATING (WINTER)

**CARD 14: LOSS OF HEATING****IMMEDIATE ACTIONS**

- 1** Alert IL and Site Manager immediately.
- 2** Check boiler and plant room status if safe to enter.
- 3** Assess indoor temperatures across the site — prioritise classrooms.
- 4** Use minimum temperature expectations of 18°C for normal classrooms and 16°C for secondary or physical activity areas as part of the closure decision.
- 5** Prioritise vulnerable students, especially those with limited mobility or medical needs.
- 6** Contact heating contractor urgently — aim for 4-hour response.
- 7** If temperature falls below minimum: consider early closure or relocation.

⚠ WARNING: Do not use portable gas, LPG or bottled gas heaters indoors under any circumstances.

NOTIFY: IL, Ops BP, COO, Site Manager

Card 15 — SITE CONTAMINATION / CHEMICAL ODOUR**CARD 15: SITE CONTAMINATION / CHEMICAL ODOUR****IMMEDIATE ACTIONS**

- 1** Evacuate the immediate area — keep all students and staff away.
- 2** Do NOT touch, clean or move any unknown substance.
- 3** Call 999 — describe symptoms observed and precise location.
- 4** Increase ventilation in adjacent areas if safe to do so.
- 5** Note any symptoms in persons: nausea, burning, irritation.
- 6** Preserve CCTV and any delivery or contractor records.
- 7** Await Specialist clearance before re-entry.

⚠ WARNING: Do not allow untrained staff to investigate, remove or neutralise any unknown substance.

NOTIFY: IL, Ops BP, COO, Site Manager

Card 18 — CYBER INCIDENT / IT FAILURE

**CARD 18: CYBER INCIDENT / IT FAILURE****EXAMPLES**

Ransomware; MIS failure; telephony outage; server failure; internet outage; data breach; loss of access to key systems.

IMMEDIATE ACTIONS

- 1** Notify Trust IT immediately and inform the Incident Lead.
- 2** Isolate affected devices. Do not reconnect equipment until authorised by Trust IT.
- 3** Preserve evidence, including screenshots, error messages, suspicious emails and device details.
- 4** Activate manual attendance and manual safeguarding procedures.
- 5** Assess impact on operations, communications, safeguarding, student records, telephony, transport and catering.

ESCALATION ROUTES: IT Lead; Data Protection Officer; ICO if appropriate; cyber insurer if applicable.

NOTIFY: IL, Trust IT, DPO, COO, Communications Lead, cyber insurer if applicable

Card 16 — STRUCTURAL / ENVIRONMENTAL HAZARD**CARD 16: STRUCTURAL / ENVIRONMENTAL HAZARD****IMMEDIATE ACTIONS**

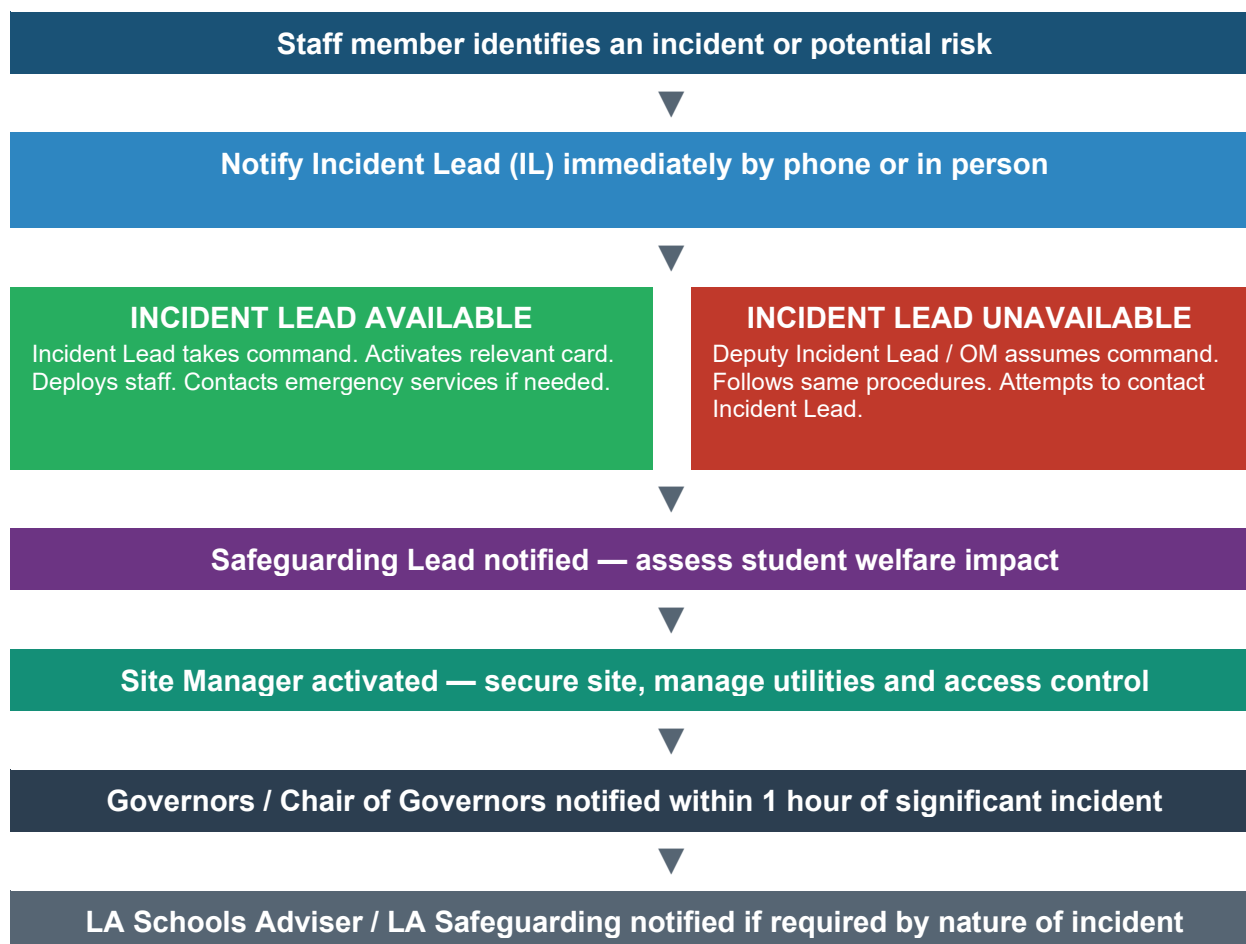
- 1** Evacuate affected area immediately — prevent all access.
- 2** Do not move debris or disturb the structure.
- 3** Begin incident log with photographs if safe to take.
- 4** Call 999 if there is a risk of injury or imminent collapse.
- 5** Contact LA Premises team and/or structural engineer.
- 6** Restrict access using physical barriers until cleared.

⚠ WARNING: Do not re-enter until declared safe by a qualified structural engineer.

NOTIFY: IL, Ops BP, COO, LA Premises

6. Escalation Routes

6.1 Internal Escalation Pathway



6.1A RIDDOR Reporting and Dangerous Occurrences

RIDDOR reporting must be considered after any serious injury, work-related accident, occupational disease, dangerous occurrence, suspected exposure to hazardous substances, asbestos disturbance, gas incident or near miss with significant potential for harm. Reporting decisions and submissions must be made only by the COO or Operations Business Partner (Ops BP), who will determine whether the incident meets HSE reporting criteria and ensure records are retained. Include a catch-all review of dangerous occurrences where no injury has occurred but the event could have caused serious harm.

6.2 External Escalation — When to Contact

Agency	When	Number
Police / Ambulance / Fire	Immediate danger to life, crime, suspicious item, gas/fire	999
Police (Non-Emergency)	Incident without immediate threat	101
National Gas Emergency	Gas leak, smell of gas, suspected gas escape or dangerous gas fitting	0800 111 999

Environment Agency Floodline	Flooding threat or active flooding	0345 988 1188
HSE	RIDDOR-reportable accident, asbestos exposure, dangerous occurrence	0300 003 1747
National Power Cut	Loss of electricity	105
DfE Schools Helpline	Significant incident affecting school operations	0370 000 2288
Ofsted	Incident that may affect student welfare at inspection level	0300 123 1231
Local Authority Safeguarding	Safeguarding concern, missing student, student welfare	[Insert LA number]

7. Operational Checklists

7.1 First 10 Minutes — Any Major Incident

FIRST 10 MINUTES CHECKLIST — ALL INCIDENTS

- ☐ Call 999 if there is immediate danger to life — state nature, address, number of persons and whether gas, fire, chemical or structural risks are present
- ☐ Notify Incident Lead (IL) immediately
- ☐ Account for all students and staff — begin register / roll call
- ☐ Deploy safe management of students — assign named TA per student with complex needs
- ☐ Retrieve emergency grab pack: PEEPs, EHC summaries, communication aids, medication list
- ☐ Activate relevant Incident Card (Section 4) and begin executing actions
- ☐ Open incident log — record time, persons involved, actions taken, decisions made
- ☐ Secure site perimeter — no unauthorised persons to enter or exit
- ☐ Alert Deputy IL / OM to prepare parent/carers communications if directed, particularly for any prolonged evacuation or invacuation
- ☐ Preserve CCTV and any physical evidence — do not delete or disturb

7.2 Emergency Grab Pack — Contents Checklist

EMERGENCY GRAB PACK — VERIFY CONTENTS HALF-TERMLY

- ☐ Class lists with student photos, SEND needs summary and EHC Plan reference
- ☐ Individual PEEPs (Personal Emergency Evacuation Plans) for all mobility/sensory-impaired students
- ☐ AAC devices / communication boards / symbol sets for non-verbal students
- ☐ Medication list: names, doses, times, storage requirements, EpiPen locations
- ☐ Student risk profiles: triggers, de-escalation strategies, preferred staff
- ☐ Parent/carers emergency contacts (including out-of-hours mobile numbers)
- ☐ LA SEN team emergency contact number
- ☐ High-visibility vests for SEND staff leading student groups
- ☐ Sensory regulation items (ear defenders, weighted items, fidget tools) per student

- ☐ Blank incident log sheets and pens
- ☐ Torch and portable phone charger / power bank
- ☐ First aid bag including any individual student first aid requirements

7.3 Lockdown Checklist

LOCKDOWN VERIFICATION CHECKLIST

- ☐ 999 called — police en route
- ☐ PA announcement made or agreed signal activated
- ☐ Doors and windows secured in accordance with local lockdown arrangements
- ☐ All students and staff moved to safe room(s)
- ☐ Safe room(s) away from external windows and doors
- ☐ Students with named TA — all PEEPs activated
- ☐ Full register completed — all persons accounted for
- ☐ All phones silenced
- ☐ Incident log opened — time recorded
- ☐ IL in contact with police control room
- ☐ Visitors accounted for and included in register
- ☐ Caretaker/site manager notified — site secured

7.4 Evacuation Checklist

EVACUATION VERIFICATION CHECKLIST

- ☐ Alarm activated and confirmed
- ☐ 999 called if fire or immediate danger confirmed
- ☐ All classes evacuating via designated escape routes
- ☐ Doors and windows closed as each area is vacated, if safe to do so
- ☐ Students evacuated per individual PEEPs — mobility aids in use
- ☐ Students evacuated per individual PEEPs — any specialist equipment or support in place
- ☐ Muster point reached — class groups maintained

- ☐ Class registers completed at muster point
- ☐ IL given confirmation of full roll call
- ☐ Any missing persons reported to IL and emergency services immediately
- ☐ Visitor register brought to muster point
- ☐ No re-entry until IL gives all-clear following emergency service confirmation

7.5 Post-Incident Checklist



POST-INCIDENT RECOVERY CHECKLIST

- ☐ All students and staff safe and accounted for
- ☐ Emergency services debrief completed — any actions recorded
- ☐ Incident log completed, signed and filed
- ☐ Governors notified within 24 hours
- ☐ LA Schools Adviser notified if required
- ☐ Parents/carers communicated with — factual account, no speculation
- ☐ Media / social media statement agreed if needed (do not speculate)
- ☐ Staff welfare check completed — counselling offered where needed
- ☐ Student welfare check — particularly SEND students for signs of anxiety / regression
- ☐ Building/area declared safe before re-entry or resumption
- ☐ If applicable, RIDDOR reporting and any dangerous occurrence review referred to COO / Ops BP only
- ☐ Incident review meeting scheduled within 5 working days
- ☐ Lessons learned documented and plan updated accordingly
- ☐ Next practice drill scheduled

8A. Communications & Media Management

Area	Requirement
Communications Lead	A single authorised spokesperson will coordinate all internal and external communications. No other member of staff should issue statements unless authorised.
Parent Communications	Use holding statements, incident updates and welfare messaging. Communications must be timely, accessible and factual.
Media Enquiries	All media enquiries must be directed through the authorised spokesperson. Staff must not provide comment, confirmation or background briefing.
Social Media	Monitor misinformation and ensure consistent messaging. Do not engage in speculation or debate online.
Key Principle	Provide factual information only. Do not speculate, attribute blame or release personal information unless legally authorised.

8. Business Continuity Plan (BCP)

The BCP is activated when normal operations cannot be restored within 24 hours following a critical incident. It must be reviewed annually and tested at least once per year.

8.3 Critical Functions and Recovery Priorities

Critical Function	Priority	Recovery Target
Safeguarding, student supervision and medical support	Highest priority	Maintain continuously or restore immediately.
Communications and student records	High priority	Initial communication within 2 hours; records access within 4 hours where practicable.
Transport, catering, IT, estates and finance	Operational priority	Restore core service within 24 hours or implement approved workaround.

8.4 Alternative Accommodation and Learning Arrangements

Where the normal site is unavailable or unsuitable, the Trust will consider alternative accommodation through other Trust sites, temporary accommodation, community facilities and remote learning arrangements. Decisions must take account of safeguarding, accessibility, transport, medical support, communication needs and any requirements for adult learners, supported internships, work placements, independent travel training, external providers, social care providers and residential provision where applicable.

8.1 BCP Activation Trigger

LEVEL 1 MAJOR INCIDENT Site severely damaged, inaccessible or unsafe. Full closure required. Remote/alternative provision to be arranged within 24 hours.	LEVEL 2 SIGNIFICANT DISRUPTION Partial site closure, utilities failure or staffing crisis. Some classes can operate. Managed on a daily basis.	LEVEL 3 MANAGED DISRUPTION Localised disruption. Operations continue with modifications. Daily monitoring.
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8.2 Business Continuity Actions by Level

Action	Detail
Notify All Stakeholders	Issue holding statement to parents/carers within 2 hours where practicable. Notify LA, Governors, DfE and Trust Strategic Incident Team if required. Avoid speculation.
Student Prioritisation	Identify students most impacted by disruption or requiring the highest level of support to maintain safety, care and communication arrangements during disruption.
Remote / Alternative Provision	For Level 1: activate remote learning plan. Contact LA to arrange temporary premises if needed. For Residential provision: liaise with care teams.
Staff Deployment	Redeploy staff as needed. Identify minimum staffing ratios for SEND groups. Contact supply cover if required. Maintain safeguarding ratios.
Critical Records	Ensure access to: student EHC Plans, medication records, parent contact list, staff contact list, insurance documents, asset register.
IT & Data Recovery	Activate data backup and recovery plan. Ensure student records accessible remotely. Confirm cloud access for key staff.
Communication Plan	Establish twice-daily updates to parents. Assign a single communications lead. Log all external communications.
Review & Return to Normal	Daily review with IL and OBP. Agree milestones for return. Inform stakeholders of timeline. Conduct full review on return.

9. Martyn's Law Compliance Framework

Martyn's Law 2025 — The Terrorism (Protection of Premises) Act

Martyn's Law, formally the Terrorism (Protection of Premises) Act 2025, requires proportionate preparedness and protective security arrangements for qualifying premises and events. The Trust will assess each setting, premises and event against the requirements of the Terrorism (Protection of Premises) Act and implement proportionate protective security arrangements appropriate to the venue, attendance profile and assessed risk. This includes maintaining appropriate lockdown, invacuation, evacuation, communication, protective security and staff awareness arrangements.

9.1 Proportionate Protective Security Requirements

MARTYN'S LAW — STANDARD DUTY COMPLIANCE CHECKLIST

- ☐ Terrorism risk assessment completed and documented
- ☐ Security screening at reception: visitors signed in, identity verified
- ☐ CCTV operational and footage retained for minimum 28 days
- ☐ Lockdown procedure in place and communicated to all staff
- ☐ Staff training: all staff aware of "Run, Hide, Tell" protocol
- ☐ Regular lockdown drills conducted — minimum annually, termly recommended
- ☐ Vulnerable person protocols: PEEPs include terrorism/lockdown scenario
- ☐ Site perimeter assessed: access control measures reviewed
- ☐ Lone worker policy in place covering after-hours staff
- ☐ External event protocol: enhanced security for open days, fetes, public events
- ☐ Designated SLT member responsible for Martyn's Law compliance
- ☐ Review and sign-off by Governing Body annually

9.2 Run, Hide, Tell

RUN

STANDARD: Escape if safe to do so. Leave belongings. Move to a place of safety.

Designated staff support or lead each student to the nearest safe space per their PEEP.

HIDE

STANDARD: Hide out of sight, away from doors and windows. Be silent. Lock doors.

Staff trained to manage student distress, vocalisation and sensory responses without compromising safety.

TELL

STANDARD: Call 999 when safe. Give location, nature of threat, number of people.

A single nominated staff member makes the 999 call. Brief police on student needs including non-verbal

10. Personal Emergency Evacuation Plans (PEEPs)

Every student with a mobility, sensory or communication impairment MUST have an individual PEEP where required. PEEPs must be reviewed termly and shared with the class teacher, named TAs and the Incident Lead, with arrangements in place for emergency access where required.

10.1 PEEP Template — Complete One Per Student

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)	
Student Name	_____
Date of Birth	_____
Class / Year Group	_____
Primary Need	_____
Named TA / Key Worker	_____
Mobility Requirements	(e.g. wheelchair, walking frame, requires carrying)
Communication Method	(e.g. verbal, AAC device, sign language, symbols)
Evacuation Method	(e.g. evacuation chair, assisted carry, guided walk)
Designated Safe Room (Lockdown)	_____
Evacuation Route (Primary)	_____
Evacuation Route (Secondary)	_____
Equipment Required	(e.g. evacuation chair location, communication aid)
Sensory Considerations	(e.g. alarm sensitivity, crowd anxiety, darkness)
De-escalation Strategy	(e.g. known phrases, objects, visual prompts)
Parent/Carer Notified	Date: _____ Signature: _____
Review Date	_____

11. Training, Testing & Review

11.1 Minimum Training Requirements

Training	Who	Frequency	Last Completed
Fire Evacuation Drill	All staff and students	Termly (3x/yr)	_____
Lockdown Drill	All staff	Annual staff exercise / scenario review	_____
Run, Hide, Tell / Martyn's Law	All staff	Annual	_____
First Aid (Paediatric, EFAW, FAW)	Provision in line with First Aid Provision and site requirements	In line with Provision	_____
SEND Emergency Procedures	All TAs, class teachers, Leadership Teams	Annual	_____
Incident Command Training	IL, Deputy IL	Annual	_____
Safeguarding / KCSIE Update	All staff	Annual	_____
PEEP Review Training	Key worker TAs, Site Manager	Termly	_____
CRISIS Communications Training	IL, Deputy IL, Office staff responsible for communicating	TBA	_____

11.2 Annual Plan Review Checklist



ANNUAL REVIEW — PLAN MAINTENANCE CHECKLIST

- ☐ Plan reviewed following any real incident or near miss
- ☐ All staff names and contact numbers updated
- ☐ PEEP register reviewed: all mobility/sensory-impaired students have current PEEPs
- ☐ Site changes documented: new buildings, exits, RAAC surveys, asbestos register updates
- ☐ Legislation review: DfE guidance, Martyn's Law, KCSIE, Fire Safety Order updates checked
- ☐ Grab packs audited and restocked
- ☐ Emergency contacts verified: all numbers tested and current
- ☐ Business Continuity Plan scenario tested via table-top exercise
- ☐ Governing Body sign-off obtained
- ☐ Date of next review recorded in plan header

12. Incident Log Template

Begin the incident log at the moment you become aware of an incident. This log is a legal document — keep it accurate, factual and timestamped.

INCIDENT LOG		
Date		Incident Type
Time Started		Time Closed
IL Name		Incident Lead Name
Location		Persons Involved
TIME	ACTION / DECISION	DETAIL & OUTCOME

13. Quick Reference — Grab & Go Card

Print this page and laminate. Keep copies at Reception, in each SEND classroom, in the Grab Pack and in the IL's office.

CRITICAL INCIDENT — GRAB & GO REFERENCE			
STEP 1: Call 999 if immediate danger STEP 2: Notify Incident Lead STEP 3: Account for all students and identify those needing additional support			
 LOCKDOWN • 999 • Announce • Lock doors • Safe room • Register • Silence phones • Await police	 FIRE / EVACUATION • Alarm • 999 • Evacuate • Close doors • Close windows if safe • PEEPs • Muster • Register	 MISSING STUDENT • Search site • 5 min max • 999 "missing vulnerable child" • Description incl. SEND needs • CCTV • Notify parents	 MEDICAL • 999 • Staff to gate • Do not move • First aid • AED • Clear area • IC • Parents
 GAS LEAK Suspected smell: clear affected room/area and investigate safely. Confirmed leak/significant risk: no switches → evacuate building or site as directed → 999 + 0800 111 999 → assemble upwind → notify parents/carers if disruption is prolonged		 BOMB / SUSPECT ITEM Do not touch → 999 → Evacuate away from item (300m+) → No mobile phones → Await police	
Incident Lead: _____ OBP: _____ DSL: _____ Gas: 0800 111 999 Flood: _____ 0345 988 1188 Power: 105			

Appendix — Approval, Review & Sign-Off

Version	Date	Author / Reviewer
1.0	16 th July 2026	Ollie Butcher – Approved by Full Trust Board 16 th July 2026