



Critical Incident Recovery


Signed – Governor

Dawn Laverick-Brown
Print Name

Date: January 2026
Next review due: January 2027

1. In the event of a serious incident the following have been identified as 'Incident Managers'.

- Headteacher - Ross Whitaker
- Deputy Headteacher - Jordan Williams

Ross Whitaker to lead in the event of a crisis and liaise with the Emergency Services, EFA and CSF.

In the event of a crisis all staff will be notified as soon as possible and the school office would be used as the central liaison point for communications.

The Hertfordshire Customer Service Centre will be used to assist in contacting parents and other key people. This service is available by telephoning 01438 737261:

Monday - Friday 8.00 - 20.00
Saturday 9.00 - 16.00

At other times 07934 169576 should be used.

- The following individuals will be involved in dealing with a critical incident: HT; DHTs; School Manager; Site Manager; Chair of Governors and Network Manager
- Incident managers should have a copy of the Critical Incident Recovery Plan for schools for guidance in the event of a critical incident
- In the event of a critical incident, students will be notified using local radio, the school website, telephone contact, Parentmail and other means

2. Data

- All current staff and student data is held digitally on the school network
- Data is backed up daily on both servers located in the room off the Art room. SIMS data is backed up daily to an offsite location.
- SERCO - Academic Year End Data and Financial Data (RM Finance) are backed up daily at an offsite location

3. In the event of a Critical Incident up to date information will be available on & off site as indicated

Information Required	Person 1	Person 2	Person 3	In Place
Telephone numbers of all staff	Headteacher: Ross Whitaker	Deputy Headteacher: TBC	Site Manager: Charl Debruin	
Details of names, location and contact details, relating to all students and staff off site on school outings at any time	Trip Contact	Headteacher: Ross Whitaker		
Student information e.g. reports, exam records etc.	Headteacher: Ross Whitaker	Deputy Headteacher TBC	Data MIS Support Katie Harris	
Contact list of all people and groups used by the school e.g. suppliers, contractors	Site Manager: Charl Debruin	Office Manager: Madula Spokes	Headteacher: Ross Whitaker	

Contact list of all people, groups or organisations who visit or use your school- would need to be informed.	Site Manager: Charl Debruin	Finance Manager: Judy Harrison	Health and Safety Manager David Broadhead	
Significant medical information relating to all students and staff off site on school outings at any time.	Office Manager: Madula Spokes	Meds Official: Nina Waters	Deputy Meds Official: Debbie Hawkes	
Telephone numbers of all governors	Clerk to the Govs. Robert Blythe	Headteacher: Ross Whitaker		
Back up for all accounts	Cloud Based (Interim)			
Location of keys to school safe	Office Manager: Madula Spokes	Headteacher: Ross Whitaker		
Names of key-holders	Site Manager: Charl Debruin	Headteacher: Ross Whitaker	Deputy Headteacher: TBC	
Location of keys to mini buses	Office Manager Madula Spokes	Site Manager: Charl Debruin		
Premises and site plan of the school, including critical locations; e.g. chemical storage, key salvage priorities.	Site Manager: Charl Debruin	Headteacher: Ross Whitaker	Health and Safety Manager: David Broadhead	
Gas, Electric and Water Mains control positions	Site Manager: Charl Debruin	Headteacher: Ross Whitaker		
Copy of Asbestos Log	Site Manager: Charl Debruin	Headteacher: Ross Whitaker	Health and Safety Manager David Broadhead	
School bank details, account number and sort code	Finance Manager: Judy Harrison	Headteacher: Ross Whitaker		
Copy of schemes of work	Headteacher: Ross Whitaker	Line Managers	Headteacher: Ross Whitaker	
Copy of policies	Headteacher: Ross Whitaker			

All of the above information will be updated on at least a termly basis or more regularly if deemed necessary by the plan co-ordinator.

GDPR stipulates that Critical Incident data is personal/ sensitive data. Our school provides Data Subjects (individuals to whom "personal data" relate) with a right to data held about themselves, including those obtained by means of this report. Requests for Data Subject Access should be made to our data protection officer Katie Harris (gdprharris@gmail.com) or the Head Teacher Mr Whitaker (head@batchwood.herts.sch.uk).