



**Norfolk** County Council  
at your service

# CRITICAL INCIDENT in Schools

Emergency Information  
The Red Book

[www.esinet.norfolk.gov.uk](http://www.esinet.norfolk.gov.uk)

**Schools are strongly recommended to prepare plans to a possible disaster and to use the Red Book structure, with this in mind.**

**In particular, schools are invited to identify individuals with special needs and to record these in the Red Book.**

**The book should continue to work as an aide memoir/checklist with blank spaces to allow schools to customise it with their own information.**



If you would like this report in an alternative format or in a different language, please contact

Tel: 01603 2222

Fax: 01603 2222

Email: [janine@intran.org.au](mailto:janine@intran.org.au)

# NORFOLK COUNTY COUNCIL

## Emergency Contacts

In the event of a critical incident, you should phone the following number

**07710 105514 (24 hour availability)**

To avoid confusion, please start your conversation the following way

'I am.....of.....School  
of a critical incident concerning my school and I would like to speak  
emergency contact officers. My telephone number is.....'

Other contact points (out of office hours) are as follows:

James Thatcher	Office: 01603 222574	Mobile: 0777
Richard Potts	Office: 01603 222572	Mobile: 0789
Grace Cheese	Office: 01603 223473	Mobile: 0793

**To ensure that details of the incident are taken and recorded.**

Person responsible:

Essential Details include:

- What has happened?
- The time of the incident?
- The location of the incident?
- Details of any facilities at the scene?
- Details of any injuries at the scene?
- What's the status of others who witnessed the incident at the scene?
- What support is immediately available?

**To notify the LEA of a critical incident and to request assistance if necessary**

Person Responsible:

**To ensure dedicated school emergency line is operational.**

Person Responsible:

School emergency telephone number:

**To contact governors as appropriate.**

Person Responsible:

<b>Governors to contact (Name)</b>	<b>Phone number</b>
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•	
•	
•	

**To ensure appropriate letter home to parents. *(nb sample letters to follow)***

Person Responsible:

**To ensure that LEA Communications Officer is alerted.**

**– telephone Marion Forsyth 01603 224277 – mobile 0781**

To ensure that those receiving phone calls during the incident from press etc, know the LEA Communications Officer.

Person Responsible:

**To establish procedure for informing pupils.**

Person Responsible:

**To identify vulnerable pupils/adults.**

Person Responsible:

**To plan arrangements for the rest of the day with staff and/or LEA Critical Inc**

Person Responsible:

**To plan arrangements for the next school day with consideration of closure,  
Transport may need to be informed.**

Person Responsible: