



**St Ambrose Catholic Primary School
Critical Incident Plan**

St Ambrose Catholic Primary School

Critical Incident Plan

Date of Ratification:	October 2017	Signed: Mrs E. Brocklesby (PRINCIPAL) Mr P Parry (CHAIR OF ACADEMY COMMITTEE)
Review date:	October 2018	Signed: Mrs E Brocklesby (PRINCIPAL) Mr P Parry (CHAIR OF ACADEMY COMMITTEE)
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Safeguarding Statement

At St Saint Ambrose's Catholic Primary School we respect and value all children and are committed to providing a caring, friendly and safe environment for all our pupils so they can learn, in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all School activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at St Ambrose's Catholic Primary School. We recognise our responsibility to safeguard all who access the School and promote the welfare of all our pupils by protecting them from physical, sexual or emotional abuse, neglect and bullying.

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Introduction

At St Ambrose's Catholic Primary School we are committed to and strive to achieve best practice in all that we do. We recognise that many crises can be avoided through careful planning and preparation. This Critical Incident Plan is intended to support the School where situations of a catastrophic nature occur. In formulating this plan the School has not tried to anticipate every element that might arise out of specific crisis situation but rather have attempted to generate a range of flexible guidelines that will address a broad spectrum of scenarios.

1. Aims

- Identify potential critical incidents;
- Minimise the impact of critical incidents;
- Highlight potential School actions/ reactions to staff;
- Clarify roles and responsibilities within roles;
- Identify support agencies/ multi-agency partners.

2. Potential Incidents

Potential crises might include, but not be limited, to the following:

- Destruction or vandalism of the whole or significant part of the School;
- Violence or assault on School premises (including grounds);
- A hostage situation or intruders on School premises;
- An abduction of a pupil from School premises or educational visit;
- A pupil missing and not found whilst in the care of the School;
- Death or injuries on journeys to and from the School;
- An accident involving pupils, staff or visitors to the School;
- A serious outbreak of a contagious disease¹;
- A natural disaster in the community;
- Civil disturbance or terrorism.

3. General Guidelines

There are emergencies or crisis situations that no amount of pre-planning can anticipate or effectively alleviate. However, there are generic responses expected of staff in all crisis situations. Staff are expected to:

- Avoid panic and maintain order;
- Establish what the situation is (as far as is possible);
- Seek immediate help;
- Seek immediate treatment for any injured parties;
- Report the situation to a person in authority on the scene;
- Follow all instructions issued by the police and emergency services;

¹ The School follows the local authority published guidance on communicable contagious disease. This is further supported by contact with the <LOCAL AUTHORITY> Health & Well-Being team.

- Follow the School's guidance on unsolicited contact with the Press².

More specific guidance on different scenarios is given in the following sections.

4. Serious Incidents at the School

Examples of serious incidents might be fire, death, major accident or suicide. In the event of such an emergency:

- Mrs Brocklesby (Principal) will be in charge of co-ordinating the response. (Normal chains of responsibility should be followed in the event the Principal is absent). The School's Emergency Evacuation protocol should be implemented if evacuation of the School to alternative premises be required;³
- The Principal is responsible for ensuring the emergency services are notified. This may be delegated to a responsible member of staff;
- St Nicholas Owen Catholic Multi Academy Company Board of Directors should be notified immediately;
- The monitoring of out of hours security is overseen by the onsite caretaker
- Where a serious incident involves casualties, the Principal will appoint members of staff to record the names of those injured and the hospital to which they were taken;
- Parents/guardians will be informed as soon as is possible.

5. Serious Incident- Educational Visits

General procedures for Educational Visits are stated in the School's Educational Visits policy and protocol. This is supported by a range of protocols to support serious incidents. They are:

- Serious Incident -Educational Visit Protocol;⁴
- Pupil Missing -Educational Visit Protocol;⁵
- Pupil Absconding- Educational Visit Protocol.⁶
- Accident whilst on an Educational Visit Protocol⁷

Communications with parents/ guardians will be managed by the School. Pupils should generally not be allowed to phone parents/ guardians.

6. Threats to the School

If information is received that a dangerous or explosive device⁸ has been introduced into the School the following procedure will commence:

- If the threat is directly received by the School all details must be recorded by the member of staff receiving the information. This information should be immediately communicated to the Principal;

² See the School's Guidance Unsolicited Press/ Media document- appendix 1

³ See Emergency Evacuation Protocol- appendix 2

⁴ See Educational Visit Protocol- Appendix 3

⁵ See Pupil Missing or Abducted (Educational Visit) Protocol- appendix 4

⁶ See Pupil Absconding (Educational Visit) Protocol- appendix 5

⁷ See Accident whilst on an Educational Visit Protocol – appendix 14

⁸ See Bomb Alert Protocol – appendix 6

- The Principal will immediately inform all staff in all areas by deploying staff to initiate a silent evacuation without audible alarm;
- Certain types of devices can be triggered by radio signals therefore all **mobile phones, walkie talkies and paging devices must not be used and switched off** until such time as it has been determined that there is no bomb or it has been found and deactivated;
- The Principal should contact and be advised by the emergency services;
- The School's Emergency Evacuation and Bomb Alert Protocols should be implemented if advised to evacuate to alternative premises.

7. Intruders in the School/ Hostage Situation

The School operates controlled access to the premises during core hours, morning and after core hour activities. All staff, volunteers and students working in the School are required to:

- Maintain procedures to assure efficacy of the controlled access system;
- Adhere to and implement the School's Safeguarding policy, procedures and protocols;
- Adhere to and implement the School's Visitors to the School policy.

All staff should be especially conscious of:

- Any unusual activity;
- Unauthorised visitors (not wearing a visitor sticker/badge);
- Indications that locked exit doors have been tampered with;
- Unusual, suspicious or out of character behaviour exhibited by individuals in the School.

If staff observe any doors not secured or propped open this should be reported to the Principal, Senior Leadership Team or administration office immediately.

Staff should report any out of the ordinary activity to the Principal/ Senior Leadership Team and administration office. Caution should be used if approaching or challenging intruders in order to avoid provocation.

Where an unauthorised visitor is considered suspicious and/or aggressive the Principal should contact the Police. (Normal chains of responsibility should be followed in the event the Principal is absent). They will then decide on the appropriate action with advice of the Police. In certain circumstances staff may be advised to remain in classrooms with pupils. Where evacuation is considered necessary the Principal will implement an evacuation with audible alarm or, where this may provoke an adverse reaction from the intruder/ hostage taker, a silent evacuation.

8. Serious Outbreak of a Contagious Disease

If an outbreak of a contagious disease is known the School will contact the Local Authority to determine if it is communicable in an educational setting. The School will follow the advice and direction given.

9. Accidents

Pupils / staff/ visitors involved in an accident- as per normal School procedures.

During Educational Visit- See School protocol⁹

10. Emergency Evacuation/ Closure of the School

In the event that the School must be evacuated, the School's Emergency Evacuation Protocol will be implemented. Please note there are separate protocols when a gas leak¹⁰ or bomb alert¹¹ is suspected.

Staff will escort pupils in an orderly and closely supervised manner to the designated alternative premises.

Mr Maffei (Site Manager), if on site, will ensure that access for emergency services is available as required and utilities (gas/ water/ electricity) disabled if necessary and safe to do so. If the Site Manager is not on site, they will be summoned immediately. **This is only required in a critical situation and does not apply to normal fire evacuation.**

Where an incident that requires school closure occurs overnight, the Principal will log information with the Local Authority. They will automatically contact local radio stations to broadcast notice of the School closure and information of any temporary accommodation if in place. Normal chains of responsibility should be followed in the event the Principal cannot be contacted. The Principal will arrange for notification of closure and/or temporary accommodation to be displayed at the school premises. Information will also be posted on the School's website, the staff telephone tree will be activated and push notifications sent to inform parents.

11. Communication

If a critical incident occurs the external line in the Principal's office will be designated for the use of making outside calls only. The Principal will inform and liaise with the Local Authority and Chair of Academy Committee.

The Principal will contact the Local Authority Media Relations Office for assistance in preparing a press statement. Staff and Academy Representatives should avoid any communication with the Press/ Media other than the prepared statement.

In line with the School's Educational Visit policy and protocols all teachers who are out of the school with pupils will have a mobile telephone for the purposes of advising the school of a critical incident.

The Principal or Chair of Academy Committee will be designated as press officer. They will be responsible for all communications with the media. The press officer will agree the timing of press releases and liaise with emergency services to provide a single joint statement if applicable. All press releases will demonstrate to the media that the school is controlling the incident in a caring, competent and responsible manner and seek to set minds at rest countering any rumours.

The administration staff (under the supervision of the Office Manager) will manage all telephone/ electronic communications received from parents/ guardians and other interested parties except the Press/ Media. This will leave the Principal/ Senior Leadership

⁹ See appendix 14

¹⁰ See Emergency Evacuation (Gas Leak) protocol- appendix 7

¹¹ See Bomb Alert Protocol- appendix 6

Team free to manage the immediate situation. Details of all incoming calls / calls to parents/ guardians will be recorded. Where there is a large volume of calls the Office Manager will designate staff to assist. A briefing statement will be prepared by the Principal and given to those staff managing telephone calls. Staff will be directed to relate the statement **verbatim**. Where appropriate other useful telephone numbers will be given to parents/ guardians e.g. hospital, emergency disaster line.

The administration staff will be responsible for managing parents/ guardians arriving at the school or the temporary emergency premises during a crisis situation. Where appropriate a room will be set aside for parents/ guardians to wait during the crisis or until they can be reunited with their children. Parents/ guardians will be reunited with their children as soon as possible and a record maintained noting which children have been collected.

Press and television crews will not be allowed access to the school premises unless the express permission of the Principal is given. Where a press briefing is arranged and the use of school premises is not possible/ appropriate, an alternative location will be designated.

All staff will receive a briefing re the incident as soon as is possible to minimise uncertainty and ensure rumours do not circulate.

Pupils will be briefed as considered appropriate.

12. Longer Term Action Following a Crisis

- Counselling for staff and pupils should be arranged as soon as possible and offered to parents/ guardians if appropriate;
- The relevant support agencies will be contacted by the Principal as deemed appropriate;
- Parents/ guardians will be updated on what is happening in the school subsequent to an incident;
- Where staff feel they are suffering from stress subsequent to the incident, the procedures defined in the school's human resources policies will apply;
- Visits to the site may be arranged for staff, pupils and parents/ guardians if deemed appropriate.

13. Roles and Responsibilities

The following are principles which apply **over the long term**. Roles may be delegated however the responsibility remains with the persons named below. In a specific crisis situation the most senior staff member involved will assume responsibility for managing the situation until the post holder is available. In such a situation they are authorised to exercise professional judgement and act as they see fit in the interests of pupils, staff and the school, knowing they have the support of the Principal and Academy Committee.

1. Principal

- Overall responsibility for safeguarding pupils, staff, volunteers, visitors and students on placement;
- Overall responsibility for planning, risk assessment, management of crisis, aftermath;
- Ensure staff access training and that policy, procedures and protocols are embedded in working practice;
- Ensure safe systems are in place;
- Ensure practice evacuations are conducted and reviewed;
- Overview of communications with outside agencies, parents/guardians and the media.
-

2. Assistant/Vice Principal/s

- In the immediacy of a critical incident situation assume overall responsibility in absence of the Principal;
- Assist the Principal in supporting pupils in the aftermath of a disaster;
- Support staff and parents/ guardians.

3. Visit Leader (Educational Visits)

- Ensure visits are planned in accordance with the school's policy, procedures and protocols;
- Ensure all risk assessments and documentation, required as part of the school's visit approval application process, is completed prior to commencement of the visit;
- In the immediacy of a critical incident situation occurring offsite during the visit assume overall responsibility and coordinate communication with the school / emergency services;
- Implement the appropriate crisis protocol;
- Act as a source of advice/ guidance to participating colleagues and volunteers.

4. Business Manager/Office Administrators

- Ensure that data systems are secure;
- Ensure automated backups occur successfully;
- In a crisis, manage telephone/ electronic communications to the school;
- Ensure emergency services are contacted in a crisis situation;

- Manage communications in the case of a move to a temporary alternative office off-site.

5. Site Manager

- Ensure safety and security of the site;
- Ensure emergency services have access;
- Disable utilities if appropriate and safe to do so;
- Liaise with contractors and supervise repair works.

6. Teachers

- Ensure the safety of pupils;
- Ensure safe practices in accordance with school's policies, procedures and protocols;
- Maintain vigilance;
- Support colleagues;
- Liaise with parents/ guardians when directed.

7. Other School Staff

- Ensure the safety of pupils;
- Ensure safe practices in accordance with school's policies, procedures and protocols;
- Maintain vigilance;
- Support colleagues;
- Liaise with parents/ guardians when directed.

8. Local Authority – LEA Emergency Team

- Provide practical support in the event of a crisis;
- Support in securing alternative provision premises if required;
- Guidance and support with media enquiries.

14. Data

All data is held on the school's computer system which is backed up daily. Senior Leadership and Management Teams have been actively involved in the development of this plan and have access to copies of the plan in the event the School's computer system cannot be accessed.

15. Press/ Media Contact¹²

Please refer and adhere to the school's Guidance Unsolicited Press/ Media document. Journalists are not allowed onto school premises during the handling / management of a critical incident. All communications with the Press/ Media will be authorised by the Principal. (Normal chains of responsibility should be followed in the event the Principal is absent). Where deemed appropriate the Principal will seek assistance from the St Nicholas Owen Catholic Multi Academy Company Board of Directors. Staff should not communicate with the Press/ Media unless authorised to do so. Staff will not permit Press/ Media access to pupils in their care.

16. Building Issues

Serious Damage from Vandalism/ Fire Damage-	Implement School closure procedures
Suspected Gas Leak-	See School protocol (appendix 7)

¹² Please also refer to the guidance issued by the Local Authority Communications office.

Appendix 1

St Ambrose's Catholic Primary School

GUIDANCE IN RESPONDING TO UNSOLICITED PRESS/ MEDIA CONTACT

IF YOU ANSWER THE PHONE and are asked for comments by the press/media please follow these guidelines:

- Do not offer any information or make comments on the subject matter of the call.
- Ask for the caller's full name, telephone number, organisation/ who they represent etc.
- Explain they will need to speak to the Principal (or in their absence the Vice Principal).
- If possible pass the call to the Principal or Vice Principal advising them this is a press/ media request for information.
- If the Principal or Vice Principal is not available record the caller's details and advise them their call will be returned as soon as possible.
- **DO NOT GET DRAWN INTO A CONVERSATION.** Remain polite but firm in your response.

IF THE PRESS/ MEDIA ENTER THE SCHOOL BUILDING:

- Press and media representatives should wait in the front entrance. They should not be admitted beyond the main reception area without the specific permission of the Principal or Assistant Principal in their absence.
- If the Principal is not on site alert the Vice/Assistant Principal. The Vice/Assistant Principal will advise the representative that no one is available to comment at that time and offer the opportunity to book an appointment at a later date/ time.
- **DO NOT GET DRAWN INTO A CONVERSATION.** Remain polite but firm in your response.

PRINCIPAL/ VICE/ASSISTANT PRINCIPAL GUIDANCE

Once alerted to a telephone call/ arrival of the press/ media:

- Delay any immediate response to give time to collect your thoughts and prepare.
- For telephone enquiries you should establish the reason for the contact. Once established you may wish to say any of the following:
 - “I am not in my office at the moment. Can I phone you back in 5 minutes?”
 - “Yes. We will comment and have prepared a statement, which is.....”
 - “I will need to go to my office to collect the school's prepared statement. I will phone you back shortly.”

- Make sure you make any calls that you promise to make. Before returning the call you are strongly advised to contact the Chair/ Vice Chair of the Academy Committee and you may also wish to have a discussion with the Local Authority.
- When returning the call read the prepared statement **verbatim**.
- Make notes, especially of who you read it to, and any comments you receive.
- Be very cautious about commenting beyond the statement (matters are either sub-judice or may be part of an internal disciplinary action).
- Once the call is completed advise and update the Chair/ Vice Chair of the Academy Committee. You may also wish to advise the Local Education Authority. If the conversation is managed by the Assistant Principal they should advise the Principal and Chair/ Vice Chair of the Academy Committee as soon as possible.

Once alerted to press/ media arrival at the school:

- Delay any immediate response to give time to collect your thoughts and prepare.
- Go to the reception area. Do not invite the press/media into the School.
- Give a written copy of the school's response.
- If the school does not have a prepared response advise that one will be issued shortly.
- If pressed for further comments advise that all the information needed is/ will be within the response.
- Be polite but remain firm.
- On departure of the press/ media record the details of the visitor and notes on the content of the conversation.
- Advise the Chair/ Vice Chair of the Academy Committee as soon as possible. If the conversation is managed by the Assistant Principal they should advise the Principal and Chair/ Vice Chair of the Academy Committee as soon as possible. Any prepared statement should be agreed with the Chair/ Vice Chair of the Academy Committee **prior** to submission. If any further telephone requests for information are received you should read the statement and advise that the school has no further comments to make.

APPENDIX 2

St Ambrose's Catholic Primary School EMERGENCY EVACUATION PROTOCOL

In the event of an emergency:

STEP 1 Audible Alarm Procedure: Contact Pre-School

Sound the audible alarm or ring handheld bell **UNLESS**:

- A bomb alert has been received or a gas leak is suspected. (In such cases follow the school's specific protocols for such instances).
- Doing so may further endanger risk to pupils/ adults e.g. aggressive intruder.

STEP 2 Silent Alarm Procedure: Contact Pre-School

The Principal should arrange for a silent signal to be deployed in all school areas e.g. a member of staff travels around the school with a raised hand.

If it is unsafe to alert the Principal staff may use their judgement and undertake this.

STEP 3 On seeing/ hearing the alert, teachers should immediately evacuate pupils to the designated assembly points. Staff working with pupils outside the classroom should NOT return to the classroom but immediately evacuate. Pupils to join their class at the designated assembly point.

STEP 4 One member of staff should always be present in the administration office.

A daily print out of AM & PM registers should be placed in the Emergency Evacuation Box.

Office staff should evacuate with the Emergency Evacuation Box, Visitor & Staff signing in sheets.

STEP 5 On arrival at the designated assembly points teachers should check all pupils have been safely evacuated. IT IS NOT ENOUGH TO RELY ON A HEAD COUNT. When all pupils have been accounted for the teacher should raise their hand or folder in the air to give a visual signal to the Evacuation Coordinator. If a pupil cannot be accounted for the teacher should raise their hand and wave to alert the Evacuation Coordinator for assistance.

STEP 6 The Evacuation Coordinator/Office Manager will accurately record the progress of the evacuation including details of any missing pupils / adults. NO ONE SHOULD RE-ENTER THE BUILDING TO SEARCH FOR MISSING PUPILS / ADULTS.

The Emergency Evacuation Coordinator will relay details of any missing pupils/ adults to the emergency services

STEP 7 All staff must **implicitly** follow the instructions of the emergency services. No one should re-enter the building unless directed that it is safe to do so.

STEP 8 If instructed to evacuate to a temporary alternative site, staff should safely escort pupils to the designated location. Pupil contact sheets should be taken (stored in the Emergency Evacuation Box).

Pupils and staff should remain at the alternative evacuation site until it is advised it is safe to return to the academy OR to arrange for pupils to return home.

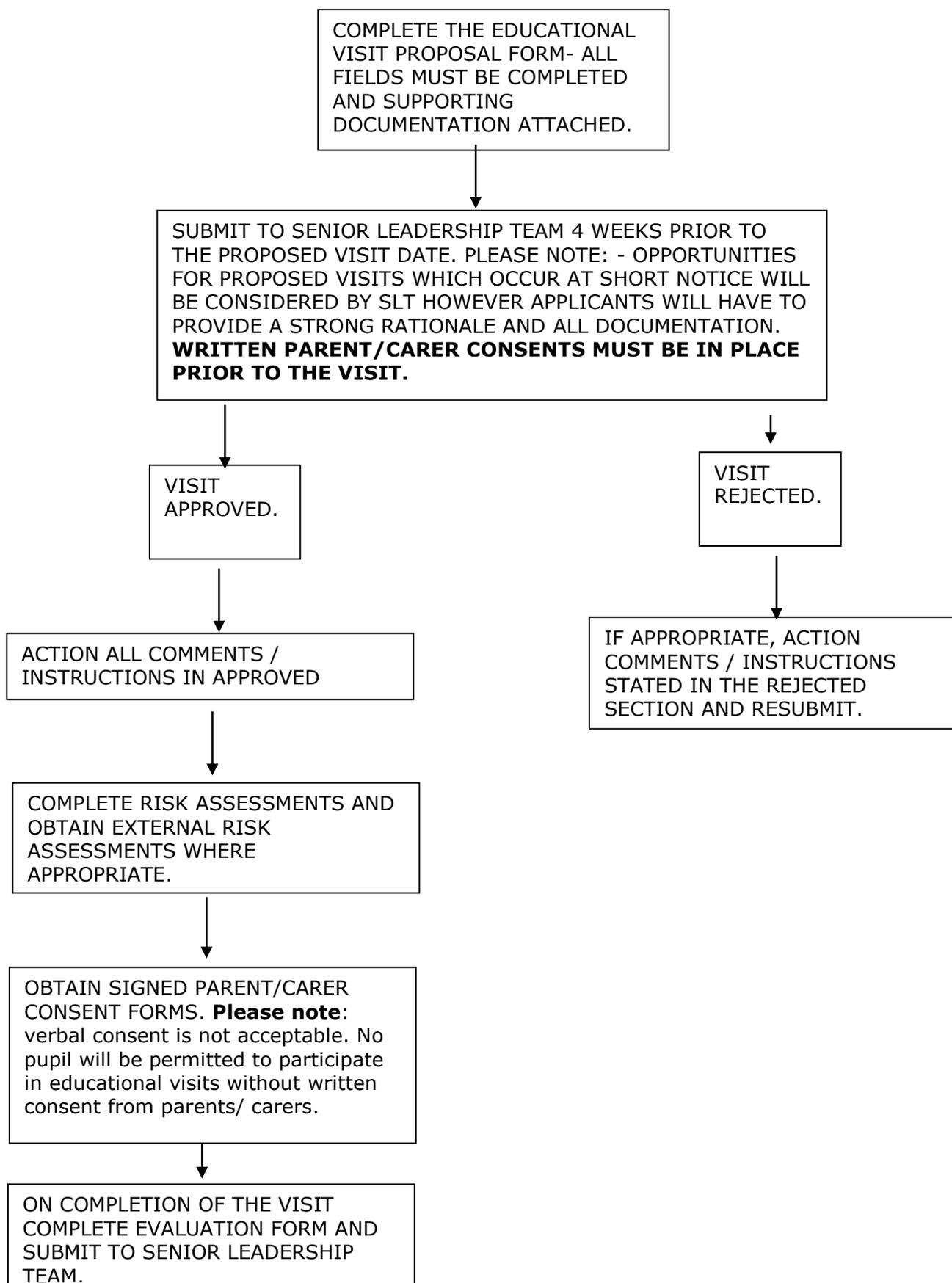
STEP 9 The Principal should alert the Local Authority's Director of Education and the academy's Chair of Trustees (in their absence the Vice Chair should be notified).

STEP 10 No press briefing should be made unless directed by the Police with the input of the Local Authority Crisis Team.

STEP 11 The Principal and Chair of the Academy Committee should arrange an emergency Board meeting to advise of the situation and review safeguarding policy, protocols and arrangements.

APPENDIX 3

St Ambrose's Catholic Primary School EDUCATIONAL VISIT PROTOCOL



APPENDIX 4

St Ambrose's Catholic Primary School

PUPIL MISSING/ABDUCTED FROM AN EDUCATIONAL VISIT PROTOCOL

In the event of an emergency:

STEP 1 Alert all adults supporting the visit. If groups are in different locations, recall all groups to an agreed central meeting point. Mobile telephone numbers **MUST** be exchanged prior to the commencement of the visit- see Educational Visit Policy.

STEP 2 If the pupil is missing the Visit Leader should instigate a controlled search of the last known location/ building.

STEP 3 If the pupil is located the Visit Leader should immediately inform the Principal / SLT who may direct the party to return to the school or give permission to complete the Educational Visit.
If directed to return refer to the school's Pupil Missing/ Abducted Protocol and complete steps 6, 8 & 11 and notify the Chair of the Academy Committee (in their absence the Vice Chair should be notified).
If the pupil is not located or is known to have been abducted the Visit Leader should immediately telephone to advise the Principal / SLT of the situation.

STEP 4 Principal / SLT to inform the Police immediately or delegate someone to dial 999 and provide relevant information. **Police instruction should be implicitly followed.**

STEP 5 Unless otherwise directed by the Police the Principal / SLT should inform parents/ guardians (by telephone) of current status. This conversation should be carefully managed and pertinent details shared with the Police.

STEP 6 On arrival of the Police the Visit Leader should ensure all known facts are given to officers.
A request can be made for the Police to assist with further school and parent / guardian liaison.

STEP 7 Principal / SLT to commence incident log and accurately document all actions / relevant factual information.
Ensure times and dates are recorded.

STEP 8 If the pupil is not located or known to have been abducted the Principal / SLT should alert the Local Authority Director of Education and the school's Chair of the Academy Committee (in their absence the Vice Chair should be notified)

STEP 9 No press briefing should be made unless directed by the Police with the input from the Local Authority Media Relations Office.

STEP 10 Principal / SLT to hold a staff briefing when possible to advise of the current situation. Ensure staff are aware of information sharing protocols.

STEP 11 Under the direction of the Principal / SLT, all staff should work with multi-agency partners to ensure parents, guardians and family members are supported.

STEP 12 Principal / SLT to discuss arrangements for post trauma counselling with the Academy Committee.

STEP 13 Principal / SLT to arrange an emergency Academy Committee meeting to advise of the situation and review safeguarding policy, protocols and arrangements.

APPENDIX 5

St Ambrose's Catholic Primary School

PUPIL ABSCONDING DURING/ FROM AN EDUCATIONAL VISIT PROTOCOL

In the event of an emergency:

STEP 1 Alert all adults supporting the visit. If groups are in different locations, recall all groups to an agreed central meeting point. Mobile telephone numbers MUST be exchanged prior to the commencement of the visit- see Educational Visit Policy.

STEP 2 Where possible, one adult (preferably a staff member) should follow the pupil at a distance. They should remain in contact with the Visit Leader at all times whilst following. As soon as possible, and if staffing ratios allow, one further adult should be directed to locate and accompany the original staff member who is following.

STEP 3 The Visit Leader should contact and inform the Principal / SLT of the situation as soon as possible. If the pupil has returned complete steps 5, 7 & 12 and notify the school's Chair of the Academy Committee (in their absence the Vice Chair should be notified)

STEP 4 If a pupil has absconded and will not return the Principal / SLT should be advised. They will inform the Police immediately or delegate someone on the visit to dial 999 and provide relevant information.

STEP 5 Principal / SLT should inform parents/ guardians by telephone of the current status.

STEP 6 On arrival of the Police ensure all known facts are given to officers. A request can be made for Police assistance with parent liaison.

STEP 7 Principal / SLT to commence incident log and accurately document all actions / telephone conversations together with relevant factual information. (Ensure times and dates are recorded).

STEP 8 Principal / SLT to alert the Local Authority Director of Education and the school's Chair of the Academy Committee (in their absence the Vice Chair should be notified).

STEP 9 Police instructions should be implicitly followed.

STEP 10 No press briefing should be made unless directed by the Police with the input of the Local Authority Media Relations Office.

STEP 11 Principal & SLT to hold a staff briefing when possible to advise of current situation. Ensure staff are aware of information sharing protocols.

STEP 12 On return to the school:
Principal, SLT & Visit Staff members to complete the school's critical incident paperwork. A case review should be conducted as a priority together with a meeting with parents/guardians. Ideally this should be conducted PRIOR to the pupil's return to the school.

Appendix 6

St Ambrose's Catholic Primary School

BOMB ALERT PROTOCOL

In the event of an emergency:

STEP 1 Whoever receives the alert should try to record all details of the message.

STEP 2 The person who has received the alert should (in person) inform the Principal relaying the exact language used in the alert. Inform Pre-School

STEP 3 The Principal should arrange for the silent signal a raised hand to be deployed in all academy areas. This is a SILENT EVACUATION to account for all pupils and adults. THE FIRE ALARM MUST NOT BE USED. As radio waves can detonate a bomb NO MOBILE PHONES OR WALKIE TALKIE DEVICES SHOULD BE USED. ALL SUCH DEVICES SHOULD BE SWITCHED OFF NOT TURNED TO SILENT MODE.

STEP 4 The Principal or a delegated member of SLT must inform the Police immediately by dialling 999 from a school **LANDLINE**.

STEP 5 The Principal / SLT must follow the instructions given by the Police. This is likely to involve evacuating pupils and adults to the school's nominated alternative site/ [REDACTED].

STEP 6 If evacuating to the alternative site, the pupils should be accompanied by the Assistant and Vice Principals. The Principal, Office Manager and Site Manager should remain in a safe proximity to the school. This will be agreed with the emergency services.

STEP 7 The Site Manager or Office Manager should ensure the emergency evacuation box is taken out of the school unless it is unsafe to do so. The box should be given to and remain with the Principal.

STEP 8 POLICE INSTRUCTIONS SHOULD BE IMPLICITLY FOLLOWED

STEP 9 THE ALTERNATIVE EVACUATION SITE: There should be NO MOBILE PHONE CONTACT made to the Principal, Office Manager or Site Manager unless the emergency services confirm it is safe to do so. The Vice or Assistant Principal should alert the Local Authority Director of Education and the Chair (or in their absence the Vice Chair) of the Academy Committee. Pupils and staff should remain at the alternative evacuation site until advised it is

STEP 10 No press briefing should be made unless directed by the Police with the input of the Local Authority Media Relations Office.

STEP 11 POST EVENT: The Principal and SLT should complete the school's critical incident paperwork. The Principal & SLT to hold a staff debriefing meeting as soon as possible. Ensure all staff are aware of information sharing protocols particularly press / media. If required the Principal should discuss arrangements for post trauma counselling with the Academy Committee.

STEP 12 The Principal and Chair of the Academy Committee should arrange an emergency Academy Committee meeting to review the critical incident paperwork and the school's safeguarding arrangements.

APPENDIX 7

St Ambrose's Catholic Primary School

EMERGENCY EVACUATION – SUSPECTED GAS LEAK PROTOCOL

In the event of an emergency:

STEP 1 THE AUDIBLE ALARM SHOULD NOT BE USED.

DO NOT SWITCH LIGHTS OR ANY ELECTRICAL EQUIPMENT ON / OFF.

Telephone the gas provider emergency service line to advise a gas leak is suspected.

Telephone the Fire Service 999 to advise a gas leak is suspected and that the gas provider has been notified.

Relay any information given to the academy by the gas provider. Inform Pre-School

STEP 2 Conduct a **SILENT EVACUATION** of the building. Ensure the emergency evacuation box is taken.

STEP 3 Provide up to date, accurate information to the emergency services on arrival.

STEP 4 On advice from the officer in charge either:

Re-enter the building as it has been deemed safe to do so. Debrief staff, reassure pupils and evaluate efficacy of procedures.

OR

Vice/Assistant Principals to evacuate pupils and adults to the school's alternative site. Contact sheets should be taken (copies stored in the emergency evacuation box).

Principal, Business/ Office Manager and Site Manager to remain with the emergency services at a designated safe location.

Principal to advise the Local Authority Emergency Crisis Support Team and Chair of Trustee Board.

STEP 5 Pupils and adults should not return to the school until the Principal has been advised it is safe to do so. If the site cannot be made safe the Principal will instruct the Assistant Principals to contact parents to arrange for pupils to be collected.

STEP 6 No press briefing should be made unless directed by the emergency services. This should include input from the Local Authority Media Relations Office.

STEP 7 POST EVENT: The Principal and SLT should complete the school's critical incident paperwork. The Principal & SLT to hold a staff debriefing meeting as soon as possible. Ensure all staff are aware of information sharing protocols particularly press / media.

STEP 8 The Principal and Chair of the Academy Committee should arrange a review of the academy's safeguarding

APPENDIX 8

EMERGENCY CONTACT- WEATHER

ORGANISATION	CONTACT DETAILS	CODE WORD
St Ambrose's Catholic Primary School	E.Brocklesby 	SNOW

APPENDIX 9**SCHOOL CONTACT DETAILS**

Full Name of the School	St Ambrose's Catholic Primary School	
Address	Leswell Street, Kidderminster. DY10 1RP	
School telephone number	01562 823568	
School fax number		
School email address	office@st-ambrose.worcs.sch.uk	
School mobile telephone number/s (held by key holder/s)	NAME/S	CONTACT NUMBER
	Mrs Brocklesby	[REDACTED]
	Mrs Stewart	[REDACTED]
	Mr Maffei	[REDACTED]

APPENDIX 10**AUTHORISED PERSONS (within this plan)**

NAME	ROLE	CONTACT NUMBER
Mrs E. Brocklesby	Principal	[REDACTED]
Mrs H. Stewart	Vice Principal	[REDACTED]
Mrs L. Holtom	Assistant Principal	[REDACTED]
Mrs K. Fish	Business Manager	[REDACTED]
Mr P. Parry	Chair of Academy Committee	[REDACTED]
Mr A. Maffei	Site Manager	[REDACTED]

APPENDIX 11

UTILITIES & SERVICES CONTACT DETAILS

SERVICE	PROVIDER	LOCATION OF CUT-OFF	EMERGENCY NUMBER
Electricity	West Mercia Energy	Playground cupboard	[REDACTED]
Gas	West Mercia Energy	Green box by gate	[REDACTED]
Water	Severn trent	Boiler room	[REDACTED]
Telephones/ internet	BT		[REDACTED]
Computer Services	Hagley		[REDACTED]

APPENDIX 12 EMERGENCY CONTACTS- MULTI-AGENCY

NAME	LOCATION	TELEPHONE NUMBER
FIRE	Emergency	[REDACTED]
	HQ	
POLICE	Emergency	[REDACTED]
	Help Desk	
AMBULANCE	Emergency (state paediatric needed)	[REDACTED]
Local Authority	Director of Education's Office	[REDACTED]
	Emergency Crisis Support Centre	[REDACTED]
	Out of hours support	
	Health & Safety Team	[REDACTED]
	Media Relations Office	[REDACTED]
	Facilities Management	[REDACTED]
HOSPITALS	Kidderminster Hospital	[REDACTED]
ICT SUPPORT	Haley I.T	[REDACTED]
INSURANCE COMPANY	Buildings: Contents: Employers Liability: Educational Visits/Residentials:	[REDACTED]
BURGLAR ALARM	Chubb	[REDACTED]
BOILER / HEATING MAINTENANCE	Lords	[REDACTED]
	Place Partnership	[REDACTED]
ELECTRICIANS	Severn Electric	[REDACTED]
GLAZING	Place Partnership	[REDACTED]
MEDIA		
LOCATION OF AGREED TEMPORARY ACCOMODATION	[REDACTED]	[REDACTED]

APPENDIX 13

KEY HOLDER CHECKLIST/ EMERGENCY EVACUATION BOX

1. School premises keys
2. Key list
3. Alarm Codes
4. Entry Lock codes
5. Alarm company telephone number
6. Alarm company security code
7. Mobile phone
8. List of SLT contacts
9. Emergency contractors' numbers
10. Critical Incident Plan
11. Staff list & telephone numbers
12. Parent contact details
13. Timetable
14. Visitors Book
15. Late Book
16. Registers/class lists

APPENDIX 14

St Ambrose's Catholic Primary School

ACCIDENT WHILST ON EDUCATIONAL VISIT PROTOCOL

As soon as you discover a pupil or adult supporting the visit has been involved in an accident take the following action:

STEP 1 Alert all adults supporting the visit. If groups are in different locations, recall all groups to an agreed central meeting point. (Mobile telephones MUST be exchanged prior to commencement of the visit). A staff member qualified in first aid should accompany every off-site visit. (Refer to Educational Visits Policy).

STEP 2 The Visit Leader should delegate an adult to seek assistance from the venue.

STEP 3 The first aider should triage any pupils / adults, administer any temporary first aid measures and report findings to the Visit Leader.

STEP 4 Should the injury warrant, the Visit Leader should phone 999 and request an ambulance. Where a pupil has been injured it is essential to advise that paediatric care is needed.

STEP 5 The injured party should be monitored at all times by the qualified first aider. As this will adjust staffing ratios, the Visit Leader should reallocate pupil groups and ensure all supporting adults know who is now in their care.

STEP 6 The Visit Leader should initiate and maintain contact with the Principal / SLT to advise of the current and on-going situation.

STEP 7 On arrival of the ambulance, the Visit Leader and first aider should ensure all known facts are given. If any pupils/ adults from the school's party are to be taken to hospital they should be accompanied by a member of staff. The Visit Leader should record which hospital will be receiving the casualty and notify the school. Ideally the first aider should remain with the school party.

STEP 8 The Principal / SLT should contact parents/ guardians then the Chair of the Academy Committee to advise of the situation as known.
The Principal / SLT should commence an incident log and accurately record all actions/ relevant factual information. (Ensure dates and times of action are recorded).

STEP 9 The Principal / SLT will decide if the visit should continue or if the party should return to the school. If to return to the school, the Business Manager should arrange transport.

STEP 10 No press briefing should be made unless directed by the Police with the input of the Local Authority Media Relations Office.

STEP 11 Under the direction of the Principal / SLT, all staff should ensure parents/ guardians are supported.

STEP 12 Principal, SLT & Visit Staff members to complete the school's critical incident paperwork. A case review should be conducted as a priority together with a meeting with parents/guardians.
Principal and Academy Committee to review the critical incident paperwork and the academy's safeguarding arrangements.