



# St Vincent de Paul Catholic Primary School

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## CRITICAL INCIDENT FIRST RESPONSE

PLEASE KEEP THIS TO HAND AT ALL TIMES

**THIS DOCUMENT CONTAINS  
CONFIDENTIAL INFORMATION  
PLEASE KEEP IT SAFE**

(HCC Policy)

### Our Mission Statement

*"We are called to be the hands and face of Jesus as we learn  
love and grow together"*

Reviewed Spring 2020

To be reviewed Spring 2021

Reviewed by: Safeguarding Committee and updated by Resource Committee

This policy is updated throughout the year as required – latest update **December 2019**

Signature:

Chair of Governors

Date ratified: 10<sup>th</sup> December 2019

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## 1. Aims of this First Response document

This pack is intended to be used as a resource for any member of the Critical Incident Team called on to be the first responder in any incident.

## 2. Critical Incident Team Members and Contact Details

A central component of this policy is the identification of the composition, roles and responsibilities of the Critical Incident Team.

The role of the team is to review and direct the handling of the incident and the response and recovery process in order to:

Ensure the safety and security of students, staff, other users of the premises and visitors;  
Minimize the loss to the School in physical, human and financial terms; Manage an incident to minimize disruption to regular operations; Liaise with appropriate agencies, including the Media.

The Critical Incident Team will comprise the following:

	Name		Role	SLT	Home	Mobile
1	Jon	White	Head Teacher	SLT		07972 788928
2	Rosemary	Sherry	Deputy Headteacher	SLT	01438 729477	0771 384 6760
3	Sally	Lorimer	School Business Manager	SLT	01438 225664	0787 110 8219
4	Carinne	Blythe	Assistant Headteacher (KS2)	SLT		0793 396 6520
5	Val	Hargrave	Assistant Headteacher (F&KS1)	SLT		0792 108 8447
5	Michael	McLellan	Site Manager		01438 215352	0784 006 1840
6	John	Sloan	Chair of Governors		01438 220855	0790 013 8371

All staff and Governors should be aware of the names of the members of the Critical Incident Team. In the event of an emergency all staff, including temporary staff, should be notified as soon as possible.

Jon	Rosemary	Val	Carinne	Sally
Michael McLellan	M Curry	P Caswell	M Fasina (Breakfast)	S Ainsworth (website)
R Sherry	R Prendergast (Breakf)	S Humphries	L Pickard (Breakfast)	S Harriss
V Hargrave	E Glover	K Lambert	T Lawton (W, T, Fri)	L Levy
C Blythe	M Ambrose	L McGuire	S Hodges (M, Tues)	N Kear
S Lorimer	M Copeland	P Garland	S Crump	J Doyle
R Jennings	D Farrelly	C Heath	P Timpson	M Madrzyk
D Arnese	C Deschamps	S Culkin	J Cooper	T Dowsett
N Pearce	K Unwin	M Cascarino	E Foley	S Adesugba
R Dunbar (Thurs only)	M Mooney	C Wallace	J Bailey	Tony (Patrol)
M Banissy	N Reid	G Essex	P Watkins	C Caetos
N White	L Mossop	P Osmond		A Mojzis
		D Zanelli		R Stokes

The Critical Incident Team will, dependent upon the nature of the incident itself, be concerned with any of the following issues:

Adequate assessment of hazards and situations which may require emergency action;  
Analysis of requirements to address these hazards; establishment of liaison with all relevant emergency services; development of an effective management plan;  
Dissemination of planned procedures;  
Regular review of this plan;  
Assisting the Headteacher with all aspects of the implementation of the plan;  
Arranging staff development activities, where necessary.

### **3. Procedures during an incident:**

A member of the Critical Incident Team must be informed of any critical incident as soon as possible. As soon as an incident is confirmed, the Team will meet to decide strategies. The rest of the staff will be informed as soon as possible, preferably at a specially convened staff meeting.

All staff should share the same information.

The school will try, as far as possible, to keep to the normal routine.

### **4. Notification of a Critical Incident**

In the event of a major incident in a Hertfordshire School, phone one of the following numbers for County Support-

Monday – Friday            08.00 – 20.00    01438 737261

Saturday                      09.00 -16.00    01438 737261

(This will access the Hertfordshire Customer Service Centre)

At all other times: 0800 547547 (This will access the Amey Property Service national call centre)

If phoning from abroad add the country code, then the UK code 44. Omit the first 0 of the local code. For example, if phoning from Paris, dial 00 44 800 547547.

Callers to the above numbers should be prepared to provide the following information, if possible:-

- That you are calling about a school in Hertfordshire
- The name and address of the school, including the town and street
- Your name
- Your phone number or that of another available contact
- The nature of the incident (A critical incident will be one involving very serious injury, loss of life, or in the event of a premises related incident, a critical event likely to cause the closure of the school).

As a result of your call, all people and departments at County Hall, and other appropriate services will be notified as necessary

## **5. Handling the Media**

It is likely that we would be contacted by the media, (e.g. BBC) etc very quickly, possibly before the Contingency Plan support systems are in place. The following is a summary of key points in order to handle enquiries that may arise soon after an incident has occurred. All members of the recover team should be familiar with this checklist.

Whatever the incident, and particularly if it involved injury or death on a school trip, the likelihood is that information will be sketchy at best and possibly inaccurate.

In the immediate period following an incident, and prior to the arrival of a member of the CSF Service Communications Unit:-

- If possible, try to buy time, e.g. the head is not available but will call back.
- Be clear about which staff /governors are designated to talk to the press and which are not.
- Be prepared to accept that a designated person may not be the most appropriate person to handle the situation in some circumstances.
- Do not talk to a journalist by yourself; have a colleague with you to take notes of what is said.
- Do not provide anything other than facts.
- Give a prepared statement rather than an interview.
- Be sensitive about personal information.
- do not apportion blame or admit liability to anyone, even in conversation.

Once an emergency number has been contacted (See Notification of an Incident) the CSF Service Communications Unit will contact the school as a matter of high priority.

**6. School Staff Telephone List**

Vincent de Paul Catholic Primary School - Telephone List – Autumn 2019

Name Home No Mobile No

Jon White .....  
 Rosemary Sherry .....  
 Siobhan Adesugba .....  
 Michelle Ambrose .....  
 Steve Ainsworth .....  
 Dario Arnese .....  
 Jacqui Bailey .....  
 Mandy Banissy .....  
 Carinne Blythe.....  
 Mandy Cascarino .....  
 Pat Caswell .....  
 Jane Cooper .....  
 Marion Copeland.....  
 Simon Crump .....  
 Sallie Culkin .....  
 Michelle Curry .....  
 Cheryl Deschamps .....  
 Theresa Dowsett .....  
 Joan Doyle.....  
 Robert Dunbar .....  
 Gio Essex.....  
 Denise Farrelly .....  
 Mo Fasina .....  
 Elizabeth Foley .....  
 Christie Gaetos .....  
 Pauline Garland .....  
 Natalie Gibbs.....  
 Elaine Glover .....  
 Val Hargrave .....  
 Clair Heath .....  
 Sue Harriss .....  
 Susan Humphries .....  
 Sharon Hodges .....  
 Roger Jennings.....  
 Noreen Kear .....  
 Karen Lambert .....  
 Theresa Lawton .....  
 Lorinda Levy .....  
 Sally Lorimer .....  
 Monika Madrzyk .....  
 Liz McGuire .....  
 Michael McLellan .....  
 Aga Mojzis .....  
 Martina Mooney.....  
 Louise Mossop .....  
 Paula Osmond .....  
 Nicole Pearce .....  
 Lynn Pickard .....  
 Roy Prendergast .....  
 Natalie Reid .....  
 Robelyn Stokes.....  
 Pat Timpson.....  
 Sarah Thomas.....  
 Kerry Unwin .....  
 Pauline Watkins .....  
 Nicole White .....  
 Daniella Zanelli.....  
  
 Michael Fone.....  
 Tony (Patrol Crossing) .....

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## 7. SCHOOL KEY HOLDERS

	First Name	Surname	Role	Home	Mobile
<b>1</b>	Michael	McLellan	Site Manager	01438 215352	0784 006 1840
<b>2</b>	Jon	White	Headteacher		0797 278 8928
<b>3</b>	Rosemary	Sherry	Deputy Headteacher	01438 729477	0771 384 6760
<b>4</b>	Sally	Lorimer	Business Manager	01438 225664	0787 110 8219
<b>5</b>	Carinne	Blythe	SLT		0793 396 6520
<b>6</b>	Val	Hargrave	SLT		792 8447

## 8. CONTACT LIST OF PEOPLE, GROUPS, ORGANISATIONS WHO VISIT OR USE SCHOOL AND MAY NEED TO BE INFORMED

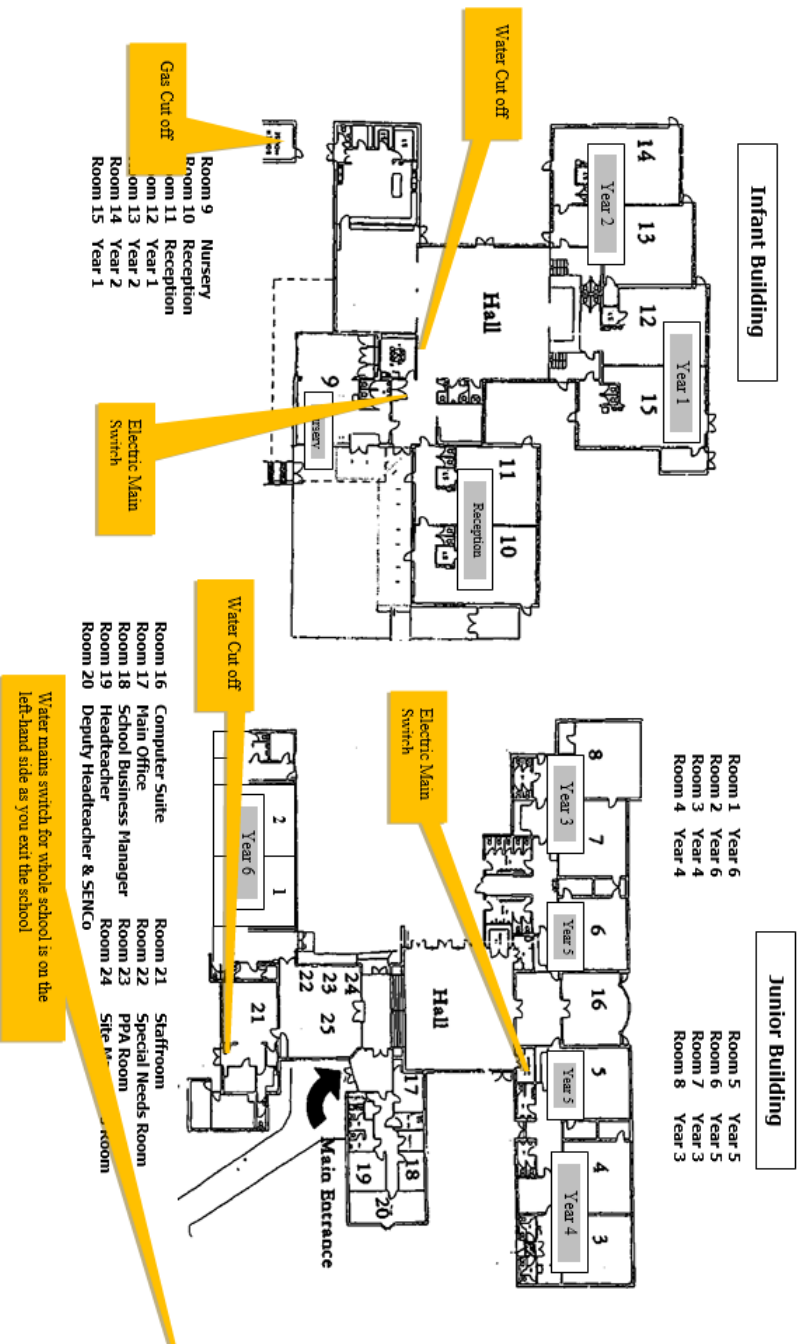
	Company	Name	Role	Telephone No	Notes
<b>1</b> <b>1a</b>	Diocesan of Westminster Westminster Ed Services	<b>Marie Saba</b>	Comm Officer	0207 7989031 0207 798 9005	mariesaba@rcdow.org.uk
<b>2</b>	St Joseph's Church	Fr Brian	Parish Priest	01438 351243	
<b>3</b>	Wilby and Burnett	Adam Aitcheson		01799 513621	
<b>4</b>	Ridgecrest Cleaners			01707 256666	
<b>5</b>	Herts Catering	Lyn Pickard	Cook	0784 143 2882	
<b>6</b>	Herts Catering	Head Office		01707 292500	
<b>7</b>	Royal Mail Sorting Office			01438 767120	Postal Deliveries
<b>8</b>	Schools Grounds Co	Simon		01438 869090	Groundsmen
<b>9</b>	Affinity - Water			0345 357 2407	Customer No 1493393-9
<b>10</b>	BT			0800 800 154	VP51163370
<b>11</b>	Gas	Meter : G00140 01 & 02 01 - 124808800 02 - 124812297		0800 111 999	Contract T1009580
<b>12</b>	Electricity	Meter: E00140 -1 & 02 01 – LGUWQH79 02 – LGUWQH8B		0800 783 8838	Inf: 341278104 Jun: 871279426
<b>13</b>	Milk Delivery	Dairy Crest		1707 64 –	HCC 01252 366996

9. GOVERNOR CONTACT DETAILS – Feb 2019

Name	Governor Type	Roles	Phone
Mrs Michelle Ambrose	Staff governor	H&S Link Governor Staff Wellbeing Link Governor	
Mr Nathan Barry	Associate Member		
Mrs Carinne Blythe	Co-opted governor	School Parliament Link	
Mrs Bernadette Bullock	Parent governor (School )	ViceChair Social Link Governor School Parliament Link	014 07
Mrs Geraldine Cartwright	Foundation governor ( Archbishop Of Westminster )	Safeguarding Link Governor SEND & CLA Link Governor Chair of Safeguarding	014 07
Mrs Melanie Farr	Clerk	Clerk	
Valerie Hargrave	Co-opted governor		
Mrs Mary Hewitson	Foundation governor ( Archbishop Of Westminster )	EYFS Link Governor Pupil Prem. Link Governor RE Link Governor Chair of T&L	07 07
Mrs Elizabeth Marshall	Parent governor ( School )	PSA Link Governor Chair of H&S	07 07
Mrs Siobhan Morgan	Parent governor	Training Link Governor	014 07
Rob Neave	Foundation governor		
Sajan Sebastian	Foundation Governor		
Mrs Rosemary Sherry	Co-opted governor( Governing Body )		
Mr John Sloan	Foundation governor ( Archbishop Of Westminster )	Chair IT Link Governor Chair of Resources	014 07
Mrs Theresa Taylor-Brookes	Foundation governor ( Archbishop Of Westminster )	Red Shed Project Link Governor Chair of Admissions Fundraising Link Governor Chair of Fundraising Committee	014 014 07
Mr Paul Volske	Foundation governor ( Westminster )		014 07



St Vincent de Paul Catholic Primary School - Plan of School



**11. NOTES**