



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 2019

To be reviewed Spring 2020

Reviewed by: Safeguarding Committee and updated by Resource Committee

Signature:

Chair of Governors

Date ratified: 19th March 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		
2	Rosemary	Sherry	Deputy Headteacher	SLT	01	
3	Sally	Lorimer	School Business Manager	SLT	01	
4	Carinne	Blythe	Assistant Headteacher (KS2)	SLT		
5	Val	Hargrave	Assistant Headteacher (F&KS1)	SLT		
5	Michael	McLellan	Site Manager		01	
6	John	Sloan	Chair of Governors		01	

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	L McGuire	A Silvester (W, T, Fri)	L Levy
C Blythe	M Ambrose	P Garland	S Hodges (M, Tues)	N Kear
S Lorimer	M Copeland	C Heath	S Crump	J Doyle
R Jennings	D Farrelly	S Culkin	P Timpson	M Madrzyk
D Arnese	C Estall	M Cascarino	J Cooper	T Dowsett
T McCarthy	K Unwin	C Wallace	E Foley	S Thomas
R Dunbar (Thurs only)	M Mooney	G Essex	S Brennan	Tony (Patrol)
M Banissy	N Reid	P Osmond	J Bailey	G Anderson
N White	L Mossop	D Zanelli	J Baldwin	

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.

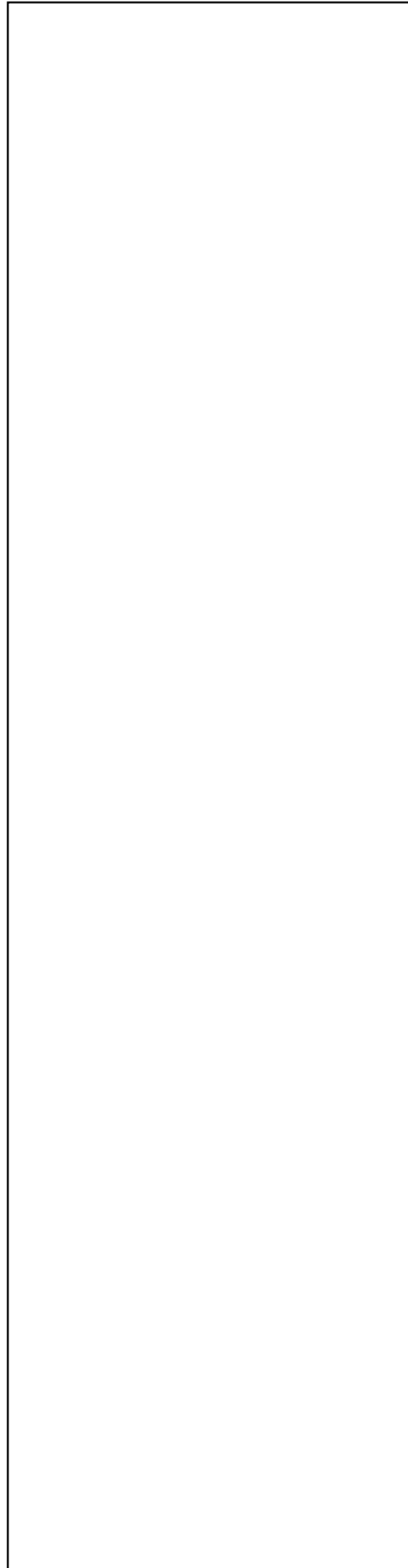
In the immediate period following an incident, and prior to the arrival of a member of the CSF Service Communications Unit:-

- 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. St Vincent de Paul Catholic Primary School - Telephone List – Spring 2019

Jon White
Rosemary Sherry
Michelle Ambrose
Steve Ainsworth
Gemma Anderson
Dario Arnese
Jacqui Bailey
Jane Baldwin
Mandy Banissy
Samantha Brennan
Carinne Blythe.....
Mandy Cascarino
Pat Caswell
Jane Cooper
Marion Copeland.....
Simon Crump
Sallie Culkin
Michelle Curry
Theresa Dowsett
Joan Doyle.....
Robert Dunbar
Gio Essex.....
Colette Estall
Denise Farrelly
Mo Fasina
Elizabeth Foley
Pauline Garland
Natalie Gibbs.....
Elaine Glover
Val Hargrave
Clair Heath
Sue Harriss
Susan Humphries
Sharon Hodges
Roger Jennings.....
Noreen Kear
Theresa Lawton
Lorinda Levy
Sally Lorimer
Monika Madrzyk
Liz McGuire
Michael McLellan
Martina Mooney.....
Louise Mossop
Paula Osmond
Anne Pearce.....
Lynn Pickard
Roy Prendergast
Natalie Reid
Anne Silvester
Pat Timpson.....
Sarah Thomas
Kerry Unwin
Claire Wallace
Nicole White
Daniella Zanelli.....



7. SCHOOL KEY HOLDERS

	First Name	Surname	Role	Home	Mobile
1	Michael	McLellan	Site Manager	0	
2	Jon	White	Headteacher		
3	Rosemary	Sherry	Deputy Headteacher	0	
4	Sally	Lorimer	Business Manager	0	
5	Carinne	Blythe	SLT		
6	Val	Hargrave	SLT		

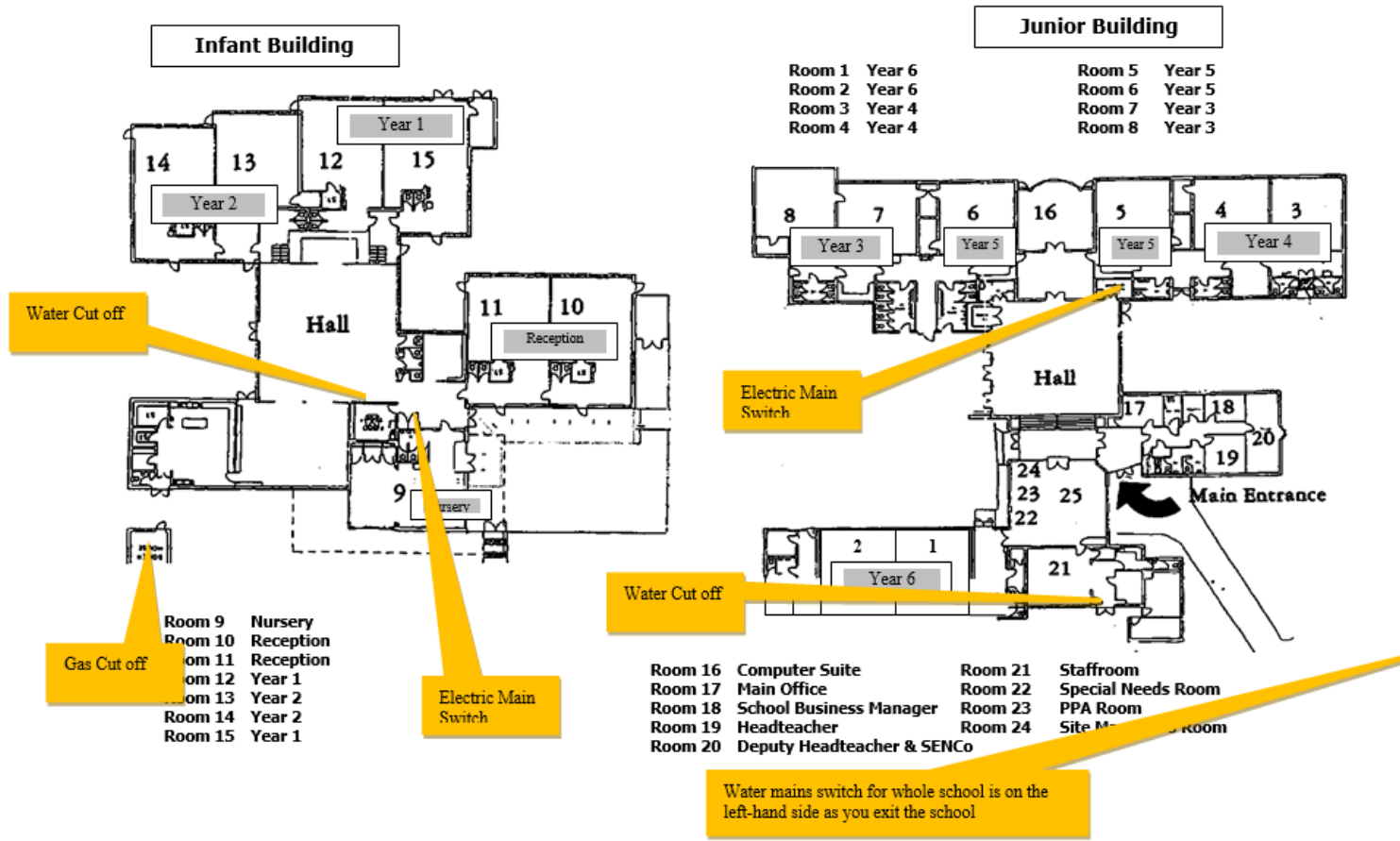
8. CONTACT LIST OF PEOPLE, GROUPS, ORGANISATIONS WHO VISIT OR USE SCHOOL AND MAY NEED TO BE INFORMED

	Company	Name	Role	Telephone No	Notes
1 1a	Diocesan of Westminster Westminster Ed Services	Marie Saba	Comm Officer	0207 7989031 0207 798 9005	mariesaba@rccdw.org.uk
2	St Joseph's Church	Fr Brian	Parish Priest	01438 351243	
3	Wilby and Burnett	Adam Aitcheson		01799 513621	
4	Ridgecrest Cleaners			01707 256666	
5	Herts Catering	Lyn Pickard	Cook	0784 143 2882	
6	Herts Catering	Head Office		01707 292500	
7	Royal Mail Sorting Office			01438 767120	Postal Deliveries
8	Schools Grounds Co	Simon		01438 869090	Groundsmen
9	Affinity - Water			0345 357 2407	Customer No 1493393-9
10	BT			0800 800 154	VP51163370
11	Gas	Meter : G00140 01 & 02 01 - 124808800 02 - 124812297		0800 111 999	Contract T1009580
12	Electricity	Meter: E00140 -1 & 02 01 - LGUWQH79 02 - LGUWQH8B		0800 783 8838	Inf: 341278104 Jun: 871279426
13	Milk Delivery	Dairy Crest		01707 322264 – HCC 01252 366996	

9. GOVERNOR CONTACT DETAILS – Feb 2019

Name	Governor Type	Term From	Term To	Phone
Mrs Michelle Ambrose	Staff governor	01 Mar 2015	17 Mar 2019	
Mrs Bernadette Bullock	Parent governor (School)	01 Jan 2016	31 Dec 2019	
Mrs Geraldine Cartwright	Foundation governor (Archbishop Of Westminster)	01 Sep 2018	31 Aug 2022	
Mrs Melanie Farr	Clerk			
Mrs Mary Hewitson	Foundation governor (Archbishop Of Westminster	01 Dec 2018	31 Aug 2022	
Mrs Monica Kelly	Associate Member (Governing Body)	01 Apr 2018	31 Mar 2022	
Mrs Sally Lorimer	Other	27 Mar 2018	26 Mar 2022	
Mrs Elizabeth Marshall	Parent governor (School)	01 Jan 2017	31 Dec 2020	
Rev Fr Brian McMahon	Associate Member (Governing Body)	15 Jan 2018	14 Jan 2022	
Mrs Siobhan Morgan	Parent governor	22 Jan 2019	21 Jan 2023	
Ryan Pearse	Local Authority Governor (HCC)	06 May 2015	5 May 2019	
Mrs Rosemary Sherry	Ex-Officio (Governing Body)			
Mrs Christine Shimali	Foundation governor (Archbishop Of Westminster)	01 Sep 2015	31 Aug 2019	
Mr John Sloan	Foundation governor (Archbishop Of Westminster)	01 Sep 2017	31 Aug 2021	
Mrs Theresa Taylor- Brookes	Foundation governor (Archbishop Of Westminster)	16 Jan 2018	31 Aug 2021	
Mrs Catherine Tollington	Foundation governor (Archbishop Of Westminster)	01 Nov 2015	31 Aug 2019	
Mr Jon White	Headteacher			

St Vincent de Paul Catholic Primary School - Plan of School



11. NOTES