



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 2017
To be reviewed Spring 2018
Reviewed by: Safeguarding Committee

Ratified at Full Governing Body meeting:

Signature:

Chair of Governors

Date ratified: 16th May 2017

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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	Peter	Keane	Head Teacher	SLT	01	
2	Rosemary	Sherry	Deputy Headteacher	SLT	01	
3	Sally	Lorimer	School Business Manager	SLT	01	
4	Glynis	Ireton	Senior Teacher KS1	SLT	01	
5	Michael	McLellan	Site Manager		01	
6	John	Sloan	Chair of Governors		01	
7	Chris	Akrill	Vice-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.

P Keane	R Sherry	G Ireton	S Lorimer
Michael McLellan	M Curry	R Prendergast (Breakfast)	M Fasina (Breakfast)
R Sherry	C Hastings	C Entwistle	L Pickard (Breakfast)
G Ireton	P Garland	L McGuire	S Harriss
S Lorimer	M Ambrose	V Hargrave	L Levy
C Hastings	M Mooney	A Pearce	N Kear
R Jennings	M Ambrose	P Caswell (AM) S Humphries (PM)	P Timpson
D Arnese	M Copeland	P Landers (Mo,Tu,We)	S Ainsworth (website)
C Blythe	P Osmond	J Cooper	E Foley
E Glover	M Banissy	S Culkin	S Brennan
A Silvester (W, T, Fri)	K Unwin	M Cascarino	S Thomas
S Hodges (M,Tues)	D Farrelly	G Essex	C Chipolina
T Lawton (W, T, Fri)	J Bailey	J Baldwin	J Doyle
L Mossop	R Dunbar (Thur)	N Reid	D Zanelli
G Barlow		C Est-Hewett	J Genders (Tues)
			M Fone (Tues)

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.

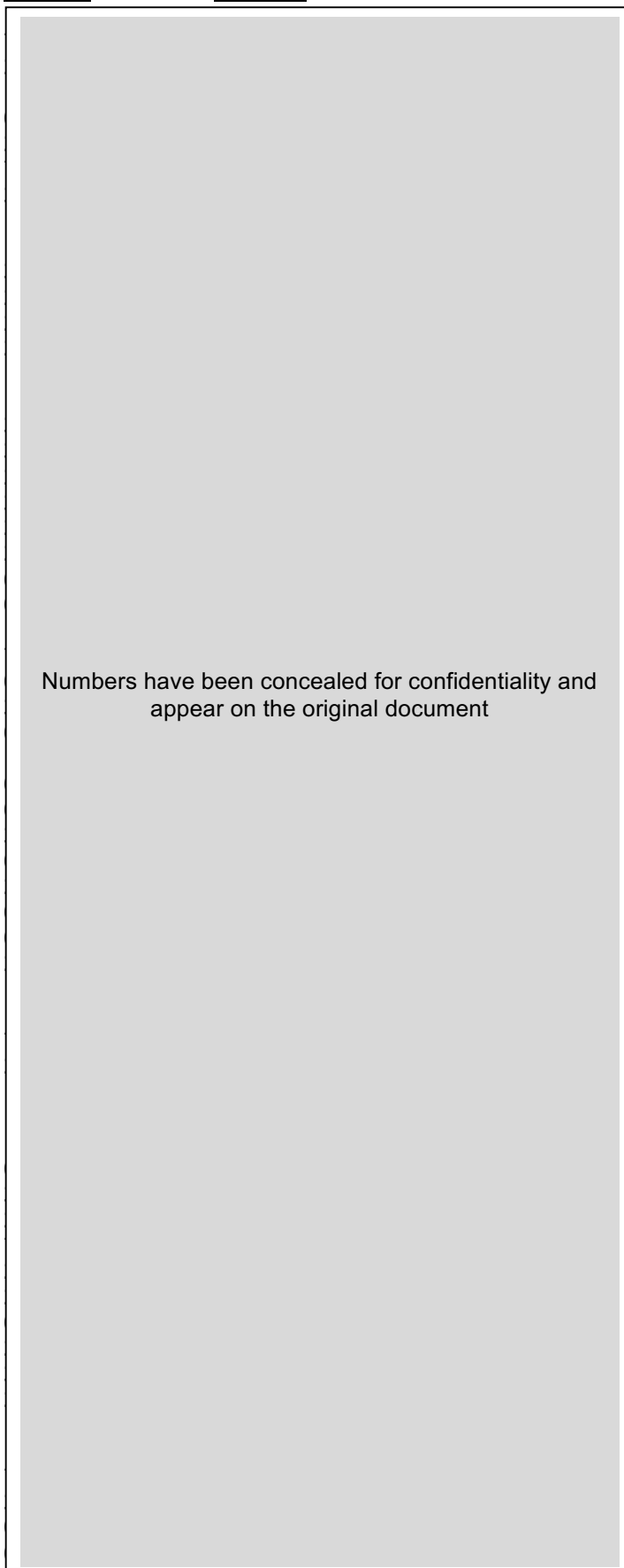
Once an emergency number has been contacted (See Notification of an Incident) the CSF Service Communications Unit will contact the school as a matter of high priority.

6. St Vincent de Paul Catholic Primary School - Telephone List – Spring 2017

Name
 Peter Keane
 Rosemary Sherry.....
 Michelle Ambrose
 Steve Ainsworth
 Dario Arnese.....
 Jacqui Bailey.....
 Jane Baldwin
 Mandy Banissy
 Guy Barlow
 Anna Blacklaw
 Samantha Brennan
 Mandy Cascarino.....
 Jane Cooper
 Marion Copeland
 Sallie Culkin
 Charlene Entwistle.....
 Gio Essex.....
 Colette Estall-Hewett
 Denise Farrelly
 Mo Fasina
 Elizabeth Foley.....
 Pauline Garland
 Natalie Gibbs
 Elaine Glover
 Lianne Gray
 Julia Green
 Cathereen Hastings
 Val Hargrave.....
 Sue Harriss
 Mary Hewitson
 Sharon Hodges
 Ben Hodson
 Glynis Ireton
 Roger Jennings
 Noreen Kear
 Patricia Landers
 Theresa Lawton
 Lorinda Levy
 Sally Lorimer.....
 Michelle Lyme
 Liz McGuire.....
 Michael McLellan
 Martina Mooney
 Louise Mossop
 Paula Osmond.....
 Glenys Palmer.....
 Anne Pearce
 Lynn Pickard
 Roy Prendergast
 Natalie Reid
 Jo Richards
 Anne Silvester
 Pat Timpson
 Sarah Thomas.....
 Kerry Unwin.....
 Claire Wallace
 Jayne Williamson.....
 Joan Doyle.....
 Caroline Chipolina
 Julia Genders
 Michael Fone

Home No

Mobile No



7. SCHOOL KEY HOLDERS

	First Name	Surname	Role	Home	Mobile
1	Michael	McLellan	Site Manager	01438 215352	0
2	Peter	Keane	Headteacher	0208 887 081	0
3	Rosemary	Sherry	Deputy Headteacher	01438 729477	0
4	Sally	Lorimer	Business Manager	01438 225664	0
5	Glynis	Ireton	SLT		0
6	Val	Hargrave	SLT		0

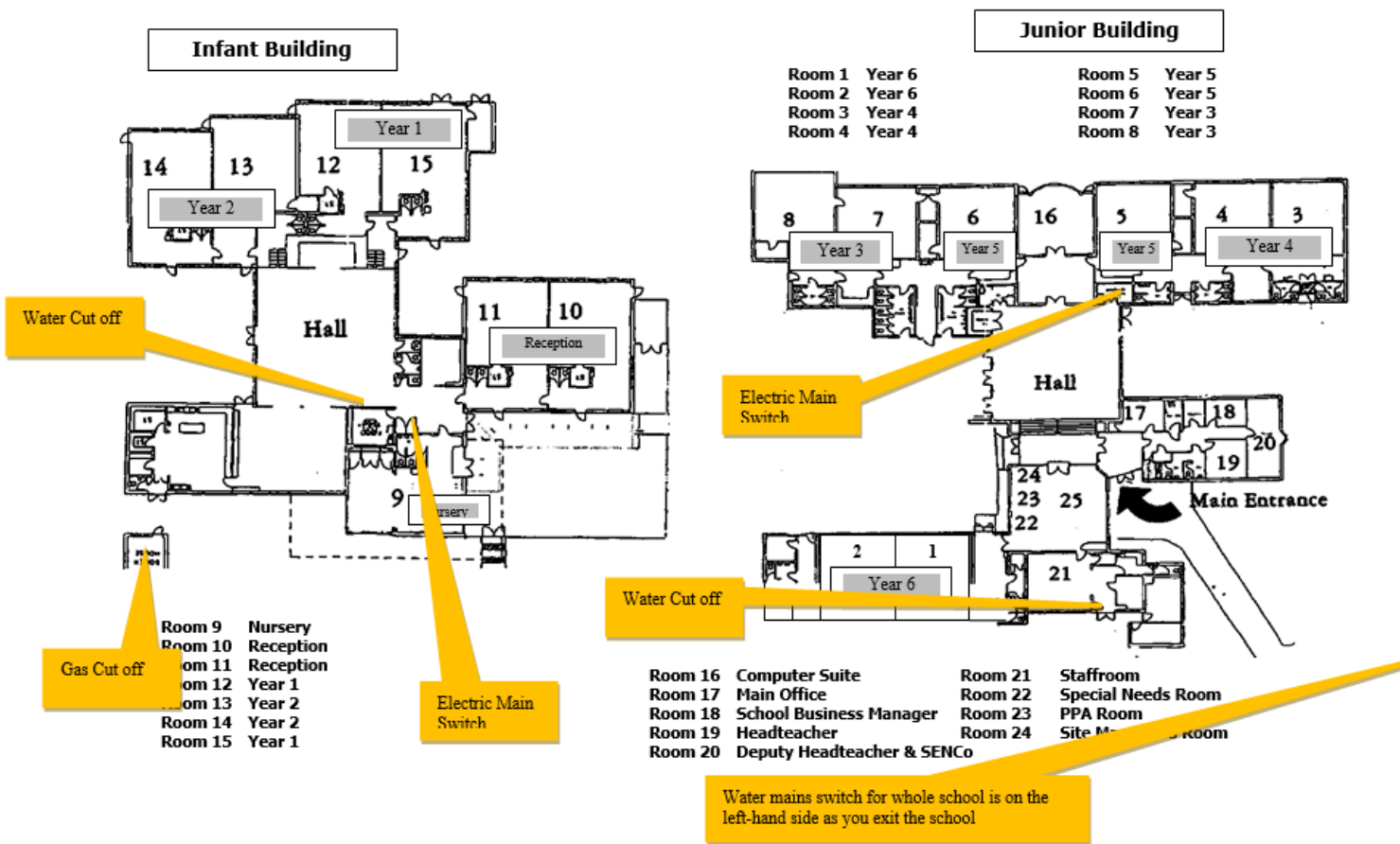
8. CONTACT LIST OF PEOPLE, GROUPS, ORGANISATIONS WHO VISIT OR USE SCHOOL AND MAY NEED TO BE INFORMED

	Company	Name	Role	Telephone No	Notes
1 1a	Diocesan of Westminster Westminster Ed Services	Marie Saba	Comm Officer	0207 7989031 0207 798 9005	mariesaba@rcdow.org.uk
2	St Joseph's Church	Fr Vincent	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

GOVERNOR LIST – February 2016			
Full Name		Start Date	
36600 Mrs Mary Hewitson	AM	17/06/2013	16/06/2017
mhwitson@stvincent.herts.sch.uk		Mobile : 07913 337397	
35017 Mrs Rosemary Sherry	AM	01/09/2012	31/08/2016
rsherry@stvincent.herts.sch.uk		Business : 01438 729555	
15647 Mrs Christine Akrill	FOU	01/09/2013	31/08/2017
gov.cakrill@stvincent.herts.sch.uk		Mobile : 07983300336	
39361 Mr Michael Allin	FOU	01/10/2015	30/09/2018
mickallin@ntlworld.com			
17454 Mrs Geraldine Cartwright	FOU	01/09/2013	31/08/2017
g.cartwright4@ntlworld.com		Mobile : 07763 582233	
38799 Miss Christine Shimali	FOU	01/09/2015	31/08/2019
namayi25@yahoo.co.uk		Mobile : 07846045510	
29676 Mrs Joy Singzon	FOU	01/09/2014	31/08/2018
jsingzon858@gmail.com		Mobile : 07957 744 858	
20919 Mr John Sloan	FOU	11/02/2014	31/08/2017
gov.jsloan@stvincent.herts.sch.uk		Business : 07900 138 371	
37223 Mr Peter Keane	HT	01/04/2014	31/03/2018
head@stvincent.herts.sch.uk		Business : 01438 729555	
36598 Mr Ryan Pearse	LEA	06/05/2015	05/05/2019
ryan.pearse@ntlworld.com			
39360 Mrs Bernadette Bullock	PAR	01/01/2016	31/12/2019
berniebullock@cutey.com		Mobile : 07786 626864	
39450 Mrs Kenny Olofinmoyin	PAR	01/01/2016	31/12/2019
kbmine20@yahoo.com		Mobile : 07501131251	
34960 Mrs Catherine Tollington	PAR	01/09/2012	31/08/2016
catherine.tollington@ntlworld.com		Mobile : 07776 017550	
38360 Mrs Michelle Ambrose	STF	01/03/2015	Mobile : 07795070200 28/02/2019
gov.mambrose@stvincent.herts.sch.uk			
40654 Mrs Elizabeth Marshall	PAR	01/01/2017	Mobile: 0786 636 4883
gov.emarshall@stvincent.herts.sch.uk			

St Vincent de Paul Catholic Primary School - Plan of School



11. NOTES