



**Haberdashers'  
Castle House School**

**A18 Crisis management & Emergencies**

<b>Actions</b>	<b>Date / details</b>	<b>By whom</b>
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<b>Review Date</b>	<b>Aug 2025 or before as required</b>	

Any critical incident or emergency which endangers others in the building should lead to the immediate evacuation of the school building(s), in accordance with the procedures laid down for Fires (see A11).

**ACTION PLAN FOR IMPLEMENTATION IN THE EVENT OF A CRITICAL INCIDENT**

**CONTROL OF INFORMATION IS CRUCIAL.** Members of Staff or those associated directly with the school must not give any verbal or written interviews to the press without prior authorisation from The Head Teacher or The Chair of Governors.

**As soon as possible:**

1. Try to collect as much factual information at start of crisis as possible. Call a member of the Management Team to the scene of the crisis.
2. The Head Teacher and / or appointed Governors meet with appropriate support personnel. An intervention team is established. Appropriate persons are designated to deal with the media, to deal with and look after parents who come into school, to contact particular parents in the first instance, to keep the school running for the other pupils and to answer telephones.
3. Only those appointed must then contact families of those immediately involved.
4. Establish a particular telephone line, which will be left open so that police etc can get in touch by telephone at any point. The main school line will undoubtedly jam up.
5. Call a staff meeting to give information, to include as many staff as can be spared from direct supervision of children.

6. Arrange to hold press conferences at regular intervals (eg. two hourly) and hold these as far as possible from where the main activity is going on, possibly off site. The Head Teacher or appointed Governors should be the only people who speak to the press.

**On the first day:**

7. Inform pupils in small groups for friends of those involved and in larger groups for the rest of the school.
8. Arrange a debriefing meeting for staff involved in the disaster.

**As soon as possible:**

9. Arrange a debriefing meeting for pupils involved in the disaster.

**Over the next few days:**

10. Identify high-risk pupils and staff.
11. Promote discussion in classes and informal groups.

**As required:**

12. Identify the need for group or individual counselling and organise it.

In exceptional circumstances further steps may be required.

**IMPORTANT**

Best practice states that when calling a Parent to advise them of a critical incident the transcript of the call should be written down before the call is made and in the first instance of the call that script should be followed. As part of the calling procedure it is imperative to request that the parent you are calling does not contact other parents, but allows the school to do this as mixed messages only ever cause further issues.

**EMERGENCY CONTACT LIST**

Those to be contacted will depend upon the emergency.		<u>Telephone Number</u>
School Doctors (Wellington Road)		01952 811677
School Doctors (Linden Hall)		01952 820400
Specific staff who might be needed to organise specific tasks		see Staff phone list
Local Council		01952 380000
Utilities	Water	0800 7834444
	Gas	0800 111999
	Electricity	0345 331 331
	Telephone	0800 800 151 (or 151)
Health Authority		01743 261300
Trained Counsellor		01952 620138
Local Clergy	Rev Merry, Newport	07794662797
Local Press		242424/811500
Local Hospital		01952 641222
Emergency Services		999