



St Augustine's

PRIORY

16c - Major Incidents – policy and plans for foreseeable crises

Version: 16.03.17

SECTION 1.0 INTRODUCTION

1.1 OBJECTIVES

1.1.1 The School recognises the need to produce a comprehensive Major Incidents Plan to deal with the immediate consequences and aftermath of a major incident situation.

1.1.2 The Major Incidents Management Plan (MIP) concentrates on dealing with major incidents involving physical damage to the School

1.1.3 The following risks are:

- fire, flood or terrorist attack;
- bomb threat or attack;
- major accident;
- sustained loss of services e.g. power, heat, or information technology;
- health and safety emergencies e.g. chemical spill, asbestos, pollution, gas leak or unsafe property.
- supply of defective, unsafe or illegal product.
- financial breakdown or impropriety;
- targeting by a pressure group campaign;
- sabotage;
- a serious injury or death;

1.1.4 The aim of this Plan is to:

- protect pupils and staff, and secure the School's infrastructure and facilities ;
- maintain the School's reputation ;
- resume core School activities as soon as possible.

1.1.5 The Plan makes provision for the establishment of a Major Incidents Team (MIT) of pre-nominated individuals who will be responsible for the immediate handling of the incident and for co-ordinating the School's response to the incident. Their first objective will be to establish the extent of the incident and to ensure correct information is provided to all parties involved. The MIT will subsequently establish immediate response strategies and tactics, deploy the appropriate resources and initiate emergency-recovery processes.

1.1.6 When activated the MIT will meet in one of a number of pre-designated areas which will form the focus for the School's immediate response to the incident.

1.1.7 The Plan will be reviewed annually and suitable amendments made.

1.2 DEFINITION OF MAJOR INCIDENT

1.2.1 For the purposes of this Plan a "major incident" is an incident which, because of its scale or impact, is beyond the scope of resolution by normal mechanism or decision making authority within acceptable time scales.

1.3 PROCEDURES

1.3.1 The School's response to and recovery from a major incident is achieved by the MIT working to Checklists (see also section 5 of this plan) which enable daily objectives to be set, priorities established and tasks assigned.

1.3.2 The MIT shall meet as regularly as necessary for status reporting, debriefing etc. and not less than every 24 hours during the first 5 days of a major incident. Meetings will take place in a nominated place at 9.00 a.m. (unless otherwise instructed).

1.3.3 Any member of the MIT receiving notification of a potential major incident is required to implement the Response procedure.

1.3.4 In the event of public or media interest, (see also section 4 of this plan) members of the MIT must refer enquiries to the Headteacher or Bursar and avoid comment of their own. Where communication is essential (rarely the case) restrict comment to:-

- confirmation of the obvious ;
- cause and effect are under investigation ;
- implementation of the School's contingency plan is in progress ;
- a detailed statement will be provided by the School's spokesperson as soon as possible.

1.4 MONITORING AND REVIEW

1.4.1 The Plan will be monitored and reviewed annually by the Bursar

SECTION 2.0 MAJOR INCIDENTS

2.1 MAJOR INCIDENTS TEAM (MIT)

2.1.1 The Major Incidents Team is composed of nominated members (or alternatives) and is required to pursue the aims of the Plan which are:

- protect pupils and staff, and secure the School's infrastructure and facilities ;
- maintain the School's reputation ;
- resume core business activities as soon as possible.

2.2 TEAM OBJECTIVES

2.2.2 The team objectives are to:

- Determine the scope and impact of the incident.
- Develop strategy to deal with the immediate effects of the incident.
- Prioritise immediate actions. Prevent further damage/harm.
- Allocate individual and/or group responsibilities for implementing action.
- Deploy resources and equipment.
- Communicate information, advice and instructions.
- Monitor and re-evaluate conditions.

Also to:

- respond quickly and calmly as the incident develops ;
- to be familiar with the MIP and any updates ;
- to give priority to the recovery programme and assign essential normal duties to other staff during critical recovery stages.

2.3 TEAM ACTIONS

In the event of being called from home bring the following:-

- your copy of the Plan, with any amendments ;
- your copy of any separate relevant emergency protocols ;
- your mobile telephone;

2.4 COMMUNICATION

2.4.1 It is anticipated that where an incident involves the physical structure of the School's site the police will be contacted.

2.4.2 In non-emergency situations dial 101. In emergency situations dial 999.

Ealing council's civil protection team (020) 8825 7806.

2.4.3 During and outside working hours the Major Incidents Plan can be implemented by:

- Headteacher
- Bursar

2.4.5 Who after alerting the appropriate emergency services will, depending on the nature of the incident, alert members of the Major Incidents Team.

2.5 MIT ROLES

2.5.1 ROLE OF MAJOR INCIDENTS TEAM MEMBERS.

To fulfil the objectives of the MIP specifically to:

- Maintain overall control and co-ordinate actions.
- Liaise with Team Spokesperson re information releases (internal and external).
- Co-opt any other employee of the School to assist with the incident.
- Deal with queries, record actions and decisions, maintain an official record of events, and relay information as required.
- Manage all School statements, media releases and interviews, arrange press conferences and media visits.
- Monitor press/media coverage and take action as required.
- Manage internal communications with staff.
- Organize the containment and assessment of physical and environmental damage.
- Initiate and control the restoration of building services, communications and access for business continuity.
- Assist in salvage, damage management and clean-up operations.
- Locate, supply and equip alternative work sites or as necessary.
- Liaison with any applicable Landlords.
- Contact and be the liaison with the School Insurers/Loss Adjusters.
- Assess business interruption losses.
- Liaise with IT Consultants to restore IT systems, applications, data etc.
- Lease additional alternative accommodation for school as appropriate.

2.5.2 CONTROL ROOMS. The Control Room will be the Operations Centre for the MIT. These are depending on access and availability are :-

Meeting Room – Headteacher office

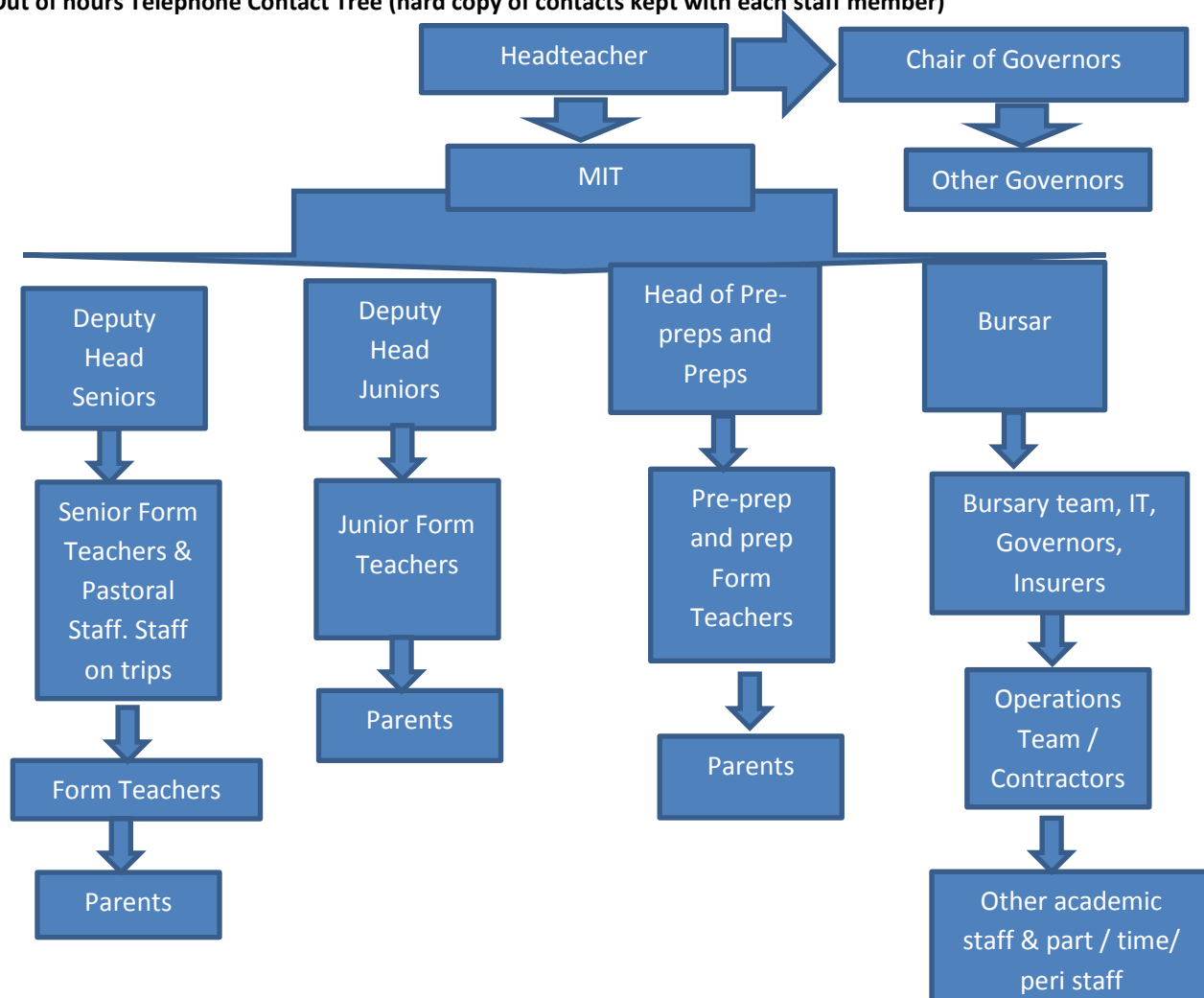
Meeting Room – Bursar office

SECTION 2.0 SCHOOL CONTACT LISTS

Name	Mobile Number
Mrs S Raffray	07753 496 751
Mrs K Cotton	07889 440 327
Mrs C Macallister	07875 766 796
Ms F Hagerty	07956 988 256
Mrs N Tippen	07941 051 394
Miss E Keane	07946 382 567
Mr J Powell	07876 030 865
Mr C Mortimer	07941 001 520
Miss C Sumpter	07753 496 752
Mr P Martin	07793 161 000
Mrs T Sumpter	07545 377 020
Ms J Roberts	07734 956 405

The Major Incidents Emergency Line is 0208 991 7529 Callers will be directed to this number via the website and via a message on the main school line. Any callers to this number will be directed to a dedicated group; DA, TS, CG. If the call is not answered after 5 rings it goes through to the Crisis Management Voicemail.

Out of hours Telephone Contact Tree (hard copy of contacts kept with each staff member)



EMERGENCY SERVICES

In non-emergency situations dial 101. In emergency situations dial 999.

Anti -Terrorist Hotline 0800 789 321

Ealing Council's civil protection team (020) 8825 7806.

SERVICE	TEL. NOS.
HOSPITALS	
Ealing Hospital Uxbridge Rd	020 8967 5000
Cygnets Hospital Ealing 22 Corfton Rd	020 8991 6699
Central Middlesex Hospital Acton Lane	020 8965 5733
HEALTH & SAFETY EXECUTIVE Incident Contact Centre (opening hours Monday to Friday 8.30 am to 5 pm) on 0345 300 9923	0345 300 9923
ENVIRONMENT AGENCY	
To report any incidents of pollution	03708 506 506
LOCAL AUTHORITIES	
Ealing Council	(020) 8825 5000
SERVICES	
Gas Suppliers: a) Operations and Maintenance b) Emergency Control	Total Gas & Power: <ul style="list-style-type: none"> ➤ Emergencies: 0800 111 999 ➤ Other Enquiries: 0173 725 800 (small company) OR 0173 727 5587 (large company) Gazprom Energy: <ul style="list-style-type: none"> ➤ Emergencies: 0800 111 999 ➤ Other Enquiries: 0845 230 0011
Electricity Suppliers: Operations and Maintenance Emergency Control	Southern Electric: <ul style="list-style-type: none"> ➤ Emergencies: 0800 072 7282 ➤ Other Enquiries: 0800 0483 516 OR 0345 0701 637 Total Gas & Power: <ul style="list-style-type: none"> ➤ Emergencies: 0800 316 3105 ➤ Other Enquiries: 0845 601 3754 (small company) OR 0173 727 5772 (large company)
Water Authority: a) Area Engineers b) Emergency Control	Thames Water: <ul style="list-style-type: none"> ➤ Emergencies: 0800 714 614 ➤ Other Enquiries: 0800 316 9800
Insurance	
	Marsh: <ul style="list-style-type: none"> ➤ General Insurance: 01444 313306 OR 01444 335171

SECTION 4.0 HANDLING THE MEDIA

4.1 INTRODUCTION

4.1.1 What may transform a problem into a crisis is the reaction of the media or, in some instances the likelihood of media attention. The crucial period is during the first few hours. There may be a delicate balance between what is known, what can be done and satisfying the media's hunger for information and "action".

4.1.2 When the MIP is activated, the incident should not be made public until the MIT is satisfied it is fully briefed and can, therefore, agree what actions need to be taken and (if necessary) an appropriate statement prepared for the media.

4.1.3 It is important to communicate with the media as soon as reasonably possible and it may be appropriate to issue a short "holding" statement. The objective of the holding statement is to put the incident into perspective - particularly if the media have already got information on what has happened.

4.1.4 In issuing a statement it is important to be calm and factual and to prevent the incident being blown out of proportion.

4.1.5 To ensure that the media are under "control" the following procedures should be applied for the duration of the incident:

- Establish a dedicated telephone number for the media and switchboard staff to be supplied with this number.
- The telephonist should intercept all media calls and ask them to call the dedicated number.
- All MIT members dealing with public or customer enquiries need to be briefed to refer media enquiries back to the switchboard.
- All staff should be made fully aware that they must not speak to the media and should refer all enquiries to the MIT Spokesperson.

See external Telephone Policy at end of this document which should be printed and kept visible by desks

4.2 MEDIA BRIEFINGS

4.2.1 Media briefings should as far as possible be conducted away from the scene of the incident. If necessary a local hotel may prove suitable for this purpose.

4.2.2 After the initial briefing has taken place, consideration should be given to holding a media conference to explain the incident in more detail and to answer media questions. This will be particularly important if there is real public concern about what has happened.

4.2.3 Before the briefing takes place, the Spokesperson should have a clear understanding of the situation and be rehearsed in dealing with the obvious questions that will arise.

4.2.4 The basic rules for media relations are:

- Never lie.
- Do not attempt to speculate.
- As far as possible respect media deadlines.
- Attempt to keep control of interviews and wherever possible use live transmissions to avoid information being taken out of context.
- Rehearse the message to be conveyed and make sure it is conveyed.
- Always steer questioners to attend the press conference for more detailed information and wherever possible provide attendees with a formal written statement.

4.2.6 Further Notes on Strategy:

- Accept responsibility - Never avoid responsibility (within the limits of the legal counsel).
- Being responsible - where the answers are not clear, refer to the need for vigorous enquiries before specific answers can be provided.
- Keep Staff informed - Staff must be equally informed on the events and how they will be affected by the incident. This may require a separate briefing.

St Augustine's Priory Major Incidents Plan

The MIT is:
• Headteacher
• Bursar
• Deputy Head Senior
• Senior Teacher
• Director of Sixth form
• Deputy Head Junior
• Head of Preps and Pre-Preps
• Head Groundsman
• School Office Manager
• Headteacher' PA
• School Health Officer
• IT Manager
• Comms officer

1. In the event of a crisis during school hours the first steps are to:

- Alert the MIT
- MIT mobilized to Headteacher's office

2. In the event of a crisis outside school hours the first steps are to:

- Alert the MIT via email and What's App group
- Agree meeting place

3. Roles of Major Incidents Team members are:

Headteacher	Overall responsibility and direction Media spokesperson 1
Bursar	Liaison with emergency services, third parties e.g. HSE, site security Overall direction of external and media communications Media spokesperson 2 Cascade information to Operations and Contractors (catering and cleaning) teams Cascade information to Bursary team & IT team Alert insurers Alert Governing Body Take an account of events and photographs
Deputy Head Senior	Cascade information to senior form teachers and pastoral staff and staff on trips Cascade information to other academic staff and part-time/peris Care of senior girls Liaison with senior parents
Deputy Head Junior	Cascade information to all junior staff

	Care of junior girls Liaison with junior parents
Head of Preps and Pre-Preps	Cascade information to all Preps and Pre-Preps staff Care of Preps and Pre-Preps girls Liaison with Preps and Pre-Preps parents
Head Groundsman	Ring alarm bells Raise alarm on radios to staff on other areas of the site Lockdown or securing of site Access for emergency services Cascading information to any contractors on site
Headteacher's PA School	Contact with staff via email or VLE Answering phone calls to agreed brief Direct Reception to issue relevant message over the radios Provision of radios to crisis team Implement Reception policy Answering phone calls to agreed brief
Comms officer	Website and social media statement messaging Text or email contact with parents Alert minibus driver Answering phone calls to agreed brief
IT Manager	Control of IT and telephone access, re-routing calls etc. Dedicated phone number
School Health Officer	First aid provision

4. Potential scenarios

Action		Response
Debrief team on situation		Core Major Incidents Team
Is this a lock down situation?	Response A Hide & Barricade/Lockdown	Ring bell three times Reception radio "Lockdown. Lockdown" Alert emergency services Activate Lockdown Alert parents of situation via text or email Redirect calls Activate reception policy Cascade information to staff via VLE, email or in person Statement on website and social media (Facebook safe alert) Keep school in lockdown until emergency services have given all clear and then evacuate for parental collection Keep website and social media constantly updated Handle media
Is this an evacuation situation?	Response B Run/Escape	Cascade information to staff in person Alert parents via statement on website and social media (Facebook safe alert) Remote email or text to parents Keep website and social media constantly updated Handle media
Is this an external attack or crisis?	Response C	Ring fire bell and evacuate to netball courts Lockdown external perimeter Whole school briefing by the Head Activate reception policy Return either to classrooms or to communal areas- e.g. Senior School Hall or Junior School Chapel Alert parents of situation via text or email Cascade information to staff via VLE, email or in person Statement on website and social media Clear protocols for pick up

		Handle media
Is this a crisis which involves the death or serious injury of a St Augustine's pupils?	Response D	Alert emergency services If incident is in school, cordon off area Appoint note taker to take notes and photos of the incident Inform parents of children involved Statement on website Activate reception policy Handle media
Recovery and Resilience	Response E	School counsellor Heads and Deputy Heads designated as points of contact for any news about affected pupils/friends/family Mass/worship in Chapel or Ealing Abbey Back to normal date set
Major Incident on Educational Visit	Response F	Cascade information to staff in person Alert parents via statement on website and social media (Facebook safe alert) Remote email or text to parents Keep website and social media constantly updated Handle media

5. Lockdown Summary Detail for MIT

1. Crisis reported to Headteacher and/or Bursar
2. Decision made to lockdown
3. MIT alerted via Radio, Phone or Message (this step may be skipped and we go straight to stage 4 dependent on urgency of the situation)
4. Three long bells ring (end of lessons bell deactivated)
5. MIT meet in Headteacher's office
6. MIT briefed, action agreed, radio distributed.
7. MIT members leave to fulfil their tasks
8. Estates lock down external perimeter and work their way round the building
9. Staff near an external lock door should try and lock it down

Lockdown responsibilities

Front gates	CM
Chapter room door	CM/TS
Door from office to playground	CM
Door from cellar area to playground	CM
Door from office to Science Block	CM
Science block top and bottom floor	IRS/Science teacher
Disable science block lift	IRS
Academy	IRS/Science teacher
Hall door	IRS/PE or staff in Hall
Disable main lift	CM
Kitchen doors	AT (Holroyd Howe)

10. Office staff urge girls in communal areas to return to their classrooms immediately
11. Minibus driver and external trips alerted
12. Girls in Art Room and IT suites stay there
13. Girls in music lessons return to their timetabled lessons
14. Staff should ensure girls are away from doors and windows, curtains or blinds are closed and door barricaded.
15. Sixth Form area monitored by Bursary staff
16. Sixth form IT suite and Scriptorium area monitored by IT staff
17. Staff in main block not teaching go to staff room. Staff in Science Block not teaching stay at their desks
18. Staff and girls outside go the Hall
19. If in break, girls go to next timetabled lesson
20. If at lunch, girls leave refectory or play area and go to afternoon Registration
21. Staff should make a note of who is present and missing in their classes (or take a Register if it is registration)
22. MIT communicating with parents via website /email/Twitter
23. MIT communicating with staff via email- ensure you are logged on- or in person

ONLY if required checks of lockdown areas (and release) are as follows:

Headteacher	Reception, Admin corridor, Groundstaff, outside areas, Hall, Music Room
Deputy Head Seniors	Classrooms near staff room, staffroom, Art Rooms, ICT suite, Scriptorium, Sixth form study area, Music corridor
Deputy Head Juniors	Junior classrooms, Junior cloakrooms, Main Teaching Corridor, Academy, Science Block
Head of Pre-preps and Preps	Preps and Nursery, Priory Annexe
Bursar	Sixth Form area

NB The science block and the academy may be difficult to access during lockdown checks as they will be secured. Communication via phone or email may be required to gain access.

24. A fire drill bell will ring as an all clear. The rendezvous point is on the Netball courts.

6. LOCKING DOWN THE SCHOOL CHECKLIST

Close all of the external doors listed below.

MAIN BUILDING

Ground floor

Door adjacent to pupil cloakrooms (clock house end)
Door from school to Quad
Door midway along cloister corridor
Door at chapel end of cloister corridor
Door on left side inside chapel
Door on right side inside chapel
Door to playground
Pupil refectory external door
Main entrance door
Junior cloakroom external door
Senior cloakroom external door

First floor

Exit adjacent to staffroom toilets
Sixth form balcony door

Second floor

Landing door at top of staffroom staircase

ACADEMY

First floor

Door to fire escape staircase

Ground floor

Door to lobby at rear of building
Padlock gates on covered walkway

7. Evacuation Summary

This will be deployed in the case of a bomb threat or similar.

1. Three bells ring, followed by a long bell
2. Immediately evacuate to Hanger Hill Park
3. MIT communicating with parents via website /email/Twitter
4. MIT communicating with staff via email- ensure you are logged on

Staff teaching in the grounds should ensure they have a radio with them at all times in order to receive alert of out of earshot of the bell.

8. Invacuation Summary, in the case of a requirement to provide shelter

Open pedestrian gate	CM
Open front door	CM
Shelter in Chapel	

Appendices

STAY SAFE Guidance for firearms and weapons attacks

Run

- Escape if you can.
- Consider the safest options.
- Is there a safe route? RUN if not HIDE.
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you.
- Leave belongings behind.

Hide

- If you can't RUN, HIDE.
- Find cover from gunfire.
- If you can see the attacker, they may be able to see you.
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal.
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls.
- Be aware of your exits.
- Try not to get trapped.
- Be quiet, silence your phone.
- Lock / barricade yourself in.
- Move away from the door.

Tell

Call 999 - What do the police need to know?

- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
- Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.
- Stop other people entering the building if it is safe to do so.

Armed Police Response

- Follow officers' instructions.
- Remain calm.
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat.
- Keep your hands in view.

Officers may

- Point guns at you.
- Treat you firmly.
- Question you.
- Be unable to distinguish you from the attacker.
- Officers will evacuate you when it is safe to do so.

Examples of Media statements on Homepage

Response 1

St Augustine's Priory is currently in lockdown following a terrorist incident. We have activated our well-rehearsed protocols and the emergency services are in attendance. The pupils are being evacuated/in safe areas in the school under supervision of teachers. We will update this message on our website regularly. It is not safe to come to the school at this time. Girls will remain in our care until they are collected. Please visit WEBPAGE for more details.

Response 2

The school has just been evacuated following a major incident. We have activated our well-rehearsed protocols and the emergency services are in attendance. The pupils are safe. We will update this message on our website regularly. It is not safe to come to the school at this time to pick up your child/ It is safe to come to the school. Girls will remain in our care until they are collected. Please visit WEBPAGE for more details.

or

We have received a bomb threat and are taking immediate action for the safety of girls and staff. The Metropolitan Police advice is to evacuate. Please do not come to the school at this time. Please pick your child up from Hanger Hill Park. Girls will remain in our care till collected. Please visit WEBPAGE for more details.

Response 3

An incident has occurred on an educational visit by girls from St Augustine's Priory to xxx. We are taking immediate action to ensure the safety of our pupils and staff. We are co-operating fully with the emergency services in xxx. We have activated our well-rehearsed protocols. We have insufficient information at present to be able to make a public statement. As soon as we have more details we will update this page on our website. We estimate that we will be able to give a fuller statement at [time]. Please do not come to the school unless you have been asked to do so as we are concentrating our attention on the pupils/staff involved and their families.

Parent messages

Website to be updated if MIT decides we need to evacuate

We have been alerted to an incident in [name of place] and are taking immediate action for the safety of girls and staff. You will have read in the press of similar events recently.

Twitter to be posted if MIT decides we need to evacuate

Whole School Evacuation: Parents please follow this link for information:
<http://sapriory.com/whole-school-evacuation/> <hyperlink>

Email to be sent to all parents if MIT decides we need to evacuate

Title: Whole School Evacuation

Dear Parents

We have received a bomb/terrorist threat and are taking immediate action for the safety of girls and staff. You will have read in the press of similar threats recently which have proved to be hoaxes – however, we cannot take any chances and treat each threat seriously. The Metropolitan Police advice is to evacuate.

The girls are NOW being evacuated to Hanger Hill Park.

You may collect your daughter from Hanger Hill Park any time from now. Hanger Hill Park is located on Hillcrest Road. The police may cordon off the area of Hillcrest Road nearest the North Circular, so please approach the park from the other end of Hillcrest Road.

Those girls whose parents are unable to collect them will be kept under the supervision of staff until such time as they can be collected. Once the police advise us that it is safe to enter the school building we will advise parents.

Staff are also leaving the building so telephones will not be answered. Please check the website at <http://sapriory.com/whole-school-evacuation/> or our Twitter feed @staugustinesp for updates.

Yours sincerely

Mrs S Raffray MA
Headteacher

Emergency Planning Exercise

Scenario	Team/Who/Assign Tasks	Response Plan	Controls in Place.	De-camp Y/N?
Security incident affecting M40/A4/Hanger Lane – Traffic/Road Closure	Major Incidents Team	C		N
Security incident in central London		C		
Suspicious Package, or Vehicle on school premises.		B		
White powder found in mail room package.		B		
Explosion in Science Laboratory.		B		
Communicable Disease Outbreak in School		B		
Fire Emergency in School at home time		B		
Missing Child / Child Abduction/Parental Abduction.		A		
Reported Prowler in School.		A		
Live Shooter Incident in School.		A		
Terrorist Incident in Ealing.		A		
Multiple Armed Assailants infiltrate school premises.		A		
Child Hit by Car Outside school.		D		
6 th Form student Self Harms/Climbs on Roof.		D		
Mini Bus Crashes on way to swimming gala.		D		
Cyber-attack school/ website				
Parent has heart attack in playground at school drop off.		D		
Parents engaged in violent incident at		D		

School Gates.				
School Flood / Sewage pipe burst.		B		
School Suffers Power Failure / No Water.		B		N
School Suffers Gas Leak / Explosion Risk.		B		Y
Burglary – Out of hours. Crime scene declared in school.		B		
Incident at off site location during school trip/educational visit.		E		
Teacher is named in press article. Media story breaks about school. Allegations etc.		E		
Major Incident on Educational Visit		F		

External Telephone Policy

THIS SHOULD BE PRINTED AND KEPT VISIBLE BY DESKS

In the event of a phone call from a parent or any third party or the media regarding a crisis or major issue please:

- Do not disclose any information
- Do not volunteer any information
- Keep calm!
- Be helpful and assure the caller you will assist in putting them in touch with the correct individual but that you yourself cannot help
- Take the caller's name, phone number and details of any organisation and, if necessary, a brief summary of the situation
- Put the call through to the Headteacher (7504 or 7518) or Bursar (7514) (please ring Bursar mobile 07930 271150 if necessary)
- If there is no answer take a message and assure caller they will be called back promptly
- Email the Headteacher and Bursar the message
- Do not share the information with any other staff member
- If the call obviously suggests an IMMEDIATE emergency (e.g. a child has been knocked down outside the school) dial 999 once the call has finished
- Further phone calls may ensue and these must be treated in the same way, with no disclosure of other parties who may have called.

In the event of a safeguarding call, please put the call through to the Designated Safeguarding Officer.

If you receive an email with respect to any of the above please forward to sraffray@sapriory.com and jpowell@sapriory.com.

What to do if you receive a bomb threat

1. Stay calm and listen.
2. Obtain as much information as possible – try to get the caller to be precise about the location and timing of the alleged bomb and whom they represent. If possible, keep the caller talking.
3. Ensure that any recording facility is switched on.
4. When the caller rings off, dial 1471 (if that facility operates and you have no automatic number display) to see if you can get their number.
5. Immediately report the incident to the Headteacher or Bursar to decide on the best course of action and notify the police. If you cannot get hold of anyone, and even if you think the call is a hoax, inform the police directly. Give your impressions of the caller and an exact account of what was said.
6. If you have not been able to record the call, make notes for the security staff or police. Do not leave your post – unless ordered to evacuate – until the police or security arrive.