

Ramillies Hall School and Nursery



CRISIS MANAGEMENT POLICY

What is a crisis?

- Serious injury or death of a pupil or member of staff at School
- Serious injury or death of a pupil or member of staff while out of School but taking part in a School activity
- Fire, explosion or other damage to the fabric of the School which puts lives at risk
- Escape of gas or diesel which necessitates evacuation of the School
- Armed intruder on the premises
- Threat / warning of bomb or other terrorist activity
- Outbreak of a serious incident of food poisoning, or a serious infectious / contagious illness necessitating closure of the School
- Allegations of improper or criminal conduct against a member of staff

Areas of Responsibility

In the event of any crisis as described above, one or both of the Proprietors and the Estates Manager will take charge of the situation, working with the Headteacher and the Nursery Manager. If both Proprietors are away from the School, the immediate crisis will be dealt with by the Estates Manager, the Headteacher and Nursery Manager.

In any of the above cases, the Proprietors will be contacted immediately and made aware of the situation.

Immediate Action

The first consideration in reacting to any crisis is to minimise the danger to staff and pupils. Evacuation will take place if necessary (see below), and the emergency services contacted immediately. The caller will give a brief, coherent summary of the situation, making it clear that school children are in danger. If appropriate, it will be suggested that Lane End School should be warned of the situation.

If evacuation is necessary, the fire alarm will be used and the fire procedure followed. The only exception to this is if the assembly point would be unsuitable, eg if there is an escape of gas. In this case, members of staff will be posted to inform everyone of the new assembly point. If necessary, the car park of Cheadle Hulme Methodist Church will be used.

COMMUNICATIONS

In any crisis, communication with staff, pupils and parents will be necessary. Communication with the wider public, through the media, may be inevitable.

Staff - Once the immediate crisis has been dealt with, the Headteacher and Nursery Manager will make every effort to inform staff as fully as possible of the incident, the circumstances surrounding it, what action has been taken and what remains to be done. Staff in other departments (eg Nursery, in the case of a School-related incident and vice versa) will be informed, so that they can counter rumours and end speculation as far as possible.

Pupils - The first task will be to communicate verbally with pupils. If possible, all pupils will assemble and be addressed by the Headteacher. If this is not possible, they will be brought together in groups and addressed by staff

working from a prepared statement, so that the same information is given to all.

Parents - Depending on the nature and scale of the incident, it may be necessary to communicate with some or all parents in person, by telephone or in writing.

In person or by telephone - only the Proprietors or the Headteacher and those members of staff nominated by them will be responsible for this. Mobile phones will be used as much as possible, so that a landline can be kept clear for incoming calls.

In writing - each pupil will take home to their parents a written account of the incident, on the day it happened if possible.

Public - If it is likely that the crisis will attract media coverage, the Proprietors will consider taking the initiative by preparing a press release. It may be necessary for this to be checked first by the School's solicitors. Any official communication with the media will be restricted to the Proprietors (see "Confidentiality" below). The media will not be granted access to Ramillies unless there is a specific reason for doing so.

CONFIDENTIALITY

It is of paramount importance that the privacy of pupils, parents and staff is maintained, particularly in the face of media enquiries. Staff will not discuss the incident with representatives of the media or with any other third parties outside the School.

In any discussion with pupils or parents, staff must restrict themselves to the information given in the official briefing or prepared statement. Any further questions should be referred to the Proprietors.

FOLLOWING THE INCIDENT

- The School will be reopened, and the normal routine re-established, as soon as possible.
- If necessary, pupils and their parents will be supported by being encouraged to talk to designated staff. Some staff may need to be relieved of normal duties in order to support pupils / staff in the immediate aftermath of an incident.
- A de-briefing meeting will take place, to review the incident and how the School responded. This will include an assessment of this Policy, and whether any amendments are required.

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