

PROTOCOL FOR CALLING EMERGENCY SERVICES POLICY

(Re reporting a child missing: see Absconsion Policy)

FIRST CREATED: OCTOBER 2010 – EDITION 1

EDITION NO.	REVIEW DATE:	FGB APPROVAL DATE:
		17/01/11
2	NOVEMBER 2012	13/11/12
3	OCTOBER 2015	
4	NOVEMBER 2016	28/02/17
5	SEPT – DEC 2017	14/12/17
6	OCTOBER 2018	7/2/19
7	FEBRUARY 2021	04/02/2021
8	MARCH 2023	ONLY MINOR CHANGES
9	NOVEMBER 2024	NO CHANGES

Policy Agreed	04/02/2021
To be reviewed	NOVEMBER 2025
Owner	ALMUT BEVER-WARREN
Designation	HEAD TEACHER

At times when there is the need to call out Emergency Services (i.e. Ambulance, Fire Service, Police) to New Park Academy, it is likely that staff who have been dealing with the incident that demands involvement from outside are under considerable stress. It is therefore vital that procedures are followed and colleagues consulted before certain decisions are being made.

Ambulance

If an accident has occurred that appears to require hospital treatment, the following procedures need to be followed:

- The First Aider on Duty is called to the young person and/or the member of staff who were injured.
- The **First Aider** assesses the injury and, if in their opinion decides that an ambulance is not required, **consults with the most senior member of staff on premises**
- If it is decided that hospital care may be necessary by way of outpatients, it will then need to be assessed whether it will be sufficient to advise parents/carers to collect the pupil from the Academy and take them to hospital or, if this is not possible, to meet a member of staff and the child at hospital
- If it is decided that trained medical staff have to assess the injury on school premises or it is decided that staff do not feel confident to take the risk of transporting the young person in the school minibus or private car, the **decision will be made by the most senior staff on premises to call the ambulance service**. The **office staff will be requested to make the call** on behalf of the Headteacher or the most senior member of staff on premises.
- **If the injury is obviously life-threatening and/or an ambulance is required for immediate medical attention, the First Aider should instruct the office to dial 999 and contact the most senior member of staff to inform them of the decision**

Fire Service

- In the case of the fire alarm sounding, pupils and staff are aware of the procedures regarding vacating premises and assembling in the designated area on the school yard at the far end. It is the responsibility of every member of staff to call the fire service if they detect fire or smoke.
- The Headteacher and/or Deputy Headteacher with the help of staff will establish whether all staff and pupils are out of the building and inform the fire service accordingly on their arrival.
- Immediately when the fire alarm sounds, a member of office staff assesses the source by way of

the panel in reception, and, with the help of staff, determines whether the alarm was activated accidentally/willfully or genuinely. Staff are briefed that if they have witnessed an accidental or willful activation they will make their way to reception to inform the office.

- At this point, until informed otherwise, all staff and pupils are following the normal evacuation procedures. However, in the event of an accidental or willful activation, the fire marshals will sweep the building, advising staff that there is no need (on this occasion) to evacuate.
- Those already assembled outside will be informed of the false alarm and asked to return to the building
- In the case of accidental or willful activation, the panel in reception is immediately reset and the Facilities Management team are informed
- Simultaneously and until notified otherwise, the Fire Marshalls (see tables below)) sweep the building on their way out.
- The office staff, on their way out of the building, collect all necessary documentation (fire drill log, iPad, visitors' book etc.)
- If the fire alarm goes off at the very end of the day when pupils are assembled in the dining room waiting transportation home, the Headteacher and/or the Deputy will make a decision whether it will be more appropriate for staff and pupils to gather in the dining room to ensure that pupils are released in to the care of taxi drivers in a safe manner and the register is marked appropriately. In this case it is the duty of the Headteacher and/or the Deputy to inform the Office of their decision and to ensure all staff and pupils act accordingly

HIGH SCHOOL	FIRE MARSHAL	
	Expiry	Renewal
Sophie Barratt	22/05/2026	Feb-26
Collette Holme	07/05/2027	Feb-27

JUNIOR SCHOOL	FIRE MARSHAL	
	Expiry	Renewal
Sally O'Brien	03/10/2025	Jun-25
Hayley Dunne	10/11/2025	Jul-25

THE HUB	FIRE MARSHAL	
	Expiry	Renewal
Cathryne Berry	01/12/2025	Sep-25
Natasha Wolstencroft	04/10/2027	Sep-27
Jade Bowen	05/11/2027	Sep-27

Police

There are different kinds of incidents that warrant police involvement:

- a) if a pupil has committed a crime that staff have agreed on to press charges and
- b) the emergency police response both in regard to an individual crime in progress and an intruder alarm (999)
- c) a child absconds from school where agreements have been made with other agencies that school will take responsibility for reporting them missing (contrary to LA policy).

- Staff deciding to press charges for personal injury, theft of or damage to personal property: **Staff will always be supported by Senior Leadership** if they decide to press charges against an individual pupil. **They may be advised to consider their decision for 24 hours** but at the end of the day, staff have the right to be safe. Staff are required, however, to **inform the police after they have informed the Headteacher or, in her absence, the Deputy Headteacher** before they make the phone call at the end of the day, i.e. when the pupils have gone home. If at all possible, it will also be appreciated if **statements can be given after 2.30 pm**. Staff are advised to offer the school address rather than home address to the police as there was a breach of security at the police station one year which led to a young person gaining access to the Headteacher's private address. It is the individual's responsibility to press charges and not the school's.
- School deciding to press charges for damage to school property, drug offences etc.: The individual case will be discussed in the staff meeting and the senior staff meeting. Taking into account all factors surrounding the individual case, a decision will be made by the Headteacher. Any action regarding this will usually be taken at the end of the day and/or office staff will be asked to register the crime with the police for relevant staff to be interviewed at a later stage.
- Emergency Call Out (999)
There may be occasions when it is felt that the behaviour of a young person has got out of control to the point where immediate police attention is required. **Staff dealing with the incident may be too involved to stand back and assess the situation objectively**. If other staff see a situation arise, it is **vital that the most senior member of staff on premises is called immediately**. This should not take more than two minutes and in most if not all cases a delay of two minutes is manageable. The **decision to make the 999 call has to be approved by the Headteacher or, in her absence, the Deputy** who will authorise the call in consultation with the Assistant Headteachers. **Staff need to recognise that an incident that seems unmanageable at first can often be defused with appropriate alternate staff being called** to relieve the staff who dealt with the incident in the first place. Individual Risk Assessments should indicate clearly which staff individual pupils are most likely to respond to in a critical situation.
The decision not to make the emergency call is more likely to have a calming influence on the school population as a whole, whilst police cars arriving at school with sound and sight effects, may lead to further

incidents brought about by over-stimulation of previously uninvolved pupils.

- Removing pupils from premises

At times, it may be necessary to inform pupils of the possibility of police being called to remove them from premises if they do not remove themselves.

Office staff will not make any phone calls to the emergency services unless cleared first with another uninvolved senior member of staff.

The office staff will then make a normal phone call to the police station 0161 872 5050 or 101. In extreme circumstances, if a '999' call to the police is required, this will be indicated by the Headteacher, or in her absence, the Deputy in consultation with the Assistant Headteachers, by sending a message with staff to the office saying 'ring 999'.