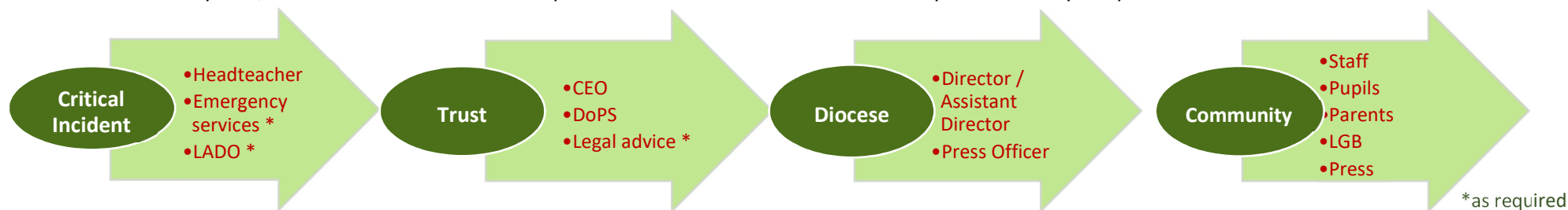


## Crisis Communications Strategy

This document provides advice on how to respond to a crisis in terms of communication with key stakeholders. It should be considered in conjunction with other relevant policies, dependent on the type of incident (e.g. safeguarding, disciplinary, disaster recovery, critical incident, bereavement etc).

**As ever, the first priority should be the safety, health and well-being of pupils, staff and the wider community. Once this is established, the following communications protocol should be followed:**

- Emergency services should be called if required
- Headteacher (or deputy) should be informed immediately
- The Headteacher should contact the CEO and/or DPS (CEO to inform Trust Board as required)
- Senior Trust staff should contact the Director NRCDES (or deputy) – Director to inform the Diocesan Bishop as required
- Diocesan Press Officer should be contacted - no comments should be made to the press (front office made aware). An agreed statement will be prepared.
- Decision made between HT and CEO / DPS about communication with other school stakeholders (pupils, parents, governors).
- It may be necessary and important to share information with stakeholders to avoid rumours / additional panic or worry. The content of this communication should be decided by CEO/DPS and HT in liaison with the press officer. This communication is likely to be used by the press.



Name	Role	Contact Details	Name	Role	Contact Details
Sean McClafferty	CEO	0300 369 0553	Jeremy Spencer	Senior DoPS	07775 500 286
Peter Giorgio	Director of Education NRCDES	01332 293833	LADO	LADO (Derbyshire)	01629 533190
Fr Andrew Cole	Diocesan Press Officer	07943 059747	LADO	LADO (Derby City)	01332 641172
Fionuala Boucher	DoPS	07708 906855	Eva Callaghan	LADO (Nottinghamshire)	0115 8041272
Amanda Greaves	DoPS	07708 906725	Gerard Sweeney	LADO (Stockport)	0161 4745657
Kate Mann	DoPS	07708 905927	First Response Team	LADO (Staffordshire)	0800 1313 126 (0845 6042 886 out of hours)



St Ralph  
Sherwin  
Catholic Multi Academy Trust

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