

# Education



**PHAROS**  
R E S P O N S E

SERVICES TO  
RESPOND TO CRITICAL  
OR COMPLEX INCIDENTS

|                                                                                                                                                                                                                                                                                                            |                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Emergency number providing 24/7 access to <b>PHAROS</b> Incident Managers                                                                                                                                                                                                                                  | ✓                                                                         |
| Inclusive telephone-based support for critical incidents and strategic incident management advice                                                                                                                                                                                                          | Unlimited time allowance                                                  |
| Inclusive telephone-based support for non-critical COVID-19 guidance and support                                                                                                                                                                                                                           | 20 hours included<br>Additional time: £50/hr                              |
| 24/7 access to specialist incident intervention services: incident mentoring, crisis PR, social media, trauma counselling, health & safety.                                                                                                                                                                | Additional cost of £75-£125/hr<br>(may be recoverable via your insurance) |
| Calls to <b>PHAROS</b> from your SLT in school                                                                                                                                                                                                                                                             | ✓                                                                         |
| Calls to <b>PHAROS</b> directly from staff on trips and visits                                                                                                                                                                                                                                             | ✓                                                                         |
| Number of emergency contact cards provided                                                                                                                                                                                                                                                                 | 10                                                                        |
| <b>Schools price for 24/7 Responsive service</b><br>Price is based per-pupil on roll but minimum charges apply: <ul style="list-style-type: none"><li>• Primary schools <b>£495 per year</b></li><li>• Prep schools <b>£595 per year</b></li><li>• Secondary/senior schools <b>£995 per year</b></li></ul> | £1.35 per pupil on roll                                                   |

**NOTE:**

- All prices are +VAT

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