



Critical Incident Policy

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Critical Incident Policy

1. Policy Statement

Newall Green Primary School is committed to ensuring the safety, security, and welfare of all pupils, staff, and visitors in the event of an emergency or critical incident.

This policy outlines the school's Emergency Response Plan (ERP), which sets out procedures to follow during serious or potentially life-threatening situations.

The policy aligns with guidance from the Department for Education (DfE) and the Home Office, including:

- Protective Security and Preparedness for Education Settings (2024)
- School and College Security (DfE)
- The Prevent Duty (2015)
- Martyn's Law (Terrorism (Protection of Premises) Act 2025)

2. Scope

This policy applies to all staff, pupils, visitors, contractors, and volunteers on school premises or during off-site educational activities.

3. Aims and Objectives

The Emergency Response Plan aims to:

1. Ensure the safety and welfare of all children, staff, and visitors.
2. Provide clear leadership and roles for the Critical Incident Team (CIT).
3. Establish effective communication channels with emergency services, parents, and local authorities.
4. Maintain continuity of education and care during and after an incident.
5. Support post-incident recovery, including emotional and psychological wellbeing.

4. Types of Incidents Covered

The ERP covers, but is not limited to:

- Serious injury to a pupil or staff member (e.g., transport accident)
- Significant damage to school property (e.g., fire, structural failure)
- Criminal activity (e.g., bomb threat, abduction, intruder)

- Severe weather (e.g., flooding, storm damage)
- Public health incidents (e.g., pandemic, contamination)
- Local community disasters (e.g., chemical release, road incident)

5. Related Policies

This plan should be read in conjunction with:

- Safeguarding and Child Protection Policy
- Health & Safety Policy
- Fire Safety and Evacuation Plan
- Lockdown and Invacuation Procedures
- Educational Visits Policy
- SEND Policy
- Business Continuity Plan

6. Roles and Responsibilities

Command Structure During a Critical Incident

The Designated Incident Lead (DIL) assumes immediate operational control of any critical incident and is responsible for all on-site decision-making, including evacuation, lockdown or invacuation procedures.

Strategic oversight is provided by the CEO & Deputy Head Team, who will liaise with trustees, the local authority and external agencies as required.

In the absence of the DIL, a nominated deputy (identified within the Critical Incident Team) will assume control.

The Deputy Headteacher (or nominated senior leader) is responsible for maintaining the safe running of the school during the incident, including pupil supervision, registers and staffing deployment.

All staff must follow the direction of the Designated Incident Lead at all times unless instructed otherwise by emergency services.

Security Lead (SL): This role is taken by the HT / DH's working together and is part of the annual review.

- Maintains and updates the Critical Incident Policy and ERP.
- Ensures all staff are trained in emergency response and protective security.
- Reviews the incident management and writes the report for Trustees.

Designated Incident Lead (DIL): in the first instance this would be the Head teacher or in their absence

- Leads the on-site emergency response.
- Makes rapid safety decisions in coordination with emergency services.
- Communicates with parents, staff, and media as appropriate.
- Supports staff and pupils' wellbeing during and after incidents.

Allocates another member of SLT to maintain the day to day running whilst the IL role is undertaken.

All Staff:

- Must know the Emergency Response Procedure, including evacuation, lockdown, and invacuation procedures.
- Participate in training and drills.
- Remain vigilant and report suspicious behaviour or items.
- Support vulnerable pupils, especially those with SEND.
- Use grab kits and follow communication procedures when required.

1:1 Professionals:

- Must have an agreed emergency plan with the SL or class teacher.
- Use the silent communication system to confirm their safety during an incident.
- Support the safe return of their pupil to class once it is safe to do so.

Pupils with SEND:

- Must have individual emergency arrangements in place.
- Receive additional support from trained staff during incidents.
- Plans are reviewed annually or when needs/staffing change.

7. Incident Response Procedures

7.1 Bomb Threats and Suspicious Items:

- HOT Protocol and 4Cs Protocol to be followed. (Hidden, Obviously Suspicious, Typical)
- Use the HOT assessment to evaluate unattended items:
- Hidden: Has it been deliberately concealed?
- Obviously Suspicious: Wires, liquids, or unusual substances visible?
- Typical: Does it belong where it is (e.g., student bag, delivery parcel)?
- If suspicious, apply the 4Cs Protocol.

- 4 Cs Protocol – Confirm, Clear, Control, Communicate
- Confirm – Assess if the item is suspicious.
- Clear – Do not touch it. Move people away and evacuate the area.
- Control – Restrict access; prevent others from approaching.
- Communicate – Inform senior staff and police.
- Do not use phones or radios within 15 metres of the item.
- Call 999 and follow police advice.

7.2 Lockdown Procedure :

- Alert: TeamSOS system – SLT to make announcement/initiate a lockdown.
- Gather children and move to nearest safe indoor space. Outdoors, move to nearest safe indoor location.
- Lock doors, use tables as barriers, draw blinds, and maintain silence.
- Check areas such as toilets for unsupervised children if safe.
- Await instructions; staff will be contacted by TeamSOS message once safe.
- Return children to class base and take register once 'all clear' is given.

7.3 Invacuation Procedure:

- Sound invacuation signal (TeamSOS system – SLT to make announcement)
- Staff move pupils into building, secure rooms, account for all.

7.4 Evacuation Procedure :

- Follow fire alarm signals.
- PEEPs for vulnerable children must be followed.
- Class medicine boxes must be taken to assembly points.
- Account for all pupils using registers.

7.5 Other Emergencies

Incident Type	Immediate Action
Abduction / Threatened Abduction	Call 999, notify management, office staff inform parents using school spider text messaging with the agreed script checked by Deputy Head Teacher prior to sending, keep other pupils safe, provide police with full details.
Fire	Follow Fire Safety Policy. Evacuate and meet at the assembly point.
Flood	Move to higher ground or designated safe area.

Incident Type	Immediate Action
Burglary / Intruder	Call 999, secure area, direct pupils and parents away, assist police.
Public Health / Pandemic	Follow public health and local authority guidance.

8: Incident Management Flow

- Immediate response (999 / safety)
- Internal escalation (SLT / CIT)
- Communication chain see point 6
- Site control actions see flow chart below

9: Communication Protocol – all scripts for communication agreed prior to sending by office staff with SLT

- Parents
- Staff
- Media
- Trustees / LA

10: Recovery

- Counselling
- Memorial decisions
- Review process

