



Critical Incident Policy & Procedure

Incorporating:

- School Closure**
- Lockdown Procedure**
- Fire Evacuation Procedure**

Written by	Assistant Headteacher for Behaviour, Safety and Welfare		
Creation date	25 January 2019		
Adopted by Governors	7 March 2019		
Reviewed by		Date	
Next Review Date	Spring 2022		

Critical Incident Policy

Incorporating Lockdown, School Closure and Fire Evacuation Procedure

Contents

Page 1	Introduction
Page 1	Types of Incident
Page 2	School Closure
Page 2	Emergency Response Team
Page 3	Emergency Response Roles & Responsibilities
Page 4	Incident Kit Contents
Page 5	Lockdown Procedure
Page 7	Fire Evacuation Procedure

Introduction

It is the aim of Headlands School to protect the wellbeing of students and staff by providing a safe and nurturing environment. The school has taken a number of measures to create a supportive and caring ethos.

This policy takes into account the National Counter Terrorism Security Office (NaCTSO) Guidance Note 1/2015 - Developing Dynamic Lockdown Procedures. It covers the sort of threats that the school may potentially be subjected to, for example, aggressive or violent intruder, dangerous animals, chemical or environmental incident. However, where the school is subject to an aggressive terrorist incident (for example, armed attackers) and it is not safe to initiate any or part of this plan the basic stay safe principals of the RUN, HIDE, TELL must be followed.

The formulation of this plan is intended to provide the school with a structure for an immediate, effective and caring response to any disaster or major incident by formulating a Critical Incident Policy. This will minimise disruption to normal school activity and guide the School Management through the recovery process.

It is not possible to predict the exact type of disaster or incident, the Critical Incident Policy will provide clear, generic guidance to the management of the school in the event of an incident. Some actions and responsibilities will not apply in all situations.

The Critical Incident Policy aims to:

- Lay down a generic framework for each School Emergency Response Team member to follow in the event of an incident on the school site or neighbouring area.
- Highlight necessary communication paths.

It is important to note that the policy must be seen as 'live' and should be reviewed and updated regularly to preserve its validity and usefulness.

Types of Incident

An incident can be defined as an unexpected event, which affects the school community and causes disruption on a scale which is beyond the normal capability of the school. Some events, which could trigger the implementation of this policy are:

- Serious injury or death of a child or school staff on school site during normal business hours.
- Severe weather conditions such as floods, heavy snow, storms and high winds.
- Fire
- Structural damage to the building.
- Lack of utilities.

- Medical epidemic, e.g. flu, meningitis or other infectious diseases.
- The release of hazardous substances on or near the school premises.
- Abduction/Missing student.
- Violent intrusion, possibly involving firearms or explosives.

These events could occur within the school, during an educational visit or during an after school activity.

Following a critical incident, it is important to note that some involvement from support agencies and pastoral care may be necessary to help students and staff deal with the long-term and short-term effects of such incidents. Concerns should be notified to either Assistant Headteacher, Behaviour, Safety and Welfare for student welfare or Director of HR and Operations for staff welfare.

We must also remember that incidents can occur away from our school but still have serious implications for our school community:

- Any event listed above that has been witnessed by our students or staff.
- A serious incident or death involving family and friends of our students and staff.
- Serious incidents at nearby schools or in the local community.

In these situations, we need to remember that, although the Critical Incident Policy will not need to be implemented, some involvement from support agencies and pastoral care will be necessary to help students and staff deal with the long-term and short-term effects of such incidents.

School Closure

The Headteacher will make the decision to close the school and confirm this with the Director of HR & Operations. The Administration Manager will be informed and initiates the School Closure Procedure, which in turn informs all staff and parents of the decision. This is communicated by email, school website, social media, local radio websites and announcements.

All Line Managers must ensure staff under their management have received such information.

Emergency Response Team

A School Emergency Response Team is essential to manage the aftermath of any incident. The Headlands School Emergency Response Team Headquarters will be located in the Business Hub Office and consists of:

- Headteacher
- Deputy Headteacher
- Assistant Headteachers
- Director of Finance & Premises
- Director of Human Resources & Operations
- Administration Manager

The following responsibilities are allocated to the members of the Emergency Response Team, these responsibilities may need to be delegated in certain circumstances, depending on the staff available or nature of the event:

Critical Incident - Roles & Responsibilities	
Headteacher (Executive Lockdown Leader)	<ul style="list-style-type: none"> • Initiate Critical Incident Procedure • Gather members of the Emergency Response Team to HQ • Confirm Director of HR to inform Emergency Services • Confirm Senior Team PA to contact parents via SIMS InTouch • Ensure the continuing function of the school as normal as possible • Liaise with Media Team at County Hall • Ensure that staff and students are protected from media attention • Debrief staff as soon as possible • Visit site of incident, if off site • Confirm organisation of memorial services where appropriate
Director of Finance & Premises	<ul style="list-style-type: none"> • Liaise with 14Forty • Secure HQ (close blinds/door) • Check designated area of school - Finance Office, Technology, Sixth Form and The ARC • If necessary, contact County Hall Insurance Team
Director of HR & Operations	<ul style="list-style-type: none"> • Liaise with the Emergency Services • Keep staff/students informed of developments via dedicated email • Identify any staff needing specific support • Check designated area of school - Staff Room & Art
Administration Manager	<ul style="list-style-type: none"> • Issue Guidance Sheet to Emergency Response Team at HQ • Inform the Local Authority and Chair of Governors • Contact parents via SIMS InTouch • Check designated area of School - Main Office
ICT Manager	<ul style="list-style-type: none"> • Ensure security of ICT data • Ensure access to ICT data is available at HQ
Manager 14Forty	<ul style="list-style-type: none"> • Immobilise utilities • Ensure access is free for emergency services • Contact Services and Suppliers • Check designated area of school - 14Forty Offices
Lockdown Leaders: Deputy Headteacher Assistant Headteacher B, S & W Assistant Headteacher Curriculum Assistant Headteacher Data Assistant Headteacher SEND Assistant Headteacher Community	<p>Check designated areas of school:</p> <p>Tower Block</p> <p>Student Services, Isolation and Data Team</p> <p>New Block Technology and ICT</p> <p>Science and PE</p> <p>Learning Resource Centre and Performing Arts</p> <p>New Block MFL and Maths</p>

Contents of the Incident Kit

The following information will make up the Crisis Kit and should be held in the school in the Business Hub. The information must be kept up-to-date and senior staff should know how to access it:

- A copy of the school's Critical Incident Policy and details of responsibilities and contact details for emergency response team members.
- A list of students names, addresses, contact details and mobile numbers available can be found on SLT Drive or SIMS
- A list of the School's Governing Body addresses, contact details and mobile numbers.
- A list of LA contact numbers for emergency use.
- A list of LA numbers for dealing with the press and media.
- A detailed site plan of the school buildings and grounds.
- Details of who is responsible for dealing with the LA media relations team, updating the plan, keeping the inventory up to date and creating and storing computer back-up tapes off site.
- Guidance sheet for Staff

Information held by 14Forty

- Site plans indicating evacuation routes, fire exits, fire alarm activation points, isolation points, assembly points, fire extinguisher points, and storage areas for flammable and hazardous products.
- Keys to all main doors.
- Details of alarm/security codes.

LOCKDOWN PROCEDURES ON HEARING THE ALARM

Introduction

This document aims to provide guidance to staff to prevent them from moving into danger areas and preventing or frustrating any potential attackers attempting to access the site. The school will carry out a lockdown procedure to quickly restrict access to the site or building (or part of it) through physical measures, in response to a threat either external or internal.

Alarm

The lockdown alert signal will be the school bell that will sound three times

Communication

All communication to staff during a Lockdown will be via email

Headteacher

- Initiate sounding of bell
- Co-ordinate Lockdown Leaders in the Business Hub Office (HQ)

Emergency Response Team

- Gather in the Business Hub Office (HQ)
- Refer to the Emergency Response Team Roles & Responsibilities
- Check designated areas of the school

Teachers

- Escort students to a safe lockdown area
- Lock doors, close windows and pull down the blinds
- Attempt to keep students calm and quiet
- Ensure one computer is switched on with the email facility open
- Switch off the whiteboard
- Send an email to lockdown@headlandsschool.co.uk for any additional students you have in your class since taking the register
- Send an email to lockdown@headlandsschool.co.uk for any students who have left your lesson since taking the register
- Keep your own mobile phones on silent and only use in the event of an emergency
- The end of the Lockdown will be notified by a dedicated alarm that will sound three times
- An email will also be sent signalling the end of the Lockdown
- Emergency Response Team will visit classrooms following the Lockdown

All Other Staff (including student teachers on teaching practice)

- If students and staff are not in a classroom when the Lockdown alarm is sounded they make their way to the nearest classroom, or room with a door that locks.
- Lock doors, close windows and blinds
- Ensure a computer is switched on with the email facility open
- If in an office, please email lockdown@headlandsschool.co.uk with your location, stating the names of students if they are with you.
- Office staff must not answer calls or allow any visitors onto site whilst Lockdown is in progress.

14Forty

- Designated site staff will follow their own Lockdown procedure

Contractors/Visitors to the site must make their own way to the nearest room with a lockable door

Exams

- Members of the invigilation team should instruct the candidates to stop writing and make a note of the time on the board
- Candidates must not speak to each other during this time

- Candidates will remain in the exam venue. The venue must be locked with scripts left in place
- After the all clear has been given the candidates should recommence their exam with the new finishing time written up on the board

Social Times

If the Lockdown alarm sounds at social times, the normal procedures apply, with students and staff assembling in the closest lockable room. Duty staff to ensure all appropriate gates are locked.

School based activities after 2.45pm

These will include such activities as Period 6, Sports Clubs, Art Clubs or rehearsals for productions, etc. **Staff conducting the activity should maintain a register of the students who are in attendance in order that this record can be checked should the Lockdown alarm sound.**

End of Lockdown

The school bell will sound three times signalling the end of the Lockdown. An email will be sent and Lockdown Leaders will check on staff and students.

FIRE DRILL PROCEDURES ON HEARING THE FIRE ALARM

Communication

Members of staff in possession of a radio, turn it on and turn to **Channel 1**. Please keep transmissions to a minimum during such times.

Teachers

- Get the students out of the building by the shortest and safest possible route. **DO NOT** enter any other building again.
- If your safest route to the assembly points is via one of the two green security gates, these can be readily opened from the inside by the thumb turn lever, pushing the gate outward.
- Do not let students take bags etc. with them. (In cold/wet weather they can take their coat).
- Check that your classroom is vacated. **DO NOT LOCK DOORS.**
- You are responsible for ensuring the sensible behaviour of students at all times.
- Go directly to your assembly point.
- Line the students up in register order and collect your register from the Fire Team member.
- Return your completed registers to the Fire Team member assigned to your year group and report any unaccounted-for students to them (registered in school but not present).
- Stay with your tutor group ensuring they remain in line and act **in an orderly manner**.

If you do not have a Tutor group, then you should go to the Year group you are attached to (see Staff Positions list above) and stay near the Student Services Leader. **You may be asked to take a Tutor Group Register for someone who is absent.**

In the event of the fire being near, or smoke blowing towards an assembly area, the senior staff in this area will move the students to the nearest place of safety.

All other staff (including student teachers on teaching practice)

Leave the building by the nearest safe exit and make your way to the HQ Assembly Point at the front of school opposite the tower block.

At HQ all visitors and staff should register with the member of the Fire Team (staff wearing a Hi-Viz vest).

All Staff

It is your responsibility to let the appropriate member of staff know that you are safely out of the building.

Student Services Leader (SSL)

- Wearing a Hi-Viz vest, so you are identifiable as the SSL responsible for the relevant Year Group Assembly Point.
- Ensure tutor groups are lining up, appoint relief tutors from the extra staff around you for those absent.
- Ensure Tutors complete Registers and return to the Fire Team member assigned to your Year group. Announce the names of any missing students over the radio (**channel 1**) and note the names of those who remain missing, on the final list. All staff with your Year group must make sure they have been marked present with the Fire Team member.
- Ensure each tutor/relief tutor remains with their tutor group, and keeps them in line and behaving in an orderly manner
- Do not dismiss the Year group until told to do so by the Headteacher.

Personal Emergency Evacuation Plan (PEEP)

A PEEP is completed for anyone on the School site who may experience difficulties in evacuating effectively from the building in the case of an emergency evacuation alarm member of staff, student or visitor to the school. The School, through the Student Services Leader, SENCO (in the case of an SEN student) or other nominated member of staff, in conjunction with the Director of HR and Operations, will prepare the plan in consultation with the individual member of staff, student or visitor.

Where assistance is required at a Refuge point it is permitted for a member of staff, friend or carer to remain at the refuge area with the member of staff, student or visitor but it is critical that the details of these persons are relayed to the relevant Assembly Point as soon as possible to maintain correct records of the whereabouts of individuals.

In some cases, the process of evacuation for a person with a PEEP may impede the evacuation of other building users. In these circumstances the individual, and any carer or friend should remain within the refuge area until the evacuation process has allowed other building users to clear the escape route. The PEEP should identify the preferred mechanism of evacuation from the refuge area. This may include the use of an evacuation chair (Evac Chair). The PFI provider has staff who are suitably trained in the use of the Evac Chair and will provide assistance where required.

14 Forty

Designated site staff are to complete a register to account for their own staff/contractors and inform the school of details relating to any persons who they are unable to account for following them checking against their records. 14Forty designated staff to attend the Fire Alarm Point, turn radio to channel 1.

End of Drill

- This will be announced by the Headteacher (or other member of SLT) who will inform the Heads of Year. The SSL will then dismiss their Year group.
- Teaching Staff must swiftly return to their classroom in order to allow students back in to the room.
- Students must NOT ENTER THE CLASSROOM upon their return but wait outside the classroom until the member of staff returns.

False Alarms

Most fire siren activations are false alarms, sometimes malicious. It is imperative that staff start the evacuation immediately the alarm sounds. Any information regarding the false activation of a fire alarm must be passed on to a member of the Senior Leadership Team.

Exams

- Members of the invigilation team should instruct the candidates to stop writing and make a note of the time on the board.
- An exams officer or a member of the school's Senior Management team will immediately make their way to the exam venue and give instructions on what to do.
- In most cases, candidates will remain in the exam venue but in the event that candidates are instructed to leave the venue, candidates should be escorted to the nearest fire exit in silence and moved to the post the exams officer has nominated. The exam venue must be locked and the scripts left in place.
- Candidates must not speak to each other during this time.
- After the all clear has been given by a member of the Leadership Team, the candidates should be escorted back to the exam venue, where the exam should re-commence and the new finishing time written up on to the board.

Lunchtime

If the alarm sounds during the lunch break, the normal procedures apply, with students and staff assembling at the normal positions, registers being taken etc. However, several issues do arise at lunchtimes:

- Some students will be absent due to the lunch arrangements: A copy of the access gates register will be provided by Director of Finance and Premises.
- All tutors must inform their groups that if the fire alarm is sounding as they return to school at lunchtime, they must not enter the building, they must go to their assembly points.
- Some Tutors may be off site: SSL/senior staff to ensure that available staff at HQ cover the tutor groups of any absent tutors.
- Some office staff may be off site: senior staff who do not have a specific role should help give out registers etc.

School based activities after 2.45pm

These will include such activities as Period 6, Sports Clubs, Art Clubs or rehearsals for productions, etc.

Staff conducting the activity should maintain a register of the students who are in attendance in order that this record can be checked at the assembly point should an evacuation be necessary.

On hearing the fire alarm:

- All staff should escort students from the building through the nearest safe exit to a place of safety. The Assembly Point will be the Headquarters/ visitors point on the front field in front of the Tower Block.
- At the Assembly Point the staff member in charge should check the register of students engaged in the activity against those present.
- They should bring to the attention of the Chief Fire Officer in charge of the incident details of any members of staff or students who are unaccounted for.
- They should not re-enter the building until instructed to do so by the Chief Fire Officer in charge of the incident

School functions outside normal school hours (After 6.00pm)

These will include such activities as open evenings, parents' evenings, school performances etc.

On hearing the fire alarm sounding:

- All staff should escort students and adults from the building, through the nearest safe exit to a place of safety. The Assembly Point will be the HQ point on the front field in front of the Tower Block.
- Do not re-enter the building until instructed to do so by the Chief Fire Officer in charge of the incident.
- We will not be able to take a role call as we will not know who is in the building.

SPECIAL RESPONSIBILITIES

Staff with responsibilities that need to be covered if staff are absent or not available:

If you are responsible for registers for a Year Group:

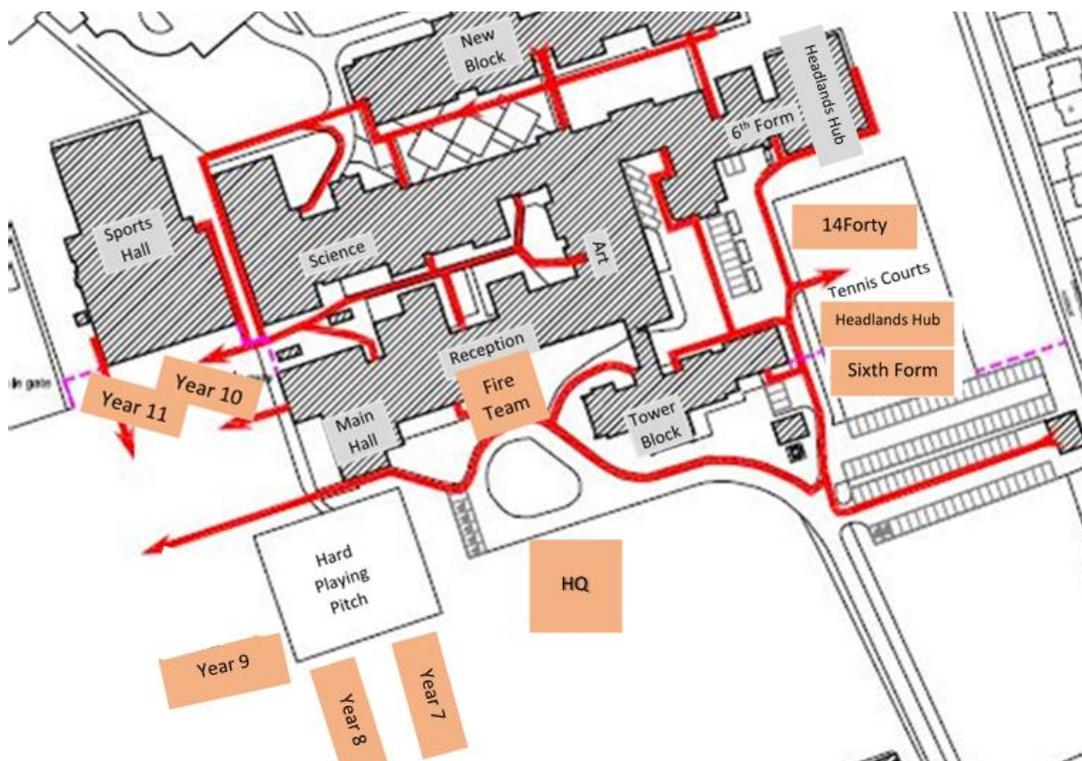
Staff Name	Responsibilities
Headteacher	Attends Fire Panel, contacts Fire Service
Director of HR and Operations	Designates staff from Fire team pool for Fire Team, as required. Ensure students/staff with PEEPs are accounted. Update Fire Drill lists, according to staffing changes.
Support Services Assistant(s)	Print and collate registers. Collect Signing In/Out Sheet and Absence Log from Attendance. Collect Signing Out Folder/Planned Absence/Visitors Signing Books. Complete HQ Register, return completed HQ Register to Senior Team PA.
Administration Manager	Collects all completed Fire Drill Lists, reporting any unaccounted students/staff to the Headteacher.

- Put on a hi-vis vest, collect relevant Registers and go to your Year area.
- At your Year area issue the Registers to the Tutors.
- Check and record staff presence/absence.
- Receive and record completed registers from tutors.
- Inform SSL of absent students and record names.
- Return to the Meeting point, make PA to Senior Team/Support Services Co-ordinator aware of any unaccounted for staff/ students and hand in completed Registers.

Available staff pool:

- Fire Team Pool Staff should assemble at HQ and be prepared to be deployed as required to replace absent staff.

FIRE ASSEMBLY POINTS



ASSEMBLY POINTS

The Assembly Points are labelled. Please make sure you know where you need to assemble.

Year 7	Year 8	Year 9	Year 10	Year 11
7KTH	8ACU	9AMA	10DFA	11AJA
7LDI	8AED	9AMI	10FJO	11CIN
7LMU	8BWI	9CGI	10LCU	11CKE
7MAA	8DFR	9LEC	10MHO	11EWE
7SAN	8GWE	9PBU	10PBR	11JTE
7SMO	8JSH	9RBO	10PM	11LLL
	8MDO	9RHO	10SPE	11RFR
		9VBA		11SBE
		9AST		
Sixth Form				
	12CMO	Y12A	Y13A	Headlands Hub
	12IWO	Y12B	Y13B	14Forty

Year Group	Staff Assigned to Year Group	Fire Team Member
7	MAA, JRE, LBU, AMC, LDI, SMO, LDU, LMU, KTH, EMA, IWA	MWA/JDO/CRO
8	ACU, MDO, MPO, DFR, JSH, GWE, BWI, LRO, GRO, LWO	CDI/SMA
9	VBA, RBO, PBU, LEC, CGI, RHO, JWI, AGA, AMI, TRO, NGI	ADO/JZI/RPA
10	LCU, DFA, MHO, FJO, SPE, LLL, DST, VHE, AED, KPU	GWA/AHA
11	SBE, PBR, RFR, CIN, WSM, AJA, CKE, JTE, EWE, AST, SDO	KBE/SFI
Sixth Form	CMO, IWO, SGO, YAL, BCO	SDI
Hub	SAB, CTO	ESH
HQ	All staff not assigned to a Year group, visitors etc.	JBA/KDI
Fire Team	JBA, KBE, SBO, CDI, KDI, SDI, JDO, ADO, SFI, AHA, HKE, SMA, TMC, RPA, CRO, ESH, GWA, MWI, JZI	HKE
14Forty	Own records kept	

**It is your responsibility to ensure you familiarise yourself and your tutor group with the
Fire Procedure
Please speak to your Line Manager if you are still unsure what your responsibility is.**