Critical Incident Policy

October 2026

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Last Reviewed on: October 2026
Next Review Date: October 2027

Critical Incident Policy

A critical incident is an unexpected emergency that affects pupils, staff or the premises. This policy is an important document and sets out how Wilkinson Primary School plans to respond to such an incident. All staff should be aware of and familiar with its content. No school wishes to be involved in a critical incident, however, if such a situation arises, we will seek to keep all safe and free from danger by working together calmly and professionally. The Headteacher and senior leadership team will manage the school's response in proportion to the magnitude of the incident. In the event of an incident, no member of staff should communicate with the media unless authorised by the Headteacher. Where appropriate, media communications will be coordinated with the Local Authority Communications Team.

A major incident may be defined as:

- An accident leading to a fatality.
- Severe injury or stress.
- Circumstances in which a person or persons might be at serious risk of illness.
- Circumstances in which any part, or whole of the school is unable to function as normal due to external influences and
- Any situation in which the national press or media might be involved.

As such major incidents include:

- Death of a pupil or member of staff.
- Death or serious injury on a school trip.
- Epidemic in school or community.
- Violent incident in school.
- Destruction or major vandalism in school.
- A hostage taking.
- A transport accident involving school members.
- A disaster in the community.
- A civil disturbance or terrorist

Crisis Management Team (CMT)

In the event of an incident, it will be necessary to name a planning team to guide operations and carry out specific tasks. At Wilkinson Primary School, in the immediate aftermath of an incident this team would consist of all/any of the following:

1. The Headteacher
2. Senior Leaders
3. Chair of Governors

4. Vice Chair of Governors
5. LA Representative
6. Emergency Planning (LA) Planning Officer
7. Member of the police/fire service if appropriate.

Objectives:

- To alert the Headteacher and leadership team to the nature of the incident, its exact location so that they can decide on the level of response needed.
- To deal with the incident effectively and efficiently putting the health, safety and wellbeing of pupils and staff to the fore.
- To alert emergency services if they are needed.
- To provide first-aid and appropriate care and protection until help arrives and the incident is resolved.
- To provide staff training to rehearse different kinds of critical incident so that they know their roles and what to do in an event.
- To have hard copies of contact lists for staff, pupils, parents, and LA emergency services.

This policy has been shared with all staff so that they all are clear about roles and responsibilities should an incident occur.

Strategies

The Headteacher and leadership team will take charge of the situation as soon as they have been alerted to the incident. They will assess the response needed in relation to the location of the incident, what assistance is required, casualties and contact person.
Any appropriate emergency services required will be informed of at the earliest possible moment. They will be told the location and nature of the incident, the assistance required, whether there are any casualties and the details of the contact person. In a critical situation, the person present at the time of the incident should use common sense and take charge until the Headteacher or member of staff arrives.

Staff and pupils at risk must be alerted to the danger in a speedy and prompt manner without causing panic or alarm and, if necessary, moved to pre-identified assembly points or alternate spaces of safety. In the event school buildings cannot be used and evacuation is necessary, staff will escort pupils to St Martins Church.

Contact details are kept by the office and reviewed annually.

A fire drill and evacuation will be held at least once each term.
Teachers and support staff must use registers or counts to ensure that all children are accounted for and must care for them until the incident has been resolved.

Hard copies of contact lists for staff, pupils, parents, regular visitors on site and LA must be kept up to date in the school office. Where groups of learners are off-site on visits and trips inside or outside of school hours, these lists must be available in the school office.
Where parents need to be notified, the leadership team will draw up contact lists and appropriate staff members will have responsibility to use a contact 'cascade' strategy efficiently and quickly.
At least one telephone will be kept free for outgoing calls.
At an appropriate time, staff will record a log of contacts, decisions and actions that have been taken to deal with the incident.

Human Situation

A. Incident on a school trip.
In the event of a serious incident on a school trip either at home or abroad, supervising staff should follow the guidelines in the Local Authority Management of Off- Site Visits policy document. Where an off -site visit leader is not a member of the CMT they should contact a member of the CMT and pass on the relevant information as soon as possible. Once informed of the nature and extent of the emergency the CMT will act as detailed above.

B. Emergency involving a school vehicle.
In the event of a serious accident - especially any accident involving serious injury or loss of life - in which a school vehicle is involved, the driver of the vehicle or any accompanying member of staff must:
- ensure the safety and security of all individuals present. Pupils should be supervised.
- notify the emergency services of the nature of the incident.
- not admit blame or liability for any accident.
- notify the school of the nature of the incident and the names, nature and extent of any casualties.

Once in possession of this information, the CMT will act as detailed above.

C. Evacuation Procedure - Incident involving terrorism or other threat to pupils' lives or physical safety in school, including 'fire' and 'bomb' threats.

Where a member of staff becomes aware of such a threat indirectly - e.g., by a telephone call - he/she should follow the guidance issued by West Midlands Police.

- Upon receiving a call, person answering the call should use the checklist at Appendix A
- The Headteacher and/or members of the CMT should be notified immediately of the threat and the appropriate signal for evacuation activated. If it is determined by a Senior Member of staff that Lockdown is more appropriate, the Lockdown procedure should be followed.
- Pupils should follow instructions given by staff. Pupils should not take their belongings with them (apart from medical needs)

- Parents will be informed of the evacuation once pupils are safely situated at the evacuation point and accurate information is available.
- Office staff to remain in the office to operate the phone unless this would endanger the lives of office staff.
- Office staff to print registers and visitor list so that there is a list of who is in the building.
- Fire Evacuation procedures to continue as normal and 'Fire Marshals' to check designated rooms for both Fire Evacuation and Bomb Evacuation procedures.

D. Lockdown procedure. Where a member of staff becomes directly aware of a threat to pupils' safety in or at the perimeter of the school, he/she should ensure particular effort is made to inform the school office of the threat.

On receipt of such information, the whole school will follow the Lockdown Policy procedures

Lockdown Procedure

- SMT will activate a continuous siren with an air horn in designated areas.
- All entrances and exits to the school locked & secured.
- Internal doors locked with key.
- External doors locked.
- Windows closed, blinds pulled down, lights off.
- Pupils and staff should move away from doors and windows, remain out of sight, stay quiet and await further instructions from the Police or the Critical Incident Management Team.
- Where safe to do so, the office will communicate the lockdown via walkie-talkie, internal telephone systems, mobile phones or designated messengers if the alarm cannot be heard.

Check all children present before locking doors

There will be no signal to end the Lockdown. Instead, CMT and/or the Police will walk the entire building to assure staff and children that the threat is over. Until such a time, all staff and children should continue to observe the Lockdown procedure until told otherwise by CMT or the Police.

Lockdown Procedure for Holiday Club

- Staff in holiday club will access a walkie talkie every day and so will the site manager for communication.
- Staff in Care will call 999 to advise emergency services of the threat.
- They will then move all persons (including site personnel) into the adjacent Calming Cove, sit under the windows, pull blinds down, lock doors and turn off lights.
- Staff will have access to a gate fob in the Calming Cove, so they will be able to open the vehicular gate for emergency services when they arrive.

E. Outbreak of infectious illness in the school.

The school will follow the latest guidance issued by the UK Health Security Agency (UKHSA), the Department for Education and Public Health authorities. Any decisions regarding school closure, attendance restrictions, infection control measures or additional precautions will be made in accordance with current national and local guidance.

Food Poisoning - the most likely problems are E Coli, or Salmonella food poisoning. Should the local authority feel that there might be a case of such an illness amongst catering staff they would contact DSO who would send out an incident team (consisting of the Operations Manager and Technical Services Manager) to assess the situation and determine what action should be taken. Should it be decided that the kitchen should be closed, DSO will provide meals for the school through an external source (essentially in the form of a packed lunch) and will take the necessary action to ensure that the full unit re-opens within 24 hours. Similar conditions apply to an outbreak of Hepatitis A in the kitchens.

F. Incident involving the death of a member of the school community.

Such situations may involve the death of a pupil or of a member of staff.
Where such an incident occurs during school activities, members of staff responsible for the activities should notify the school as soon as possible so that this policy may be put into effect.
Where such an incident occurs outside school activities and is reported to the school, the information must be verified before action is taken, by reference to next of kin for example. As much information as possible should be gathered from parents, emergency services etc. before an announcement is made.

Parents, pupils, and staff should be informed as detailed above, though the following points should be considered:

- It may be appropriate to inform groups of staff and pupils separately - close friends of the deceased or departmental colleagues, for example - before passing the information to the wider school constituency.
- It may be helpful to inform all pupils through classes rather than in the formal context of a school assembly specially called for this purpose. Teaching and support staff should be clearly briefed about how to handle such a disclosure and about the likely effects of such a disclosure. A meeting might be held later to give pupils opportunities to discuss their reactions to the news and their feelings about bereavement. Such meetings are especially important for those pupils most directly affected by the bereavement - classmates of a pupil for example. PSHE lessons may also be used to discuss issues related to a particular bereavement.
- Clear boundaries should be established to stop pupils and others 'milling about' – clear areas for staff, parents, pupils, and press might be delegated.

- A subsequent formal assembly may allow group recognition of the impact of the incident through rituals - memorial words by staff and pupils, a minute's silence, a relevant piece of music etc. Anniversaries should be approached with particular care and should be handled with sensitivity and support.
- Staff meetings might be held to allow for peer group support amongst staff - especially those most directly affected. The local authority counselling services may help. Recognition of the stress for staff should be made - perhaps through provision of extra staffing help etc. Demands made of pupils and staff should be carefully considered.
- Consideration might be given to the inclusion of suitable fiction and non-fiction stock in the library.
- Outside agencies are available to help in such circumstances

Physical Situations

A. Incident requiring evacuation of the school and/or loss of buildings.

For circumstances where evacuation of buildings is required - fire or escape of noxious gasses, for example, - procedures set out in the Health and Safety Policy document should be followed. Where fire has rendered buildings unfit for use, accommodation for CMT, staff and pupils and for emergency First Aid treatment should be taken over as detailed above.

Where buildings are disabled for prolonged periods, the following options are available:
- extending the working day to allow greater use of remaining buildings.
- hiring local facilities – e.g., church halls or community centres.
- hiring portable buildings for erection on the school field

B. Closure of the school due to adverse weather conditions.

The school adheres to the specific guidance issued by the local authority in relation to school closures caused by severe weather conditions. The school will inform parents as soon as possible of any likelihood of closure due to severe weather, or if children are being sent home early or at short notice. Parents are advised to listen to local radio stations or check the local authority website at regular intervals.

Outcomes

This policy should help the Headteacher deal with any emergency. The associated planning and training will put the school in a strong position to deal with the incident efficiently and effectively by giving prominence to the care of learners and staff.

4. Monitoring and review

The school's procedures for emergencies will be monitored by the Headteacher as part of her regular duties. A report will be presented to the governing body on an annual basis. This policy will be reviewed by the governing body every two years or earlier if necessary.

bomb threat checklist

This checklist is designed to help your staff to deal with a telephoned bomb threat effectively and to record the necessary information.

Visit www.cpni.gov.uk to download a PDF and print it out.

Actions to be taken on receipt of a bomb threat:

Switch on tape recorder/voicemail (if connected)

Tell the caller which town/district you are answering from

Record the exact wording of the threat:

_____

_____

Ask the following questions:

Where is the bomb right now? _____

When is it going to explode? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

What is your name? _____

What is your address? _____

What is your telephone number? _____

(Record time call completed:)

Where automatic number reveal equipment is available, record number shown:

_____

Inform the premises manager of name and telephone number of the person informed:

_____

Contact the police on 999. Time informed: _____

The following part should be completed once the caller has hung up and the premises manager has been informed.

Time and date of call: _____

Length of call: _____

Number at which call was received (i.e. your extension number): _____

ABOUT THE CALLER

Sex of caller: _____

Nationality: _____

Age: _____

THREAT LANGUAGE (tick)

❒ Well spoken?

❒ Irrational?

❒ Taped message?

❒ Offensive?

❒ Incoherent?

❒ Message read by threat-maker?

CALLER'S VOICE (tick)

❒ Calm?

❒ Crying?

❒ Clearing throat?

❒ Angry?

❒ Nasal?

❒ Slurred?

❒ Excited?

❒ Stutter?

❒ Disguised?

❒ Slow?

❒ Lisp?

❒ Accent? If so, what type?_____

❒ Rapid?

❒ Deep?

❒ Hoarse?

❒ Laughter?

❒ Familiar? If so, whose voice did it sound like? _____

BACKGROUND SOUNDS (tick)

❒ Street noises?

❒ House noises?

❒ Animal noises?

❒ Crockery?

❒ Motor?

❒ Clear?

❒ Voice?

❒ Static?

❒ PA system?

❒ Booth?

❒ Music?

❒ Factory machinery?

❒ Office machinery?

❒ Other? (specify) _____

OTHER REMARKS

_____

_____

_____

_____

Signature

_____

Date _____

Print name

_____

Emergency Contact at Local Authority

Current contact details are maintained separately by the school office and reviewed annually.