Policy Name	**Critical Incidents & Lockdown Policy**
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(1) Aim of Policy

To have a planned response to an emergency or critical incident on the Campus site or an incident involving QEMS and Sixth Form students off-site on Campus activities.

This policy is formulated in conjunction with the Campus Fire Policy and the Fire Evacuation procedures.

(2) Critical Incidents overview

Critical Incidents cover a wide range of events that may affect the whole Campus, an individual or a group of individuals. Clear communication is vital and it is important that everyone is aware of his/her individual and collective roll in the time of a crisis.

Lockdown procedures may be activated in response to any number of situations, but some of the more typical might be:

- A reported incident / civil disturbance in the local community (with the potential to pose a risk to staff and students on the Campus);
- An intruder on the Campus site (with the potential to pose a risk to staff and students);
- A warning being received regarding a risk locally, e.g. air pollution (smoke plume, gas cloud etc.);
- A major fire in the vicinity of the Campus.

In January 2016, the National Counter Terrorism Security Office provided guidance to leaders of schools and other educational establishments for Reviewing Protective Security. The guidance has been used in the development of this policy.

(3) Critical Incident Management Team (CIMT)

The CIMT members are listed **Appendix I**. The Principal (or Head of School in the absence of the Principal) would be responsible for responding in the first instance to an incident and for informing the CEO, the Chair of Governors, Local Authority and Education Funding Agency. Other Governors would be contacted at the discretion of the CEO or Chair of Governors.

In the wake of a Critical Incident, the CIMT will evaluate the incident and response and formulate plans for any further actions required, for example Health and Safety, communication with Parents/Carers and students, site security, involvement of and communication with other agencies.

The CIMT will initiate:

1. An incident log for each individual event, recording:
    - Overview of incident
    - Information given out
    - Communications made
    - Re-entry strategy

    (Note: - have printed copy templates of above to complete in event of no computer access.
    If data stored on USB, transfer to shared area immediately after event and delete USB contents)

2. An on-going log of all incidents

The CIMT will be responsible for notifying a lockdown, and what type, and also for ending a lockdown (see later sections re lockdown procedures).

(4) Critical Management Centre

- Actions will be co-ordinated from the Principal's office.
- The Critical Incident Log of events will be co-ordinated from the Principal's office.
- The Critical Incident Information Pack will be available here and stored in the Principal's Office - this pack/folder will include the Policy which contains all relevant information
- A telephone, independent from in-coming calls will also be available.
- A list of personal mobile phone numbers will be circulated to the CIMT members.
- In the absence of staff, i.e. during the holidays, the Administration Manager will take control of the situation and inform the Principal. If the Principal is not available, a designated member of the CIMT will be contacted.

(5) Staff Responsibilities in the event of a lockdown

- On site radios to be used to inform staff outside of buildings
- Bring students who are outside of the Campus buildings inside as quickly as possible;
- Any students in the corridor, immediately call them into your room; open spaces that cannot be protected or barricaded should be avoided;
- Ensure those inside the Campus remain in their rooms;
- Reception staff should move into the Admin Office (Sixth Form) and the Back Office (behind Reception) (QEMS), refrain from opening the electronic gates and lock the door to Reception.
- All internal doors to be locked where possible;
- External doors locked where possible and if safe to do so
- In the event of a FULL LOCKDOWN, blinds should be lowered/closed, lights turned off where able, Smart Boards and computer monitors to be turned off and students asked to sit under the desks or out of sight of windows and doors;
- Keep students calm;
- Access your Landau Forte email accounts and await further instructions;
- No-one should move about the Campus during lockdown.
- Staff and students should remain in lockdown until it has been lifted by a member of the CIMT / emergency services.

(6) Partial Lockdown

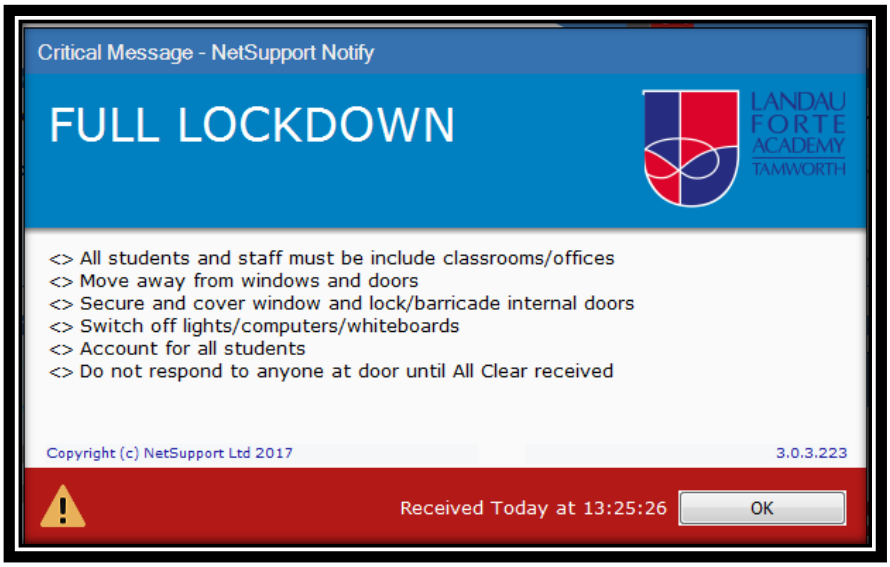
- The aim of a partial lockdown is to take appropriate cover/action – for example, in the event of air pollution, rampant dog on site, etc.
- Sessions may be able to continue as normal, with no movement permitted throughout the Campus.
- In the event of an air pollution or chemical/biological/radiological contaminates issue, air vents and fans should be switched off, doors and windows should be sealed shut as much as possible, including blocking openings/vents.
- The CIMT will conduct an ongoing risk assessment, based on advice from the Emergency Services where appropriate.
- An alert noise will be sounded throughout the Academy or areas of the Academy
- Staff will be notified via the internal 'Net Support Notify' system which will issue an alert to all staff PCs and laptops. Access to the program in order to send out this alert communication will be restricted to the CIMT and the IT Support Team, but all staff will be able to receive the alert.

- An internal message will be sent to staff which will read as follows, staff should click OK when read:

- Radios will be used to inform staff in outside areas of the building to return.
- Students and staff return to buildings
- Lock external windows and doors where possible
- Remain in the room and follow strict instructions
- All clear message will be communicated via the speaker system and via on screen message through NetSupport Notify

(7) Full Lockdown

- The aim of a full lockdown is for the Campus to appear empty. It may be an escalation of a Partial Lockdown and signifies an immediate threat.
- Do not make unnecessary noise or calls.
- Where possible, walkie-talkies should be used with earpieces
- An alert noise will be sounded throughout the Academy or areas of the Academy
- Staff will be notified via the internal 'Net Support Notify' system which will issue an alert to all staff PCs and laptops. Access to the program in order to send out this alert communication will be restricted to the CIMT and the IT Support Team, but all staff will be able to receive the alert.
- An internal message will be sent to staff which will read as follows, staff should click OK when read:



- Radios will be used to inform staff in outside areas of the building to return.
- Students and staff return to buildings
- Lock external windows and doors where possible
- Remain in the room and follow strict instructions
- All clear message will be communicated via the speaker system and via on screen message through NetSupport Notify

(8) Communication as a result of a lockdown

If necessary, Parents/Carers will be notified as soon as it is practical to do so via the Campus established communication network – website/ email / text message/ telephone call.

Depending on the type and severity of the incident, Parents/Carers may be asked NOT to collect their son or daughter from the Campus as it may put them and the young person at risk.

Students will NOT be released to Parents/Carers during a lockdown.

Parents/Carers will be asked NOT to call the Campus as this may tie up emergency lines.

If the end of the day is extended due to the lockdown, Parents/Carers will be notified and will receive information about the time and place students can be picked up. This notification will come from the CIMT or emergency services.

A letter to Parents/Carers will be sent home on the nearest possible day following any serious incident to inform them of the context of the lockdown.

(9) Evacuation of the Campus site (e.g. bomb threat, gas leak)

The following action will be taken if there is any threat to the safety of Students, staff or visitors on the Campus site:

1. A meeting of the CIMT chaired by the Principal (or Head of School), will be immediately convened in the Principal's Office.

2. If evacuation is proposed, all Students, staff and visitors will be evacuated to the Fire assembly points at the back of the Campus (on the astroturf).

3. A full list of names, addresses and phone numbers of every student in the Campus is stored securely at our Derby site and the Principal (or Head of School) should arrange for them to access this if required.

4. Parents/Carers will be informed via academies website, local radio, text message and email.
    a. The Principal (or Head of School) would be responsible for communication with local radio, Police, the Chair of Governors, CEO or any other designated Governor.

(10) Examinations

In the event of a Campus lockdown during the conducting of examinations, the focus before, during and after an exam will be:

- The welfare and safety of exam candidates and Campus staff engaged in the conducting of examinations
- Maintaining the integrity and security of the examinations/assessments process
- How to achieve an effective lockdown
- How to let people know what's happening
- Training staff engaged/involved in the conducting of examinations

10.1 Examination Roles & Responsibilities

Exams Officer	• To ensure that all staff involved in the conducting of examinations are trained in how to raise the alarm for a lockdown, act effectively and made aware of their responsibilities • To arrange appropriate training for all exams-related staff in lockdown procedures • To ensure that candidates are aware of the procedures relating to a lockdown, access the exam room due to it being locked down • To ensure that all candidates and staff are aware of an exit point in case an intruder manages to gain access, or the room becomes unsafe • To provide written lockdown procedures for exam room/invigilator use • To have accountability for all exams staff and candidates taking examinations during a lockdown • To run training/drills for examination candidates on lockdown procedures • To have a presence around exam room areas prior to the start of each exam session • To liaise with the appropriate authorities and awarding bodies regarding candidates taking examinations during a lockdown • To use the exam attendance register(s) to compile a list of all candidates not accounted for • To train Invigilators in the Campus lockdown procedure • Where safe/possible, to liaise with exams staff/Invigilators in all exam rooms during a lockdown • To assist with lockdown training for exams staff and students where applicable to the conducting of examinations

Invigilators	• To be aware of the Campus lockdown procedure • To complete attendance registers as soon as possible so candidates can be identified in the event of a lockdown • Where safe/possible, to communicate with the exams officer during a lockdown to confirm the situation in a particular exam room

10.2 Lockdown procedure before an examination

If a lockdown is required as candidates are entering/waiting to enter the exam room, the following procedure will be employed:

- A member of the Exams Team will be present around exam room areas
- Candidates will be instructed to enter the exam room immediately
- Candidates will be instructed to remain silent, and sit against the furthest corner from the door
- Where safe/possible, the Exam Team member will communicate with the Exams Officer
- Invigilators will:
    - lock all windows and close all curtains/blinds
    - switch off all lights where able to
    - lock all doors and assist students to safe place (training will be provided)
    - take an attendance register/head count if possible

10.3 Lockdown procedure during an examination

If a lockdown is required during the exam/when candidates are in the exam room, the following procedure will be employed.

- Invigilators will:
    - tell candidates to stop writing immediately and turn their papers over.
      collect the attendance register
    - make a note of time when the examination was suspended
    - instruct candidates to remain silent, leave all examination materials on their desks and assist students to safe place (training will be provided)
      where safe/possible, communicate lock all windows and close all curtains/blinds
    - switch off all lights where able to do so
    - lock all doors and assist students to safe place (training will be provided)
    - The Principal will make informed decisions on alerting parents/carers, awarding bodies and emergency services
    - The Exams Officer will collect all examination papers and materials for safe/secure storage following advice from the appropriate awarding bodies

10.4 Lockdown procedure after an examination

If a lockdown is required after the exam/as candidates are leaving the exam room, the following procedure will be employed:

- Invigilators will:
    - stop dismissing candidates from the exam room
    - instruct candidates who have left the room to re-enter the exam room
    - instruct candidates to remain silent and hide under examination tables

- where safe/possible, communicate Exams Officer
- lock all windows and close all curtains/blinds
- switch off all lights where able to do so
- lock all doors and assist students to safe place (training will be provided)

10.5 Ending a lockdown before/during/after an examination

When the all clear has been given by the CIMT:

- Invigilators will undertake a head count/register and confirm attendance with the Exams Officer
- Where applicable and if advised to do so by CIMT, and following JCQ guidelines, if there is sufficient time remaining, candidates may restart their examination.
- Invigilators will then:
  - ask candidates to return to their desks, remind them they are under exam conditions and allow a settling down period
  - recalculate the revised finish time(s) to allow for the full exam time
    tell the candidates to turn their papers over and re-start their exam
    amend the revised finish time(s) on display to candidates
  - note how long the lockdown lasted on the exam room incident log (to later inform a report to the awarding bodies and where relevant, any Campus lockdown recording form/log)

The Exams Officer will:

- provide a report of the incident for awarding bodies (via the special consideration process or as advised by awarding bodies)

- safely/securely store all collected exam papers and materials pending awarding body advice/ guidance
- Where applicable/possible/available:
  - negotiate any alternative exam sittings with the awarding bodies
  - offer, arrange and provide support services to staff and candidates

(11) Emergency Services

In any situation that involves the Emergency Services, these Services will have the option of determining the action to be taken in consultation with the Principal (or Head of School).

(12) Bomb Threats

Such a threat will be evaluated by the Principal in consultation with the Police and the response by the Campus. Further details of handling bomb threats **See Appendix 2.**

(13) Mailing and Deliveries

See further details in **Appendix 3.**

(14) Dealing with Intruders

All members of staff or Governors in the Campus should always challenge any person on site who is unknown to them and who is not wearing an appropriate lanyard or visitors badge. If it becomes clear that the person is a trespasser, they should be asked to leave by the member of staff who has identified them. The Principal and other nearby staff should be notified immediately. If the trespasser refuses to leave or causes a nuisance, the Principal or other member of staff should call the Police.

(15) Loss and Bereavement

The circumstances of a death would determine the response to it. In the event of a death, accident or major incident, the Principal will inform the CIMT Team, the Chair of Governors and all staff. The extent of involvement of students and Parents/Carers will depend on circumstances.

The Police will notify the Parents/Carers of a student's death and the Principal will contact the Parents/Carers of the survivors of an incident involving several students. In the Principal's absence, this would be the responsibility of the designated Head of School/Vice Principal or the Chair of Governors. The Pastoral Care system within the Campus will be activated to respond to the needs of students suffering a loss, but the Designated Safeguarding Lead will activate any appropriate support that Social Services can provide. Staff with particular knowledge of individuals, e.g. Heads of Year, Personal Tutors and any with counselling skills will be involved in support as appropriate.

(16) Accidents occurring on an off-site trip/visit

The Campus mobile phone must always be taken on a Campus trip/visit.

Such accidents tend to involve a specific group of Parents/Carers. The trip leader will communicate directly with the member of the SLT stated on the trip application form (also on the students details that s/he takes on trip), who will contact the Principal who will inform the CEO and Chair of Governors.

The trip leader (or other responsible adult as appropriate) will be responsible for the immediate welfare of the students not involved in the incident. The Principal (or designated Head of School/Vice Principal) will be responsible for notifying the Parents/Carers of the students involved and updating them of the situation. The Principal (or designated Head of School/Vice Principal) will keep the CEO, Chair of Governors and any other Governors as appropriate, closely informed of the situation.

(17) Response to accidents and injuries

When an incident such as an accident or injury occurs, the Principal, staff and Governors should initially **make no comment**, orally or in writing, which could be interpreted as an admission of liability. **It is important to comply with this requirement** given that otherwise the Insurers reserve the right not to act on behalf of the Campus and not to cover the costs which might arise from a successful claim and which then might fall on the Campus.

In the event of such an incident, the Business Manager might liaise with the Campus Insurers and the Campus legal support solicitors to acquire advice and approval for any statement made to Parents/Carers or other claimants. Any response to a complaint from Parents/Carers or others, which could potentially lead to a claim, must be cleared through this channel.

(18) Contact with the media

If circumstances lead to media involvement, the Principal will be responsible for issuing an agreed statement. No statement will be issued until the Parents/Carers of the students involved have been informed. In the event that the Principal is not available, it will be the responsibility of the designated Head of School/Vice Principal. All contact with the media must be approved through 8HWE. Any other requests for information should be referred directly to the Principal.

(19) Useful contact numbers

Local Authority – Tamworth Borough Council	01827 709709
Chair of Governors	01827 301820
Chief Executive Officer	01827 301820
Freeths Solicitors	01332 361000
Education Funding Agency	0370 000 2288

Appendix I

Critical Incident Management Team (CIMT)

Executive Principal	Katie Adams
Head of School	Ash Perry
Vice Principal	Sarah Bloor
Administration Manager	Emma Smart
Designated Safeguarding Lead	Claire Wright
Site Manager	Steve Coppin

Appendix 2
Handling Bomb Threats

Most bomb threats are made over the phone. The overwhelming majority are hoaxes, often the works of a malicious prankster. Any bomb threat is a crime and, no matter how ridiculous or unconvincing, should be reported to the Police.

Telephoned bomb threats are frequently inaccurate, with regard to where and when a bomb might explode, and staff receiving a bomb threat may not always be those trained and prepared for it. Although they may be unable to assess a threat's accuracy or origin, their impressions of the caller could be important.

Receiving such a threat may be the closest that many people ever come to an act of terrorism, so we should be prepared for affected staff to be temporarily in shock. Affected individuals may need counselling or other support.

All staff who could conceivably receive a bomb threat need to have a good awareness of handling procedures – or at least have ready access to instructions. Reception and Admin Staff should be familiar with procedures and rehearse them regularly. A list of actions to take on receipt of a telephone bomb warning is reproduced in below.

Generally, any list of actions to take on receiving a telephone bomb warning should be supported with the following instructions to staff:

- Stay calm and listen
- Obtain as much information as possible
- Try to get the caller to be precise about the location and timing of the alleged bomb.
- Try to establish whom they represent.
- Ensure that any recording facility is switched on (if available) and try to keep the caller talking.
- When the caller rings off, dial 1471 (if that facility operates and you have no automatic number display) to see if you can retrieve their telephone number
- Immediately tell someone from the CIMT Team. It is their responsibility to decide on the best course of action and who should notify the police. If you cannot get hold of anyone, and even if you think the call is a hoax, inform the Police directly. Give them your impressions of the caller as well as an exact account about what was said.

If it has not been possible to record the call, make notes for the Police utilising the 'Actions to be taken on receipt of a telephone bomb warning' (see below).

Appendix 2 continued
Handling Bomb Threats

Action to be taken on receipt of a telephone bomb threat

1. Stay calm and let the caller finish the message without interruption.

2. Make a note of the date and time of the call

Person taking call	
Date of call	
Start time of call	
Wording of call as exact as possible	

3. If possible, try to ask the following questions:

Where is the bomb?	
What time will it go off?	
What does it look like?	
What will cause it to explode?	
Who are you?	

4. Make at note of the time the call ended

Time call ended	

5. Inform a member of the CIMT immediately

6. Dial 1471 – you may get the number.

Appendix 2 continued
Handling Bomb Threats

Follow up action to be taken after receiving a call

As soon as possible after a call, please answer the following where possible:

Person who took the call		Date of call	

A **How did the caller sound?**

Adult		Child		Male		Female	

Notes

B **What sort of voice did the caller have?**

Normal		Average		High Pitched		Loud	
Soft		Deep		Disguised		Whispered	
Poorly spoken		Well educated					

Notes

C **What sort of accent did the caller have?**

Local	
From another part of the UK – which part?	
Foreign – which country?	

Notes

D **How did the caller speak?**

Clearly		Fast		Slow		Slurred	
Speech impediment							

Notes

E **What manner did the caller have?**

Normal		Calm		Clear		Muddled	
Excited		Rational		Irrational		Irritated/angry	

Notes

F **Did the caller sound like anyone you recognise or know?**

No	
Yes – who?	

Notes

G **Was there any distinguishable background noise?**

No	
Yes – what?	

Notes

Signature		Date	

When complete, this form is to be handed in to a member of the CIMT who will liaise with the Police

Appendix 3
Mail and Deliveries

Individuals wishing to cause harm or disruption have long used postal and courier services to deliver hazardous items to target recipients. Anyone receiving a suspicious delivery is unlikely to know exactly what type it is, so procedures should cater for every eventuality. Delivered items can include letters, packets and parcels that may contain the following :

- Explosive or incendiary devices
- Sharps or blades
- Offensive materials
- Chemical, biological or radiological (CBR) materials or devices

General Protective Measures

Bulky deliveries (for example, office equipment, stationery and catering supplies) are a potential vulnerability. This risk can be reduced through measures such as: matching deliveries against orders, only accepting those which are expected, using trusted suppliers whenever possible, maintaining vigilance and inspecting deliveries.

Although any suspect item should be treated seriously, remember that the great majority will be false alarms and a few may be hoaxes. Try to ensure that procedures, while effective, are not needlessly disruptive.

Ensure that all staff who handle and open mail and other deliveries are and remain aware of the possible indicators that a delivery item may be of concern, and the appropriate action to take upon discovery of any suspicious delivered item. Train staff who open significant volumes of post to do so with letter openers and the minimum movement, to keep hands away from the face and always to wash their hands after such work. Staff should not blow into items or shake them.

If staff have concerns about a delivered item or mail, he or she must immediately inform a member of the CIMT.

Indicators of possible suspect packages

Any of the following signs should alert members of staff to the possibility that a letter or package contains an explosive device:

- Grease marks on the envelope or wrapping
- An unusual odour such as marzipan or machine oil
- Visible wiring or tin foil, especially if the envelope or package is damaged
- The envelope or package may feel very heavy for its size
- The weight distribution may be uneven: the contents may be rigid in a flexible envelope
- It may have been delivered by hand from an unknown source or posted from an unusual place
- If it is a package it may have excessive wrapping
- There may be poor handwriting spelling or typing
- It may be incorrectly addressed or come from an unexpected source
- There may be too many stamps for the weight of the package

Date	**September 2026**
Change Made	**Various**
Made By	**Mrs K Adams**