



Critical Incident and Lockdown Procedure

THE HUB SCHOOL

Policy Owner:	Assistant Headteacher/School Business Manager	
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CRITICAL INCIDENT AND LOCKDOWN PROCEDURE

With reference to:

The Department for Education – Emergency Planning and Response Guidance (First Published 2019 and updated October 2023)

<https://www.gov.uk/government/publications/emergency-planning-and-response-for-education-childcare-and-childrens-social-care-settings/emergency-planning-and-response-for-education-childcare-and-childrens-social-care-settings>

<https://www.gov.uk/government/publications/school-and-college-security>

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This procedure should be read in conjunction with the following documents:

- The Hub School Fire Evacuation Procedure
- The Education Alliance Health and Safety Policy
- The Hub School School Safeguarding and Child Protection Policy

1.INTRODUCTION

As part of our Safeguarding and Health & Safety arrangements in school, all staff and children need to be aware that in certain rare circumstances, we may need to follow a 'critical incident or lockdown' procedure to ensure that all children, staff and visitors are safe and secure. These circumstances are most likely to relate to an event or hazard which is taking place outside the school building, posing a risk or threat to the school community, and warranting a 'critical incident or lockdown' procedure. This procedure will be implemented where there may be a serious or potentially serious risk to the school community such as:

- Serious weather conditions
- A dangerous animal (e.g. dog, swarm of insects etc) on site
- An intruder on site who may pose a risk
- A major fire or chemical spillage in the vicinity
- Dangerous incidences in the location

In addition to our normal site security arrangements, in such circumstances it may be necessary to implement a PARTIAL or FULL LOCKDOWN.

The need to initiate such procedures and the chances of such incidents occurring will be minimised by the vigilant and consistent implementation of our day-to-day site security procedures by all staff.

2.PROCEDURES

2.1 Responsibilities

The executive headteacher, or in their absences the HOS, will take responsibility for managing the situation and communicating to staff in the initial stages of any procedure. The executive headteacher or HOS will take responsibility for contacting other external services, such as the emergency services, or delegating this responsibility depending on the circumstances.

Staff will usually be notified of a critical incident / lockdown procedure verbally by means of a staff member notifying staff in each classroom. This is likely to be delivered by the executive headteacher or a

senior staff member / directed administrative member of staff. In order to support the smooth and safe implementation of procedures, school staff should prepare for such an event by reading and following this guidance carefully, to be able to take informed action.

Delegated roles and key areas of responsibilities:

Position	Role in an Incident
Executive Headteacher	Incident Manager Media Liaison
Head of School (HOS)	Welfare Lead (Staff)
School Business Manager and Office Manager	Coordinating liaison role for example web updates and linkage to Trust colleagues
Assistant Headteachers	Welfare Lead (pupils)

2.2 Communication systems

It is impossible to predict circumstances that might require such action, the time of day or the time of year. The timetable will affect what the children are doing and how they are dispersed; therefore, detailed procedures cannot be laid down and staff need to understand that they may need to make a professional judgement in certain circumstances, dictated by the need to protect the children in their care and themselves as effectively as possible. In doing so they may need to depart from the following general procedures but must, in this case, be able to justify such actions.

2.3 Initial notification

PARTIAL LOCKDOWN - immediate action (Code Purple)

In the event of an incident of medium threat level existent outside the school building (e.g. a swarm of insects outside), a Code Purple will be announced to each teacher.

- Staff remain calm and will remind children to remain calm, be quiet and follow instructions.
- All pupils and staff must remain in the building.
- All outside activities must cease, and staff must supervise a calm return to the nearest safe entrance.
- All external doors and windows are made secure but ensure that if evacuation is required all emergency exits are operational and accessible, i.e. not locked
- No one is allowed to leave the building
- Staff will be responsible for ensuring children with specific SEND are supported in such situations

- Class registers and staff list are checked, office updated, and missing children or staff reported.
- Free movement is allowed within the building and as far as possible normal activities in the building continue

Once all pupils, staff and visitors are safe, the senior staff will conduct an ongoing risk assessment and inform all supervising staff of the next steps by direct contact.

Staff await further instructions.

If required, Emergency Services will be contacted.

FULL LOCKDOWN - immediate action (CLOSE Procedure)

This signifies an immediate threat of higher level (e.g. a threatening person onsite) and could be an escalation of a partial lockdown or a new danger. Staff will be notified of CLOSE Procedure verbally.

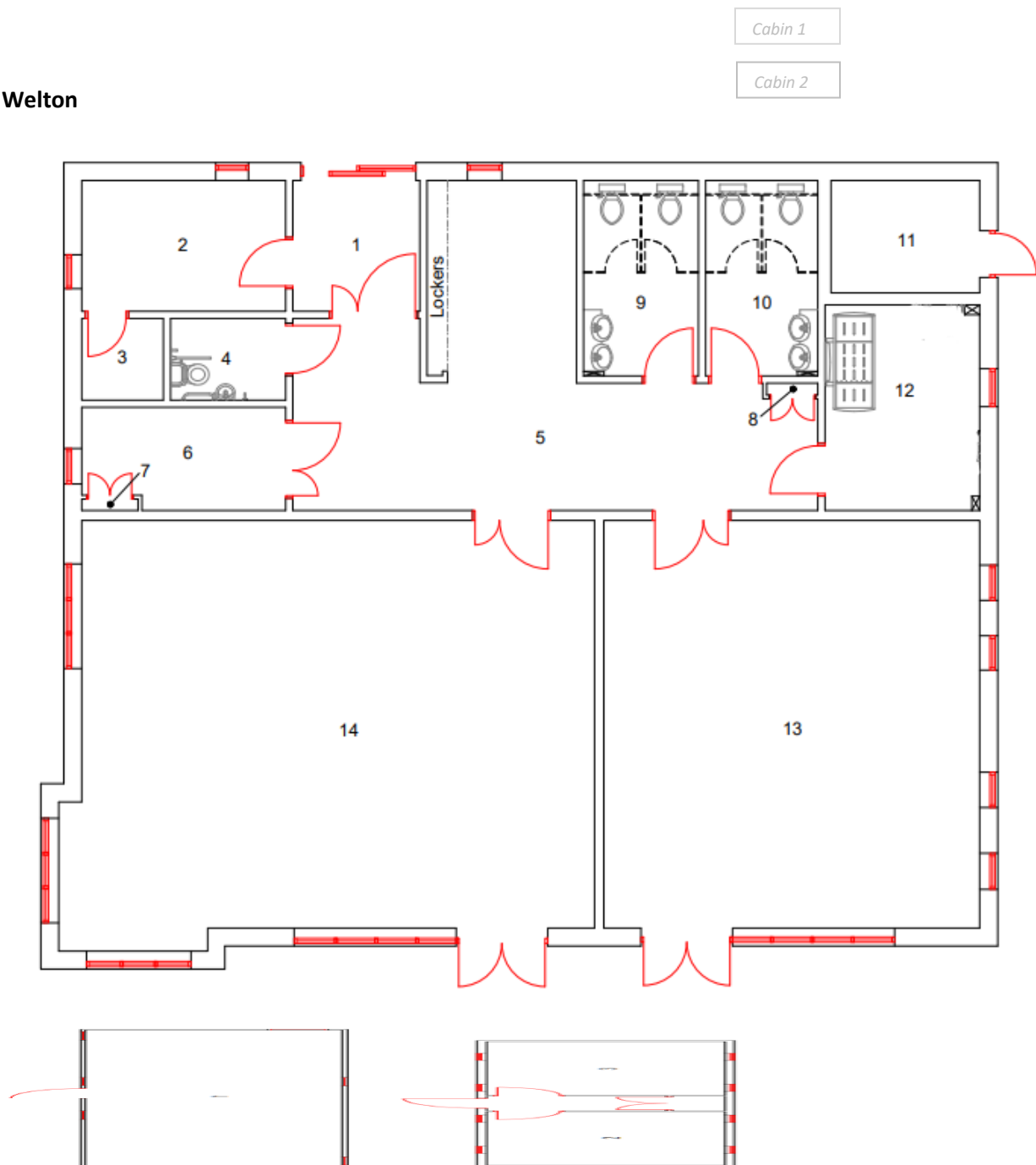
The following measures must be taken unless the developing situation requires staff decisions to take alternative actions in the interests of the immediate safety of children and staff. In brief we will follow the CLOSE procedure:

- Close all windows & doors and pull down the blinds
- Lock up
- Out of sight and minimise movement
- Stay silent and avoid drawing attention
- Endure. Be aware you may be there for some time

In detail: **UNLESS OTHERWISE ADVISED**

- All pupils and staff must remain in the building.
- Administrative staff remain, if possible, in the office area.
- All outside activities must cease, and staff must supervise calm return to the nearest safe entrance.
- All external building doors are made secure.
- External classroom doors locked but ensure that if evacuation is required, all emergency exits are operational, clear and accessible. (see floor plan)
- Turn off the lights, fans or mobile air conditioning units (this will reduce noise and the risk of exposure to any chemical/biological attack).
- Staff will be responsible for ensuring children with specific SEND are supported in such situations.
- No one is allowed to leave the building.
- Windows secured and blinds drawn.
- Internal classroom doors possible closed and if needed barricaded / locked. (see floor plan)

Welton



2.5 Suspending lockdown.

When a decision has been made to suspend the Partial or Full lockdown, or to step down from Full to Partial, the staff will be informed in the most appropriate way for the nature of the event, e.g. in person or via staff email.

3. COMMUNICATION WITH PARENTS

Parents will, if possible, be alerted to full lockdowns by email as soon as practicable.

They will be reminded not to contact the school or come to the school as school may be operating under the advice of emergency communication and emergency services. Parents will be reassured and asked to wait for further information or advice.

4. LOCKDOWN PRACTICE AND SIMULATION

A Partial Lockdown procedure will be practised termly. It will be appropriate to practise at a different time of day with each drill, and any monitoring improvements to the procedure should be actioned directly. A record will be kept of practice simulations and held in Health and Safety Site Records.

Consideration will be given to the escalation to a Full Lockdown at once-yearly practice where appropriate.

SLT and other appropriate staff will test the above procedures against a number of varied scenarios in order to identify any site-specific issues that require further development of the procedures, e.g. during after-school club hours.

5. BOMB THREAT PROCEDURES / CRITICAL EVACUATIONS

It is foreseeable that staff members who are in direct contact with an outside line on the telephone system could receive a telephone bomb threat. Guidance on the Bomb Threat procedure should be kept attached to all telephone record clipboards for such an incident

The following procedures must be implemented should any member of staff ever receive such a call. It is fully appreciated that someone receiving a telephone bomb threat may well be caught off-guard. We therefore ask all line managers to remind team members of the need to be vigilant at all times and to be prepared to follow these procedures.

5.1 Threat received by telephone

- Keep calm
- Keep the caller talking
- Never hang up on the caller
- Do not investigate the location of the device yourself
- Follow each step on the check list **(see appendix 1)**

Notify the Exec Headteacher or the senior person in charge immediately by doing the following

- Indicate that you have received a bomb threat and give:
Your name
Telephone extension number (if appropriate)

Your exact location in or around the building

- Outline brief details of what has been said.
- Keep your telephone line clear and await further instructions; you may be telephoned for further clarification.

5.2 Threat received by email

- Immediately notify the Exec Headteacher/senior person in charge outlining details of the bomb threat.
- The email containing the threat should not be forwarded or deleted.
- The Information should be copied using "Print Screen" or the "Snipping Tool" and forwarded in a new email to the Headteacher/senior person in charge.
- Notify the police using the emergency telephone number.

5.3 Bomb threat alarm

On notification from the Executive Headteacher or the senior person in charge, if they suspect it is a real threat, the caretaker (or admin staff member) in charge will activate the fire alarm using the nearest control panel. **The school is trained to respond with a full evacuation on hearing this alarm.**

5.4 Critical Evacuation

The Exec Headteacher/**HOS** will determine whether or not to evacuate the school based on the available information, including advice from emergency services.

If an evacuation is decided, the purpose of evacuation is to move people from an area where they might be at risk to a place of lesser risk. Evacuation may not always be the first response. Advice will be sought from the police where possible. Evacuation may need to take place in response to situations such as:

- A threat call directly to the building
- A threat call received elsewhere and notified to you by the police
- The discovery of a suspicious item in the building or the discovery of a suspicious item or vehicle outside our building
- The discovery of a suspicious item elsewhere notified to school by the police or neighbours.

The Exec Headteacher/**HOS** in charge will decide how the evacuation procedures will be communicated. It may be appropriate to use normal fire evacuation procedures, but alternative methods of communication may need to be sought. Alternative evacuation plans will be brought into effect should the need arise.

The routine fire assembly point may not be the appropriate place to evacuate to, although this might be used as an initial staging post before redirecting occupants elsewhere if, for example, an evacuation route would take people past a suspect device or vehicle outside school or through an

area believed to be contaminated by CBR materials, evacuation may be the riskiest course of action. The use of alternative evacuation plans will be practiced as part of our normal procedures to ensure there is safe and efficient movement away from the building.

5.5 Assembly Points

All staff and pupils move in an orderly and purposeful fashion to their clearly identified assembly points (identify different assembly points depending on the location of the threat on map). If the assembly points need to be changed due to the threat, a senior staff of the school will direct staff and pupils to a safer location.

The police may take control of the school, and no one should be allowed back into the buildings until the Executive Headteacher / **HOS** in charge has received the all clear from the police.

6. INTRUDER / LIVE THREAT IN THE BUILDING – CODE BLUE EVACUATION / CLOSE PROCEDURE

If a dangerous intruder has entered the building, and an immediate evacuation is required, staff will activate the fire alarm using the nearest call point.

In this situation, the aim will be to ensure children and staff are safe to leave the building as quickly and calmly as possible, mustering to the front of the site and close to the main site exit. As with all live situations, an alternative procedure may need to be followed, and in this situation, school leaders may be advised by emergency services. With a Code Blue Evacuation, children and staff will be directed to the nearest fire exit and **external muster point to the front of school**, before awaiting further instruction.

If a Code Blue CLOSE procedure is necessary – moving the children and staff to the nearest internally secured space because evacuation is not a viable option. Staff should then undertake the FULL LOCKDOWN CLOSE PROCEDURE, locking both classroom doors and remaining vigilant for further instructions.

7. SUSPICIOUS PACKAGES

Suspicious packages may be received in the post as mail or may be discovered in any part of the building as unattended and unidentified packages or other items, for example unattended baggage.

Staff members should consider:

- Is the package hidden or does it appear to be simply left behind as lost property?
- Is it clearly suspicious e.g. visible batteries, wire, tape etc?
- Whether or not it is typical of the environment in which it is found (e.g. a carrier bag left in the entrance hall).
- Whether there has been a specific threat to the school or to the local authority (LA) or community.

A judgement will then be made whether or not to evacuate the premises and seek police assistance. Evacuation will then follow the same processes as set out in Bomb Threat Procedures / standard Fire Evacuation.

7.1 Staff procedures for handling post

Generally, the school community is considered a relatively low-risk target for suspicious postal items. We may at times receive advice from the police if the level of threat has increased.

Staff members whose job it is to routinely handle post should be alert to possible risks and should ensure they are familiar with the possible indicators of a suspicious package such as a letter bomb. Line managers must ensure that these staff members are aware of updates to specific guidance and procedures and should ensure that:

- all sources of incoming mail (eg Royal Mail, courier, hand delivery) are included in our screening process.
- the office that receives mail has ready access to hand-washing facilities, including soap and detergent.
- Members of the office staff are aware of usual patterns of deliveries and types of item
- Members of the office and caretaking are briefed of any unusual deliveries.

7.2 Letter bombs

‘Letter bombs’ may be explosive or incendiary; or chemical, biological or radiological (CBR). If we receive a suspicious delivery, it is unlikely we will know which type it is, so procedures have to take into account all eventualities.

If any member of the team finds a piece of mail they believe to be suspicious they should:

- Report immediately to Headteacher/senior person in charge
- Notify the police using the emergency telephone number.
- Isolate the suspicious package away from public areas.
- If possible, photograph the package.

We advise all staff when routinely handling mail to:

- Open post with letter openers or other implements
- Open packages with the minimum movement
- Not to blow into envelopes or shake out the contents.
- Keep their hands away from their noses and mouths while opening mail.
- Always wash their hands after opening mail
- Members of staff are aware that, should packages suspected of containing biological, chemical, or radiological material ever be received, they should ideally be placed in a double sealed bag. We do not consider, at this time, that staff members handling post need personal

protective equipment such as latex gloves and face masks. However, should a need ever be identified such equipment will be provided.

7.3 Suspicious packages

Do not handle the package if you have any suspicion. The following may be indicators of a suspicious package:

Protruding wires	Even the best prepared device can come adrift in transit
Points of Origin	Check the postmark. Be wary of foreign / unusual postmarks
Address of sender	If this is given - Look for conflict between the address and the post mark
Writing	Be aware of illiterate or unusual handwriting and use of block capitals
Balance	Is the letter or parcel uneven or lopsided
Weight	Does the package seem to be excessively heavy for its size

Appendix 1

BOMB THREAT CHECKLIST

1. Remain calm and talk to the caller
2. Don't hang up
3. Keep the caller talking for as long as possible
4. Note the caller's number if displayed on your phone
5. If you are able to, record the call

Actions on Call:

Caller's Number

Time of call

Date of call

Call reported to

Time

Date of report

Information on caller if given (e.g. sex, age, race)

Length of call

Write down the exact wording of the threat:

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. When did you put it there?
4. What does the bomb contain?
5. What kind of bomb is it?
6. What does it look like?
7. How will it be detonated?
8. What will make the bomb explode?
9. Did you place the bomb? If not you, who did?
10. What is your name?
11. What is your address?
12. What is your telephone number?
13. Where are you?
14. Why have you placed the bomb?

Record time call completed:

Threat language

- ☐ Irrational
- ☐ Well Spoken

- ☐ A message read by threat maker
- ☐ Incoherent
- ☐ Taped message
- ☐ Abusive/foul
- ☐ Other

Caller's Voice

- ☐ Calm
- ☐ Angry
- ☐ Excited
- ☐ Slow
- ☐ Rapid
- ☐ Soft
- ☐ Loud
- ☐ Laughing
- ☐ Crying
- ☐ Normal
- ☐ Distinct
- ☐ Slurred
- ☐ Raspy

- ☐ Intoxicated
- ☐ Stuttering
- ☐ Lisp
- ☐ Cracking Voice
- ☐ Deep
- ☐ Ragged
- ☐ Clearing throat
- ☐ Disguised
- ☐ Accent
- ☐ Deep breathing
- ☐ Familiar – if so, who does it sound like?

Background

Noises:

- ☐ Street noise
- ☐ Crockery
- ☐ Voices
- ☐ PA system
- ☐ Music
- ☐ Motor noises
- ☐ Public phone
- ☐ Factory machinery
- ☐ Animal noises
- ☐ Clear
- ☐ Static
- ☐ House noises

- ☐ Office machinery
- ☐ Local call
- ☐ Aircraft

<p>Report Immediately to the Executive Headteacher/HOS. Do not speak with anyone else. Call 999 and await further instruction.</p>

Appendix 2

Timeline following Bomb Threat/Suspicious Package

Date:

Time	Action

Appendix 3



Department
for Education

Lockdown Template

There are important differences between the lockdown and shelter arrangements. Lockdown is necessary when children and staff need to be **locked** within buildings for their own safety i.e. in an emergency situation such as a hostile intruder, terrorist attack or other criminal activity.

Signals

Alarm or signal for lockdown shelter	Code Purple / CLOSE / Code Blue – see procedure
Signal for stand down / all-clear	Code _____ ‘Complete’

Incident Control Officers & Response Team

Role	Name	Emergency Contact Number
Executive Headteacher	Paul Grimes	
Deputies - HOS	Jack Rollo/Genevra Austin	
School Business Manager/Office Manager	Kerry Mould/Sam Glover-Yorke	07795471530/

It is important to remember that it is very much **the exception** to evacuate a building in the event of a hostile intruder. Unless the location of the intruders is known, a "blind" evacuation may be putting people in more danger (e.g. from an intruder or device at one of the entrances/exits) than if they had remained within the building.

Rooms most suitable for lockdown
1 Classrooms
2 Hall
3
4 Headteacher / Pastoral Office

It is important to make sure that items that could be used as weapons (kitchen implements, sports equipment, tools, cleaning products) are securely locked away when not in use.

Communication arrangements
Wherever possible use silent communications and keep noise to a minimum especially if the intruders are close by. Make sure any communications devices are secure and cannot be intercepted.
Two-way radios
Telephones

Mobile phones
Instant messaging / email
Other (TVs / Whiteboards / etc)

Alternative place of safety in the event that it is considered necessary to leave site (for example, partner school/college / leisure centre) <u>must be pre-arranged.</u>	
Name of venue	Haltemprice
Type of venue	Leisure Centre
Contact name	
Contact telephone number	
Useful info such as distance from school, directions, capacity, opening hours 1.4 miles, 120 Springfield Way Anlaby	

Other useful contacts:

Name	Emergency Contact Number
Luc Perquin, Estates Director	
LA Critical Incident	01482-392999

Action Plan for FULL LOCKDOWN – inside building	Completed by (sign and time)
It is important that all staff members, visitors and children follow the direction of the Headteacher / designated deputies in the event of a critical incident. Staff must ensure they have read the Critical Incident Policy to ensure they are prepared to carry out appropriate actions should the critical event arise. A full lockdown could quickly become an evacuation and all individuals should be prepared for this to change.	
Emergency Services and the LA Critical Incident (01482-392999) number contacted	
All pupils, visitors and staff must remain in the building	
Administrative staff remain if possible and safe to do so in the office area	
All outside activities must cease and staff must supervise calm return to the nearest safe entrance	
All external building doors are made secure	
External classroom doors locked <u>but</u> ensure that if evacuation is required, all emergency exits are operational, clear and accessible	
Turn off the lights, fans or mobile air conditioning units (this will reduce noise and the risk of exposure to any chemical/biological attack)	
Staff will be responsible for ensuring children with specific SEND are supported in such situations	
Windows secured and blinds drawn	
Internal classroom doors possible closed and if needed barricaded / locked	
Class registers and staff list are checked if possible, office updated and missing children or staff reported	
If possible, check for missing / injured pupils, staff and visitors – only if possible and not posing additional risk	
Pupils sit quietly out of sight as much as possible	
Lights, white boards and class computers / tablets turned off	
If instructed, radios will be switched off also – where risk of radios being used is raised	
If possible, staff keep laptop, tablet, PC open to receive internal communications	

Staff await further instructions, either in person, via staff email or on radio as appropriate	
Staff and children remain in lockdown until it has been lifted by the agreed signal.	

Appendix 4 Contact List

Position	Telephone Number
Emergency Services	999
ERYC Schools' Emergency Telephone Line	01482 392999
	01482 393939
Inclusion and Access Manager	01482 392110
Schools Property Officer	01482 392191
Building Surveyors (Infrastructures and Facilities)	01482 395 990 Office hours Mon – Thurs 8am – 17.30pm Fri 8am – 16.30pm
Communications Team	01482 391440
Education Visits Consultant	01482 392417
Educational Psychologists	01482 392254
Police Non-Emergency Number	101
NHS Choices	111
Northern Powergrid	0800 375 675
School's IT	01482 394472
Environment Agency	0800 807060
	0345 988 1188
National Grid	0800 111 999
Yorkshire Water	0333 414 9040

ACTION PLAN

Operational Threat	Steps to Restore Normal Working	Action by Whom	Comments/Notes
Phone and ICT Communications Loss	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Loss of phones – KCOM phone provider to be contacted to initiate restoration of services. ICT – Broadband – contact ERYC School's IT to restore. Data held on server – backed up on a daily basis via remote system, to restore data at the earliest possible opportunity.</p>	<p>Headteacher School Business manager IT Technician Governors</p>	
Finance Process Breakdown – payments to staff & suppliers fail	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Contact IMS Team and SLT for support. Contact ERYC School's IT to restore data (if necessary). Contact IT Technician. Advise all suppliers of likely impact if needed.</p>	<p>Headteacher School Business manager</p>	
Utilities / Energy Supply failure	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Contact Yorkshire Water British Gas YEB</p>	<p>Headteacher School Business manager</p>	
Building Loss – partial or complete (Fire, Flood etc.)	<p>Assessment to be made of duration of loss of service – will it impact learning?</p> <p>Contact Trust Temporary Accommodation needed? Use a nearby school to ensure lessons continue</p>	<p>Headteacher IMT</p>	
Key Supplier Failure– e.g. Catering	<p>School to provide packed lunches until the caterer can source cooked meals elsewhere</p>	<p>Headteacher School Business manager/School's Admin Team</p>	

Evacuation due to Nearby Incident	Liaise with the Trust and the Police.	Headteacher School's Admin Team	
Fire	Evacuation as per Fire Plan. Emergency information pack.	Headteacher School Business manager/School's Admin Team	
Bad Weather prolonged	School will be closed as per the snow closure/extreme weather procedure. The situation will be assessed regularly to ascertain whether staff and children are able to travel to school safely and remain safe on site.	Headteacher Site Manager/Caretaker	
Terrorist Attack or Threat	The school will close, advice will be sought from the Police and the Trust.	Headteacher Trust	