Crockerton Church of England Primary School
Potters Hill, Crockerton, Warminster, Wiltshire, BA12 8AB
Web: www.crockerton.wilts.sch.uk Tel: 01985 212168
Headteacher: Mr Aaron McCaldon

VISION STATEMENT

Be joyful. Grow to maturity. Encourage each other. Live in peace and harmony.

2 Corinthians 13:11

Critical Incident Policy

This is a single policy which has been written on behalf of the Governing Body for Crockerton Church of England VA Primary School.

Written	September 2025
Reviewed	
Author	Head Teacher
Review Cycle and Approval	Every 2 Years Head Teacher
Next Review	September 2027

We are committed to safeguarding and promoting the welfare of children and young people

This policy aims to ensure that in the event of an emergency the school is able to respond rapidly and effectively, using resources efficiently, mitigating the impact on the school, pupils and staff. In the operation of this policy, protection of the pupils and staff is of paramount importance.

DEFINITIONS

A critical incident is defined as: any event likely to affect the fundamental aims or day-to-day running of the school.
Typical incidents may include:

1. Serious physical attack on a pupil or member of staff within or off school premises, or any other person on school premises
2. Bomb scare, fire or other incident requiring evacuation of the school premises
4. Any other unexpected or unanticipated event in or close to the school community, which may have an adverse effect on the day-to-day running of the school.

AIMS

The fundamental aims of this policy are to:
1. Minimise the threat to pupil and staff's safety and wellbeing
2. Minimise potential damage to the infrastructure of the school
3. Establish clear areas of responsibility
4. Establish clear guidelines and procedures that are fully understood by all involved and therefore consistently applied.

INCIDENT MANAGEMENT TEAM (IMT) - see appendices

The IMT is led by the Headteacher (or by a nominated person in their absence). The HT or nominated lead will conduct the dynamic risk assessments needed to respond flexibly and effectively to an incident. In the event of the incapacitation of the HT/nominated person, the next most senior person within the school team will assume this role.

PREPARATION/READINESS FOR RESPONSE

It would be impossible to plan for a critical incident and cover all scenarios, but the HT is to ensure that evacuation and partial/full lockdown protocols, detailed below, are practiced at least twice yearly with all staff/pupils, and that all staff are trained and updated on these protocols and this policy at least once per year.

PLACES OF SAFETY

The primary place of safety is on the village green, outside of the school grounds. Pupils should assemble there in classes as for a fire drill and for roll-call if appropriate, as directed by the IMT.
The secondary place of safety is the school field.

LOCKDOWN PROCEDURE

A lockdown (partial or full) may be ordered by any member of the IMT. This procedure aims to minimise risks to the staff and pupils from an outside threat or someone on site without permission, making exiting the building dangerous.

SILENT EVACUATION

This would normally follow lockdown, and be authorised and controlled by the emergency services.

COMPLEX SITUATIONS

It is impossible to devise or implement a fixed policy or procedure to cover every eventuality. It is the responsibility of the IMT to use any or all of the procedures in this policy as needs arise and to conduct dynamic risk assessment in liaison with emergency services. Actions taken by the IMT will be the subject of a review meeting (see below) after any triggering of this policy.

REVIEW OF THE POLICY

This policy is to be reviewed every two years. The policy should also be reviewed after every critical incident event, in order that lessons may be learnt, and the policy may be modified to improve its effectiveness.

PROCESSES AND SEQUENCES IN RESPONSE TO A CRITICAL INCIDENT

Incidents can include variations on any of the following:

1. Fire in or close to the school premises
2. Incidents not requiring a lockdown or evacuation
3. Incidents requiring lockdown or evacuation

Each of these is addressed in turn in appendices 5-7, below.

APPENDIX 1
INCIDENT MANAGEMENT TEAM

Nic Ilic 07841424506
Charlotte Sides 07889225526
Kate Woodley 07720770438
Janette Bawden 07842852067
Gussie Kerr-Bonner 07824903131

APPENDIX 2
EMERGENCY CONTACT LIST

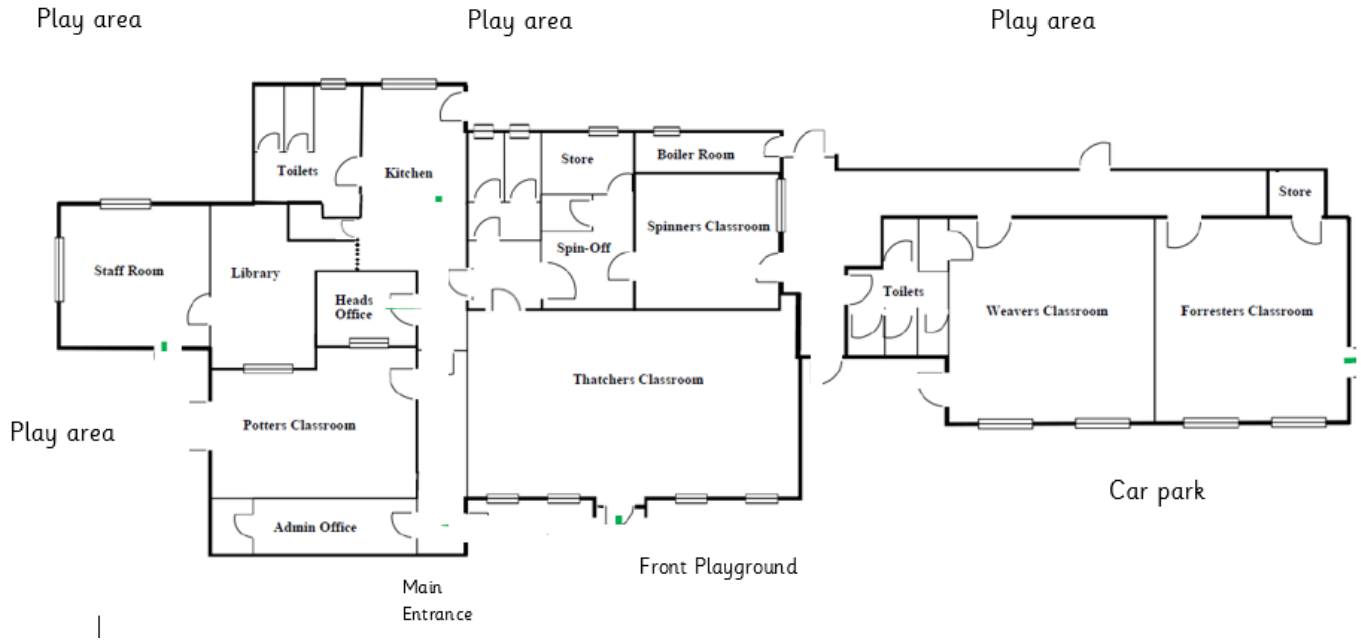
Police: 999
Fire: 999
Ambulance: 999
Electricity: 0800-056-8090
Water: 0330-303-0368
Telephone:
Wiltshire Council Critical Incident emergency duty team: 0845-607-0888
Wiltshire Emergency Planning Resilience and Response Team: 01225-713159
Children's Services (IFD): 0300-456-0108
Wiltshire Council Customer Services: 0300-456-0100
Health and Safety Advisor (out of hours): 0300-456-0100
Health and Safety Executive: 0345-300-9923 www.hse.gov.uk
School Insurance Company: Wiltshire Council Insurance Team 01225-718302
IT Support: Soft Egg - 0800 999 1212
BBC Radio Wiltshire: 01793-513652 wiltshire@bbc.co.uk

DfE Number: 865 3047
Acorn Academy Catering Joel 07513446691
Sansum Solutions Limited Cleaning 01934 708060 Annie 07740999827
DSAT Property Management Olivia Evans 01722 746946
DSAT H&S Lead Sudipa Ghosh 01722 746951
Warminster Radio 01985 846111
NHS The Avenue – 01985 224600
Primary Care Trust Chippenham – 01249 456565

APPENDIX 3
KEY HOLDERS

Head Teacher Nic Ilic and Janette Bawden have full key access. All staff have entry cards to all areas.

APPENDIX 4
PLAN OF SCHOOL



APPENDIX 5

1. FIRE ALARM PLAN AND EVACUATION PROCEDURE

Should fire break out in the school, it will be the responsibility of staff members to:

- Raise the alarm using nearest break glass
- Evacuate the school
- Check all pupils/visitors are out of the building.

All staff should be aware of their nearest exit not only in their classrooms but other areas of the school. Fire Evacuation notices and plans are in place in all areas of the school. All staff should take time to familiarise themselves with these plans.

On hearing the fire alarm, the following staff procedures/duties will take place:

Classroom Staff

- On hearing the fire alarm the person managing the class/group/individuals will take the children through the nearest fire exit.
- Children MUST evacuate the building in silence
- NO ONE should stop to collect any belongings
- Children must be evacuated to the assembly point on the green
- Staff will check children against the class register and immediately inform administration staff of any missing children
- Administrative staff will check off all staff /visitors and contractors against the sign in register
- Any staff who have children in a different location to their normal assembly point must notify the child's class teacher and administrative staff

Administrative Staff

- Unless otherwise informed that a fire drill is to take place, the School Business Manager will on hearing the alarm immediately contact the Fire Brigade on the emergency number 999.
- The visitor's, signing-in register must also be taken out and checked. Any persons missing must be reported to the fire control officer for the assembly point.
- They will then monitor the school main entrance to wait for the fire brigade and to ensure no persons re-enter the premises

Head Teacher

- The Head will monitor the evacuation of the premises to the assembly point. (The Green)
- To enable them to monitor the assembly point, teaching staff will raise the fire registers if they tally. Any missing pupils/staff must be reported immediately.
- When the headcount has been completed the Head will inform the Business Manager that everyone is present.

Additional staff/ Fire Marshalls

- Ensure the area they are responsible for is evacuated as quickly and safely as possible including toilets.
- Close all windows and doors where safe to do so.
- Notify the Head Teacher that all areas are clear.

No-one may re-enter the buildings until they have been given the all clear by the Head Teacher, in the case of a fire drill or Fire Officers, in the case of a fire.

- Further Evacuation from the green can be arranged via Broadmead Lane or Jersey Hill

Fire Warning System

- Fire bells, break glass and smoke detector units are situated throughout the buildings. These are tested on a termly basis
- The main fire alarm panel is situated on the wall in the main entrance. This is serviced annually and tested weekly.

Evacuation Procedures

- All areas have a site plan indicating nearest escape route and outside assembly points.
- All staff have induction processes shared in the first days and a run through at the start of each school year.
- Visitors and contractors are supplied with Fire Safety Information when they sign in.
- Regular fire drills are arranged.

Key Escape Routes

- All areas have direct escape routes to the assembly point on the green. If necessary pupils and staff can be evacuated from the site via the gate onto the top field (Bomb threats/gas leaks/car park fires)
- Fire exit signs are posted on all exits.
- All exits are kept unlocked and clear of obstructions.
- There is emergency lighting on key routes throughout the building. These are tested termly basis and fully serviced bi-annually.

Fire Fighting Equipment

There are a variety of fire extinguishers CO2, Water and foam throughout the building. These are checked termly and serviced annually.

Assembly Points

- The Green
- Playground and then onto field

Fire Risk Assessments

Risk assessments are carried out annually.

Personal Emergency Evacuation Plans (PEEP)

- This is an individual plan for means of escape from fire/emergency for adults/children with a disability.
- These are put in place after consultation with staff involved either directly with a disability or with a child's support worker and class teacher.

General Fire Precautions

This term is used to describe the equipment, systems and procedures required to ensure the ability of all people to safely evacuate in the event of fire occurring.

The general fire precautions will include:

- Pre-planning
- Fire Risk Assessments
- Making emergency plans and PEEPS
- Formulation of fire procedures
- Fire Drills
- Provision of information, instruction and training
- Cooperation and coordination with other premises users

Fire Prevention Measures

- Good housekeeping and adequate security measures

- Emergency signs/instructions and emergency lightening
- Control of contractors working on site
- Maintenance, inspection and testing of electrical installations and equipment Fire Protection Measures
- Raising the fire alarm
- Smoke and Heat Detectors
- Escape routes, fire exits
- Fire fighting equipment
- Limiting the spread of fire It is illegal to smoke on our school site.

It cannot be over emphasised that the main aim is to ensure everyone reaches a place of safety. Putting a fire out is secondary to this.

APPENDIX 6
2. Incidents not requiring a lockdown/evacuation

These cover a broad range of potential incidents, from the sudden death of a member of the school community to unusually high staff absence or extreme weather conditions - all of which could adversely affect the day-to-day running of the school and the welfare of pupils and staff.

In the event of an incident of this sort, the Head Teacher will convene a meeting of the immediately-available members of the IMT to conduct a risk assessment and formulate a plan. This plan will include:
- Threats to the running of the school day
- Threats to the welfare of staff, pupils and the wider school community
- Mitigation measures
- Essential stakeholder communication
- Wide communication e.g. press
- Subsequent support required for staff, pupils and the school community.

Appendix 7
3. LOCKDOWN PROCEDURE

AIMS
The aim of lockdown is to protect staff and pupils from an external threat. Typical situations might be:
a) a reported incident or civil disturbance in the local community
b) an intruder on the site
c) a warning being received regarding a local risk of air pollution
d) a major fire near the school
e) a dangerous animal roaming free close to the school

Lockdown can be either partial or full, depending on the nature of the threat. Whichever lockdown is implemented, pupils cannot be released to their parents or any other external agent without the consent of the Emergency Services, unless that pupil has a life-threatening condition.

PARTIAL LOCKDOWN

Partial lockdown may be used as a result of a local community incident which poses a threat to the school staff and pupils without a direct risk to their safety e.g air pollution risk.
The ultimate responsibility for the mode of implementation of a partial lockdown rests with the leader of the IMT.

A typical response would follow these general guidelines:
1. The IMT contacts all classes, either by word of mouth or telephone, to instigate the partial lockdown
2. A Whatsapp Group for the staff will be informed by the first member of the IMT to be made aware of the critical incident
3. All pupils and staff return to their classrooms. Outside activities cease
4. All external doors and windows are closed and locked by members of the IMT
5. Pupil registers are checked. If any pupils are missing, a search must be undertaken immediately by the IMT
6. It should be possible to retain free movement inside the respective buildings
7. Contact with the Emergency Services should be maintained. If it is necessary and safe to evacuate the building, as determined by the Emergency Services, this can be achieved either using the Fire evacuation procedure (appendix 5) or the silent evacuation procedure (appendix 10), whichever is appropriate for the situation.

Partial lockdown should be continued until the Emergency Services declare that the incident is passed.

FULL LOCKDOWN

Full lockdown is used as a result of a major external incident which poses a direct threat to the safety of school staff and pupils e.g. an intruder in the grounds.
Implementation of this procedure is the responsibility of the leader of the IMT. The initial actions are common to all parts of the school premises, but the detailed procedure varies as to which part of the premises is being locked down.

All references relate to the plan of the school (appendix 4).
- Process for lockdown of the whole school
- Process for lockdown whilst children are outside the buildings (break/lunch)

Process for complete lockdown of the school:
At the commencement of an incident, the Head Teacher or member of the IMT must be informed if they are not the ones initially aware, along with office staff. The HT or deputising member of the IMT will inform a member of staff in each building by telephone, and staff in that building will then execute the steps detailed below.

In the event that a telephone call is not possible, whatsapp will be used by the HT. Whilst, it is not possible to plan meticulously for every eventuality, this process will apply to the vast majority of incidents - all of which can be considered extremely unlikely.

Old Building
*Main Entrance, Head Teacher Office, Potters
- Ensure all external doors are locked and secure and windows are shut, blinds are down
- If possible and safe, door to 'Boat Run' off kitchen, is locked
- Member of IMT to check toilets, Spinners/Spin Off/Den, Staff room/Library and kitchen
- Pupils move quietly with staff to classrooms
- Pupils in the building who are not in their correct class to be accommodated in classrooms

- Roll call for each room taken for communicating to the office - to include pupils, staff, visitors
- Pupils to sit away from windows, noise at a minimum
- Member of IMT will liaise with staff in each room until lockdown ends

Old Building

*Thatchers, Spin off, Spinners and Den

- Ensure all external doors are locked and secure and windows are shut, blinds are down
- Member of IMT to check toilets, Spinners, Spin Off and Den
- Pupils move quietly with staff to classroom
- Pupils in the building who are not in their correct class to be accommodated in classrooms
- Roll call for each room taken for communicating to the office - to include pupils, staff, visitors
- Pupils to sit away from windows, noise at a minimum
- Member of IMT will liaise with staff in each room until lockdown ends

Old Building

*Kitchen, Library and staffroom

- Ensure all external doors are locked and secure and windows are shut, blinds are down
- If possible and safe, door to 'Boat Run' off kitchen, is locked
- Member of IMT to check all areas
- Pupils in this part of the building can be accommodated in Potters, Thatchers or the Library
- Roll call for each room taken for communicating to the office - to include pupils, staff, visitors
- Pupils to sit away from windows, noise at a minimum
- Member of IMT will liaise with staff in each room until lockdown ends

New Building (Toilets, Weavers and Foresters)

- Ensure all external doors are locked and secure and windows are shut, blinds are down
- Ensure fire doors are closed – Foresters and Ablutions and door to Friendship Forest and 'Boat Run'
- Member of staff to check toilets
- Pupils move quietly with staff to classrooms
- Any pupils outside in front playground to be brought in to the building as quickly as possible (Use of sheds)
- Pupils in the building who are not in their correct class to be accommodated in classrooms
- Roll call for each room taken for communicating to the office - to include pupils, staff, visitors
- Pupils to sit away from windows, noise at a minimum
- Member of IMT will liaise with staff in each room until lockdown ends

Process for break/lunch:

1. The process needs to be responsive to what/where threat manifests
2. The bell will, if possible, be used to alert pupils to further instructions
3. If the bell cannot be accessed, staff will use their voices to alert pupils - classes should line up as per a fire drill
4. The priority is to move pupils to inside via Potters classroom for EYFS and KS1 and the Friendship Forest for KS2 (or the staffroom if deemed better)

THE LOCKDOWN PROCESS FOR THE OLD/NEW BUILDINGS NEEDS TO BE FOLLOWED (ABOVE)

5. If the threat is identified as being in the old building, a member of the IMT will be present to advise on which building will be used

6. During lunch sittings, children remain in these classrooms, and the protocols should be followed. This is the same for the Library and other rooms being used. Pupils who are outside at this point will follow Points 1-5.
7. In all buildings where pupils, staff and visitors are present, a roll call should be taken and IMT informed

- **For all buildings, role of IMT can be overridden by emergency services if present**

NB: The above is inevitably a 'best fit' covering a very wide-range of unpredictable circumstances, and IMT and/or emergency services will advise on any flexibility needed in any given situation.
Staff are advised to keep their mobile phones on them, on silent/vibrate.

The need for main gates to be locked during the school day, and for all our day-to-day safeguarding measures (such as signing-in, wearing of badges) should be clear.

APPENDIX 10
SILENT EVACUATION

CONTEXT
The normal way to totally evacuate the school buildings is by use of the fire alarm and evacuation procedures (appendix 5). This method of evacuation requires that the fire alarm is sounded, and pupils and staff are evacuated to the green. During a critical incident this may be neither appropriate nor safe e.g. if there is an intruder on the premises. In this instance, the silent evacuation procedure is used.

AIM
The aim of this procedure is to successfully remove staff and pupils from a danger present on the premises, to safeguard them. It would normally be instigated in consultation with the emergency services following lockdown.

PROCEDURE
It is not possible to accurately define a detailed procedure for silent evacuation. Any procedure depends on the nature, source and site of the incident. The IMT, in consultation with the emergency services, will determine the procedure.
1. The leader of the IMT, in consultation with the emergency services, decides whether an evacuation to the front or the rear of the premises is appropriate.
2. The IMT will be aware of which buildings are in lockdown, and who is present at each site.
3. The IMT issues a directive to evacuate each building in turn, either by telephone or word-of-mouth. It is possible that some buildings will need to stay in lockdown because attempting to evacuate them may increase the danger to those present. The IMT gives instructions to the staff in each building as to which direction to take, and where the assembly point will be.
4. The buildings are evacuated through all available exits in the chosen direction.
5. If the evacuation is done through the front of the building, staff and pupils can proceed either to the staff car park, or if this is not safe, the secondary location down Jersey Hill.
6. If the evacuation is done through the rear of the building, staff and pupils can assemble on the Timber Trail, and prepare to go to the school field. The key for this lock is held in the school office.
7. Following the evacuation, a full register of staff and pupils must be completed to ensure that all those evacuated have reached the place of safety.