

On-Site Crisis Management and Lockdown Procedures

Approved: January 2026

Approved by: Management Board

Next Review: January 2027

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INTRODUCTION: DEFINITION OF EMERGENCY

Level 0: Disruption without immediate threat

- Burst water main
- Leaking water pipe
- Bad weather (snow)
- Services (gas, water or electricity cut off)
- Notifiable infectious outbreak

Level 1: Critical incident, involving actual injury or a major impact on the lives of pupils

- Minibus accident resulting in death or injury
- Fire or explosion in part of school (e.g. laboratory)
- Gas/oil leak
- Violent intruder
- Fatal or serious accident involving pupils and/or members of staff, either on or off-site
- Attack on pupil or member of staff
- Pupil or member of staff taken hostage
- Child abducted from site
- School closure or merger

Level 2: Major community incident

- Terrorist activity
- Aircraft crash
- Explosion
- Serious road or rail accident in neighbourhood

Allocation of roles in an emergency

Incident manager – Mrs Solsberg - who will assess the incident, send for emergency services as appropriate, ensure safety of staff and children and delegate other jobs as she sees fit. If Mrs Solsberg is not available, Mrs Scott should take over. Mrs Solsberg will not be involved in one area but will move around assessing the ongoing situation and making on the spot decisions. These **must** be copied to the school office, which will become the centre of communications. Health and Safety or First Aid issues should be directed to her.

Nominated Spokesperson – Mr Ablott– he will be the **only** person to speak to the media and all enquiries should be directed to him. He will agree the media approach to be taken and the message to be given to parents. No one should discuss the events with anyone not directly involved, **especially from the media**, make no statements to them but refer them to Mr Ablott. Do not to speak directly to any parents until the SLT have discussed this with you. In the absence of Mr Ablott, one of the other Directors will take over as Spokesperson.

The media approach regarding the incident will be agreed with the incident manager before any contact with the media. If Mrs Scott must take over as incident manager, then another member of SLT will do this job. Her base will be in the school office if it is not affected.

Pupil organiser – Key Stage Leaders –will organise and delegate staff to ensure safety and comfort of children not immediately involved. This may mean moving most of the children to a place of safety. If one of the Key Stage Leaders is not available, a member of staff from those available will be appointed by the Headteacher to take over. The person appointed must be considered able to take this responsibility. Key Stage Leaders will remain in contact with the school office but will stay with the children.

Parental contact – Office Staff – who will oversee all contact with parents. 'Serious News' will be passed on by Mrs Scott only, as far as possible. Office Staff will delegate some contact work to others but must ensure that the message given is the same in every case to avoid confusion.

Chain of command: If Mrs Scott is not available, Mrs Solsberg will assume her responsibilities. If neither Mrs Scott nor Mrs Solsberg are available, a member of SLT will assume responsibilities and delegate where necessary. In this case, a member of the Board of Directors should be consulted.

COMMUNICATIONS PLAN

In most instances, the Nominated Spokesperson will:

- Prioritise communication as follows:
 1. Directors (where appropriate)
 2. Staff
 3. Parents/Pupils
 4. Media
- Ensure that communication is direct and personal, where required. Initial communication may be via text or personal phone call. Updates may follow or may be posted on our website.
- Will try to anticipate questions and prepare the required answers. Ensuring consistency in the school's response to different stakeholders is of the utmost importance.
- Draft a holding statement for the press. Keeping the statement short and factual (do not attempt to cover any gaps in knowledge). Ensure that all members of the school's communications team have a copy and that they are briefed to refer all media enquiries to the school's nominated spokesperson, Mr Ablott, who will, in turn, refer to school's statement.
- Keep a log of all enquiries and the responses given to them.
- Think about media imagery and not just the words of their response e.g., what is going on behind the headteacher during the TV interview? What photograph will the local paper use to accompany their story?
- Ensure that the effects of any crisis on the day-to-day running of the school's operations are minimised where possible.

Crisis Management Procedures On Site

Procedures to be followed in the case of a major emergency:

This is intended as a guide but the events at the time may require the Headteacher, Bursar or member of SLT available to take other actions. However, the intentions of this guide should be followed as closely as possible.

- The school will have available a list of names, home telephone numbers and addresses (pupils and staff). This will include mobile phone numbers and will be available from the office.
- School contacts are through the school office during school hours. Out of hours, your contacts are:
 - a. **Mrs Solsberg: Mobile: 07973654805 Home: 01245 425801**
 - b. **Mrs Scott: Mobile 07905444603 Home: 01621 773433**

These people should be contacted in the order shown, once you have contacted the first available do not try to contact the others; this will be done through the school. Do not allow anyone to contact parents, including the children. This will be done by the school to avoid panic and rumours.

Panicky calls to homes will create major panic amongst the parents and this should be avoided.

- Discuss this action plan with all adults regularly to ensure that all understand it and that any of them could take on the leader's role.
- The crisis management plan should be put into action as soon as possible so that the incident is being safely managed.

Level 0: Disruption without immediate threat

If the school is in session when there is a Level 0 threat, parents will be informed by text or personal phone call.

Where it is not possible to continue with the day-to-day operation of the school i.e. burst water main, inclement weather, parents will be asked to collect their child as soon as practicable

If this occurs outside of school hours and causes school closure, parents will be informed by ParentMail, a notice will be put on our website and local radio stations informed. (Essex radio).

Advice will be sought from Public Health England in the event of an outbreak of a notifiable disease.

Level 1: Critical incident, involving actual injury or a major impact on the lives of pupils

The Incident Manager will take control and delegate, if possible, some of these tasks to appropriate adults. They will decide the appropriate action to take which may be:

Lockdown Procedure:

A continued, intermittent bell signals Lockdown. In this event, teachers should lock classroom doors and close windows and encourage children to remain calm, quiet and if necessary, under cover of their desks until told it is safe to exit the building. The office will send a WhatsApp to the staff WhatsApp group informing the reason for the Lockdown and will communicate via Walkie Talkies. Staff should take a register of their class and inform the office of any missing children or any children from other classes. The office will check the whole school register and account for all children on site and their whereabouts.

Evacuation of the School site:

A continual ringing bell signals an evacuation. The Fire Policy and Procedures should be followed in this instance. Staff should lead their children calmly to the muster point in the

top playground if appropriate or the reserve site in the front playground if this is not accessible.

The Incident Manager will:

- Assess the situation
- Call rescue services/police/help as appropriate or delegate to a responsible person:
The person calling for help should be able to:
 - State clearly the nature of the emergency
 - Give clear details of the location and nature of the incident and the number of individuals involved
 - Describe their condition
 - Take a rollcall of staff and pupils and all those known to be on the school's premises
 - Take guidance from emergency services
- Ensure the well-being of the rest of the group, some or all of whom may be in a state of shock:
 - As soon as possible remove the group to a secure, private and comfortable place in the care of one or more of our staff (or other adults who the leader feels is able look after them)
 - Ensure that a member of our staff goes with any casualties to hospital
 - Ensure that utilities can be shut off quickly and safely if required
 - Contact the school's insurance company and/or other relevant third-party suppliers.

The Headteacher will:

- Protect absolutely from media attention - If necessary, ask police to help with this.
- Tell the children that their parents are being told as you speak. The school office will be the centre of communications if not directly affected by the incident.
- Implement the school's crisis communications plan, if needed (including alerting staff, pupils and parents and preparing a media statement). Ensure the local media is notified if the school needs to be closed.
- Contact Directors if appropriate

Staff will:

- Not discuss the events with anyone not directly involved, **especially from the media**, make no statements to them but refer them to the Nominated Spokesperson. Do not speak directly to any parents until the SLT have discussed this with you.

- As soon as it is convenient and safe to do so, (this depends on circumstances and may be the next day but should be as soon as you can to ensure best recollection), write a clear report of the events. Include everything you can think of, where people were, what training had been given, what warnings had been given etc. If possible, photographs should be taken. This will all be for the school to use and will not be given to anyone else without talking to you first. However, this information may be vital for insurance, health and safety and possibly police, so it is best to get it down on paper as soon as possible. These should be kept by each individual and then given to the Headteacher or Mrs Solsberg at the first opportunity.

Level 2: Major community incident

In this event, Mrs Solsberg will take control and decide the best action. In her absence, Mrs Scott will assume control.

She will:

- Prepare for the evacuation or lockdown of school buildings if required. Alternatively, consider how an area of the school site might be cordoned off if necessary
- Consider evacuation to the village hall
- Take a rollcall of staff and pupils and all those known to be on the school's premises
- Take guidance from emergency services
- Implement the school's crisis communications plan, if needed (including alerting staff, pupils and parents and preparing a media statement)
- Ensure the local media is notified if the school needs to be closed

Mrs Solsberg will:

- Ensure utilities can be shut off quickly and safely, if required
- Contact the school's insurance company and/or other relevant third-party suppliers
- Contact Directors