

Critical Incident Procedures Policy Version 1.2

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Name and Title of Author:	Michaela Blackledge Headteacher
Name of Responsible Committee or Individual:	South Hunsley School and Sixth Form Local Governing Body
Implementation Date:	November 2018
Duration:	To be reviewed annually
Review Date:	July 2026
Target Audience:	All Staff
Related Documents:	

Objectives and targets

This policy provides procedures and action to be taken by staff and students in the event of critical incidents such as bomb threats, detection of suspicious packages and where there is a need to lock down the school for security/safety reasons etc. These details complement the general emergency procedures. Although any bomb threat or suspect item may be a hoax or false alarm, instances are taken seriously. Our aim is to ensure that our response procedures, while effective, are not needlessly disruptive.

Contents:

- School Lock down Procedure.
- School plan: bomb threat.
- School plan: suspicious package.
- School plan: firearm attack.

Action plan

All members of staff will receive appropriate levels of training in Critical Incident procedures.

Lock Down Procedure

It is possible that the school maybe required to be put into “Lock Down” for a period of time to reduce the impact of particular circumstances on students and staff. The reasons for a lock down include:

- Chemical Fire or Spill nearby
- Police incident nearby
- Armed attack on school grounds

The decision to initiate a lock down will only be taken by the Headteacher/most senior person in charge on receipt of direct advice from Police or other authority or following any circumstance that they deem it necessary.

Initiation of Lock Down

The Headteacher/senior person in charge will contact the SLT members and Premises Manager/Team using the site radio telling them “**The School is in Lock Down**”. Premises Manager, or available member of the site team in the Premises Managers absence, must proceed to the school bell immediately and trigger the lock down signal.

Lock Down Signal

The signal for a School Lock Down is the school bell sounded as **four rings, repeated twice (4 x 2)**. A radio message and all staff email will also be sent out. Two-way radios should be switched to **Channel 2**.

A message will also be placed on the School Website.

Action on Hearing the Lock Down

All teaching staff must immediately:

- Close and if possible lock the classroom doors.
- Close all Windows.
- If unable to lock the door but you have a door wedge then place the wedge into the back of the door from the inside to avoid the door being able to be opened.
- Ask students to sit on the floor away from the door and windows until the all clear is given.
- Remind students not to use their mobile phones and to remain silent.
- Log on to email system and report any absent students to the Head of School PA.
- Ensure all students remain inside the classroom until the all clear in given.

All outdoors lessons including PE:

- Gather up students and proceed with caution directly to the nearest available in door space.
- If possible log on to email system and report any absent students to the Head of School PA.
- Ensure all students remain inside until the all clear in given.

Associate Staff Actions:

- Close and Lock all office Doors
- Close all windows
- Log on to Email System and report any members of staff missing from office to the Head of Corporate Services/PA.
- Remain inside offices or nearest building until all clear is given.

Actions during movement periods/Breaks:

- On hearing the Lock Down signal all available SLT staff members begin directing students into the nearest building and classroom.
- Any other available staff should assist in this task until the school grounds are cleared.
- Once inside the same procedures as above should be followed.

All Clear Signal

Once the threat has passed the Headteacher/senior person in charge will issue the "All Clear" signal. This will be a different school bell pattern sounded as **a single extended ring, repeated twice**. A radio and email message will also be sent to all staff. A message will also be placed on the School Website. Once the all clear signal has been given, doors and windows can be opened and the normal school day can continue.

Bomb Threat Procedures

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. 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 diligent at all times and to be prepared to follow these procedures.

On receiving the telephone call

If you receive a bomb threat call:

- 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 and complete, where applicable, whilst on the call (**see appendix 1**)

Bomb Threat received by email

- Keep calm
- Immediately notify the 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.
- Do not investigate the location of the device yourself

If alerts to threats via social media are received by staff or students, please notify the Headteacher or senior person in charge immediately.

Notify the Headteacher or the senior person in charge immediately.

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/received.
- Keep your telephone line clear and await further instructions; you may be telephoned for further clarification.

Bomb threat alarm

On notification from the Headteacher or the senior person in charge if they suspect it is a real threat, the site manager or caretaker in charge will activate the fire evacuation using the nearest control panel (see notes on evacuation and consulting with the police). **The school is trained to respond with a full evacuation on hearing this alarm.**

Evacuation

The purpose of evacuation is to move people from an area where they might be at risk to a place of lesser risk. Evacuation will not always be the first response. Advice will be sought from the police where possible. Limited evacuation of sections of the building may be appropriate when viable threats are received or when suspicious packages are found. Evacuation may need to take place in response to:

- 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 Headteacher/senior in charge will determine whether or not to evacuate the school based on the available information, including advice from emergency services. 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. The alternative assembly point to be used is the 3G Football Pitch. 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 Headteacher/senior person 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 use of alternative evacuation plans will be practised as part of our normal procedures to ensure there is safe and efficient movement away from the building.

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 members of SLT and the site team will direct staff and pupils to a safer location:

- Zone A - Low Field Lane Playing Field
- LLC - Visitors Carpark
- Zone B - Kingston Field
- Emergency Alternative Assembly Point is the 3G Football pitch
- The police will take control of the school and no one should be allowed back into the buildings until the Headteacher/senior person in charge has received the all clear from the police.

Individual responsibilities

Threat received by telephone.

- Immediately notify the Headteacher/senior person in charge outlining details of the bomb threat and the name and telephone number of the person receiving the call.
- Notify the police using the emergency telephone number.
- Maintain telephone access (mobile or land line) which is not connected with the bomb threat, to enable vital communications to take place, until such time as reception is evacuated.

Threat received by email.

- Immediately notify the 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

The Head of School/senior person in charge

- The Headteacher/person in charge will decide on the method of evacuation.
- In order to effectively co-ordinate the evacuation the Headteacher/person in charge will ask SLT and Key Admin staff to turn their radios onto: **channel 2**.
- Headteacher/senior person in charge should then give all personnel instructions using the channel 2 where to muster.
- Headteacher/senior person in charge should then proceed to the clearly recognised assembly point.
- In the event of an alternative evacuation, SLT and HOY should then stand in their positions around the site to marshal staff and students to the alternative muster point.

Site team

- Given the instruction to evacuate the site team should immediately open all gates on site, including pedestrian gates.
- The same evacuation procedure as for fire should be adopted, with members of the associate staff and nominated teaching staff responsible for sweeping designated areas to ensure the buildings are clear.

Class teachers (supervisory staff at break / lunchtime) & support staff

- Ensure quiet and orderly evacuation and assembly in correct area.
- Check register and report any missing students/staff to team leader.
- Do not allow pupils to move away from line until Headteacher/senior person in charge gives further instruction.

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. (see attached further guidance at Appendix 3, which may be helpful).
- 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.

Staff procedures for handling post

Generally the school and community are a relatively low risk target. 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 will be alert to possible risks and will be familiar with the possible indicators of a suspicious package such as a letter bomb. Line managers will ensure that these staff members are particularly aware of specific guidance and procedures. In addition:

- We ensure that all sources of incoming mail (eg royal mail, courier, hand delivery) are included in our screening process.
- We ensure that all staff who handle mail or hand-delivered items are briefed and trained.
- The office that receives mail has ready access to washing facilities, including soap and detergent.
- Members of our office staff are aware of the usual pattern of deliveries and types of item and are briefed of any unusual deliveries.

Suspicious letters or parcels

What to look for:

Protruding wires	Even the best prepared device can come adrift in transit
Points of Origin	Check the postmark. Be wary of foreign postmarks
Address of sender	If this is given - Look for conflict between the address and the post mark
Writing	Be aware of illiterate or foreign style hand writing 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

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 find 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.

STAY SAFE ADVICE: Terrorist Firearms and Weapons Attacks

Firearms and Weapons attacks are rare in the UK. The 'STAY SAFE' principles tell you some simple actions to consider at an incident and the information that armed officers may need in the event of a weapons or firearm attack:

RUN

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN if not HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind

HIDE

- If you can't RUN, HIDE
- Find cover from gunfire
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone
- Lock / barricade yourself in
- Move away from the door

TELL

Call 999 - What do the police need to know?

- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
- Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.
- Stop other people entering the building if it is safe to do so

ARMED POLICE RESPONSE

- Follow officers instructions
- Remain calm
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat
- Keep your hands in view

OFFICERS MAY

- Point guns at you
- Treat you firmly
- Question you
- Be unable to distinguish you from the attacker
- Officers will evacuate you when it is safe to do so

Monitoring and Evaluation

This policy will be monitored regularly for any changes in legislation which may have an effect and will be evaluated in the light of any changes to evacuation drills, procedures or risk assessments undertaken.

Review

The Headteacher and local governing body will carry out a review of this policy on a regular basis to ensure that any new or changed legislation is adhered to.

Next school review due: July 2026

BOMB THREAT CHECKLIST

Remember – keep calm – don't hang up – keep caller talking for as long as possible Switch on the recorder/ voicemail (if connected)

Questions to ask

1. When is the bomb going to explode?

2. Where did you put the bomb?

3. When did you put it there?

4. What kind of bomb is it?

5. What does the bomb look like?

6. What will make the bomb explode?

7. Why did you place the bomb?

8. Where are you?

9. What is your name?

10. What is your address?

Exact wording of threat

Information on caller

Sex _____ Age _____ Race _____

Length of call _____

Caller's voice

- Calm Angry
- Excited
- Slow Rapid Soft

Action on call

Caller's number _____

Time _____ am/pm Date ___/___/___

Call reported to _____

Time _____ am/pm Date ___/___/___

Threat language

- Incoherent Well Spoken
- Taped message Irrational
- Abusive/foul
- Message read by threat maker
- Other _____

Background noises

- Street noises Factory machinery
- Crockery Animal noises
- Voices Clear
- PA system Static
- Music House noises
- Motor noises Office machinery
- Public phone Local call
- STD call Aircraft
- Other _____

Remarks

- Loud Laughing Crying
- Normal Distinct Slurred
- Intoxicated Stuttering Lisp
- Cracking voice Deep Ragged
- Clearing throat Disguised Accent

- Deep breathing Familiar

Raspy If the voice is familiar, who did

it sound like?

Instructions

- Report IMMEDIATELY to Head of School ext 208
- Do NOT speak to anyone else.
- Call 999 and ask for the Police giving them the required details.
- Await Instructions from the Executive Principal/Person in Charge.

IMMEDIATELY after receipt of the call,

~~please complete this form.~~

Name: _____

Position: _____

Telephone No. _____

Date: ___/___/___

SCHOOL EVACUATION PLAN - BOMB THREAT & SUSPICIOUS PACKAGES

This evacuation plan has been discussed with the emergency services.

How the evacuation will be communicated to staff.

*Duty staff should then turn their radio to channel 2.
The Fire Bell.*

Designated members of staff to act as marshals during the evacuation and as contact points once the assembly area is reached.

- *SLT*
- *HoH*
- *Site Staff*

Designated routes and exits to an alternative assembly point.

Fire marshals to stand in designated positions around the site to guide staff and students to the alternative muster point if needed.

If the threat is confirmed as a hoax, the Headteacher /person in charge will communicate that it is safe to re-enter the building. The routes and exits used to evacuate the building should be used for re-entry.

NO-ONE SHOULD RE-ENTER THE BUILDING UNTIL TOLD TO DO SO.

If the threat is real, staff and pupils will be moved to a safe location and emergency communication systems will be deployed.



Advice to businesses:
**Mailroom procedures
for suspicious packages**



www.leeds.gov.uk/prepared



Characteristics of a Suspicious Package – What to look for

Suspicious packages, which include letters, parcels and anything delivered by post or courier, have been a commonly used terrorist device.

A properly conducted risk assessment should give you a good idea of the likely threat to your organisation and indicate the precautions you need to take.

When receiving and handling mail/packages, always remain aware and look for the anomalies:

- It is unexpected or of unusual origin or from an unfamiliar sender
- It has protruding wires
- There is a pin-sized hole in the envelope or package wrapping
- A Jiffy bag, or similar padded envelope, has been used

There is an additional inner envelope and it's tightly taped or tied (however, in some organisations sensitive material is sent in double envelopes as standard procedure)

There are any unusual smells, including but not restricted to almonds, ammonia or marzipan

It is marked 'personal' or 'confidential'

If appearance suggests a book (unless its receipt is totally expected).
DO NOT PRESS OR FLEX PACKAGE

The envelope flap is stuck down completely (a normal letter usually has an ungummed gap of 3 - 5mm at the corners)



It is poorly or inaccurately addressed

The address has been printed unevenly or in an unusual style or dry transfer instant lettering has been used

The manuscript indicates a foreign style of writing and if such, is not usually received

It is oddly shaped or lopsided

It has more than appropriate value of stamps for its size and weight

There is no return address or the address cannot be verified

It has greasy or oily stains on the envelope

It seems unusually heavy for its size

What you can do

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 your procedures, while effective, are not needlessly disruptive.

Take the following into account on your planning:

- **Seek advice from your local Counter Terrorism Security Advisor (CTSA) on the threat and on defensive measures**
- **Consider processing all incoming mail and deliveries at one point only.** This should ideally be off-site or in a separate building, or at least in an area that can easily be isolated and in which deliveries can be handled without taking them through other parts of the building
- **Make sure that all staff who handle mail are briefed and trained.** Include reception staff. Encourage regular correspondents to put their return address on each item
- **Ensure all sources of incoming mail (e.g. Royal Mail, couriers, hand delivery) are included in your screening process**
- **Ideally, post rooms should have independent air conditioning and alarm systems as well as scanners and x-ray machines.** However, while mail scanners may detect devices for spreading chemical, biological and radiological (CBR) materials, they will not detect the CBR materials themselves; at present, no CBR detectors are consistently capable of identifying all hazards reliably
- **Staff should be aware of unusual pattern of deliveries and to be briefed of unusual deliveries.** Train them to open post with letter openers (and with minimum movement), to keep hands away from noses and mouths and always to wash their hands afterwards. Staff should not blow into envelopes or shake them. Packages suspected of containing CBR material should ideally be placed in a double-sealed bag
- **Consider whether staff handling post need protective equipment such as latex gloves and face masks (seek advice from a qualified H&S expert).** Keep overalls and footwear available in case staff need to remove contaminated clothing
- **Make certain post areas can be promptly evacuated.** Rehearse evacuation procedures and routes, which should include washing facilities in which contaminated staff could be isolated and treated
- **Prepare signs for display to staff in the event of a suspected or actual attack**

Checklist of actions to take

- Tick box*
- Leave the mail piece or substance where it was found. Do not disturb. Do not try to clean up the substance
 - Clear the immediate area of all persons and keep others away
 - Instruct people in the immediate area to wash their hands and other exposed skin with soap and water
 - Direct these people to a designated area away from the substance to await further instruction
 - List the names of the persons in the immediate area of the mail piece or substance
 - Cordon off the immediate area
 - Shut down all equipment in the immediate area and heating, ventilation and air conditioning (HVACs)
 - If possible without disturbing the mail piece or substance, document:

Location of mail piece or substance:

.....
.....
.....

Description of substance:

.....
.....

Description of mail piece (markings, labels, declarations, postage):

.....
.....

Addressee's name and address:

.....
.....

Mailer's name and address:

.....
.....

- Contact and pass information to the appropriate agency. See list of Contacts in Case of Emergency
- Take actions and make appropriate notifications as directed or as published in your local emergency plan

**Contacts in Case of
EMERGENCY**

External

Emergency Services 999
 Anti Terrorist Hotline 0800 789 321

Internal

<i>Role</i>	<i>Name</i>	<i>Number</i>
Facilities Manager		
Manager / Supervisor		
Manager / Supervisor		
Manager / Supervisor		
Reception		
Building Security		

Off-site contacts

<i>Role</i>	<i>Name</i>	<i>Number</i>
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