

Critical Incident Policy and Procedures

King's College London
Mathematics School

Monitoring and review

Action	Date	Name	Role
Reviewed	03/02/23	Dan Abramson	Head Teacher
Ratified	07/02/23	Finance and General Purposes Committee	Governors
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1 Aim of this Policy

To help staff respond effectively to an emergency or critical incident on the school site or on an educational visit.

This policy has been formulated in conjunction with the [KCLMS Fire Evacuation Strategy](#), the [KCLMS Business Continuity Plan](#) and follows advice from the Department for Education on how schools should plan for emergencies. Key contact information is maintained in the [KCLMS BCP Emergency Contact List](#).

2 Critical Incidents

A Critical Incident may be defined as a single incident or sequence of incidents which

- are sudden and unexpected
- contain real or imagined threats to a person
- overwhelm usual coping mechanisms
- cause severe disruption
- are traumatic to anyone

These may include:

- The death of a student(s) or member(s) of staff through sudden accident, murder, terminal illness or suicide.
- A serious accident involving students and KCLMS personnel on or off school premises.
- A violent attack or violent intrusion onto School premises, e.g. involving an armed intruder or a bomb alert.
- Significant damage to school property, e.g. fire, flood, building collapse or vandalism.
- Public health incidents, e.g. a flu pandemic.
- A disaster in the local community, e.g. transport accident, terrorism.

Clear communication is vital and it is important that everyone is aware of his/her individual and collective role in a time of crisis. The key responsibilities fall to:

- The Critical Incident Leadership Team (CILT), formed from senior members of staff, is responsible for the overall school response to the critical incident.
- All other members of staff, who should do their utmost to safeguard the welfare and well-being of those students in their charge as a critical incident unfolds.

3 Managing the response: the Critical Incident Leadership Team (CILT)

The Senior Leadership Team including the Head Teacher [HT], all Deputy Heads [DH] / Assistant Heads [AH] and the Business Manager [BM] will form the Critical Incident Leadership Team [CILT]. During a critical incident, the Head Teacher may co-opt other CILT members as appropriate, including KCLMS staff and governors as well as Lambeth personnel, to ensure the CILT is best placed to respond to the incident in question.

It is noted that in the case of a fast-moving incident such as firearms or weapons attack, either directly at the site or in the vicinity, there may not be time for the CILT to convene. In such situations the Head Teacher, or in his absence, the most senior member of staff present, will coordinate the response directly until such time that the CILT can safely meet. Further details about the potential responses to such situations are outlined in Section 4 of this document.

3.1 Responsibilities of the CILT

The CILT is responsible for:

- Contacting and liaising with Emergency Services where appropriate [HT]
- Taking action to secure the safety of all KCLMS students and staff [All]
- Ensuring that information is gathered and recorded [AH PDBW]
- Managing all communications with stakeholders, including staff, students, parents/carers and governors [DH]
- Managing and communicating with the media [HT]
- Initiating and maintaining an Critical Incident Log of Events [BM], containing records of
 - key meetings: what information was shared and by whom
 - key telephone calls: time of call, personnel involved, what information was shared
 - key decisions taken.

3.2 CILT Management Centre

Actions will be co-ordinated from the Meeting Room. The meeting room telephone number [0207 848 2308], or another number chosen by the Business Manager, will be assigned as the emergency contact line, which is to be kept free for important outgoing and incoming calls. Telephone communications that go to all staff/students will be sent from iSAMS, the school's Management Information System. If the Meeting Room is out of action, the Business Manager should choose an alternative CILT Management Centre.

The Critical Incident Log of Events will be co-ordinated from the CILT Management Centre.

3.3 Establishing accurate information

A vital first task is to obtain accurate information about the incident. Rumours spread quickly and can add to the distress of those involved. The CILT should take immediate action to find out:

- What has happened
- Where and When
- Extent of injuries, numbers and names
- Location of injured and uninjured.

3.4 Informing stakeholders

3.4.1 Informing staff

- Ensure all staff are informed promptly of the incident - it may be necessary to convene a short staff meeting.
- Establish procedures for keeping staff up to date with incoming information.
- Agree how and when students will be informed.
- Be sensitive to the feelings of staff, particularly those who are closest to the students and adults involved in the incident and to those who have had recent personal traumas.

3.4.2 Informing governors (and LA if appropriate)

The Chair of Governors (and the LA, if appropriate) should be informed as soon as possible after a major incident.

3.4.3 Informing parents/carers of children directly involved

- Parents of children directly involved should be contacted quickly and with sensitivity.
- Consistency and reliability of information is essential. Avoid relying on a chain of communication.
- In the event of an incident involving death or serious injury, particularly off site, the police will often make the first contact with families; see section 4.6 for further information.

If using the telephone:

- Fully brief the member of staff making the contact, recognising that this can be a very stressful task.
- Take careful note of those parents who have been contacted and those who still need to be informed so that duplicate messages are not given.
- Where appropriate offer help with transport arrangements.
- Inform parents/carers of the telephone number in the School that has been dedicated to receiving enquiries (see section 3.5), which is assumed to be the main school office number.
- Inform parents/carers how to obtain more information and when they can expect this to be available.
- Where appropriate and with permission, give the contact numbers of other families involved in the crisis.

3.4.4 Informing parents/carers of children not directly involved

Wherever possible, parents of all other children in the School should be informed that the School has experienced an incident and that their child may be upset. Prepare an email to parents for distribution as soon as possible which gives:

- brief details of the incident without names;
- an explanation about the involvement of the school's counselling service or other services supporting staff and students at KCLMS;
- how parents can get more information.

3.4.5 Informing students

- Some staff may find it difficult to be involved in the dissemination of information to students and the Critical Incident Leadership Team should be sensitive to this.
- Students should be told simply and honestly what has happened. This is probably best done in the smallest groups possible – tutor groups / classes or year groups if necessary (perhaps because of timing: it is preferable that the information comes to students from staff rather than from other students who have already been informed).

- Questions should be answered in a straightforward way, passing on only facts and avoiding speculation.
- Some classes, tutor groups or year groups may be more directly affected by the incident and will benefit from extra consideration, support and sensitive handling of information.
- Siblings and other close relatives of victims should be informed separately and, where possible, in liaison with parents/carers.

3.5 Dealing with enquiries

The School may be inundated with telephone calls. The main school contact number must be staffed throughout school hours so that the school can handle enquiries. Admin staff are to be briefed by the Business Manager.

- The confidential nature of the task should be emphasised to all telephone operators and clear guidance given on what it is appropriate to say.
- An agreed factual statement agreed by Head Teacher should be available for the telephone operators. This statement should include reassurance about the action being taken at KCLMS / the incident site.
- Those answering the telephones should keep notes and have them checked by the Business Manager so that there is certainty about who has telephoned in and who should still be contacted. This should include media, governors, etc.

3.6 Dealing with the media

If circumstances lead to media involvement, the Head Teacher, or another member of the CILT as directed by the Head Teacher, will be responsible for prepare a brief written statement which can be read out or handed to reporters. No information will be shared with the media until the parents/carers of students involved have been informed. If possible, KCL's media professionals will be involved in any communications and in the formulation of the statement. Guidance for the statement is as follows:

- Stick to the facts - do not be tempted into speculative comments.
- Tell reporters when they can expect further information and aim to work cooperatively with the press.
- In the event of a death prepare some positive comments about the student(s)/staff who have died and expressions of sympathy for the bereaved family.

3.7 Incidents occurring outside school hours

If the critical incident takes place during term time but outside of school hours (including during weekends), the Head Teacher will assume responsibility for managing the school's response and will arrange for the CILT to meet as soon as possible.

If the critical incident takes place during the school holidays, the Designated Emergency Contact for the school will manage the incident. The Designated Emergency Contact for the school will be assigned for all school holidays prior to the start of each holiday period. The assumed order of assignment is:

1. Business Manager
2. Head Teacher
3. Deputy Head
4. Assistant Head (PDBW)
5. Other Assistant Heads

Up to date emergency contact information is kept in the [KCLMS BCP Emergency Contact List](#), which is stored on Sharepoint\Teaching in the Policies folder.

3.8 Accidents occurring on a School Trip

The trip leader will communicate directly with the Head Teacher. The Trip Leader or other responsible adult as appropriate will be responsible for the immediate welfare of the children on the trip (both those involved in the accident and also those not involved in the accident).

The Assistant Head (PDBW) will be responsible for notifying the parents of the children involved and updating them of the situation. The Head Teacher or a nominated member of the Senior Leadership Team will keep the Chair of Governors (and any other governors as appropriate) closely informed of the situation.

3.9 Emergency Services

In any situation that involves the Emergency Services, these services have the option to determine the action to be taken in consultation with the Head Teacher.

3.10 Insurance/Legal response to Accidents and Injuries

The Business Manager will liaise with the school's insurers and the school's solicitors to acquire advice as appropriate. Staff and governors should be aware that:

- when an incident such as an accident or injury occurs, no staff or governor should initially make any comment, orally or in writing, which could be interpreted as an admission of liability;
- any response to a complaint from parents or others which could potentially lead to a claim must be cleared through the Business Manager.

4 Specific Circumstances and Procedures

4.1 Fire Drills

These are held on a regular basis, at least once a term. They are held at different times of day and circumstances may be changed so that adaptability can be tested. Responsibilities in the event of a fire or practice are outlined in the [KCLMS Fire Evacuation Strategy](#).

4.2 Evacuation of the school site (e.g. in the event of a fire, possible gas leak, damage due to freak weather)

The CILT may take the decision to evacuate the school site if there is any threat to the safety of students, staff and visitors on the school site, and if it is deemed that students, staff and visitors will be safer if off the school site. In any such situation the evacuation will be triggered by setting off the school's Fire Alarm. The evacuation procedure will then follow the evacuation procedure set out in the [KCLMS Fire Evacuation Strategy](#).

The main **Assembly Point** is behind the Annex, on China Walk.

The alternative **Assembly Point** is Lambeth Walk Open Space:

- From the main building: go South along Lambeth Walk, taking the second left (Fitzalan Street); the Assembly Point is then on your right.
- From the annex: go South along Kennington Road, taking the third right (Fitzalan Street); the Assembly Point is then on your left.

4.3 Dealing with Intruders

KCLMS lanyards can be used to identify individuals who are known to the school:

- Yellow = students
- Grey = staff, or DBS-checked visitor
- Green = other visitor
- Orange = outreach student

Any member of staff or governor in the school should ask if they may help a person unknown to them and who is not wearing a KCLMS lanyard. 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 Head Teacher and other nearby staff should be notified immediately.

If the trespasser refuses to leave or causes a disturbance, the Head Teacher or other member of staff should call the police. The Head Teacher or any other member of the Senior Leadership team may at this stage instigate a Lockdown Procedure (see Section 4.4).

In the event of a firearms or weapons attack, staff and students should follow the STAY SAFE principles of RUN > HIDE > TELL. These are detailed in Appendix A. In any such instance, the assumed Assembly Point is the alternative Assembly Point at Lambeth Walk Open Space.

4.4 Lockdown Procedure

The KCLMS Lockdown Procedure should be seen as a sensible and proportionate response to any incident (external or internal) which has the potential to pose a threat to the safety of staff and students in the school. The procedure is designed to restrict access and egress to the site through physical measures in response to a threat, and to restrict movement about the site in particular if the potential threat is internal. The procedure aims to minimise disruption to the learning environment whilst ensuring the safety of all students and staff, in particular by preventing people moving into dangerous areas and preventing or frustrating any potential or actual attackers accessing the site.

The lockdown procedure may be activated in response to any number of situations, such as:

- A reported incident/civil disturbance in the local community (with the potential to pose a risk to staff and students in the school);
- A warning being received regarding a risk locally, of air pollution (smoke plume, gas cloud etc);
- A major fire in the vicinity of the school;
- A trespasser refusing to leave the building or causing a disturbance, in which case the procedure is used to prevent bringing students into contact with the trespasser.

Following the notification of a lockdown:

- All staff, students and visitors who are in an enclosed space (e.g. classroom/grouproom/office) are to stay within that space until they receive further instructions.
- Staff, students and visitors who are in an exposed space (e.g. canteen, library, pods) should move (if it is safe to do so) into the nearest enclosed space and then remain in that space until they receive further instructions.
- Do **not** leave the building. Do **not** allow anyone except KCLMS students/staff into the building.
- If it is safe to do so, the CILT should convene in the meeting room.

Once in lockdown:

- Staff are expected to:

- If teaching a lesson, take a register of all students and then send a message to the Staff Briefing channel on Teams giving the class codes and listing any students on the register who are **not** present in the lesson.
- If not in a lesson, take a register of all students (and any staff – one email per location only) that are with them and send a message to the Staff Briefing channel on Teams giving their location and the names of all students and staff present.
- Encourage the students to keep calm.
- Check that any windows in their rooms are shut and that any external doors are closed.
- Check Teams for any further instructions.
- If and only if it seems in their judgement safe to do so, staff in offices should leave their offices to help make sure students are in closed areas and to register them there.
- The school office will collate all information and liaise with the Head Teacher directly either in person if it is safe to do so or via the emergency mobile phone.
- As appropriate, the school should establish communication with the Emergency Services as soon as possible.
- Students will not be released to go home during a lockdown. If necessary, parents/carers will be notified as soon as it is practicable to do so.
- If it is necessary to evacuate the building, the fire alarm will be sounded.

Initiating lock-down:

Any member of the Senior Leadership Team may initiate the lock-down procedure by:

- Texting all staff and all students LOCKDOWN from iSAMS
- Sending an email to all staff and students with LOCKDOWN in the subject line.
- Proceeding from classroom to classroom (if it is safe to do so) letting staff/students know with a swift and clear instruction: "Lockdown: please stay where you are until further notice."

Any or all of the above methods of notification may be delegated.

All students and all staff are asked to contact the KCLMS Emergency Mobile [07902 911 144] in any emergency to inform the school of that emergency. The KCLMS Emergency Mobile is always carried by the Head Teacher, or, in his absence, another member of SLT, during school hours.

Lockdown instructions for students (and also for staff) are given in Appendix B.

4.5 Bomb Threats

The Head Teacher in consultation with the police will evaluate such a threat. Any person at the school receiving a telephone call bomb threat should follow the instructions and complete the form set out in Appendix C of this policy.

4.6 Serious Accidents and Death

In the event of a death, accident or major incident, the Head Teacher will inform the Leadership Team, the Police, the Lambeth Safeguarding Services first response line, the Chair of Governors and all staff. The extent of involvement of students and parents/carers will depend on circumstances.

The Police would notify the parents/carers of a child's death and that the Head Teacher would contact the parents of the survivors of an incident involving several children.

King's College London Mathematics School: Critical Incident Policy and Procedures
This version is in use from 8 February 2023

The Assistant Head (PDBW) responds to the needs of children suffering a loss. Staff with particular knowledge of individuals, e.g. the Year Lead Teacher and the Form Tutor, may be involved in that response.

Appendix A – STAY SAFE

Firearms and weapons attack

'Stay Safe' principles (Run > Hide > Tell) give some simple actions to consider at an incident and the information that armed officers may need in the event of a firearms and weapons attack. Full guidance is contained on the NaCTSO website <https://www.gov.uk/government/publications/recognising-the-terrorist-threat>.

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 e.g. behind a substantial brick wall
- If you can see the attacker, they may be able to see you.
- Be aware of your exits.
- Keep an exit in mind and in view if possible to enable you to run if it is safe to do so.
- Be quiet: silence your phone.
- Lock / barricade yourself in.
- Move away from the door.

TELL

- Call or text the KCLMS Emergency Mobile 07902 911 144
- 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.

Once you are out of the building

- Head to the alternative Assembly Point: Lambeth Walk Open Space:
- From the main building: go South along Lambeth Walk, taking the second left (Fitzalan Street); the Assembly Point is then on your right.
- From the annex: go South along Kennington Road, taking the third right (Fitzalan Street); the Assembly Point is then on your left.

Armed Police Response

- Follow officers' instructions.
- Remain calm.
- 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.

Appendix B: LOCKDOWN

Instructions for Students

- Do not go outside.
- Do not let anyone into the building.
- If in a classroom, stay there. If you left your class for any reason, go back there.
- If in an open space, go to the nearest enclosed room and stay there.

Instructions for Staff

- Staff are expected to:
 - If teaching a lesson, take a register of all students and then send a message to the Staff Briefing channel on Teams giving the class codes and listing any students on the register who are **not** present in the lesson.
 - If not in a lesson, take a register of all students (and any staff – one email per location only) that are with them and send a message to the Staff Briefing channel on Teams giving their location and the names of all students and staff present.
 - Encourage the students to keep calm.
 - Check that any windows in their rooms are shut and that any external doors are closed.
 - Check Teams for any further instructions.
- As appropriate, the school should establish communication with the Emergency Services as soon as possible.
- Students will not be released to go home during a lockdown. If necessary, parents/carers will be notified as soon as it is practicable to do so.
- If it is necessary to evacuate the building, the fire alarm will be sounded.

Appendix C

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT

- 1 Switch on tape recorder (if connected)
- 2 Tell the caller which town/district you are answering from
- 3 Record the exact wording of the threat:

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE:

1. Where is the bomb right now?
2. When is it going to explode?
3. What does it look like?
4. Did you place the bomb?
5. What is your name?
6. What is your address?
7. What is your telephone number?

Record time call completed:

Where automatic number reveal equipment is available record number shown:

INFORM THE HEAD TEACHER [OR SENIOR MEMBER OF STAFF ONSITE]

Name and telephone number of person informed:

CONTACT THE POLICE BY USING THE EMERGENCY TELEPHONE NUMBER

Time informed:

Further information to be completed once the caller has hung up and police / building security officer have been informed

Time and date of call:

Length of call:

Number at which call was received (that is, your extension number):

Fill in details (where a ? is used) / circle as appropriate (where no ? is used):

ABOUT THE CALLER: Male / Female Nationality? Age?

THREAT LANGUAGE: Well-spoken Irrational Taped Foul Incoherent

Message read by threat maker?

CALLER'S VOICE: Calm Crying Clearing throat Angry Nasal

Slurred Excited Stutter Disguised Slow Lisp * Accent

Rapid Deep Familiar Laughter Hoarse Other (please specify)

* What accent?

If the voice sounded familiar, who's did it sound like?

BACKGROUND SOUNDS: Street noises House noises Animal noises

Crockery Motor Static PA system Booth Music

Factory machinery Office machinery Other (please specify)

REMARKS:

ADDITIONAL NOTES:

Signature:

Print Name:

Date:

NOW SAVE AND PRINT IMMEDIATELY – HAND COPY TO POLICE AND TO CRITICAL INCIDENT LEADERSHIP TEAM