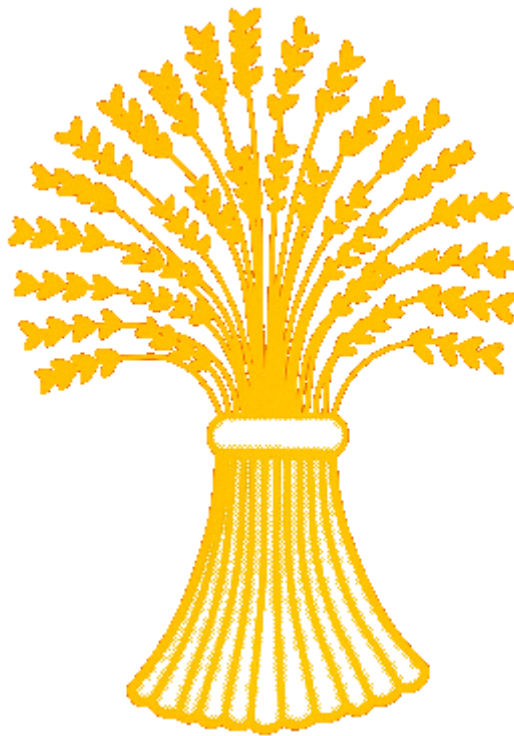


LUNSFORD PRIMARY SCHOOL

CRITICAL INCIDENT POLICY

September 2025



A journey of success and excellence

Overview

A critical incident is an unexpected emergency that affects pupils, staff or the premises. This policy sets out how Lunsford Primary School plans to respond to such an event. We will seek to keep all safe and free from danger by working together calmly and professionally. Whilst dealing with a critical incident, we will try to work as normally with minimum disruption to the school. The Headteacher, SLT and the School's Emergency Management Team will manage the school's response in proportion to the magnitude of the incident. The Governors will be kept fully informed as soon as it is appropriate to contact them.

Please refer to other relevant documentation alongside this policy

School Emergency Management and Business Continuity Plan

School Emergency Planning

H&S Policies

Safeguarding Policies

Finance Policies

Winter weather procedures

Objectives

- To have a School Emergency Management and Business Continuity Plan that has been shared with staff so that they are clear about their roles and responsibilities.
- To alert the Headteacher or SLT to the nature of the incident, its exact location so that a decision can be made relating to the level of response necessary.
- To deal with the incident effectively and efficiently putting the H&S and well-being of pupils and staff at the forefront.
- To remove pupils and staff away from harm as quickly and smoothly as possible.
- To alert emergency services if they are needed.
- To provide first aid and appropriate care and protection until help arrives and the incident is resolved.
- To provide staff training to rehearse different kinds of critical incident so that they know their roles and what to do in an emergency.

Strategies

- The Headteacher/ SLT will take charge of the situation as soon as they have been alerted of the incident. They will assess the response needed and will inform the School's Emergency Management Team if necessary.
- Any appropriate emergency services required will be informed at the earliest possible moment. They will be told the location and nature of the incident, the assistance required, whether there are any casualties and the details of the contact person.
- Staff and pupils at risk must be alerted to the danger in a speedy and prompt manner (only appropriate information to be given to pupils) without causing panic or alarm and, if necessary, moved to pre- identified assembly points or alternative places of safety.
- A fire drill will be held x3 times a year. A lock down will be discussed with staff regarding procedures x1 a year.

- Teachers and support staff must use the fire drill and emergency register to ensure all pupils are accounted for and must care for them until the incident has been resolved.
- Hard copies of contact lists for staff, pupils, parents, LA and emergency services.
- An emergency grab bag will store all relevant information and equipment. This will be checked and updated termly by the Office Manager.
- Where parents need to be notified, the Office manager will draw up contact lists and appropriate members of staff will be delegated responsibility to contact parents. Arbor can be accessed to find the relevant information on a school phone in the case of an emergency.
- The LA will be contacted and appropriate support requested as needed.
- At least one telephone will be kept free for outgoing calls.
- At an appropriate time the School Emergency Management Team will record a log of decisions and actions taken to deal with the incident using the Business Continuity Planning.

Outcomes

This policy should help the Headteacher and staff deal with any unexpected emergency. The associated planning and training will put the school in a strong position to deal with the incident efficiently and effectively by giving prominence to the care of learners and staff.

TO BE READ IN CONJUNCTION WITH THE SCHOOL EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY PLAN AND GUIDANCE ON KELSI

[Business continuity management - KELSI](#)