



Radnor House  
— TWICKENHAM —

# Critical Incident Plan & Lockdown Policy

---

Published: March 2026

Reviewed: March 2026

Next Review: September 2026

Radnor House Prep is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is our aim that all pupils fulfil their potential. In our school, the term 'staff', in the context of safeguarding, is inclusive of all staff and is also inclusive of pupils on placement, contractors, agency staff, volunteers and the proprietor.

## CONTENTS

Title	Page
CRITICAL INCIDENT	3
MINIMISING RISKS FOR SCHOOL ACTIVITIES:	3
AIMS	4
CRISIS TEAM: KEY PERSONNEL	5
CRISIS ACTION PLAN	5
IMMEDIATE ACTION	5
NEXT STEPS	6
MEDIUM TERM ACTION	6
LONG TERM ACTION	6
PERSONAL EMERGENCY EVACUATION PLAN	7
LOCKDOWN PROCEDURE	8
POTENTIAL SCENARIOS	9
PREFERRED CONTRACTORS LIST	10

## INTRODUCTION

This policy applies to all members of the Radnor House Prep School community, including pupils, staff, and visitors. It outlines procedures to be followed in the event of a potential or actual threat to the safety of our community, applicable across all school areas, including Early Years settings.

Dealing with difficult 'incidents' is part of daily school life. However, some incidents can be significantly more critical or overwhelming in character than others.

### Critical Incident

A critical incident is an unexpected occurrence which may suddenly have a major impact on the school. It overwhelms the normal coping mechanisms and would be markedly distressing to a significantly large number of adults and children. Failure to act properly can prolong stress and suffering, delay recovery, seriously affect academic progress and affect the general well-being of the entire School community.

Examples of a critical incident may include:

- death of a pupil or member of staff
- death or serious injury on a school trip
- epidemic in school or local community
- violent incident in school
- a pupil missing
- a hostage taking
- a transport accident involving school members
- arson attack or serious fire at school
- significant vandalism
- violent attack on a school member
- an armed intruder on the premises
- allegations or actual instances of abuse against pupils by staff and by pupils against staff or pupil against pupil or staff against staff.
- floods
- school use by community during an emergency

### Minimising Risks for School Activities:

- Ensure all risk assessments are in place and centrally located for ease of access.

- Risk assessments should not only consider specific risks, and how they can be avoided or mitigated, but there must also be consideration of what is to be done in the case of emergency.
- Ensure insurance fully covers all school activities and staff actions.
- Ensure staff are fully trained and aware of all school policies.
- Ensure transport meets standards required.
- All visits out of school to be risk assessed by staff and then checked by Deputy Headteacher.
- These must be copied and held in school.
- A full and accurate list of any child participating in an activity or out of school visit to be held in school as well as taken by each member of staff on the visit.
- Relevant Information, e.g. medical, personal etc. is to be on the risk assessment and taken on the visit.
- A list of contact numbers for each child to be held in school.
- An emergency number circulated to be used only by staff on a visit, which is NOT the school number (Usually Headteacher / Deputy Headteacher contact number).

## Aims

The aim is to develop a practiced system that is:

- Well known
- Rehearsed
- Effective

A flexible structure needs to be in place that is NOT dependent on any particular person or persons:

1. All staff and pupils will be familiar with fire and emergency evacuation procedures – see Fire Risk Prevention Policy.
2. All staff will be familiar with the school security systems and will challenge any unknown adult not wearing a visitor badge and will ensure that security doors and gates remain closed.
3. All staff will be familiar with the use of lockdown procedure.
4. All staff will be aware of the procedures involving a first aid incident.
5. All staff should know how to write a risk assessment for a new trip or procedure in school and know where these are stored and who they are approved by.
6. All staff should be aware of the emergency procedures involved when a critical incident occurs and the procedures involved (in this policy).

## Key Priorities

The priorities in any critical incident should always be thought of in the following order:

1. Stay safe.
2. Save life.
3. Minimise injury.
4. Safeguard the interests of pupils and staff .

5. Minimise loss.
6. Return to normal school working operation as quickly as possible.

## **SECTION 2:**

### **CRISIS TEAM: KEY PERSONNEL**

Full details of Key Personnel and contacts in the event of a Critical Incident are listed below. At the same time all staff should be mindful of this policy and their duties as it is entirely possible that Key Personnel may themselves be affected by a Critical Incident. It is important to note that, as a small school, dependent on the incident, the crisis team might be supplemented by other members of staff.

Mr. David Goodhew: Governor

Mrs. S Davies: Headteacher

Mr. S Willemse – Deputy Headteacher & Health and Safety officer

Mr. Andrew Hill – Assistant Head

### **CRISIS ACTION PLAN**

Once the Head or Deputy has been informed of or the potential for a critical incident the following broad guide to action should come into operation:

- In the event of an emergency at school i.e. a major health and safety issue, the fire alarm will sound and all pupils, staff, visitors and parents on site will assemble as per the normal fire drill.
- The Headteacher will work together with Crisis Team to draw up an action plan for the supervision and well-being of the children and the safety of all staff and pupils.
- The Head or member of the Senior Leadership Team will contact emergency services if necessary.

### **Immediate Action**

1. Obtain information about the incident.
2. Take immediate necessary action to contain the incident.
3. Assess the magnitude of the incident with reference to:
  - Extent and severity of the problem
  - Jeopardy of pupils and staff
  - Jeopardy of local population
  - Reputation of the school
  - Breach of law or regulations

- Likely media involvement
- 4. The Headteacher or the Deputy Headteacher should then, if appropriate, appoint the relevant members of the Crisis team and call an immediate meeting.
- 5. Appoint a team leader, if appropriate, who reports directly to the Head or Deputy.
- 6. The team leader is responsible for ensuring that team members undertake the tasks given to them, and that they are able to communicate effectively.
- 7. The Head or Deputy then briefs members of that team, including external members.
- 8. All team members should maintain a log throughout the crisis. This is particularly important should litigation follow.
- 9. Ensure lines of communication are adequate.
- 10. As part of the pre-incident preparation a global mailing list will be comprised – this will include – SLT, Staff and Governors. An alert email will be sent out immediately once a critical incident is identified. If this is not possible, a phone call will be made.
- 11. Ensure all party leaders and members of staff in charge of activities have an emergency number to use, which is not the school phone.
- 12. Prepare to give families accurate and immediate information. Consider bringing them into school and what you will need for them. Where parents are invited into school they will be accommodated and supported by members of staff
- 13. Allocate staff to man switch boards/handle enquiries. They must be clearly briefed and make a note of all calls
- 14. Contact IAPS and ISC for advice.
- 15. Headteacher, in consultation with Governor of Crisis Team, to prepare statement for release to media.

## **NEXT STEPS**

The Crisis team will need to consider the following:

1. Contact insurance company to inform of incident and provision of any assistance.
2. To liaise with Site Manager and emergency services to secure area and make safe.
3. Contact Local Authority to find advice on appropriate counsellors.
4. Media and parental announcements about re-opening or closing of school.
5. Oversee reunion of families.
6. Arrange how staff (including Crisis Team) will be counselled, check for any becoming overtired and ensure rest is given.

## **MEDIUM TERM ACTION**

- Return to school for staff or pupils after long absence – reintegration will need to be planned carefully, and may involve home visits prior to return, part time attendance initially, reducing workloads, putting in place mentoring process etc.
- Consulting professionals – consideration should be given to consulting the Educational Psychology Service for support and guidance, especially to help those showing unusual or prolonged reaction to the incident.
- Keeping parents informed – it may be appropriate to produce a letter for parents giving guidance on the possible delayed reactions of pupils to an incident and making suggestions to help them deal with these.

- Support for staff – ongoing monitoring and support for staff is a major consideration. Crisis Team especially will not be immune to reaction from their ordeal.

## **LONG TERM ACTION**

- Monitoring the vulnerable – the effects of a crisis can reverberate for years, and it is especially important that new staff and pupils are briefed in the school's history to help them understand and deal with potential repercussions especially at anniversary times.
- Marking anniversaries – these difficult times need to be treated with sensitivity. Some suggestions for schools to mark anniversaries are by annual concerts, memorial services, memorial prize giving ceremonies, memorial gardens etc.
- Legal processes – the length of time taken over some legal processes can prolong the recovery process following a critical incident. Crisis Team may need to plan for this especially where staff may be involved attending legal processes, and facing extended emotional trauma.
- Curriculum implications – it may be appropriate to schedule INSET training for staff in loss counselling, bereavement etc.

## **PERSONAL EMERGENCY EVACUATION PLAN (PEEP)**

Where a member of staff, pupil or visitor has a disability which may result in them needing help in evacuating the premises, a PEEP will be put in place.

The purpose of a PEEP is to enable the school to implement effective arrangements to ensure that everyone can evacuate the building in an emergency, should one arise.

These plans will ensure that no one is discriminated against, or treated less favourably, in the event of an emergency.

A PEEP will identify the following:

- Any specific needs of the individual
- Responsibilities of staff members
- Specific evacuation routes, where applicable
- Refuge areas
- Any specific evacuation procedure requirements

Where possible, pupils with PEEPs in place will exit the premises using the same route as the rest of their class, unless otherwise stated within their plan.

PEEPs will be reviewed on an annual basis in order to ensure that the most up-to-date procedure, or an alteration made to the premises, their PEEP will be reviewed and amended to reflect these changes. The individual, for whom the plan is for, will be consulted at each review, alongside any specified staff members.

## **SECTION 3**

### **LOCKDOWN PROCEDURE**

Lockdown procedures are a sensible, proportionate response to any external or internal incident that could pose a threat to the safety of staff and pupils. The procedures aim to maintain the safety of all community members until the appropriate authorities are involved.

A lockdown is implemented when there is a serious security risk of the premises due to, for example, nearby chemical spillage, proximity of dangerous dogs, serious weather conditions or attempted access by unauthorised person's intent in causing harm / damage.

#### Notification of Lockdown

Staff will be notified lockdown procedures are to immediately take place on hearing an intermittent blast of the Lockdown alarm throughout school.

#### **Types of Lockdown**

##### 1. External Lockdown

Triggered when there is an external threat near the school, such as an individual deemed a threat by law enforcement or a health hazard (e.g., toxic cloud).

Normal activities may continue within the school building, but staff and pupils must remain indoors until the all-clear is given.

##### 2. Full Lockdown

Initiated when a serious threat is within the school grounds or buildings, such as an intruder or dangerous individual. This requires immediate action to protect everyone within the school.

#### **Lockdown Activation**

Lockdowns are activated by the whole-school lockdown alarm. They end only upon instruction from a senior member of staff. All staff have a whistle on their lanyard, if not near the alarm, this can trigger a lockdown with repeated blows of the whistle.

#### Procedures for Lockdown Full

#### Lockdown Procedures

Upon hearing the lockdown alarm, the following steps should be taken:

##### 1. Remain Calm and Alert

The school should fall silent immediately.

2. Gather and Secure Pupils, Staff and Visitors
  - Move immediately to the nearest room if you're in a corridor or communal area.
  - If already in a room, remain there.
  - Close and, if possible, lock all doors and windows and barricade, if possible, with heavy items.
  - Anyone in toilets or changing rooms should go directly to the nearest classroom.
  - Any students that are off-site at the time will be informed by the school not to return and to stay where they are. If they are on the sports field at RAA they need to proceed directly to the main building and wait there for further instructions.
  
3. Account for Pupils
  - Keep pupils in your care together.
  - Where possible, record of pupils to be taken and admin staff will use internal phone system to contact all rooms to account for pupils, staff and visitors.
  
4. Concealment and Silence
  - Place staff ID lanyards out of sight.
  - Turn off lights, close blinds or curtains, and keep pupils silent.
  - Seat pupils in the least visible area, out of sight from door and windows.
  
5. Communication and Instructions
  - Only follow instructions from trusted senior staff or emergency services. When required instructions will be given discreetly. If possible, the internal phone system will be used as a form of communication.
  - Use mobile phones sparingly for essential information if the situation escalates.
  - Remain in place until an all-clear is given. This will be by word of mouth or with the lockdown alarm sounding again.
  
6. Fire Drills
  - Ignore any fire alarms unless there is a direct and immediate threat of fire in the room.

### **External Lockdown Procedures**

If an external threat is confirmed, the following should be observed:

1. Secure Premises
  - Ensure all windows are closed, doors are shut, and blinds are drawn.
  - Those pupils and staff that are off site should not return to the school building and await instructions from one of the SLT members on what to do. If they are on the

sports field at RAA they need to proceed directly to the main building and wait there for further instructions.

2. Remain Indoors
  - Keep pupils indoors, typically in classrooms. Communal areas may be used if the situation is prolonged.
3. Follow the Regular Timetable
  - Continue classes as much as possible unless instructed otherwise.
4. Communication
  - Follow additional instructions provided face-to-face by Senior Leadership Team (SLT) or via email.
  - Internal phone system to be used.
  - Staff may use mobile phones if the situation requires immediate information-sharing.
5. Pupil Behaviour
  - Encourage pupils to remain calm and quiet.

### **Evacuation Procedures**

If instructed to evacuate:

1. Evacuate to Safe Zones
  - The designated evacuation areas are the Astro turf pitch by the Sports fields.
2. Follow Staff Directions
  - Senior staff or emergency responders will guide the evacuation.

### **Lockdown Activation Procedures with Warning**

1. Initial Notification
  - Headteacher Sasha Davies (or Deputy Head Stephan Willemse in her absence) will be informed of a potential incident.
2. Incident Declaration
  - The Headteacher (or Deputy Head Stephan Willemse in her absence) declares a Critical Incident and initiates the lockdown alarm.
3. Ongoing Communication
  - SLT members liaise with emergency services and update the school community.

## Without Warning

1. Immediate Action
  - The person identifying the situation will dial 999 and notify the main reception.
  - If reception is unreachable, attempt to inform a senior staff member or the Premises Manager.
  
2. Decision to Lockdown
  - The informed SLT member or Premises Manager will initiate lockdown if no other senior staff can be reached, acting as incident controller until the situation is resolved.

LOCKDOWN PLAN	
STAFF RESPONSIBILITIES	
Headteacher	To contact emergency services.
Deputy Headteacher	To communicate with Parents / Carers via My School Portal
Teachers and support staff	To stay with pupils and support them in keeping quiet and calm
Site Manager	To ensure all access points are secured
SIGNALS	
Lockdown signal	Dedicated 'lockdown' alarm tone will sound
All clear signal	Internal message systems / Word of mouth
Evacuation signal	Continuous Evacuation Fire alarm
LOCKDOWN	
Assembly points	<p>If in a classroom, pupils to remain in the classroom with the member of staff.</p> <p>If in the toilet:</p> <p>Staff, pupils and visitors to make their way to the closest classroom or secure space. In this instance, three knocks and</p>

	<p>clearly saying name to support safe entry from the member of staff in the room.</p> <p>If in the playground: Staff, pupils and visitors to make their way to the closest classroom or secure space.</p> <p>If in the school hall: Staff, pupils and visitors to remain in the hall.</p> <p>If in the office and main entrance foyer: Staff, pupils and visitors to use the HR &amp; Finance office.</p>
Entrance and exit points	Close all doors and secure windows. Lock doors and move away from line of site from any door window or room window.
Bringing pupils inside	On hearing Lockdown alarm, any pupils outside to proceed inside as quickly as possible with staff and go to nearest safe room/area. Secure the room / area as above.

### Possible scenarios discussed

Entry via front of building – door lock entry to main school will prevent immediate access.

#### Entry via playground –

Internal issue – isolate in area and lock or barricade main doors. Move pupils to hall area if possible

Astro turf or pitch –

External contact from the police to the school – Pupils to return to classrooms and follow full lockdown procedure.

Lockdown on a school trip – Lead teacher has overall responsibility for the safety and supervision of all the pupils. Lead teacher to check lockdown procedures of venue and identify in trip risk assessment.

## Summary

Steps to increase protection from danger	<ul style="list-style-type: none"> <li>• Lock or block and screen doors</li> <li>• Position children away from sightlines from external doors and windows, for example under a desk.</li> <li>• Turn off lights and monitors.</li> <li>• Ensure mobiles phones and electronic devices are on silent, or turned off .</li> <li>• Staff to support children in keeping calm, quiet and out of sight.</li> </ul>
Internal communication	<ul style="list-style-type: none"> <li>• Staff to remain in lockdown positions until informed by the Headteacher or Deputy Headteacher that it is 'ALL CLEAR'.</li> <li>• Whatsapp: staff in the school defined user group can be used to communicate in an emergency.</li> <li>• After lockdown has been cleared all staff and children to return to their base classroom and conduct a full register and. To contact Headteacher immediately of any pupils not accounted for</li> </ul>
Communication with parents	<ul style="list-style-type: none"> <li>• A combination of text and email will be used to communicate with parents via My School Portal.</li> <li>• Parents will be alerted that the school is in Lockdown and NOT to call the school, as this will tie up lines that would be used to contact emergency services.</li> <li>• Parents will be told not to come to the school until an 'all clear' message has been received from school.</li> <li>• If the end of the day is extended due to a lockdown, parents will be notified when and where to collect their children.</li> <li>• A letter will be released to parents from the school after the event, explaining the reason for the lockdown procedure, also asking parents to reinforce with their children the importance of following procedures in these very rare circumstances.</li> </ul>
Additional notes	<ul style="list-style-type: none"> <li>• Consideration will be given to any pupils or staff with additional needs who may need specific arrangements, as appropriate.</li> <li>• An evacuation will be communicated if needed, by using the continuous Fire Alarm / Evacuation signal.</li> </ul>
Lockdown drills	<ul style="list-style-type: none"> <li>• Lockdown practices will take place once per term to ensure everyone knows exactly what to do in such a situation.</li> <li>• Monitoring of practices will take place and debrief, so improvements can be made.</li> </ul>

## CONDUCTING PRACTICES

Practices of each emergency procedure will be conducted on a regular basis (termly for emergency evacuation and lockdown).

During a practice, all pupils and staff will be expected to follow the relevant procedures. Any issues or concerns that arise from the practice will be considered by the Headteacher and Health and Safety committee, and changes will be made to procedures if necessary.

## MONITORING AND REVIEW

This policy will be reviewed on an annual basis, or sooner if statutory guidance is released before the review date.

This policy will also be reviewed and evaluated following any incidents which required it to be activated.

The review will be conducted by the Health and Safety committee, in collaboration with the Headteacher and the Governing Board.

### Preferred contractors / suppliers / service providers:

Name	Service	Contact number
	Electricity Supply	0845 2722424
	Water Supply	0345 6723 723
National Grid	Gas	0800 111 999
British Telecom	Telephone lines	0800 800 154
	Electrical services	
Sams Electrical Limited	Sami	078 3007 4717
	Fire Services	
PFP Fire Protection	Nigel	075 9775 4777
	Security	
Wilton Security		01306 632992

*Radnor House Prep is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is our aim that all pupils fulfil their potential. In our school, the term 'staff', in the context of safeguarding, is inclusive of all staff and is also inclusive of pupils on placement, contractors, agency staff, volunteers and the proprietor.*

## **Monitoring and Review**

This policy will be reviewed annually, or sooner if required, to ensure it remains compliant with current legislation and reflects up-to-date guidance and advice from relevant external agencies, including the Department for Education (DfE), NHS, and local safeguarding partners.

**Next review date:** September 2026