

PATA Managed Groups Major Incident and Protective Security Policy



Policy

This document aims to help settings consider their protective security and prepare for the possibility of a local or national major incident. A major incident is a significant event which has an immediate impact and involves a large number of people. Examples include a national emergency, violent intruder, bomb threat, suspicious package, or environmental issue such as a gas leak or chemical fire nearby. Familiarisation with our policy and procedures, and the principles which underline them, will help PATA staff take the best possible action in a situation where circumstances are likely to develop and change very quickly.

Aims

Our main priority is the safety of PATA staff and the children in our care. All actions must be taken with this in mind. If the setting is part of a larger site, e.g. school, then procedure must be adapted to fit with site policy.

- Staff are responsible for making themselves familiar with the policy and procedures.
- Staff must maintain vigilance at all times and report any concerns to the setting manager.
- Children must be kept calm and reassured as much as possible. Practitioners should make decisions to the best of their ability in the situation that arises focused on the safety of the children in their care.
- Responsibility for the initial action taken at a setting rests with the setting manager. However, any major incident must be reported to the police as soon as it is safe to do so by dialling 999. If you are not able to speak you should wait and then dial 55 so that the call is recorded as silent but in need of attention.
- Police advice must be followed at all times.
- In the case of evacuation, the normal fire evacuation procedures must be followed.
- Monthly drills must take place to familiarise staff and children with procedures for external evacuation and twice yearly for inwards evacuation (invacuation) and lockdown. These may be announced or unannounced.
- Children with special educational needs or disabilities must have personal evacuation plans.

Name of setting:

Designated safe place:

Location of whistle:

Issue number: 3

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Procedures

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Appendix 1 – Bomb Threat Form

Appendix 2 – National Police Chiefs' Council (NPCC) Stay Safe Guidance – Run, Hide, Tell

1. Bomb Threats

- The Bomb Threat Form must be immediately available at all times (see Appendix 1).
- In the event of a threat, the form must be completed as fully as possible.
- Any bomb threat is a crime and must be reported to the police by dialling 999.
- Police advice must be followed at all times.

Dealing with specific bomb threat communications

Telephone threats:

- stay calm and listen carefully
- try to obtain as much information as possible
- if practical, keep the caller talking and alert a colleague to dial 999
- if displayed on your phone, note the number of the caller, otherwise, dial 1471 to obtain the number once the call has ended
- if the threat is a recorded message write down as much detail as possible.

Text messages:

- do not reply to, forward or delete the message
- note the number of the sender.

Face to face threats:

- try to remember as many distinguishing characteristics of the threat-maker as possible.

Written notes, letters or graffiti:

- treat as police evidence and stop other people touching the item.

Email or social media application:

- do not reply to, forward or delete the message
- note the sender's email address or username/user ID for social media applications
- preserve all web-log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after).

Assessing the credibility of a bomb threat

The vast majority of bomb threats are hoaxes designed to cause alarm and disruption, but any threat must be taken seriously.

The setting manager, with advice from the police where possible, will consider the following factors when assessing the threat:

- is the threat part of a series? If so, what has happened elsewhere or previously?
- can the location of the claimed bomb(s) be known with precision? If so, is a bomb visible at the location identified?
- considering the threat-maker's desire to influence behaviour, is there any reason to believe their words?
- if the threat is imprecise, could an external evacuation inadvertently move people closer to the hazard?
- is a suspicious device visible?

Deciding what action to take

The setting manager, with advice from the police where possible, will decide whether to implement external or internal evacuation or a search, as outlined below.

2. Suspicious Items

Handling suspicious items

- Do not touch suspicious items.
- Move away to a safe distance:
 - 100m for small items e.g. rucksacks or briefcases
 - 200m for medium items e.g. suitcases, wheelie bins or cars
 - 400m for large items e.g. vans or lorries.
- Prevent others from approaching.
- Communicate safely to staff, children, visitors and the public.
- Do not use mobile phones in the immediate vicinity, but only out of line of sight and behind hard cover, e.g. wall or door.
- Notify the police by dialling 999.

Suspicious packages can be assessed according to the following acronym:

- H = Hidden** is the package hidden or does it appear to be simply left behind as lost property?
- O = Obviously Suspicious** does it have batteries, wire, tape etc. visible?
- T = Typical** is it typical of items found in the environment?

The setting manager, with advice from the police where possible, will decide whether to implement external evacuation, internal evacuation or lockdown as outlined below.

3. Firearms or Weapons Attack

The Run, Hide, Tell procedure recommended by the NPCC will be followed in the case of firearms or weapons attack:

RUN



Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE



It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL



Tell the police by calling 999.

See Appendix 2 for full details of the Run, Hide, Tell strategy.

4. External Evacuation

Leaving the setting will be appropriate when it is:

- directed by the police and/or
- reasonable to assume the threat is credible and/or
- the best option for moving people to a safer location.

The fire alarm will be sounded and normal external evacuation procedures followed. If the location of the potential threat is known the exit which best avoids the location will be used.

5. Internal Evacuation (Invacuation)

Invacuation refers to staying inside the setting but moving people away from external windows/walls. This may be the safest course of action if for example it is known that a bomb is not within or immediately adjacent to the setting building but it may put people in danger to move them outside. The setting should identify the safest room which may be the furthest from the potential threat, or the one with fewest windows. All people should remain in the designated room until given the all clear by whichever authority is dealing with the situation.

6. Lockdown

There may be occasions where it is advisable or appropriate for a building to be locked down in order to secure staff and children from an outside threat such as a parent, member of the public, or a more general situation such as pollution or a chemical accident. It is likely that a situation requiring a lockdown will arise with little or no notice and all staff must be vigilant for potentially dangerous situations. The setting manager or most senior member of staff present must be informed and will issue all further instructions. She/he must be familiar with all aspects of the procedure.

If you are on a shared site (e.g. a school) you should be aware of the procedure for the whole site and any actions taken should be in accordance with that procedure.

Declaring a lockdown

- ***Emergency services must be called as soon as possible.***

Low threat: no imminent danger to building or staff e.g. fire at a local chemical factory.

- Lockdown may be implemented by word of mouth.
- One member of staff to inform all rooms.
- Backup communication by mobile phone if necessary.

High threat: imminent danger to building or staff e.g. intruder, threat of violence.

- Lockdown alarm will be sounded: five short bursts of the bell or whistle.
- In the event of a firearms or weapons attack, staff will use the NPCC STAYS SAFE principles Run, Hide, Tell (see appendix 2).

Implementing a lockdown

- Any staff and children outside the building to return to closest safe room.
- All staff and children to gather in the designated safe room if possible.
- The register to be taken to ensure all children and staff are accounted for. The setting manager to be informed of any person not accounted for.
- Children to be reassured and kept away from windows and doors (see Appendix 3 for ideas)
- Windows and blinds to be closed.
- Exit doors to be closed and locked, and barricaded if appropriate.
- Possible escape route(s) to be identified and kept accessible as far as possible.
- In the event of a chemical accident or threat, doors to any rooms with open ventilation (such as toilets) to be locked and sealed with tape.
- Once the site is secure, staff to monitor the outside of the building via CCTV if available.

- The site to remain secure until directed by emergency services or until the threat has passed.
- Staff to wait for confirmation from the setting manager before ending the lockdown.

Overriding events

Some events may override a lockdown. These include:

- a confirmed fire (note that an intruder may sound the fire alarm in order to try to force an evacuation)
- damage to the building
- an intruder within a room where children are.

In such a case the external evacuation procedure (point 4) will be followed.

7. Cooperating with Emergency Services

- When the police arrive in an emergency, they may be armed.
- They may be dressed differently to normal, depending on their function.
- Their first task will be to deal with the immediate threat to prevent casualties.
- This may take a long time.
- The police may be unable to distinguish you from the attacker.
- They may treat you firmly.
- Do everything they tell you to do.
- Don't make any sudden movements or gestures that may be perceived as a threat.
- Stay calm, don't shout or wave.
- Keep your hands visible at all times so they can see you are unarmed.
- The armed police may ask for details about the building, the attackers, hostages and casualties.
- You will only be evacuated once the emergency services consider it is safe to do so.

8. Search

- Following a major incident, any search of the building should only be undertaken in conjunction with or on the advice of the emergency services.
- If a threat is assessed as being implausible or a hoax, a proportionate search of the setting may be considered with advice from the emergency services.

Appendix 1 – Bomb Threat Form

From www.gov.uk/government/publications/bomb-threats-guidance

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT

1. Remain calm and talk to the caller
2. Note the caller's number if displayed on your phone
3. If the threat has been sent via email or social media see appropriate section below
4. If you are able to, record the call
5. Write down the exact wording of the threat:

(When/Where/What/How/Who/Why/Time)

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE:

1. Where exactly is the bomb right now?	
2. When is it going to explode?	
3. What does it look like?	
4. What does the bomb contain?	
5. How will it be detonated?	
6. Did you place the bomb? If not you, who did?	
7. What is your name?	
8. What is your address?	
9. What is your telephone number?	
10. Do you represent a group or are you acting alone?	
11. Why have you placed the bomb?	
Record time call completed:	

INFORM BUILDING MANAGER

Name of person informed	
Telephone number of person informed	

DIAL 999 AND INFORM POLICE

Time informed	
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This part should be completed once the caller has hung up and police/building manager have been informed

Date and time of call	
Duration of call	
Telephone number that received the call	

About the Caller:

Male	Female	Nationality?	Age?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Threat Language:

Well spoken	Irrational	Pre-recorded/ automated	Foul	Incoherent
<input type="checkbox"/>				

Caller's Voice:

Calm	Crying	Clearing throat	Angry	Nasal
<input type="checkbox"/>				
Excited	Slurred	Stutter	Disguised	Slow
<input type="checkbox"/>				
Lisp	Accent	Rapid	Deep	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Familiar	Laughter	Hoarse	Other	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	

What accent did the caller have?	
If the voice sounded familiar, who did it sound like?	

Background sounds:

Street noises	House noises	Animal noises	Crockery	Motor
<input type="checkbox"/>				
None	Voice	Static	PA system	Booth
<input type="checkbox"/>				
Factory machinery	Office machinery		Other	
<input type="checkbox"/>	<input type="checkbox"/>		<input type="text"/>	

Remarks	
Additional Notes	
Signature	
Print Name	
Date	

Actions to be taken on receipt of a bomb threat sent via email or social media

- 1 DO NOT reply to, forward or delete the message
- 2 If sent via email note the address
- 3 If sent via social media what application has been used and what is the username/ID?
- 4 Dial 999 and follow police guidance
- 5 Preserve all web log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after)

Signature	
Print Name	
Date	

Appendix 2 – Stay Safe – Run, Hide, Tell

An information film that provides advice on the steps to take to keep safe in the event of a firearms or weapons attack has been released to the public by National Counter Terrorism Policing. The four minute film, Stay Safe: Firearms and Weapons Attack sets out three key steps for keeping safe and is accompanied by an online information leaflet.

The film and leaflet advise that if you are caught up in an incident to 'run, hide and tell' - guidance which can be applied to many places and situations.

The film and online leaflet are available at

<https://www.npcc.police.uk/NPCCBusinessAreas/WeaponAttacksStaySafe.aspx>

Run

If you hear gunshots, the best option is to evacuate but only do so if it won't put you in greater danger.

- First, consider your route.
 - Will it place you in the line of fire?
 - Is it safer to wait for the attacker to move away before you continue?
- Act quickly and quietly, leaving your belongings behind.
- Insist others come with you, but don't let their indecision slow you down.
- Once you've identified a safe route, run.
- Get as far away from the danger area as possible.
- If you can't move to safety, hide.

Hide

- When finding a hiding place, consider your exits and escape routes. Avoid dead ends and bottlenecks.
- Try to find places with reinforced walls.
- Try to lock yourself in a room and move away from the door.
- Be as quiet as possible.
- Switch your mobile phone to silent, and switch off vibrate.
- Don't shout for help or do anything that will give away your hiding place.
- The best hiding place with protection from gunfire, will have a substantial physical barrier between you and the attacker.

Tell

- Call the police.
- Dial 999 and tell them clearly, the location of you and the attackers, descriptions of the attackers, their clothing and weapons, information about casualties and building access.
- Include anything else you think is important.
- If you are not able to speak you should wait and then dial 55 so that the call is recorded as silent but in need of attention.
- Try to stop others from entering, but only if this won't put you in danger.

Appendix 3 – How to manage a lock-down

- All setting staff should be familiar with the procedure and any safety precautions which can be taken.
- The Manager should identify the best room within the setting to use in the event of a lockdown (it may not always be possible to move all children into one room but this will be the aim).
- Staff should consider how best to make the space safe (e.g. where in the room to sit) using equipment available (crash mats/cushions etc).
- Staff should remain calm and try to keep the children calm.
- Lockdown can be approached as a game e.g. hiding from the Gruffalo (or whatever the current interest is), sardines (if practicing for an active shooter type situation), hide and seek or sleeping lions. Alternatively you can be straightforward and explain that the children need to stay safe and be quiet until whatever is on site is taken away. The approach you take should be consistent and whichever the manager feels is most appropriate for the setting and children.
- Staff should consider how best to make the children feel safe, quiet (if necessary) and comfortable in the room. This may be physical (i.e. cushions and blankets on the floor) or practical (i.e. telling stories, engaging in quiet games, having tablets/l-pads available).
- After a lockdown drill parents should be notified so that they can answer any questions that may arise from the children.

Internal use only

This policy was adopted by _____ *(name of setting)*

On _____ *(date)*

Date to be reviewed _____ *(date)*

Signed on behalf of the provider

Name of signatory _____

Role of signatory (Setting Manager) _____

Signed on behalf of PATA (UK)

Name of signatory Paula Hayball

Role of signatory Chief Executive Officer