



Major Incident Policy

This policy is applicable to the Wonder Learning Partnership (WLP)

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1. Introduction

This policy applies to all schools with the Wonder Learning Partnership.

The Wonder Learning Partnership has a duty of care to all pupils, colleagues, visitors, contractors and any other persons who visit one of the school sites or offices under the Health and Safety at Work Act 1974.

Regulations require the Wonder Learning Partnership to carry out suitable and sufficient risk assessments to identify all significant risks to everyone who works or visits one of our schools. This policy identifies some of the potentially more hazardous risks and set out procedures to be adopted for each school to assist in mitigating and responding to those risks.

Overview

When any loss of service is reported immediate action needs to be taken to attempt to rectify the situation as soon as possible.

- The person in charge of the school at the time of the loss must be informed immediately.
- A senior colleague must be responsible for co-ordinating all information from the relevant service provider to the school, and to keep the person in charge of the school informed at all times of any progress or problems.
- Pupils, Students and Colleagues must be reassured that the problem will be resolved as soon as possible.

Schools must ensure all major incidents are reported to one of the following:

- Chief Executive Officer
- Chief Operating Officer
- Director of Estates, Investment, Sponsorship and Procurement

A decision will be made by the above to report any major incident to the relevant bodies such as the Department for Education, H&S Executive, RIDDOR, Local Authority and Health Protection Agencies such as UKHSA

Responsibilities

The Estates Lead/People and Estates Lead is responsible for ensuring the relevant risk assessments are undertaken for their school. From the findings of these risk assessments, relevant Major Incident Contingency Plans are written and implemented.

All departments in each school should be consulted when writing Major Incident Contingency Plans.

Major Incident Contingency Plans (the 'contingency plan') must be shared with all colleagues by suitable instruction, information and training. Where new colleagues are employed, these plans

must be included as part of the initial induction to the school. Refresher training must be completed as and when necessary to ensure that in the event of an emergency, everyone knows what actions to take.

The contingency plan must be reviewed and tested, if appropriate on an annual basis to ensure that the plan is fit for purpose.

The school contingency plan should include: **(Appendix 1)**

- A description of the potential hazards
- Individuals' responsibilities
- Emergency contact numbers
- Evacuation/Invacuation procedures (considering time of day, weather, seasonal differences)
- Whereabouts is emergency equipment and how to use it (from firefighting equipment to gas shut off valves)
- Any other relevant information

All Wonder Learning Partnership colleagues have a duty to undertake the relevant mandatory training relevant on the eLearning modules on National College as and when the Trust considers it necessary.

Major Incident Management

In the event of an actual or potential major incident it is essential that a member of School Senior Leadership Team (SLT) is informed who must escalate the matter further as required.

Consideration will be given to identifying a team of Wonder Learning Partnership senior colleagues as a means of safely and effectively responding to the major incident.

Mobile telephone numbers and email addresses are included on the School Major Incident Contingency Plan to enable swift and efficient communications between the Trust and School Senior Leadership Teams.

Guidance

It is essential that briefings are given to school colleagues, the relevant management teams and external stakeholders as a way of ensuring that necessary action is taken, resources are provided and the risks to wellbeing, property and reputation are minimised.

Terrorist Threats and Suspicious Packages – For guidance see **Appendix 2** Guidance for Dealing with Malicious or Threatening Communications and **Appendix 3** Dealing with Possible Bombs and Suspicious Packages.

Off-site Incidents – Colleagues should be aware that they could become involved in major incidents, such as terrorist attacks, whilst they are supervising pupils/students off-site. Should this occur, then colleagues must contact the school as soon as possible giving details of their location, the condition of the pupil/students and any other relevant information.

Fire – see Fire Safety Policy and Individual School Emergency Evacuation Plans

Spillage of Dangerous Chemicals – Although it is unlikely that any school should store any large quantities of dangerous chemicals, science, design and technology and art may have small quantities, where any are identified a COSHH/DSEAR Risk Assessment should be undertaken. Where possible any potentially dangerous chemicals should be eliminated or replaced with something less dangerous.

The chemicals recommended for cleaning, catering and maintenance activities have been selected with consideration for the hazards they present and therefore will not present a considerable risk.

Services (Electricity, Gas, Water) - In the event of any of the main services failing, the effects on the school can vary with what time of day, and the effect of the weather. Consideration must be made for all these when putting together a contingency plan and where schools are located in remote or unusual surroundings, local procedures must be drawn up pertinent to these additional risks. In all cases, the emergency contact numbers of the key personnel should be readily available to all colleagues.

Electricity – Should the electricity fail, immediate contact should be made with the emergency number of the school service provider. Where switchboards are used, a separate line that does not go through the switchboard will need to be available, this can be a mobile phone. When contacting the service provider, give this number so they can ring you back. You will need to find out how long the electricity is likely to be down. As lighting, heating and other essential services may not be available, it may be necessary to have a place that you can remove your service users to so that they can have the necessary provisions.

Emergency lighting will last between 2 to 3 hours. When the power fails, if your site has lifts this may leave persons trapped inside, therefore procedures must be in place to safely remove them as soon as possible. Contact must be made as soon as possible with the Trust Senior Leadership Team, so that a decision can be made regarding further action.

Gas and Oil - Should the gas or oil supply fail or run out (LPG and oil storage tanks), it will be necessary to contact the school's relevant supplier as soon as possible to ascertain how long before services can be resumed or a delivery can be made. As this can affect the heating, hot water and catering equipment, it may be necessary to close the school if the supply cannot be reinstated. Contact must be made with the Trust Senior Leadership Team, so that a decision can be made regarding further action.

Water - Should the water supply fail or appear contaminated; contact should be made with the service supplier's emergency helpline. Boilers must be switched off to ensure they do not boil dry. All taps must be placed in the off position to ensure that flooding does not occur when the supply returns. As toilet facilities will be out of action it may be necessary to close the school if the supply is not going to be reinstated within a reasonable timeframe. When the supply is returned, all taps should be re-checked to see that they are in the off position so that flooding does not occur. Contact must be made as soon as possible with the Trust Senior Leadership Team, so that any decisions regarding further action can be made.

Flooding

(a) Flooding from burst water pipes/mains:

- The Headteacher, Estates Lead and Caretakers should know where the internal water mains shut-off valve is so that it can be turned off until a plumber can be brought on site as soon as possible to repair the burst. It is also essential that key personnel know where the external shut off valve is and where the tools are kept to switch it off.
- Contact must be made as soon as possible with the Trust Senior Leadership Team so that any decisions can be made regarding further actions.

(b) Flooding from water courses/rain:

- Where a unit lies on a flood plain or has a history of flooding due to its location and/or inclement weather, emergency action plans must be made in conjunction with the local emergency services. Evacuation procedures are essential to the unit's contingency plan in the event of a flood
- Contact must be made as soon as possible with the Trust Senior Leadership Team so that any decisions can be made regarding further actions.

Gas Leaks -

- The Headteacher, Estates Lead and Caretaker should be aware of the location of the emergency gas shut off valve and how to use it.
- Should a gas leak be suspected, turn off the gas shut off valve immediately and ventilate the area. All gas appliances should also be switched off. Contact the emergency number for National Gas Emergency Service. If the fault is internal, the school's local contractor will need to be contacted to provide maintenance. If the fault is external, your local supplier will need to be contacted to undertake repairs. See gas supply failure for other actions.
- Extinguish any naked flames and ensure that everyone refrains from smoking and using any kind of electrical equipment that could present an ignition source/spark. This includes the use of personal mobile phones. Contact must be made as soon as possible with the Trust Senior Leadership Team so that any decisions can be made regarding further actions.

Loss of Accommodation including Building Areas – Although the likelihood of the school losing its entire building is low, whether to fire, flood or other disaster, it is necessary that a contingency plan be put into place where alternative accommodation can be sought. This may be through the provision of temporary classrooms or utilising space at an alternative school. Communication links must be set up prior to any untoward event so that all parties are agreed on what actions may need to be taken.

Full consideration should be given to the suitability of alternative accommodation, dependant on the school's needs.

Consideration and plans need to be in place for the loss of essential areas within the school, such as classrooms/kitchens/catering facilities/toilets. These should be developed together with the Partnership Services Team.

Serious Outbreaks of Infection or Pandemic - Schools should be aware of seasonal pandemics and other potential severe outbreaks of infection. Contingency plans must cover staffing, service users' families and other visitors as well as those immediately impacted. Colleagues must also report any Notifiable or Infectious Illness or Diseases through the appropriate channels for example Local Public Health Office or UKHSA.

Managing and Mitigating the Risk

Although this policy covers the most common possibilities it is not exhaustive as there are many potential causes of a major incident. Therefore, if an incident occurs or is evident that it may occur, provisions must be made to reduce the likelihood of it occurring or reoccurring and local procedures put into place to reduce the impact of a major incident.

The school should use its risk register as a means of mitigating known high risks for example flooding which will be the case where schools are situated on a flood plain.

Contingency plans should be tested on an annual basis. Such tests may be confined to a simple review by the Senior Leadership Team in those cases where the risk of the major incident has been assessed as low. In cases where the risk has been assessed as high these contingency plans should be tested more actively for example via simulated exercises and desktop review undertaken by the Senior Leadership Team. The evaluations and lessons learnt from these desktop reviews should influence the contingency plan and feedback should be given to the wider staff team.

A copy of the contingency plan must be retained in the appropriate site Evidence File. These will be checked as part of the internal H&S Paperwork Audit.

Martyn's Law, also known as the Protect Duty

Martyn's Law is UK legislation designed to strengthen public safety by requiring certain organisations to take proportionate steps to reduce the risk of terrorism. The law places a duty on those responsible for qualifying premises and events, including education settings where applicable, to assess the risk of terrorist activity and implement appropriate, practical measures to protect people from harm.

Fire, Emergency Evacuation, Lockdown & Invacuation Drill Exercises

There should be a planned fire evacuation drill carried each term and a lockdown and invacuation drill carried out at least once during the academic year. The school should also plan to carry out an emergency evacuation drill for such events as a gas leak where evacuation procedures may differ to that of a fire evacuation drill. The events of the exercises should be documented and reviewed by the School Leadership Team as soon after the event as possible.

The schools should plan for events such as:

- Fire
- Potential Gas Leak (no alarm sounding)
- Threats or Violence Nearby
- Intruder or Unauthorised Person on the school site
- Serious behaviour incident within the school
- Weapon related concerns
- Police Advice or Instruction
- Environmental or External Hazards
- Medical Emergency affecting safety

- Safeguarding Concerns
- Road Traffic Incident near to the school

Appendix 1 Major Incident Contingency Plans for Wonder Learning Partnership Schools

Complete ALL Sections, including marking 'N/A' where not applicable to the school rather than deleting.

KEY CONTACT POINTS	
Headteacher:	Phone:
Deputy/Assistant Headteacher:	Phone:
People & Estates Lead/Estates Lead:	Phone:
Caretaker/s:	Phone:
Chief Operating Officer:	Phone:
Director of Estates:	Phone:
Chief Executive Officer:	Phone:
Additional Important Contacts:	Phone:

MAJOR FIRE	
In the event of a major fire the following plan should be implemented	
CONTACT INFORMATION	
Fire Service 999	
EMERGENCY EVACUATION OF THE BUILDING	
The School's Local Fire Procedure/Emergency Evacuation Plan should be implemented. Personal Emergency Evacuation Plans followed for those individuals' needing assistance.	
Central Command Hub created in unaffected school building, if possible, to discuss:	School Closure
	Parent/Carer Communication & Collection
	School Transport
	Temporary/Emergency Accommodation
School Transport Contact Details:	
Emergency Accommodation (classrooms, kitchen) Company Contact Details:	
Local Authority Contact Details:	

MALICIOUS OR THREATENING COMMUNICATION/POSSIBLE EXPLOSIVE DEVICES/SUSPICIOUS PACKAGES	
Refer to Appendix 2 and 3 of the Major Incident Policy	
In the event of a threat the following plan should be implemented:	
CONTACT INFORMATION	
The police should be informed immediately: 999 Means of communication of risk to key colleagues within the school: Fire Alarm, Radio and Telephone system, View Sonic Screens to be used	
IF EMERGENCY EVACUATION OF THE BUILDING IS REQUIRED:	
The School's Emergency Evacuation Plan should be implemented. Personal Emergency Evacuation Plans followed for those individuals' needing assistance.	
DECISION TO REMAIN INSIDE THE BUILDING(S):	
Relocate to an unaffected building – Sports Hall, other teaching blocks not at risk	

DECISIONS MADE TO SECURE SITE:
Actions to be taken: Authorised personnel only to access the school

LOSS OF GAS/OIL SUPPLY (indicate which)
In the event of the loss of gas or oil the following plan should be implemented:
Ensure all gas/oil appliances are turned off (locations):
Location of gas isolating/oil valve: (only caretaking personnel to isolate any valves)

CONTACT INFORMATION	
Contact the supplier to try to determine the length of time the supply is going to be off, inform the relevant colleagues.	
Gas/Oil Supplier:	Telephone Number:
Heating	If the loss of supply is only short term, advise pupils and colleagues to wear outdoor clothing, if necessary. Use portable oil filled radiators if safe to do so.
Catering (if the school has gas appliances)	Advise pupils to bring packed lunches. Kitchen to consider alternative menu. If the issue is long term a temporary catering facilities can be arranged through supplier: PKL Group – 01242 663000

LOSS OF ELECTRIC POWER SUPPLY	
In the event of the loss of the electric power supply, the following plan should be implemented	
CONTACT INFORMATION	
Contact the supplier/provider to try and determine the length of time the supply is going to be off, inform all relevant colleagues	
Electricity Provider: Northern Powergrid:	Telephone Number: 0800 668877 or visit the website to report the power cut
PARTIAL LOSS OF SUPPLY:	Check fuse boxes which are located:
LOSS OF ALL SUPPLY:	Check trip switch on each fuse board. If the trip switch is in the ON position, phone the electricity provider on the above number/website.

	<p>If the trip switch is in the OFF position, flick back on to the ON position. If it goes back to OFF, the problem is in-house, therefore an electrician needs to be called.</p> <p>If the problem is an electricity supply power cut and the electricity provider advises it is a long-term issue, then they are obliged to provide a generator to ensure the school remains open.</p>
CATERING EQUIPMENT (ELECTRICAL APPLIANCES)	<p>Advise pupils to bring packed lunches. Kitchen to consider alternative menu.</p> <p>Fridge and freezers will only maintain temperature for a limited period therefore food will need to be discarded or used immediately if it has defrosted.</p> <p>If the issue is long term a temporary catering facilities can be arranged through supplier: PKL Group – 01242 663000</p>
TELEPHONES	Mobile phones should be used utilised to provide a communication system.
LIGHTING	In the event of power failure, torches should be used if required to ensure any pupils and staff are located and safely escorted from the buildings. If pupils are waiting to be collected, they must stay together inside the building until their transport arrives.
HEATING	<p>If the heating fails, pupils and staff may be required to wear outdoor clothing until it is restored.</p> <p>If the heating issues are potentially going to be long term, oil-filled radiators may need to be sourced.</p>
HOT WATER	If there is no hot water, consideration needs to be given how pupils and staff wash their hands (personal hygiene) and how the kitchen functions (food safety).
CLEANING	Cleaning functions can continue if it is safe. Cold water and disinfectants can be used to clean floors, for example.

LOSS OF WATER SUPPLY	
In the event of the loss of water supply to the whole building, the following plan should be implemented:	
Contact the supplier/provider to try and determine the length of time the supply is going to be off, inform all relevant colleagues	
Water Supplier: Yorkshire Water Telephone Number: 0345 1242424 or visit their website to report the loss of water	
Taps	Ensure all taps are in the off position to ensure no flooding occurs when the supply is reinstated.
Toilet Facilities	Toilets will operate for a brief period of time, Once the water tanks have emptied consideration needs to be given whether the school can remain open if the water supply is interrupted a prolonged period.

Cleaning	Cleaning functions can continue. Sanitiser sprays and liquid disinfectants can be used.
Drinking Water	Mains fed water coolers will be affected therefore bottled water may need to be supplied.

LOSS OF PHONE AND IT CONNECTIONS	
In the event of the connectivity for computers and telephones failing, the following procedure should be implemented:	
CONTACT INFORMATION	
Internal IT Helpdesk:	Telephone Number:
External IT Support/Helpdesk: Techn22 support@techn22.co.uk	Telephone Number: 03339 963498 or email
SERVICES AFFECTED	PLAN
Telephones	Contact the most appropriate IT Support/Helpdesk to find out the extent of the problem, and whether it is localised or more extensive. If possible, ask Admin/Reception to send an email to all Outlook accounts informing them of the issues. Mobile phones should be utilised to provide a communication system. If the loss of the telephone system is expected for a prolonged period, if possible, inform parents/carers. Use mobile phones for emergency calls and to provide a contact for Trust/School Senior Leadership Team
Computers	Advise the most appropriate IT Support/Helpdesk and take advice from them depending on how long the disconnection is due to last.

SEVERE WEATHER CONDITIONS e.g., snow or flooding	
In the event of severe adverse weather conditions, the following procedure should be implemented alongside guidance from the Local Authority	
CONTACT INFORMATION	
MET Office (weather) Environment Agency (flooding) Salt & Grit Supplier:	Weather and climate change - Met Office Environment Agency - GOV.UK
Cancel all school trips and sporting fixtures, if necessary. Check food supplies can be delivered.	
SERVICE AFFECTED	PLAN
This will vary depending on the nature of the weather	
Information	Keep up to date with the weather/flood etc. Forecasting via the Met Office, Environment Agency, Local News Broadcast, Local Authority Updates.
Staffing	Ensure staffing numbers are at an acceptable level to safeguard pupils within school.
Safety	This should be a priority for colleagues and pupils. Consider whether it is safe for the school to be open or if certain areas of the school are safer to relocate in to during the adverse conditions.

Access	Where possible try to maintain safe site access. Salt and grit supplies should be maintained during the winter months. Sandbags may need to be considered.
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Appendix 2 Guidance for Dealing with Malicious or Threatening Communications

You must take any threat or warning extremely seriously and take the following steps immediately:

1. Where a telephone call is received: remain calm, extract as much information from the caller as possible and do not hang up (it may be possible to trace the call). Keep a record of what the caller says.
2. If an email or other form of written correspondence is received, read it carefully and consider the nature of the warning or threat and any deadlines given. Do not reply or delete the message.
3. In both cases you must assume that the threat or warning is credible and not a hoax.
4. Call the police immediately on 999. Do not use the 101 number which is for non-emergencies.
5. Give the police full details and listen carefully to any advice or instructions they give. Write those down. Forward any written materials to the email address given to you by the police.
6. Ensure the police have your address and phone details. Ask for a deadline by which they will respond particularly if the matter is urgent.
7. You must contact the Headteacher or the Deputy/Assistant Headteacher by phone and explain the situation to them and act on instructions given. The Trust Senior Leadership Team should be contacted as soon as practicably possible.
8. Once the appropriate notifications to the police and Senior Leaders have been made, refer to the Business Continuity Plan and consider carefully what steps you can take to make sure pupils and colleagues are safe and let them know what is going on.
9. Depending on the nature of the threat and any advice given to you by the Police, Headteacher or Trust Senior Leadership Team, you may decide that you need to:
 - Evacuate the site (for example in the event of a bomb scare)
 - Invacuate the site (i.e. move to a safer area within the school)
 - Secure your site by way of a lockdown to prevent unauthorised people from entering and prevent others from leaving.
10. Any communications with pupils, colleagues and parent/carers about the threat or warning or any steps they need to take must be managed carefully so they are not alarmed.
11. Keep your mobile phone with you at all times so that the Police, Headteacher or Trust Senior Leadership Team can contact you with advice and instruction.
12. Above all you must remain calm and take reasonable and proportionate steps to make sure pupils and colleagues safe bases on your risk assessment.

Appendix 3 Dealing with Possible Bombs and Suspicious Packages

If you see what could be a possible bomb or suspicious packages:

1. Do not touch the object.
2. Confirm the object is suspicious. Ask questions of anyone in the immediate area.
3. Clear the area away from the package – not past it.
4. Call for help from other colleagues
5. Clear the area around the building to maintain safety including floors above the area.
6. Call 999 (do not use 101 number) and follow the direction given by the police.
7. Contact your Headteacher or the Deputy/Assistant Headteacher by phone and explain the situation to them and act on any instruction given.
8. Depending on the nature of the threat and any advice given to you by the police or Headteacher, you may decide that you need to:
 - Evacuate the site (for example in the event of a bomb scare)
 - Invacuate the site (i.e. move to a safer area within the school)
 - Secure your site by way of a lockdown to prevent unauthorised people from entering and prevent others from leaving.
9. Any communications with pupils, colleagues and parent/carers about the threat or warning or any steps they need to take must be managed carefully so they are not alarmed.
10. Keep your mobile phone with you at all times so that the Police, Headteacher or Trust Senior Leadership Team can contact you with advice and instruction.
11. Above all you must remain calm and take reasonable and proportionate steps to make sure pupils and colleagues safe bases on your risk assessment.