

Lock-In Policy

Policy statement

The safety and security of all staff, volunteers, and visitors to the Community Centre is of utmost importance. In the unlikely event of an intruder or any other situation requiring everyone to remain inside for safety, the following Lock-In Policy will be enacted. The policy ensures that all individuals on the premises are aware of the procedures and can respond appropriately.

This policy should be read alongside ETNA's Health & Safety Policy and Safeguarding Policy to ensure a joined-up approach.

Trigger for Lock-In

The code phrase **"We have run out of sugar cubes"** will be used to discreetly inform staff and visitors that a lock-in is necessary. This phrase will be communicated by a member of staff either verbally or via an internal messaging system.

Lock-In Procedure

1. Announcement of Lock-In

Once the decision to implement a lock-in has been made, the code phrase **"We have run out of sugar cubes"** will be used to inform staff and visitors without causing alarm. This will indicate the need to stay inside and follow lockdown procedures.

2. Locking Entrances

Upon hearing the code phrase, designated staff will immediately:

- Secure all exterior doors to prevent entry or exit (*note: a CHUBB lock key for the front door is located in the console table*).
- Ensure all windows are locked.
- Verify that no one leaves the building until an official all-clear is given.

3. Communication with Authorities

- A designated member of staff will call 999 to inform them of the situation and seek guidance.
- Updates from authorities will be communicated to staff and visitors as soon as they are available.

4. Internal Safety Measures

During the lock-in:

- Staff will mobilise and split across the different floors to guide visitors to a safe area away from doors and windows, if necessary.
- Visitors should remain calm and follow instructions from staff members.
- Activities should continue quietly where possible to avoid attracting attention.

5. Duration of Lock-In

The lock-in will remain in effect until an all-clear is given by either the authorities or the Centre Manager, who will use the phrase **"The sugar cubes have been replenished"** to indicate that the lock-in is over.

6. Post Lock-In Procedures

After the all-clear is given:

- Staff will unlock all exits and ensure that it is safe for everyone to leave or resume normal activities.
- A debriefing will be conducted for staff and any necessary support or follow-up actions will be arranged.

Trigger for Partial Lock-In

If a situation arises where an intruder or security threat is inside the building, the code phrase **"We have run out of sugar cubes"** will be used to indicate the need to immediately secure the rest of the Centre.

Partial Lock-In Procedure

1. Announcement of the Partial Lock-In

When the code phrase **"We have run out of sugar cubes"** is communicated, staff will:

- Remain calm and discreetly initiate security measures.
- Direct visitors to safe areas if necessary, without causing panic.

2. Securing Unaffected Areas

Upon hearing the code phrase, designated staff will:

- Lock doors to all rooms and areas that are not already compromised (*note: bundles of keys to be taken from cabinet*).
- Secure entrances to hallways, stairwells, and any other access points.
- Block windows, if feasible, in areas that need securing.
- Maintain awareness of any further instructions from the authorities.

3. Guidance for Visitors

Staff will calmly inform visitors that they must remain in place and follow all instructions. Visitors should:

- Stay in their current location or be guided to a designated safe area.
- Remain quiet and avoid drawing attention.
- Await further instructions from staff.

4. Communication with Authorities

A designated staff member will immediately call 999 to inform them of the situation, detailing the presence of the intruder and the actions taken to secure the Centre.

- Staff will continue to liaise with police, who will provide guidance on the next steps.

5. Managing the Situation

During the partial lock-in:

- Staff should continue to monitor the situation and provide updates to the Centre Director or Police.
- Ensure the safety of those in secured areas by limiting movement and noise.
- If evacuation becomes necessary, follow the directions of the authorities.

6. Ending the Lock-In

Once the Police have determined that the threat is no longer present, the Centre Director will use the code phrase **"The sugar cubes have been replenished"** to signal that the lock-in is over.

- Staff will unlock secured areas and confirm that it is safe to resume normal activities or evacuate the building, depending on the situation.

7. Post Lock-In Actions

- A debriefing session will be held for all staff after the incident to review the situation and actions taken.
- Any necessary support, including first aid or counselling, will be provided to staff and visitors as needed.

If a staff member is not on site: it is the responsibility of the hirer to keep their clients safe. , the hirer is responsible for enacting these procedures and keeping their clients safe. Hirers should follow the nationally recognised Run, Hide, Tell guidance:

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.
- If you can see the attacker, they may be able to see you.
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal.
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls.
- Be aware of your exits.
- Try not to get trapped.
- Be quiet, silence your phone.
- Lock / barricade yourself in.
- Move away from the door.

Tell

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

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