



## **Critical Incident Policy**

**Reviewed By:**

**Name:**

**Signature:**

**Date**

## **Aims of the Critical Incident Policy**

This policy and associated management plan, recognises that it is not possible to foresee the natures of every critical incident that might occur, or to detail every aspect of response to a critical incident, but seeks provides a framework to guide the management and recovery from a critical incident and details the likely common steps by which the UTC can manage a range of incidents, together with its impact on the community. For it to be effective, it is critical that that the plan is easily understood and effectively implemented by all staff that are involved in such a situation.

- To ensure that swift and appropriate action is taken in the case of the UTC being made aware that a critical incident has occurred
- To maintain a duty of care on all students and ensure that the welfare of students and staff is paramount
- To ensure that the UTC responds in a sensitive, consistent and effective manner which reduces confusion, panic and extreme emotion at the UTC and within the wider community
- To have immediate access to all relevant contact details (including outside agencies)
- To offer sensitive, non-intrusive support in the short and medium term to all those affected directly or indirectly by the incident
- To maintain normality, as far as possible, in parts of the UTC which are not affected
- To restore normality as soon as possible to the parts which are affected

As a critical incident is likely to have a severe impact upon the UTC, both in the short, medium and potentially in the long term, our aim is to ensure that UTC strategies and procedures are in place to protect the physical and emotional wellbeing of every member of our community.

### **Definition of a Critical Incident**

A critical incident is a physical incident or psychological trauma that has a severe, immediate impact and likely long-term effect on students, staff or parents and which has the potential to overwhelm the UTC's normal coping mechanisms. The incident could directly involve students, or staff, but could also involve parents, or an incident in the wider community.

Examples of critical incidents can take place **on-site**, or **off-site** and include:

- The death of a student or member of staff through natural causes
- Deaths or serious injuries to students or staff through accidents
- A deliberate act of violence such as knifing or the use of a firearm (regardless of whether it leads to a death, or injury)
- A UTC fire, flood or an explosion in a laboratory
- A natural, or manmade disaster in the community

### **Preventative strategies**

The UTC recognises the importance of adopting best practice across a range of health & safety and safeguarding areas in order to reduce the likelihood of such a situation arising. This includes regular monitoring and review of relevant policies and practice

- Child Protection (including off-site activities)
- Health and Safety
- Risk Assessment
- First Aid Training
- Regular Emergency Practices (fire, or bomb alerts, or intruder on-site)
- Learning for Life Programme (in particular opportunities to explore sensitive issues such as tragedy)

However, we recognise that there will be a range of situations that can arise despite adopting best practices and this policy seeks to manage such situations calmly, sensitively and effectively.

## Critical Incident Management Process

In the Event of a Critical Incident:

Initial Response - First Stage (first person on the scene)

- If the incident involves the injury of a person seek first aid support and if of a serious nature contact the emergency services immediately
- Identify and action any urgent and rectifiable health and safety risks
- The Principal should be informed (if not available the Vice Principal) – either directly, or through a second person (the second person should verify that the Principal has been informed)

Initial Response - Second Stage (incident management)

- The Principal (or Vice Principal) should seek to clarify from relevant sources the nature and circumstances of the incident and any measures already put in place to address health and safety risks.
- **The Critical Incident Management Team will be established** and operate from a designated location (The Principal's Office at the UTC, unless otherwise stated) at the earliest opportunity and agree on procedures for managing the critical incident
- **The Critical Incident Management Plan is put into operation**

Medium Term Responses (strategic support)

- UTC structures and routines will be re-established
- Supportive strategies for students and staff will be implemented including the continued use of appropriate outside agencies to provide long term support as is the use of appropriately trained members of staff who are known to those in need of help
- There will be on-going contact with parents

Long Term Responses

- Staff will be mindful of anniversaries and other special dates
- Actions taken will be reviewed and policies amended if appropriate
- Learning for Life programme will be reviewed

## Critical Incident Roles and Responsibilities

### The Principal

The Principal is responsible for organising the response to a critical incident. In his/her absence responsibility passes to the most senior member of staff available, or contactable at the UTC. For an off-site activity the Trip Leader is responsible for the Initial Response (first stage) – but must make contact with the Principal (or other emergency contact as a matter of urgency)

All members of the senior leadership team critical must:

- Have a hard copy of the Critical Incident Policy at home and at the UTC (this will also be on the website, in trip/visit Travel Packs, and displayed in reception and other staff areas around the UTC)

- Be aware of the roles of each part of the plan to enable the UTC to react swiftly and accordingly
- Have contact numbers of each other for 24 hour contact
- In the event of an UTC trip /visit, have access to a list of names for staff and pupils
- Have a register of emergency services and relevant outside agencies

#### All staff:

- Be familiar with all policies relating to safeguarding of students, including the Critical Incident Policy.
- Be familiar with emergency evacuation and lockdown drills
- **MUST NOT take unilateral actions** (unless in an emergency/first response situation)
- **MUST NOT contact, or talk to the media.** Staff should not share information with students, other staff or parents other than as directed by The Principal (or member of the Critical Incident Management Team)

#### All students:

- Must follow the instructions of staff, including where this requires changes normal operating practices (e.g. end of school day,
- Must be familiar with emergency evacuation and lockdown drills
- Must not contact others by email, mobile phone, or other means without permission and direction from a member of staff

### **Critical Incident Management Team**

A Critical Incident Management Team will be established as soon as practical, together with a designated location from which to manage the incident. The membership of the team will vary depending on the nature and extent of the incident. The typical composition of the Critical Incident Management Team is provided as part of the Critical Incident Management Plan. Other staff will be co-opted if appropriate, or required.

### **Critical Incident Management Plan**

#### Principal (or most senior member of staff available)

- Seeks clarification of the situation
- Calls emergency services if appropriate (or confirms emergency services are responding)
- Contacts relevant parents

- Convenes a Critical Incident Management Team to manage incident and determines the location of the incident room
- Determines the response, with members of the CIMT and others as needed
- Convenes and informs staff and instructs on how students should be informed
- Contacts Chair of Governors and Partners and secures support (e.g. press/media, or legal advice) as needed
- Contacts external agencies – Local Authority CIMT /social services /appropriate consultants
- Prepares relevant statements/letters for the media, parents, students and office staff

#### Member/s of the Senior Leadership Team

- Liaise with UTC first aiders to offer first aid as appropriate (and ensure direction emergencies services arriving on-site)
- Ensure health and safety measures are in place, through liaison with facilities/site team
- Oversee evacuation, or other student movement procedures if appropriate
- Supports the physical and emotional wellbeing of students
- Manages other staff/student logistical arrangements, including staff cover if necessary
- A specific member of the senior leadership team may be designated to manage the UTC and its operations that are able to continue to operate as normal, if appropriate.

#### Facilities Manager (or member/s of the site/technical services team)

- For on-site incidents - carries out, or directs site staff to undertake key health and safety duties

#### Senior Administration

- Ensures phone lines are operative and all office staff available
- Ensures student and staff emergency contact details are readily available
- Ensures office staff do not vary from the script
- Manages, website /texts to parents /and UTC information
- Ensure appropriate records of actions are maintained

#### **Review**

- There will be an evaluation of the way in which the incident was managed. This policy is reviewed every two years.