

Springboard Opportunity Group Critical Incidents Policy

A Critical Incident is defined as a serious event affecting children, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from Springboard's own management team during day to day running.

This includes:

- Serious accident, illness or death of a child in our care
- Serious accident, illness or death of an adult on our premises or attending one of our events / activities
- Threat of violence / abduction to people or property by an individual or group, including terrorism
- Disease epidemic
- Fire, flood, or natural disaster

This policy sets out our basic approach and procedures for handling such incidents at the time and in the aftermath.

Good planning and day to day management will be employed to minimise the risk of a critical incident occurring.

When managing a critical incident staff will essentially be using the skills and knowledge they have developed in their roles and will additionally need to take into account that they and people around them may be in a state of shock or panic.

The senior member of staff involved will assume responsibility for managing the situation – this includes seeking support / assistance from non-Springboard people in the vicinity, and from the emergency services. At the earliest opportunity the CEO and or the Business Manager must be notified to give immediate and ongoing support.

Current back-up of all electronic information stored on NAS will be kept off site in order to secure access if building or IT equipment are unusable. This includes all plans for critical incidents and contact details.

Awareness of this policy and individual responsibilities will be part of the normal induction procedures for all staff, volunteers and trustees.

We will respond to critical incidents in terms of the following framework

- **Immediate actions**
- **Subsequent actions**
- **Review**

CRITICAL INCIDENT AFFECTING PEOPLE

1. SERIOUS ACCIDENT OR DEATH of CHILD IN OUR CARE or ADULT, ILLNESS OR EPIDEMIC

Immediate Action:

- Ensure welfare and safety of **all** children
- Administer emergency first aid and/or follow health care plan
- Call the relevant emergency services
- Contact the parents/carers of any child involved
- Contact next of kin of adult if known
- Ensure the dignity of the person involved
- Be aware of the welfare needs of anyone witnessing the incident
- No unauthorised use of social media
- If appropriate take photos for evidence

Subsequent Action:

- Ensure immediate needs are met e.g support for those in shock, transport home
- Identify staff, family or others who have been affected and ensure they are given the opportunity to talk through the impact of the incident on them and secure further/longer term help if needed
- Consider if and how the incident is communicated with others, including a press statement and use of social media
- Follow guidelines to inform social services, OFSTED, North Somerset Early Years team and insurers as appropriate.
- Follow Public Health England guidelines as to possible closure in relation to any outbreak or epidemic
- After a suitable time has elapsed review our response and ensure any changes to policy and procedures are implemented

2. THREAT OF PHYSICAL VIOLENCE/ACT OF TERRORISM

Immediate action:

This section relates to Clevedon Centre. Other settings follow procedures of relevant Children's Centre.

- Protect/safeguard life without exposing yourself or others to unnecessary danger.
- Stay calm
- The lead staff member must act quickly to assess the likelihood of immediate danger. In most cases the assumption should be that it is safer to stay put and place the setting into 'lockdown' until emergency services arrive and assume control
- As soon as possible, without endangering life, contact the emergency services and follow their instructions

- Where possible take all children to small playroom, secure all doors and windows and await further instructions.
- Close curtains and blinds where possible
- Stay away from windows and doors
- Other adults to assess safest area to wait
- Where possible keep threat outside building or no further than lobby area.
- Take a roll call of children, staff, parents and anyone else involved
- When safe to do so contact the most senior manager on site/available and follow any instructions given.
- Establish a communication base with 2 phones as quickly as possible –2 people each with a phone, one making outgoing calls and one receiving incoming. All calls should be logged at the time or as soon as feasible.

Subsequent Action:

- Contact parents/carers using agreed script
- Arrange transport home for staff and families/children if required
- Arrange a debriefing /support network for all those involved in the incident
- Liaise with the media, including making use of a prepared statement for the press.
- Notify relevant insurance companies if applicable
- Continue to provide updates to all those involved
- Monitor the effects on children and adults and provide ongoing support for those needing it

CRITICAL INCIDENT AFFECTING PROPERTY

1. FIRE

Immediate action:

- If we are notified of the fire when the building is unoccupied ensure emergency services have been called and follow instructions
- In the event of a fire whilst the building is occupied, follow the fire procedure.

2. FLOOD , EXTREME WEATHER OR ANY OTHER EVENT THAT MAY CAUSE BUILDING TO BE UNSAFE

Immediate action:

- If the building is currently safe contact parents/carers to collect children as soon as possible
- If building unsafe follow fire procedure to evacuate

3. BURGLARY OR SERIOUS VANDALISM

Immediate action:

- If staff member arrives to find building has been broken in to or vandalised seek assistance.
- No member of staff should enter building alone if there is likely to be intruder still on the premises. Ring 999 immediately and follow instructions
- If evidence of past burglary or vandalism found when staff and children already in building, move children and adults to a safe area, assess building and or equipment for damage. Take photos for evidence.
- Report to police

Subsequent Action for 1,2,3 above:

- Clevedon- If evacuation further than car park is necessary an arrangement is in place with **Rydal Day Nursery 1 Albert Rd, Clevedon BS21 7RP [Phone: 01275 342352](tel:01275342352)**
- Call nursery to inform them of incident and the number of children we are bringing over.
- Walk, carry or push children in buggies to nursery with appropriate supervision levels.
- **See Children Centre policies for evacuation destinations at our other settings.**
- Be aware of physical and emotional needs of those involved and provide relevant support
- Contact all parents and arrange for children, staff or vols to get home if necessary
- Contact relevant services and suppliers and insurers as appropriate
- Ensure all areas are safe and arrange for any damage to be made good

Review and Action Plan

The CEO or Business Manager along with the setting Manager will carry out a full review of any serious incident within in a reasonable time period, but no later than 14 days. It should include:

- Identification of what happened and who has been affected by obtaining and collating information from any staff, families, volunteers, visitors, other witnesses involved and the relevant emergency services.
- Information shared with trustees
- Confirmation that the relevant authorities have been notified correctly
- A clear action plan drawn up to indicate what should happen to ensure welfare of all those involved and changes to procedures and policies where needed to mitigate circumstances in future.
- Release of a press statement if required
- Notify relevant insurance companies
- If building is no longer safe or fit for purpose alternative premises will be sought as soon as is possible.
- Prepare for anniversaries of any serious incident, supporting all involved to deal with memories
- Records of incident will be kept for 3 years, until any children involved reach 21 years or for 40 years if an insurance claim is made (whichever is the longest).

This policy was adopted at a meeting of Springboard Opportunity Group's Board of Trustees	
Held on	25.09.18
Date to be reviewed	Autumn 2021
Signed on behalf of the Board of Trustees	
Name of signatory	Louise Petersen
Role of signatory	Chair of Trustees

APPENDIX 1 - NOTIFICATION SCRIPTS

This procedure is to be used by all Springboard employees when contacting other staff or parents at home to notify them of the occurrence of a disaster.

The purpose of this procedure is to standardize the information given regarding a disaster and to prevent unnecessary disclosure of information regarding the incident to anyone outside of Springboard.

Individuals making notification phone calls as a result of an incident should also be aware of the fact that it is possible that the staff member, parent or their child was at the site of the disaster when it occurred.

Using this script should help to prevent unnecessary panic.

Contacting Employee/Via Direct Phone

Contact

Hello, may I speak to _____ please?

If employee is not home, state the following:

When he/she returns, would you ask them to please contact me immediately at the following number _____.

If employee is at home, explain the following:

Give the employee a brief description of the event that has occurred .

Tell the staff member where to report, if needed and when and how long they should expect to stay.

Remind them to bring any necessary items with them.

If travel arrangements need to be made, inform them of what they are.

If staff member is to remain at home, inform them that they are to remain on-call and prepared to report to work. Ask them not to speak to anyone regarding the incident at this stage.

Contacting Parent

Contact

Hello, may I speak to _____ please?

If parent is not home, state the following:

When he/she returns, would you ask them to please contact me immediately at the following number _____.

If parent is at home, explain the following:

Give the parent a brief description of the situation that has occurred and how it will impact them.

Tell the parent, if their child is directly involved in the incident where to report with contact numbers, if available and what is likely to happen.

Ask them to bring any items with them that would be useful.

If travel arrangements need to be made, inform them of what they are.

If the parent is to remain at home, inform them that they will be updated as soon as any new information becomes available. Ask them not to speak to anyone regarding the situation.

**APPENDIX 3
INCIDENT LOG**

DATE.....TIME..... BY.....

WHAT HAS HAPPENED?

HAVE THE EMERGENCY SERVICES BEEN INFORMED/ARE THEY ATTENDING?

EXACT LOCATION?

CASUALTIES?

ACTION TAKEN SO FAR?

NAME/CONTACT AT SCENE (IF NOT ON SITE)

WHAT ASSISTANCE IS NEEDED?