



# Critical Incident Policy

Reviewed	Date of Next Review	Responsibility
July 2023	July 2024	Head of HR

## Our Mission:

**'To enable young people to live and work without barriers'**

## Our Values:

- **Teamwork** – we hold ourselves and each other to account and are better when we work together
- **Compassion** – we act with trust, honesty and kindness in everything we do
- **Inclusion** – we treat each other fairly and with respect
- **Innovation** – we encourage thoughtful, creative and aspirational ideas
- **Pride** – we encourage each other to be proud of who we are and what we do

## **1. Purpose**

Emergencies and critical incidents can affect people physically and psychologically and affect daily activity at Fairfield College (FC) & Fairfield Animal Centre (FAC). The purpose of this policy is to ensure Fairfield Trust (FT) prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected event. This policy applies to all staff, volunteers, Trustees and students.

### **Aims**

- To provide a safe and secure environment for our students, staff and visitors
- To establish protocols and procedures that effectively monitors and manages a potentially dangerous situation.

## **2. Definitions**

An emergency is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed. Emergencies may be a specific event with a clear beginning, end and recovery process, or a situation that develops over time and where the implications are gradual rather than immediate.

Emergency management is the coordination of an emergency response and management of recovery. The aim of emergency management is to minimise physical and psychological impacts on all parties.

A critical incident is an unexpected traumatic event, involving personal or professional threat, which evokes extreme stress, fear or injury. Providing appropriate supports following a critical incident is part of emergency management.

A traumatic event is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/or threat to own or others physical and emotional integrity. The person's response may then include intense fear, feelings of helplessness and horror, which impact on their sense of 'self'.

## **3. Principles**

Emergency management planning is being prepared for events or incidents that stretch our ability to cope beyond normal day-to-day capacity. FT is committed to the protection of staff, volunteers, Trustees, students and visitors during emergencies. Staff will act swiftly and respond effectively to emergency situations, with the aim of preserving life, protecting the college's property and restoring normal activity as quickly as possible.

## **4. Outcomes**

Emergency situations are prevented as far as practical. The negative impacts of emergency situations and critical incidents are minimised through effective management.

## 5. Functions and Delegations

Position	Delegation/Task
CEO  Principal  Registered Manager  Head of HR  PA to SLT	Development and implementation of Critical Incident Policy.  Ensure potential disaster and emergency situations are identified and appropriate emergency management plans are in place. Ensure annual lockdown updates take place and any process changes are shared with staff at team meetings.  Lead responsibility for implementation of critical incident procedures, including identification of potential situations, developing, documenting, and communicating response plans, reporting on actual situations, reviewing policy and procedures following a critical incident.  Coordinate staff training in critical incident, such as fire response, building evacuation, etc.  Include lockdown processes as an SLT meeting agenda item annually.
Board of Trustees	Review Critical Incident Policy.
Staff	Compliance with Critical Incident Policy. Coordinate emergency evacuation drills.

## 6. Risk Management

All Trustees, staff and volunteers should be trained in disaster and emergency response procedures. Emergency evacuation drills are undertaken under the instruction of the designated Fire Safety Officer.

Critical incident plans are reviewed bi-annually and/or following the event of a critical incident. As far as possible, traumatic events are prevented and the impacts of trauma are minimised following traumatic events.

## 7. Policy Implementation

All staff have access to and are familiar with policies and procedures relating to critical incident management. All staff have information which outlines actions to follow for various disaster and emergency situations and are supported to undertake training for specific roles in emergency and critical incident.

## 8. Policy Detail

FT staff will identify, prevent and manage disaster and emergency situations, until the arrival of appropriate emergency services. A range of emergency situations may occur on the premises with the potential to impact on the safety of staff, Trustees, volunteers, students, visitors and customers, including:

- fire
- gas or water leak
- vehicle and other accidents
- chemical, radiation or biological spill
- storm, snow (see adverse weather policy)
- earthquake
- bomb threat or terrorism
- civil disorder or illegal occupancy including terrorism
- hostage or terrorist situation
- robbery
- physical (including sexual) assaults
- death of a student or member of staff
- serious injury on a trip or off-site
- epidemic across sites
- transport accident

## **9. Prevention**

Whilst no amount of planning can totally prevent accidents and problems occurring, it is hoped that some can be prevented and the effects of others minimised by taking sensible precautionary measures. It is expected that:

- all staff and students should be familiar with the Trust's routines for fire and the evacuation of the building on hearing the fire alarm.
- all staff should be familiar with the routines and procedures for dealing with emergencies
- all staff and students should be familiar with the Trust's security procedures, in particular that all visitors not wearing a visitor's badge should be questioned and escorted to reception.
- all staff organising trips and visits follow the guidelines and write a risk assessment
- all staff should sign in and out of the premises
- all staff are aware of students with medical needs or health problems
- all staff are aware that they should assess associated risks to young people before carrying out an activity

## **10. Risk Assessment**

FT staff will use risk assessment processes to identify and control barriers to effective emergency management. Staff, Trustees, students, volunteers and customers are expected to behave in a way which minimises the risk of emergencies occurring.

### **10.1 Preparedness**

All staff, Trustees, students and volunteers should be familiar with this policy and know the emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point and are familiar with the form in Appendix 1.

## 10.2 Response

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property. The availability of critical incident debriefing is essential. When required, counselling is provided to those affected by an emergency or critical incident.

## 11. Critical Incident Procedures

Staff, Trustees, volunteers, students and customers who experience a critical incident should:

- obtain and collect information relating to the incident
- gather and brief the SLT (Senior Leadership Team)
- trigger support from external agencies
- set up an incident room to deal with calls, make necessary calls, inform transport and LA
- calls to parents/families (where necessary), this must be done quickly and sensitively
- inform all staff (as appropriate)
- inform students (where appropriate)
- encourage people to talk about the incident (where appropriate)
- prepare a media statement, SLT only to liaise with media
- engage counsellors (where necessary)

A Critical Incident Report (see Appendix 1):

- is to be completed by the staff member involved in the incident or notification of the incident and forwarded to their line manager.
- is to contain as much information as possible and indicate the people directly involved in the incident.

The line manager who receives the report will ensure that the person(s) identified in the critical incident receives all appropriate support. They are to contact emergency services, where required, and must contact their line manager immediately.

The manager in conjunction with the Principal will assess the critical Incident and implement a plan of action to follow up the critical incident. Where required, a meeting will be organised to determine issues and responsibilities relating to:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with the affected person's relatives and other supports
- Liaison with other organisations
- Counselling and supporting staff, Trustees, volunteers, students and customers not directly involved in, but affected by, the incident.
- Media management (if required the Principal will prepare a statement)
- Follow up to ensure that support such as de-briefing, counselling and prevention strategies have been completed.
- Relevant people have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the quality improvement cycle
- Further follow up required is documented and responsibilities allocated to appropriate staff.

## **11.1 Fire**

In the event of a fire:

- Trigger the fire alarm
- Contact fire emergency services.
- Alert the nominated fire warden and/or a senior staff member
- Evacuate people from the immediate area of the fire behind a rated fire door or outside the building
- Fight the fire with existing equipment if safe to do so

## **11.2 Bomb Threat**

In the event of a bomb threat via phone call:

- Remain calm
- Record as much information as possible from the caller using questions and observations
- Contact police who can assist in determining if evacuation is required
- If instructed, evacuate customers, staff, Trustees, students, volunteers and visitors as for the above evacuation procedures
- Notify Managers

## **11.3 Suspicious Mail**

In the event of suspicious item of mail or a letter bomb (threat via postal mail):

- do not disturb, move or touch the package if possible
- if you have touched the article wash your hands
- contact police who can assist in determining if evacuation is required
- inform others present of what has occurred and advise them to stay in their work area
- prevent others from entering the work area
- do not attempt to clean up spilt material or brush it off your clothing
- if instructed, evacuate customers, staff, Trustees, students, volunteers and visitors as for the above evacuation procedures
- notify managers

## **11.4 Hold-up**

In the event of a hold-up situation:

- assume the offender is armed and that any firearms are loaded
- comply with instructions given by the offender, doing no more or less than what you are told to do and answer all questions asked
- do not attempt to disarm or apprehend the offender
- take mental notes of details about the offender
- if it is safe to do so, raise the alarm by alerting another member of staff/manager

## **11.5 Earthquake**

In the event of an earthquake:

If you are indoors:

- remain indoors and seek shelter under strongly constructed tables, desks or door frames
- keep away from windows, fixtures, furniture, and items that may become unstable
- evacuate the premises if it is safe to do so.

If you are outdoors:

- move quickly away from buildings, electrical structures and flammable products
- proceed to designated assembly area if safe to do so.

After the earthquake:

- check attendance at assembly area against the attendance registers
- respond to injured people
- check for gas leaks, power failure and any other hazard
- turn off electricity, gas and water if it is safe to do so
- prevent entry to premises if unsafe
- contact and liaise with emergency services if required
- notify Managers

## **11.6 Flood**

In the event of a flood:

- do not enter the flood waters
- eliminate potential electrical hazards
- place high value equipment and records away from impending floodwaters
- stay in a safe location while it continues to offer protection
- evacuate customers, staff, Trustees, students, volunteers and visitors as for the above evacuation procedures.
- contact and liaise with emergency services if required
- Notify SLT

## **11.7 Major Incidents on Site**

- Administer first aid as appropriate, only if qualified to do so – if not seek support of a first aider
- Obtain facts
- Call emergency services
- Contact parents/families
- Retain any relevant equipment
- Inform rest of staff/students as appropriate
- Inform CEO/Chair of Trustees
- Inform H&S Coordinator and complete accident forms

- SLT prepare a media statement

### 11.8 Major Incident off Site

- Administer first aid as appropriate
- Obtain facts
- Call emergency services
- Allocate responsibility to ensure students are safe
- Contact staff to make contact parents/families, inform rest of staff and SLT
- Retain any relevant equipment
- Travel with casualties to hospital
- Complete accident forms

## 12. Lockdown Procedures

FT is implementing this policy to ensure that in the event that students and staff are faced with hazards in the on-site or off site, students and staff may be locked within buildings for their own safety. This will usually occur if there is a dangerous intruder on Trust grounds but may also occur in the event of a hazardous situation such as a chemical spill or fire, which makes it dangerous for students, staff and visitors to be outside of the Trust's perimeter.

### 12.1 All staff and Visitors

It is important that the Trust's lockdown procedures are shared with all staff. To achieve this, staff will be given a Lockdown update at the beginning of each academic year and annually thereafter. Lockdown includes 'Lock In' and 'Lock Out' and the process will be an annual SLT meeting agenda item to ensure internal processes are reviewed and updated accordingly. Any updates will be shared with staff via team meetings.

## 13. Emergency Contact Numbers

Organisation	Contact number
Emergency Services	999
Local Police	101 (Non-emergency only) 0800 789 321 (Anti-Terrorist Hotline)
Frome Hospital	01373 454740
Trowbridge Hospital	01225 711300
Royal United Hospital, Bath	01225 428331
Counselling	CIMT will contact college counsellors

By order of the Board

**Tamasin Jones**  
Head of HR

July 2023

**Appendix 1 – Critical Incident Report Form**





## Critical Incident Report Form

Reporting staff name:

Date of incident

Time of  
incident:

Details of incident:

Staff involved:

Students involved:

Actions taken:

Follow up:

Outcomes:

Training identified: