

CRITICAL INCIDENT POLICY & PROCEDURES

1. General Statement:

A critical incident is an unexpected emergency that affects Young People and Staff on the premises. This policy sets out how Let's Play Project plans to respond to such an event. We will seek to keep all those on site safe and free from danger by working together calmly and professionally. While dealing with a critical incident, we will try to work normally with minimum disruption of the Project. The leadership team will manage the Project's response in proportion to the magnitude of the incident. The trustees will be kept fully informed as soon as it is appropriate to contact them.

This policy should be read along with the Let's Play Project disaster recovery plan.

The Leadership team consists of:

Activities Manager – Sammy Bates and Operations Manager – Tracey Owen

2. Objectives

- 2.1. To have an 'incident contingency plan' that has been shared with all staff so that all are clear about roles and responsibilities should an incident occur.
- 2.2. To alert the leadership team to the nature of the incident and its exact location so that they can decide the level of response needed.
- 2.3. To deal with the incident effectively and efficiently putting the health, safety and wellbeing of Young People and staff to the fore.
- 2.4. To remove all Young People and staff away from harm as quickly and smoothly as possible.
- 2.5. To alert emergency services if they are needed.
- 2.6. To provide First-Aid and appropriate care and protection until help arrives and the incident is resolved.
- 2.7. To provide staff training to rehearse different kinds of critical incidents so that they know their roles and what to do in such an event.
- 2.8. To have hard copies of contact lists for staff, Young People, parents/carers, LA and emergency services.

3. Strategies

- 3.1. The leadership team will take charge of the situation as soon as they have been alerted to the incident. They will assess the response needed in relation to the location, the nature of the incident, what assistance is required, any casualties and the details of the contact person(s) as required.
- 3.2. Any appropriate emergency services required will be informed at the earliest possible moment. They will be told the location and the nature of the incident, the assistance required, whether there are any casualties and the details of the contact person. In a critical situation, the person present at the time of the incident should use common sense and take charge until the senior staff arrives.
- 3.3. Staff and Young People at risk must be alerted to the danger in a speedy and prompt manner without causing panic or alarm and, if necessary, moved to pre-identified assembly points or alternative places of safety.
- 3.4. A fire drill and evacuation will be held at twice a year.
- 3.5. Staff must use a register/head count to ensure that all Young People are accounted for and must care for them until the incident has been resolved.
- 3.6. Hard copies of contact lists for staff, Young People, parents/carers, LA and emergency services will be kept up to date, near a telephone in the office. Where groups of Young People are off site on visits and trips outside of the project, the Activities Manager will also have contact lists at home.
- 3.7. Where parents/carers need to be notified, the leadership team will draw up contact lists and appropriate staff members will be delegated responsibility to use a contact 'cascade' strategy efficiently and quickly.
- 3.8. An accurate and updated contact list will be located in the office near a telephone.
- 3.9. The Local Authority will be contacted, and appropriate support requested as needed.
- 3.10. At least one telephone will be kept free for outgoing calls.
- 3.11. At an appropriate time, staff will record a log of contacts, decisions and actions that have been taken to deal with the incident.



4. Outcomes

- 4.1. This policy should help staff deal with any unexpected emergency. The associated planning and training will put the project in a strong position to deal with the incident efficiently and effectively by giving prominence to the care of Young People and staff.
- 4.2. A disaster plan has been drawn up for any significant change to the day for groups of Young People.