



CRITICAL INCIDENT POLICY

Introduction

Schools, under normal circumstances, provide a safe and secure environment for all children to learn, develop and grow in. Unfortunately, crises or tragedies can occur and can result in significant distress for all individuals involved as well as for the school as a whole. A school can be affected in a number of ways, for instance, if a pupil or member of staff dies the whole school may feel the loss; or, when pupils who have suffered shock or injury return to school they may need to be treated with particular sensitivity. There are any number of possibilities requiring any number of responses and this policy outlines some of the procedures the school will take if such an incident presents itself.

Definition of a Critical incident

A “Critical Incident” is any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety or well-being of a waiver participant.

What Counts as a Critical Incident

1. Abuse
2. Neglect
3. Exploitation
4. Rights Violations
5. Serious Injury
6. Missing Person
7. Death
8. Medical Emergency
9. Restraints
10. Medical Errors
11. Law Enforcement
12. Suicide Attempt

The Effects of Critical Incidents

The emotional effects of disasters on young people are not always immediately obvious to parents or staff. Indeed, at times young people find it difficult to confide their distress to adults as they know that it will upset them. Some young people distress can last for months, even years, and may additionally affect their academic attainment. Some young people may not feel comfortable enough or be able to share their feelings and thoughts in public or with staff either because they are unable to do so or because they fear their confidence may be abused. Similarly, because many adults are not able to talk about death, bereavement and

tragedy, they may unwittingly stop young people talking about similar emotional experiences. At Global Make-Up Academy we take all young people needs seriously, including emotional and psychological and are committed to ensuring all our students receive the help they require to explore such matters as death and significant harm or injury in an environment of trust, care and safety. We also recognise the impact such incidents can have on the well-being of staff and parents/ carer.

Who is supposed to report a critical incident?

Any person who becomes aware of a critical incident as defined on this form.

How do you report a critical incident?

Individuals wishing to report an incident can contact any of the following persons:

999 - In the event of a medical emergency

Victoria Farrelly – Lead Safeguarding Officer of Global Make-Up Academy

Reporting Procedure

Plan to minimise the impact of crisis.

At Global Make-Up Academy we will follow any guidance given by the Local Authority as well as any advice given by the Emergency Services. The school's reaction to a critical incident can be divided into the following categories:

- a) Immediate action
- b) Short term action
- c) Medium term action
- d) longer term action

Prevent Measures

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. At Global Make-Up Academy we expect that:

- Staff and pupils will be familiar with the school's routines for fire and the evacuation of the school building on hearing the fire alarm;

- Staff will be familiar with the routines and procedures for dealing with emergencies (as detailed in this policy);
- Staff and pupils will be familiar with the school's security procedures, in particular that all visitors not wearing a visitors' badge should be questioned and escorted to the school entrance area;
- Staff organising school trips and visits follow the guidelines and write a risk assessment to be signed off by the principal;
- Staff will sign in and out of the premises;
- Staff are aware of pupils with medical needs or health problems;
- Staff are aware of school policy in dealing with violence at work;
- Staff are aware that they should assess associated risks to children before carrying out a curriculum or other activity;
- Staff are aware that they are responsible for assessing risks to themselves before undertaking an activity.

IMMEDIATE ACTION – When a crisis occurs:

1. Obtain accurate information relating to the incident and relay this to the Lead Safeguarding Officer.
2. The Lead Safeguarding Officer should contact the parent/ carer of the child caught in the tragedy and ask them to come into the college for a full briefing if this is appropriate. (This may not be appropriate if the parent/ carer needs to go to a hospital if the child has been seriously injured.) Parents/carers need to be informed of all available facts as early as possible.
3. The appropriate officers in the Local Authority will be contacted and notified of the incident so that appropriate assistance can be given.
4. Staff will be informed as early as possible.
5. Ensure any incoming calls by other parents or agencies are answered. A record of who has telephoned should be kept so the school knows who else needs to be contacted.
6. All other parents/ carers should be informed that a significant accident has occurred and the result of this may be that their child will be upset. Any

parent who is distressed will be offered support and telephone numbers given of agencies which can help.

Short Term Action

Once it is confirmed that Park Hall Academy is facing a major crisis the following will be followed:

1. Ensure children receive any medical or first aid support they require and that they are physically safe from any further harm.
2. Ensure students are re-united with their families as soon as practicable. If necessary, organise for families to be taken to their children.
3. Ensure all staff, teaching and non- teaching, have an opportunity to express their emotional reactions to the crisis.
4. Make contacts with other professionals and organised support for any member of staff or student who requires professional help. The Lead Safeguarding Officer has responsibility for ensuring that the right professional support is in place for the students. If appropriate, set up a regular support group, counselling sessions and someone who will monitor and access the students and/ or staff's needs and their well-being.
5. Organise for appropriate agencies to come into the college to talk to all the students if this is required and will be helpful.
6. After a few days or when deemed appropriate, organise for a designated person in the college to be available to listen to any of the student's reflections, thoughts and feelings on the prior events. If a student feels more comfortable talking to another member of staff, this will be acknowledged and organised.
7. Staff need to be aware that students may show a reaction in their learning and that this can be a normal reaction to significant events. Staff need to make observation notes and keep careful records of any behaviour that is unusual for the student. These should be shared with the parent and the Lead Safeguarding Officer must be informed. Appropriate support will be put in place if this is required.
8. Organise a debriefing session for students and staff by an experienced person from outside the school. This is to ensure:
 - there is clarification about what has happened
 - there is an opportunity for everyone to share and talk about their reaction to what has happened
 - give reassurance

- mobilise resources

10. The Lead Safeguarding Officer must contact the families of those who have been hurt or bereaved and express sympathy and give support

Medium Term Action

Careful and sensitive planning is required to ensure students, staff and the whole community recover as quickly as possible, and that stability is recreated. At Global Make-Up Academy we will:

1. Make sensitive arrangements for the return to college which may include:

- the possibility of part time or flexible attendance
- preparing re-entry into the class
- ensuring the curriculum is well thought through
- a catch-up package is planned
- set up 'sanctuary' arrangements for any student if they feel upset or become overwhelmed by the recent events

2. Arrange alternative teaching if necessary (the student may have difficulties concentrating or writing and this will need to be considered by staff)

3. Arrange support for affected staff. Staff may need to have their own needs met and the Lead Safeguarding Officer will contact any appropriate outside consultants or agencies to assist with this. Advice will always be sought from Health or Local Authority personnel.

4. Liaise with parents, these may include what help has been put in place, a list of people who can offer further support and who to contact if parents have any further concerns about their child.

5. Decide about attendance at funerals. This will usually be the CEO, and other members of the staff if available.

6. A special gathering or memorial service will be planned to allow the college and community to acknowledge the events and to ensure there is a moving on from these.

7. Ensure staff and parents/ carers are aware of how they will be kept up to date with their students' progress in school. The CEO will contact any parent/ carer personally and establish a plan of communication.

Longer Term Action

At Global Make-Up Academy we recognise that the effect of any crisis can last for many years. The following will be considered:

1. Introduce strategies to continue monitoring the most vulnerable students and staff. All new members of staff will be informed of the events that took place and additionally, have access to any monitoring notes made. New staff will additionally know how to obtain further help if this is necessary.
2. Consult and decide on whether and how to mark the anniversary of the event.
3. Plan how to deal with any legal processes, enquiries and even news stories that may bring back distressing memories and cause temporary upset within the school.

Reviewed by	Compliance & Quality Assurance Administrator
Reviewed	Annually, before start of a new academic year
Last Review	05/06/2025
Review Date	30/08/2026

Reviewed: Signed: B Levy..... **Date:** 05/06/25

Benjamin Levy
Compliance & Quality Assurance Administrator