

Critical Incident Policy

A critical incident is a traumatic incident that could result in death or serious injury to a child or staff member. The incident needs to be managed effectively and support all those affected after the incident has occurred.

In the event of a critical incident the following procedure will be applied:

The Manager/Supervisor will respond immediately by:

1. Contacting the emergency services
2. Assess ongoing risk and respond accordingly
3. Confirm roles and responsibilities within the setting
4. Check individual healthcare plan and admissions form for healthcare assessment and be ready to pass on any relevant information to the emergency services
5. Contact the child's family

The Deputy Supervisor will respond immediately by:

1. Managing and reassuring the other children with the help of staff members
2. Contacting the Manager

The Manager/Supervisor will respond within 30 minutes by:

1. Gathering coherent information
2. Contacting SfYC (obtain communication protocol advice) **02392 259906**
3. Informing the chairperson of the committee
4. Check on the well-being of staff members
5. Request a written record from those directly involved in the incident

The Manager/Supervisor will contact the following organisations within an hour:

- Ofsted – **0300 123 1231**
- Children's Services – **0300 555 1384**
- Insurers – **0845 2570 900 (Morton Michel – broker)**
- Write a factual report to supplement the record of the incident recording clearly the actions taken

Before the end of the session the Manager/Supervisor and Deputy Supervisor will:

- Decide whether information is to be shared with parents/carers – Advised by SfYC (communication protocol)
- Decide how the information will be shared
- Prepare a script – Advised by SfYC (communication protocol)
- Handover all children with a clear script to avoid speculation

At the end of the session the Manager/Supervisor will:

- Bring all the staff together reminding them of their commitment to confidentiality
- Check everyone is alright

Following the incident the Manager/Supervisor will:

- Check with all staff to see how they are feeling. This will be an on-going process. Counselling may be sought if necessary.
- Review procedures and identify training needs.

An incident needs reporting to RIDDOR (reporting of injuries, diseases and dangerous occurrences regulations) if any of the following circumstances apply:

- An accident results in the death of a person
- An accident results in specified injuries to a person
- A non-fatal accident results in a person requiring hospital treatment

A report to RIDDOR can be completed online and must be received within 10 days of the incident.

Version	Changes made	Author	Date
1.0	Baseline version	Lyn D	12 th Oct 2015
1.1	Updated telephone numbers for points of contact: SfYC and Children's Services	Lyn D	28 th Nov 2015
1.1	Reviewed, no changes made	Lyn D	30 th Nov 2016
1.2	Updated contact numbers for SfYC and Insurers	Lyn D	22 nd April 2018
1.3	Updated contact numbers for SfYC	Lyn	20 th June 2019
1.3	Reviewed, no changes made	Lyn	1 st April 2022