



Critical Incident Management Policy

Ratified by Chair of Govs:

Signed by 

Date 

Date:

Review Date:



What is a Critical Incident?

A critical incident is a serious or unexpected event that:

- ✚ Puts learners, staff, or others at **risk of harm**
- ✚ Causes **serious disruption** to the setting
- ✚ Needs an **urgent and coordinated response**

Examples of critical incidents include:

- ✚ A **serious injury**, illness, or **death**
- ✚ A **safeguarding emergency**
- ✚ A **fire, flood**, or dangerous weather
- ✚ A **threat** to the site (e.g. bomb threat or intruder)
- ✚ A **serious behavioural crisis** involving risk of harm
- ✚ A serious **threat to data** (cyber security)

Purpose of This Policy:

To make sure everyone at MIAG knows:

- ✚ What to do in a critical incident
 - ✚ Who is in charge
 - ✚ How to keep everyone safe
 - ✚ How to support recovery afterwards
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Key Roles:

- ✚ **Critical Incident Lead (CIL):** [Lisa Savage, Chief Operating Officer; Freyr Bendleton, SENCO/Designated Safeguarding Lead]
 - ✚ **Deputy CIL:** [Mike Howard, Operations Manager; Mia Woloszczynska, Curriculum & Assessment Manager]
 - ✚ **All** staff must **follow the instructions** of the CIL or Deputy CIL during a critical incident.
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What Staff Must Do:

If you see or hear something serious happening:

- ✚ **Stay calm** and assess the situation
 - ✚ **Raise the alarm** – call the CIL or main office immediately
 - ✚ **Follow the emergency procedures** (e.g. lockdown, evacuation)
 - ✚ **Support learners** – help them stay calm and safe
 - ✚ **Record what happened** as soon as it is safe to do so
 - ✚ **Do not speak to the media** – only the CIL or CEO is allowed to do this
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Emergency Procedures:

Depending on the type of incident, the CIL may instruct:

Lockdown

Used if there is a threat **inside or near** the building

- ✚ Stay in your room and lock doors if possible
- ✚ Keep learners calm and quiet
- ✚ Do not leave unless told it is safe

Evacuation

Used for fires or hazards **inside the building**

- Follow fire evacuation routes to the assembly point
- Bring registers and headcounts
- Do not return to the building until told it is safe

● Shelter in Place

Used for risks **outside**, such as dangerous weather.

- ✚ Stay inside and away from windows
 - ✚ Continue activities if safe
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Communication Plan:

The CIL will:

- ✚ Contact emergency services if needed
 - ✚ Inform parents/carers as soon as it is safe
 - ✚ Keep staff updated during the incident
 - ✚ Report to the Local Authority and/or Ofsted if required
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After the Incident:

The CIL will organise:

- ✚ A **debrief** for staff and learners
 - ✚ **Emotional support** or counselling if needed
 - ✚ A review of what went well and what could be improved
 - ✚ Updates to risk assessments and procedures if needed
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Training and Practice

- ✚ All staff will receive **annual training** on critical incident response
 - ✚ MIAG will carry out at least **one drill per term** (fire, lockdown, etc.) to practise
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Monitoring and Review:

This policy is reviewed **annually** or after any real incident. Staff feedback and lessons learned will help keep it effective and up to date.