

# Be You Education – Critical Incident Policy



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## Purpose

The purpose of this policy is to ensure that Be You Education responds promptly and effectively to critical incidents, with a focus on safeguarding the wellbeing of our learners, staff, and the wider community. Our approach prioritises trauma-informed care and ongoing support for those affected.

## Scope

This policy applies to all Be You Education staff, visiting professionals, volunteers, and learners across all delivery sites, including school-based settings and off-site locations.

## Definition of a Critical Incident

A critical incident is a serious, unexpected event that causes or risks significant physical, emotional, or psychological harm. Examples include, but are not limited to:

- Death or serious injury of a learner or staff member
- Severe mental health episodes (e.g. suicide attempt, psychotic episode)
- Physical or sexual assault
- Missing or absconded learners
- Fire, natural disaster, or structural damage to premises
- Significant safeguarding breach
- Acts of violence, threats, or weapon-related incidents
- Public health emergencies (e.g. COVID-19 outbreak)

## Roles and Responsibilities

- **Designated Safeguarding Lead (DSL):** Coordinates the response to the incident and ensures safeguarding procedures are followed.
- **Be You Programme Manager:** Oversees communication, manages staff support, and liaises with external agencies.
- **All Staff:** Must report incidents immediately, follow the Critical Incident Protocol, and ensure learner safety.

## Procedures

### Immediate Response

- Prioritise the safety of all learners and staff.
- Contact emergency services if required (e.g. police, ambulance, fire).
- Administer first aid where safe and appropriate.

- Evacuate or secure premises based on the nature of the incident (e.g. lockdown or fire evacuation).

## Incident Reporting

- Notify the DSL and Programme Manager immediately.
- Complete a Critical Incident Report Form within 24 hours.
- Safeguarding concerns must be logged on the relevant safeguarding platform and shared with school DSL's and referred in line with KCSiE guidance.

## Communication

- Internal: Inform Be You staff and relevant school contacts.
- Parents/Carers: DSL or Programme Manager will inform families sensitively and promptly.
- External Agencies: Liaise with social care, CAMHS and LADO
- Media: No staff should speak to the media; refer enquiries to the Be You Directors.

## Support and Recovery

- Provide emotional and psychological support to learners and staff (e.g., trauma-informed practitioners, school counsellors).
- Arrange debriefing sessions to process the incident.
- Make reasonable adjustments to learning or schedules where necessary.
- Engage relevant external services for ongoing support.

## Post-Incident Review

- Convene a team review within 5 working days.
- Analyse the effectiveness of the response and document lessons learned.
- Update individual learner support plans as needed.
- Amend policies and procedures based on the review findings.

## Training and Preparedness

- All staff will receive training in critical incident response and safeguarding annually.
- Key staff will undertake additional training in trauma-informed practices and de-escalation.
- Fire and lockdown drills will be held termly.