



# **SERIOUS INCIDENT POLICY AND PROCEDURE**

## **1. Policy Statement**

- 1.1. This document sets out the policy and procedures of PPA to ensure a safe creative learning environment if an emergency arises. Emergency incidents include those which happen in and out of taught hours, weekends and holiday periods.
- 1.2. For students enrolled on the degree if an issue cannot be resolved within the scope of the PPA policy, we will refer the incident onto De Montfort University for further support.
- 1.3. At PPA a serious incident refers to any a distressing event which causes or may cause extreme physical and/or emotional distress to staff and/or students. Examples of serious incidents include:
  - Serious injury or death
  - A missing persons person
  - Physical/sexual assault
  - Violence or attempted violence
  - Sudden or unexpected death or suicide of a member of the PPA community
  - Fire, explosion, bomb threats
  - A natural disaster such as severe flooding
  - The above list is not exhaustive, serious incidents can refer to any traumatic incident that is charged with extreme emotion and/or a high risk of physical threat.
- 1.4. As indicated above, a serious incident may include risks/hazards from both internal and external sources.
- 1.5. PPA Senior Management Team are responsible for planning and responding to any serious incidents in a timely, proportionate and effective manner.
- 1.6. The policy offers guidance to staff and students to demonstrate how PPA offers support to serious incidents within normal college working hours.
- 1.7. The policy also outlines how the PPA Senior Management Team will assess and respond to any out of hours emergencies and incidents.
- 1.8. At PPA the Senior Management Team acknowledge that each serious incident will be unique, and the proportionate response will differ on a case by case basis. The Senior Management Team will assess the risks and liaise with any appropriate external agencies as required to address the needs of all those affected in a timely manner.

## **2. Responding to Serious Incidents**

2.1 PPA may receive a report about an incident from staff and students or external sources including family, carers or agencies such as the emergency services or the local authority.

2.2 If a member of staff receives a report, they should stay calm, and request and make a record of as much information provided as possible to be escalated on to the Senior Management Team to be addressed. All staff should endeavour to record:

- What is the name of the person who has reported the incident?
- What happened? Record specific incident details using their words.
- Who, if anyone, has also been informed (for example, any emergency services)?
- Where exactly did the incident happen?
- Has anyone been hurt? Record names/details if possible
- What, if any, action has been taken so far?
- Who can be contacted at the scene? Record contact details if possible
- What further assistance, if any, is needed?

2.3 When responding to a serious incident report staff should follow the procedure for managing a disclosure as outlined in the safeguarding policy (see below).

2.4 Staff will handle reports of serious incidents with sensitivity and as is appropriate, confidentiality. It is very important that staff actively listen and respond sensitively. Creating a safe space to talk is crucial in breaking down barriers to disclosure. The chart below shows some things to do and those not to do when speaking to someone.

Do	Don't
<ul style="list-style-type: none"> <li>• Stay calm</li> <li>• Recognise your feelings, but keep them to yourself</li> <li>• Use language that the person can understand</li> <li>• Reassure the person: – telling you is doing the right thing – they are not to blame – you believe that they are telling the truth</li> <li>• Listen carefully, record what the person says and keep these notes</li> <li>• Explain what you will do next (i.e. tell the Safeguarding Lead) in a simple and clear way</li> <li>• Follow the standard procedure in telling the Safeguarding Lead/Senior Management Team and seeking advice and support for yourself.</li> </ul>	<ul style="list-style-type: none"> <li>• Panic or delay</li> <li>• Express strong feelings of upset or anger</li> <li>• Use jargon or express opinions</li> <li>• Probe deeply for information</li> <li>• Use leading questions</li> <li>• Make them repeat the story</li> <li>• Promise unconditional confidentiality</li> <li>• Approach the person against whom the allegation has been made or discuss the disclosure with anyone other than the Designated Safeguarding Lead/Senior Management Team.</li> </ul>

2.5 All staff should ensure that any records of a serious incident are stored confidentially and escalated to the Senior Management Team as soon as possible after the report.

### **3. Follow-up Procedures**

3.1 The Senior Management Team will aim to undertake an initial risk assessment and response to any serious incident within one working week of a report.

3.2 The Senior Management Team are also responsible for identifying and implementing any actions to support:

- Long-term business recovery
- Financial control
- Media/public response
- Decisions relating to staffing needs, which may result from an emergency or sustained disruption to PPA delivery.

3.3 Senior Management will ensure that effective communication is set up to manage serious incidents with staff, students and members of the wider community.

3.4 The Senior Management Team will use face to face, phone and social media communication with sensitivity and care in the follow-up.

3.5 Senior Management will liaise with other key members of staff, such as Course Leaders and HR, to ensure that communications are presented in clear, accessible language.

3.6 The communications issued will ensure all staff and students are signposted to sources of support and advice with opportunities for welfare meetings with management highlighted.

3.7 Depending on the specific nature of the serious incident, all relevant parties should be briefed and informed of outcomes and support within a reasonable timeframe established by Senior Management.

3.8 All staff and students should be respectful of the need for confidentiality and ensure that misinformation/confidential details are not spread via online forums etc.

### **4. Pastoral Support and Staff Welfare**

4.1 All staff and students would be entitled to appropriate follow-up care, which will be discussed and identified by the Senior Management Team on a case by case basis.

4.2 Pastoral tutorials and counselling are available to all students as part of the wellbeing provision at PPA. All staff would be responsible for offering appropriate tutorial care and signposting students on to specialist services.

4.3 Staff can request and access specialist support via the HR Officer in addition to any temporary agreed specialist provision signposted by the Senior Management Team as part of their serious incident response.

## 5. **Monitoring and Evaluation**

5.1 The senior management team ensure that the policy and related procedures are reviewed and monitored annually to stay fit for purpose.

Policy Approved: August 2019

Due for Review: August 2020

Appendix A: Serious Incident Disclosure Form



**PRIVATE & CONFIDENTIAL**  
**Serious Incident Disclosure Form**

<b>Name:</b>	
<b>Age:</b>	<b>Gender:</b>
<b>Phone Number:</b>	
<b>E-mail:</b>	
<b>Parent / Carer contact details (where relevant):</b>	
<b>Details of the incident / concern</b>	
<b>Date and time of incident / concern:</b>	
<b>Who was there?</b>	
<b>Who raised the concern (if not you)?</b>	
<b>Contact details of person who raised the concern:</b>	
<b>Details of the incident / concern: What happened? Record specific incident details using their words.</b>	
<b>Continue overleaf if needed.</b>	
<b>Action Taken</b>	

Details of any immediate action taken	
Who you passed this information on to and when:	
Personal Details	
Your name:	
Your role/ job title:	
Your phone number:	
Your email:	
Signed:	Date: