



SERIOUS INCIDENT POLICY AND PROCEDURE

1. Policy Statement

This document sets out the policy and procedures of 'theRTproject' to ensure a safe creative learning environment if an emergency arises. Emergency incidents include those that happen in and out of taught hours, weekends and holiday periods.#

For students enrolled on a qualification, if an issue cannot be resolved within the scope of 'theRTproject' policy, we will refer the incident to the awarding body for further support.

At 'theRTproject' a serious incident refers to any distressing event which causes or may cause extreme physical and/or emotional distress to staff and/or students.

Examples of serious incidents include:

- A serious injury or death
- A missing person
- Physical/sexual assault
- Violence or attempted violence
- Sudden or unexpected death or suicide of a member of the 'theRTproject' 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.

As indicated above, a serious incident may include risks/hazards from both internal and external sources.

The 'theRTproject' **Senior Management Team** is responsible for planning and responding to any serious incidents in a timely, proportionate and effective manner.

The policy offers guidance to staff and students to demonstrate how 'theRTproject' offers support to serious incidents within normal college working hours.

The policy also outlines how the 'theRTproject' **Senior Management Team** will assess and respond to any out of hours emergencies and incidents.

At 'theRTproject' 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

'theRTproject' 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.

If a member of staff receives a report, they should stay calm 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 endeavor 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?

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

Staff will handle reports of serious incidents with sensitivity and 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 is a non-exhaustive list of what to do and what not to do when speaking to someone who is reporting a serious incident.

DO	DON'T
<ul style="list-style-type: none">• Stay calm• Recognise your feelings, but keep them to yourself• Use language that the person can understand• Reassure the person, telling them that they	<ul style="list-style-type: none">• Panic or delay• Express strong feelings of upset or anger• Probe deeply for information• Use leading questions• Make them repeat the story• Tell anyone who doesn't need to know

are doing the right thing

- Listen carefully, record what the person says and keep these notes
- Explain what you will do next (i.e. tell the relevant authorities/Safeguarding Lead) in a simple and clear way
- Follow the standard procedure in telling the Safeguarding Lead/Senior Management Team and seeking advice and support for yourself

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

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

The Senior Management Team is 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 'theRTproject' delivery.

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

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

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.

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

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. 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

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

Pastoral tutorials and counselling are available to all students as part of the wellbeing provision At 'theRTproject'. All staff are responsible for offering appropriate tutorial care and signposting students on to specialist services.

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

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

Policy Updated: Feb 2026

Policy Review Due: Feb 2027