



**Gloucestershire Initial Teacher Education Partnership**

## **Critical Incident Policy**



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## Critical Incident Policy

Definition: GITEP staff refers to the Course Director, Course Administrator, Finance Manager, Lead Mentors and Subject Leads.

### What is a critical incident?

A critical incident is any event or events, usually sudden which involve the experience of significant personal distress to a level which potentially overwhelms normal responses, procedures, and coping with strategies and which is likely to have emotional and organisation consequences.

This policy refers to incidents arising:

- At GITEP/Adfecto administrative offices
- Within the GITEP partnership
- At a partnership school

Examples include:

- Adverse weather
- Flooding, fire or explosion
- Infectious disease
- A deliberate act of violence
- Sudden death of a trainee, pupil, member of staff or member of the partnership
- Civil disturbances

### The purpose of this policy

The purpose of this policy is to safeguard the welfare and safety of trainees, GITEP employees and those working on behalf of GITEP, the partnership board, and partnership schools and to resume provision of education services at the earliest opportunity and, where possible, secure a continuation of training. This requires the partnership to:

- Ensure swift and appropriate action is taken the moment GITEP leadership become aware that a critical incident has occurred
- To maintain clear lines of communication with partnership schools as appropriate
- Ensure accurate information is provided effectively to trainees, GITEP employees and those working on behalf of GITEP, the partnership board, and partnership schools



- To offer sensitive, non-intrusive support in the short and medium term to all those affected directly or indirectly by what has happened
- To maintain, as far as possible, the normal routines of the training programme
- To offer a secure framework of continuities to all trainees, GITEP employees and those working on behalf of GITEP, the partnership board, and partnership schools

### The critical incident team

Role	Name	Contact
Team leader	Becky Rose	<a href="mailto:rrose@gitep.org.uk">rrose@gitep.org.uk</a>
Trainee liaison	Karen Foster	<a href="mailto:kfoster@gitep.org.uk">kfoster@gitep.org.uk</a>
Partnership liaison	Becky Rose	<a href="mailto:rrose@gitep.org.uk">rrose@gitep.org.uk</a>
Police liaison	Becky Rose	<a href="mailto:rrose@gitep.org.uk">rrose@gitep.org.uk</a>
Media liaison/monitoring	Chair of GITEP Partnership Board	
Administrator	Katy Arinc	<a href="mailto:admin@gitep.org.uk">admin@gitep.org.uk</a>

Telephone: 01242 505945

### Critical Incidents: Adfecto Premises and GITEP Staff

This section refers to incidents that occur at Adfecto premises at the Maisemore offices. Those GITEP staff based full time or part time at the Maisemore offices should refer to Adfecto policies.

### Critical Incidents: Within the GITEP Partnership

This section refers to incidents that occur across the partnership as a result of, as part of, or affecting GITEP's provision of ITT training.

### Keeping GITEP trainees, employees and partnership staff safe

It is advisable to consider the circumstances in which violence or threat might occur and the precautions which can be taken to minimise risk.

### Be aware of your own behaviour

Violent confrontation may occur as a result of inappropriate behaviour by partnership staff. Whilst there is no excuse for violence, all GITEP trainees, employees and partnership staff should ensure that their own behaviour is assertive but controlled and reasonable.



### **Be prepared**

GITEP trainees, employees and partnership staff may know in advance that a meeting is likely to be difficult. If concerned, they should seek the advice of GITEP Leadership and ensure that a colleague is present throughout any such meeting.

### **Drink, drugs & stress**

If it is apparent that someone you are meeting has been drinking, or if there is a suspicion that they may be under the influence of drugs, all GITEP trainees, employees and partnership staff should be very cautious. If it is possible to withdraw from the situation to enlist assistance then do so.

### **Be aware of your surroundings**

Ensure you are aware of the following:

- If in an office or classroom, how could you get help if it was needed?
- Do you have an escape route?
- Always position yourself between the person you are meeting and the door.
- Do not turn your back, and if leaving the room, do so backwards.
- If possible, remain behind a barrier such as a desk.
- Avoid potentially dangerous locations such as the tops of stairs, restricted spaces and areas where there is equipment which could be used as a weapon.
- Is there another member of staff within earshot?
- Try to remain calm
- In a confrontational situation, try to gently persuade the aggressor to back down or compromise
- Keep calm, speaking gently, slowly and clearly.
- Do not show aggression in response to aggression.
- Do not argue.
- Do not invade personal space by standing too close.
- Avoid wagging your finger or folding your arms.
- Never place your hand on an aggressive person.
- Be aware of the person's movements and body actions which might signal that it is time to withdraw from the situation/seek help.



### **GITEP trainees, employees and partnership staff working alone**

If a member of GITEP trainees, employees and partnership staff is working outside normal school hours at a school or is working alone they should:

- Consider whether it is really necessary to work alone.
- Ensure that the building is secure and that no other person can enter without their knowledge.
- Notify someone of their whereabouts and agree with them a system of checking on their safety at regular intervals.
- Consider how they would summon help and who they would contact.
- Consider the use of personal alarms and mobile telephones.

### **Assaults on GITEP trainees, employees and partnership staff**

Violence does not only include physical assault but also distressing or intimidating verbal aggressions. Incidents arising from racial, sexual or religious harassment are also included. Intimidating behaviour can also include malicious damage to property, rude gestures and innuendo.

All violent incidents, including threat and abuse from whatever source (e.g. intruders, parents, other trainees, employees, students, etc) must be recorded and reported.

People will have differing reactions to violence, threats and abuse and differing perceptions of what constitutes such behaviour. All staff should bear in mind that what might seem trivial to one person may cause another substantial distress.

Report any violent incident to a member of the Course Leadership as soon as possible, however minor it might seem.

If on placement, or visiting a partnership school, refer to and follow the school's policy.

Counselling support may be appropriate following a violent incident and is available for trainees through the University of Bristol, or through partnership schools via the Professional Lead.

Counselling for GITEP staff is available through their employing school.

GITEP staff and trainees can be signposted to Education Support <https://www.educationsupport.org.uk/>.



### **Adverse weather**

In adverse weather conditions trainees are expected to make all **reasonable** efforts to get to their placement school or professional studies sessions, even if their arrival is delayed.

During school placements trainees should check their school websites to find out whether the school is closed. Information about school closures in Gloucestershire is also listed at:

<https://closures.gloucestershire.gov.uk/>

During professional studies sessions trainees should check the TEAMS message board for information about whether sessions are going ahead and what provisions have been put in place for those not able to attend, or in the event the sessions have to be cancelled.

### **Death of a GITEP trainee, employee and or member of the partnership staff**

It is the responsibility of the Police to advise the parents, or next of kin of the GITEP trainee, employee and or member of the partnership staff, of the tragedy.

The GITEP Leadership Team should ensure that all relevant trainees, staff members (this must include those who may be off sick and regular supply/volunteers) and partnership board members are made aware as quickly as possible of the situation.

Where the death is of a GITEP trainee or staff member an initial press statement is to be devised by the Chair of the Partnership Board. All GITEP trainees, employees and or members of the partnership staff should be asked to respect the need for all communications with local community, media etc. to only be done through GITEP Leadership.

### **Infectious diseases**

- Infectious diseases may occur from time to time in schools. Their importance depends on several factors:
- The severity of the disease
- The number of students affected
- The mode of transmission
- The amount of fear they generate
- Whether any specific action is necessary to stop further cases (e.g. immunisation, improving food-handling practices etc.)



Individual schools monitor absence and public health and advice and will take appropriate actions where necessary.

It is the responsibility of GITEP trainees to be aware of, and adhere to, any actions or procedures required by their placement schools. If any trainee is concerned about their health they should speak to their Professional Lead and the Course Leadership for guidance and support.

It is the responsibility of partnership schools to inform any visiting GITEP trainees or staff of any concerns regarding infectious diseases and any actions or procedures required by them.

### **Coping with crises**

The effect of a tragedy on a community – whether the immediate GITEP trainees and staff or the wider partnership will inevitably be severe and long-lasting. Those immediately affected will need considerable support and understanding to return to their roles. GITEP leadership should monitor work pressures and look for signs that trainees or staff are becoming overwhelmed or distressed. Where appropriate, the Trainee Support Policy may be used.

Support is available for trainees through the University of Bristol or through partnership schools via the Professional Lead.

Support for GITEP staff is available through their employing school.

### **Critical Incidents: Partnership Schools**

This section refers to incidents that occur in partnership schools and are dealt with in the first instance by the school with reference to their own critical incident policies.

Where a critical incident has occurred that may impact on the performance or physical or mental wellbeing of a trainee they should contact GITEP leadership as soon as possible.





## Critical Incident Actions



<b>Action</b>	<b>Who</b>
Assess the situation and provide immediate emergency response as appropriate.	R Rose
Gather and record information: <ul style="list-style-type: none"> <li>• What has happened?</li> <li>• Who was involved?</li> <li>• When did it happen?</li> <li>• How did it happen?</li> </ul>	R Rose
Contact: The GITEP leadership team The GITEP partnership board Balcarras Trust Outside agencies	R Rose
Convene a meeting to brief the critical incident team to brief the team, make specific plans and assign roles. Meeting to be held at Maisemore, or Balcarras School or online as appropriate/available.	R Rose
Ensure a dedicated telephone number/email address is available.	R Rose
Alert Press Office	Chair of GITEP Partnership Board
Compile a list of vulnerable persons.	R Rose, Course Leaders and Chair of GITEP Partnership Board
Establish how trainees/GITEP staff/partnership staff will be informed.	As above
Establish what immediate adjustments may be needed to ensure training continues.	As above
Make arrangements to support those affected	As above
Contact bereaved/affected families to offer sympathy/condolences; ascertain their wishes; and plan further contact or actions.	As above
Arrange for leadership team/trainees/staff to meet at the end of the first day to update, share plans and offer peer support.	R Rose



## Links to other policies

Safeguarding Policy  
Trainee Support Policy

## Document history

Review Date	Significant Amendments	Made by	Approved by	Approval Date	Next review
Created: June 2023		KLF	Partnership Board		June 2026