

Critical Incident Protocol for Outreach Activity

1.0 Context

The Outreach Department engages in substantial activity with young people under the age of 18, and often under the age of 16 in its work. In particular this can involve the provision of residential experiences for groups of young people with parental and school consent.

As part of our work with schools, colleges and other Aimhigher partners we need to ensure, and reassure, we have in place clear processes for managing a critical incident which may include communication with different stakeholders than those listed in the Corporate Relations Local Resilience Plan, for example the Local Children Safeguarding Board, parents, schools and the Aimhigher team.

Critical incidents in this context could involve:

- Serious injury of a student
- Drowning, death on a sports field
- Drugs overdose
- Murder of a student – by another student or stranger.

2.0 Current University Policy Documents

Should an incident occur during an Outreach activity, the basic principles of the Corporate Relations Local Resilience Plan will be followed, along with the Emergency Media Management Plan. Given that the incident may well be an on-campus incident involving a young person the procedures for initial response will be also relevant, but the Corporate Relations Local Area Management Group will coordinate the response.

3.0 Adaptations to Local Resilience Plan

Given the specific nature of the client group in this case (under 18s) the Local Area Management Group will consist of:-

- Director of Corporate Relations
- Director of Student Recruitment and Outreach
- Head of Outreach
- Director of Legal Services as Chief Child Protection Officer
- Director of Student Support and Development
- Head of Communications

Local Area Management Group for Critical Incident related to Outreach Activity

Roles and Responsibilities

The Convenor: Director of Corporate Relations

- Maintaining overall executive control
- All actions of LAMG whilst responding to an incident
- Returning local management operations to normal
- Informing senior management

Director of UK Recruitment and Outreach

- Deputising for Convenor – Director of Corporate Relations

Head of Outreach

- Providing expert knowledge on the Outreach activity and advice on interaction with under 18 client group and other specific stakeholders
- Access to parents, school and participants data

University Chief Child Protection Officer (Director of Legal Services)

- Providing expert advice on the child protection aspects of the incident
- Liaison with Local Authority Safeguarding Children's Board

Director of Student Support and Development

- Providing advice on Student Support

Head of Communications

- Devising and disseminating communications to CR staff
- Providing access to web services for web based communications
- Devising and preparing for dissemination communications to internal communities affected by incident
- Devising and preparing for dissemination communications to external bodies
- Advising on impact of incident to marketing and communications staff.