

# Learn by Design

# Critical Incident Plan

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**Revised: June 2022**

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Reviewed: 23/06/2022

Expiry Date: 22/06/2023

Next Review: June 2023

Appraisal: N/A

Next Appraisal: April 2023

## Learn by Design Critical Incident Plan

### For the attention of Wave Leaders and Senior Team Leaders

**This plan should also be made available to other seasonal staff but we encourage these staff to follow the reporting procedures as indicated in their Staff Handbook where possible.**

An incident is any event that has the potential to cause harm to young people, parents and guardians, staff members and other stakeholders. An incident may also impact upon the reputation of the programme, our partners and/ or the NCS Trust. The purpose of this document is to provide you with a step-by-step guide for dealing with an issue.

**The primary point of contact for incident management during programme delivery is the Programme Manager. The Programme Manager's mobile number will be made available before programmes commence.**

Programme Managers are available on the following days at the following times:

Monday – Friday 8am – 6.30pm

If you are in doubt about a situation, unsure of who to contact or cannot get through to the Programme Manager, call:

**0800 197 8010**

during programme and call centre hours Monday – Friday.

Call centre hours are:

Monday 8am – 6.30pm

Tuesday – Friday 9.30am – 6.30pm

Calling 0800 197 8010 will take you to the NCS Trust's national call centre. You will need to ask to be transferred through to Learn by Design. You may be asked which region you wish to speak to (South West, London etc.). If you are unsure which region you are working within, it will not prohibit you being directed through to our core team.

Never delay in calling the emergency services when necessary.

Learn by Design also run an out of hours line for EMERGENCIES relating to the NCS programme. Please follow this link to see the rota and please check the date and time to make sure you call the correct number:

[Learn by Design Out of Hours rota – EMERGENCIES](#)

This service is for EMERGENCIES only where you require immediate support.

### **Monday mornings**

Please note that on Monday mornings, we run programme Kick Off events, where new waves begin their programme. This year, Programme Managers and other core programmes staff have been assigned to some of these events. Before you enter in to week two of your programme, please check you have the availability of your core programmes team and other suitable available staff to contact should all the programmes team for your region be allocated to Kick Off events. Core programmes team roles will not be available when they are working a Kick Off event.

We will never leave you without a point of contact.

Please also make all reasonable effort to prepare ahead of your week two, allowing you to be as self-sufficient as possible. Know your plan for Monday morning!

### **Celebration events**

Your celebration event will run on the final Friday of programme, typically 5.45pm – 7pm. Your Programme Manager or members of the core programmes team will not necessarily be at your event – please establish this before delivery. You will need to utilise the out of hours support function for emergencies. Again, we will never leave you without a point of contact.

## Roles and Responsibilities

Role	Responsibilities
LBD NCS Wave Leader or Senior Team Leader for critical incidents and contingency	<p>A Wave Leader or Senior Team Leader is required to be the main point of liaison between seasonal staff, Learn by Design (LBD hereafter) and the residential and/or venue provider.</p> <p>Serve as the first point of escalation for staff and young person issues.</p> <p>Act as the on-site manager in the event of a critical incident.</p> <p>Ensure that LBD NCS administration processes are complete (incident reporting, registers etc).</p> <p>Advise LBD and inform regarding decisions about the removal of staff.</p> <p>To contact emergency services in line with this critical incident plan.</p>
Programme Manager	<p>To be available to support the Wave Leader or Senior Team Leader in all aspects during day time hours, 8am – 6.30pm.</p> <p>To ensure the NCS Crisis and Incident Reporting guide is followed.</p> <p>To liaise and coordinate with Managing Partners (in line with Managing Partner process), Pharos, LBD Heads of Departments and Designated Safeguarding Leads and Deputies to support in instances of Level 1 or 2 critical instances.</p> <p>To remain in contact with Wave Leader or Senior Team Leader on all critical incident levels and responses to ensure that these are appropriate and recorded and reported correctly.</p> <p>To make referrals to appropriate organisations as a result of the critical incident plan, such as Multi-Agency Safeguarding Hubs.</p> <p>To coordinate contact with parents/guardians, schools and stakeholders where necessary.</p> <p>Take the decision as to whether a young person should be removed from the programme in line with LBD guidance.</p> <p>Make decisions about the removal of staff.</p>
(On call) Designated Safeguarding Officer	<p>To ensure young people and staff's safety, and to support local delivery, the NCS brand and delivery organisations' reputations.</p>

	<p>To work within the Managing Partner out of hours to ensure a coordinated approach between LBD and Managing Partner response.</p> <p>To ensure the NCS Crisis and Incident Reporting guide is followed, incidents are reported at the proper level and are correctly escalated, following advice.</p> <p>Ensure staff at all levels are supported and are following processes. Ensure sensible and effective decisions are being made.</p> <p>Update Salesforce with details of critical incidents.</p>
Senior Management	<p>To ensure that the critical incident process is working well and being followed by all parties.</p> <p>Act as an escalation point for high impact critical incidents.</p> <p>Liaise with Managing Partners to ensure all parties are reassured by process.</p> <p>Work with NCS Trust, Pharos and Managing Partner to arrange any media comments.</p>
Pharos	<p>Will provide advice, support and specialist incident management experience to NCS providers during high impact critical incidents.</p> <p>Will update NCS Trust and Managing Partners with incidents.</p>

## What to do when there is an incident

- 1) If there is an emergency situation contact 999 and ensure the safety of all.
- 2) Use the NCS Trust's Crisis and Incident Reporting Guide to help categorise the incident being reported (Levels 1 - 4, where 1 is the most severe and 4 the least severe).
- 3) If the incident is a Level 1 or 2 then call your Programme Manager or the emergency on call support function, depending on time of day, when safe to do so but as soon as possible.
- 4) The Programme Manager or wider core team will contact Pharos if required to enable people on the ground to manage the situation and carry out actions.
- 5) Pharos will inform the NCS Trust, who will advise who is to assume responsibility for leading the communications response, provide advice and support and, where appropriate, draft a statement for reactive use.

- 6) If the incident is a Level 3 and you do not require immediate assistance, there is no need to call your Programme Manager. Instead, the Wave Leader or Senior Team Leader should make the Programme Manager aware during the daily call.

### **NCS Trust Crisis and Incident Reporting Guide**

Please read Learn by Design's Critical Incident Plan in conjunction with the most recent version of the NCS Trust's Crisis and Incident Reporting Guide. This will be shared via your Programme Manager and will help you classify incidents. You will see the number for Pharos on this document, who are there to help manage critical incidents. Please do not call Pharos: your Programme Manager or a core member of the wider team will do this for you.

On the NCS Trust's Incident Classification Matrix, it should be noted that the types of incidents listed under the second column of each category on Levels 1 – 4 are only *examples* and, as such, this does not represent a comprehensive list of all possible incident types.

If you are unsure which level an incident falls under then it is **always** best to report the incident at the higher level. It is easier to de-escalate than it is to escalate the severity of an incident.

If the incident category changes, record as the highest category reached.

### **Covid-19**

Learn by Design remains Covid responsible and has assessed risks and provided control measures in relation to Covid. To help prevent the spread of the virus, control measures such as increasing ventilation indoors have been noted. Please refer to your Week 1 and Week 2 Generic Risk Assessments for more detailed information.

Should symptoms or confirmed cases of Covid-19 present themselves during programme delivery, please contact your Programme Manager for advice. Advice will be given considering Public Health England and National Youth Agency guidelines. We will also assess the individual(s) involved, with additional focus on those who are more vulnerable to Covid-19 due to pre-existing medical conditions. Learn by Design may also take advice from NHS 119.

Practically on the ground, and where appropriate, we will isolate the individual and either arrange for them to do a lateral flow test or arrange for them to be collected from the programme. The amount of time missed from programme will determine next steps. Learn by Design will either welcome the young person back on programme through to completion, apply for an exception to allow completion if attendance is below what is outlined in the Absence Guidance or make arrangements for a young person to join a later programme where possible. Our Staffing department are also

coordinating contingency staff should seasonal staff need to be replaced. Face masks will also be provided on programme, as well as hand gel and access to hand washing facilities. These will be available at all times and may be something all participants of the programme may wish to use in situations such as this.

It is important to note more widely that if an individual is feeling unwell, we may encourage they leave programme temporarily and return once better, particularly if this illness could spread to other staff, young people and other users of the site.

### **National or global events which may impact programme delivery**

During the course of the summer, Learn by Design will follow guidance from NCS Trust should we need to pause or cancel programme delivery, where it is deemed not appropriate to continue due to a national or global event. Learn by Design will aim to communicate quickly and effectively with all staff, young people, parents/guardians and other stakeholders to inform them of the necessary revisions. This will be done through our reporting lines as indicated in the Staff Handbook and via our call centre.

### **Summary**

- Never delay in calling the emergency services when necessary.
- The primary point of contact during programme delivery is the Programme Manager.
- Read this Critical Incident Plan alongside your Staff Handbook.
- Read the most recent version of the NCS Trust's Crisis and Incident Reporting Guide.
- If in doubt, call for support.
- Always report the incident at a higher level if you are unsure which level it falls under.
- Always complete an incident form