

SBC CFCH Management Protocol Responding to a Serious Incident

What is the document?

The Protocol provides an overview of the response that can be expected from Children's Services to a Serious Incident affecting a child or children requiring specific emergency management and where Children's Services is the lead organisation. The guide is supported by additional plans and procedures giving the detailed processes to be adopted in each service area in the event of such an incident. It has been developed as any child based Serious Incident requires a specialist response that may not specifically be covered by other existing plans and procedures.

What is a Serious Incident?

Any incident affecting any child or young person, Children's Services or school facility where there is the possibility of, a child's/children's lives at risk, child death or serious risk of harm. There are also likely to be reputational implications associated with the event, together with the potential for significant media attention and/or public interest and/or a co-ordination of a multi-agency response.

Roles, Responsibilities and Incident Management

The document details the roles and responsibilities of the various organisations that each have a role to play in managing an incident.

A Co-ordinating Group, called the COG, will be made up of the Commissioning Leadership Team (CLT) and other appropriate staff identified by the CLT.

How does the document affect schools?

Schools may well be the area dealing with children that first become aware of an incident, or the site of an incident involving children, or the educational establishment attended by children involved in an incident, and so quite possibly will be a key participant in the response to the incident and the recovery from it. The school may well be required to be part of any investigation to a Serious Incident

It is important to note that there is often very little if any warning that a Serious Incident is about to occur and so during an incident some planned activities may be postponed as staff resources will be redeployed to assist with the management of the incident.

**Swindon Borough Council
Children's Directorate Management Protocol
Responding to a Serious Incident**

April 2016

This document provides guidance to the Children's Leadership Team for the strategic management of serious incidents involving a child or children, and was designed as an internal document only. Other organisations should ensure they have their own appropriate guidance in place to manage serious incidents involving a child or children.

During Out of Hours SBC Control Room has the contact detail of key staff.

The Control Room can be contacted on
(01793) 466451/2/3 24 Hours, 365 days a year



SBC CFCH Management Protocol Responding to a Serious Incident

Purpose	The Serious Incident Protocol outlines the plans of Swindon Borough to respond to, manage and review any serious incident involving a child or a number of children.
Authors	Review by Early Help/SMT
Approval date	Reviewed and updated April 2016 CLT approval 07.04.2016
Date of review	April 2016
Expiry date	May 2017
Responsibility for implementation	Board Director Commissioning, DCS & DASS Swindon Borough Council
Policy Statement	It is the responsibility of staff at all levels to ensure that they are working to the most up to date and relevant policies and plans. By so doing, the quality of services offered will be maintained and the chances of staff making erroneous decisions, which may affect children and young people, staff or visitor safety, will be reduced.

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SBC CFCH Management Protocol Responding to a Serious Incident

Foreword

This Serious Incident Protocol provides an overview of the response that can be expected from Children's Services to a Serious Incident affecting a child or children requiring specific emergency management and where Children's Services is the lead organisation. The guide is supported by additional plans and procedures giving the detailed processes to be adopted in each service area in the event of such an incident. It has been developed as any child based Serious Incident requires a specialist response that may not specifically be covered by other existing plans and procedures.

A Serious Incident is defined as:

Any incident affecting any child or young person, Children's Services or school facility where there is the possibility of, a child's/children's lives at risk, child death or serious risk of harm. There are also likely to be reputational implications associated with the event, together with the potential for significant media attention and/or public interest and/or a co-ordination of a multi-agency response.

Examples of Serious Incidents

- A serious child protection incident involving a large number of children or agencies and with significant media interest such as civil unrest or violent extremism.
- Complex Child Protection allegations/incidents in a public setting e.g. Little Teds Nursery, Plymouth scenario.
- Chemistry Laboratory explosion in a school or accident on a school trip.
- Stranger Danger incident with implications for other children and the local community.
- Disappearance of a member of the school community.

In any situation an element of experienced judgement will also be required when considering the implementation of the Serious Incident Protocol.

Where established Child Protection and Child Death procedures exist and are applicable, this is the route to be followed rather than the invocation of a response under this Protocol.

The effectiveness of any response to a Serious Incident depends on close co-operation and joint working with our partners. It is the responsibility of everyone within Children's Services to be fully aware of their responsibilities within this Protocol and that they have a full understanding of the roles and responsibilities of the other agencies with whom they may be working.

This Protocol should be read in conjunction with existing emergency and major incident plans as required under the Civil Contingencies Act 2004.

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<http://www.legislation.gov.uk/ukpga/2004/36/contents>

Section 1 – General Information

1.1 Management and Sign Off

The Board Director Commissioning (DCS / DASS) has adopted this document for Swindon Borough Council. The document will be reviewed and signed off annually.

1.2 Aim

To successfully manage any serious incident involving children.

Objectives

- To minimise the risks and effects of such an occurrence
- To ensure appropriate support is offered where/when it is needed
- To document the procedures for use in any subsequent enquiries
- To carry out a structured debrief following any incident
- To review the procedures subsequent to an incident in light of lessons identified

1.3 Responsibility of Children's Services and Key Stakeholders

Local Authority (LA) Children's Services

The Group Director has a duty of care for all children and young people within the Borough of Swindon.

Children's Services should demonstrate accountability for effective governance and learning following a serious incident. There is a need to be responsible and ensure that when a serious incident does happen, there are systematic, co-ordinated and timely measures in place for:

- Safeguarding people, property, resources and reputation
- Understanding why the event occurred
- Reducing the chance of a similar incident happening again
- Reporting to other bodies where necessary
- Providing support to all affected by the incident
- Sharing the learning with other Local Authorities and key partners

The circumstances surrounding each incident will vary in terms of levels of harm and numbers of people involved, risk exposure, financial loss, media interest and the need to involve other reporting stakeholders. Because of these factors, the response to each incident should be proportionate to the scale, scope and complexity of each incident.

Schools and Governing Bodies

The Head Teacher of a maintained school is responsible to both the LA and the Governors for all matters concerning the safe conduct of the school and all its related activities.

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Responsibility for the health and safety of pupils lies with the governing body of the school, either as the employer of school staff or because it controls school premises (or both). Where the governing body does not employ school staff, the Local Authority (LA) has responsibilities as the employer.

Who the employer is varies with the type of school. The employer is:

- The LA in community schools, special schools, voluntary controlled schools, maintained nursery schools and pupil referral units;
- The governing body in foundation schools, foundation special schools and voluntary aided schools, Academies, Trust and Independent Schools.

The employer must ensure, as far as is reasonably practicable, that pupils are not exposed to risks to their health and safety in school and during off-site visits. The employer must assess the risks of all activities, introduce measures to manage those risks and tell their employees about the measures.

The employer, whether it be the LA or governing body, has the power to ensure that its health and safety policy is carried out. It must provide health and safety guidance to the school and ensure that staff members who are delegated tasks such as risk assessment and risk management are competent to carry them out. If risk assessment shows training is needed the employer must make sure this takes place. The employer cannot fulfil its statutory duty unless it monitors how well its schools are complying with its policy.

An LA has no responsibilities for, and no power to intervene in, pupil health and safety in schools where the governing body is the employer, except where safety (not health) is threatened by, for example, a breakdown in discipline.

Early Years Settings

The employer, whether it is the LA or private provider, must ensure that its health and safety policy is carried out. If the employer does not resolve concerns, they would be referred to the Regulator, which is currently Ofsted.

Further Education Colleges

If there is an incident at or affecting a Further Education College, the involvement would be the same as if the incident had happened at a school.

Swindon Local Safeguarding Children Board (LSCB)

Swindon LSCB brings together all the main organisations that work with children and families in Swindon, with the aim of ensuring that they work together effectively to keep children safe. It is a multi-agency body that contributes to and operates within the framework established with partner agencies to deliver its priorities.

The Local Safeguarding Children Board is independent of Swindon Council and will take reports on policy and practice issues to Swindon Borough Council. The role of the Local Safeguarding Children Board is to:

- Co-ordinate local work to safeguard and promote the welfare of children;
- Ensure the effectiveness of local services;

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- Holds everyone working with children, young people and families to account for safeguarding and scrutinises the work of the Director of Children's Services, Children's Services and Lead Member for Children Services.

CCG

The Clinical Commissioning Group has responsibility to provide and plan health services for the people who live in the Borough of Swindon.

Voluntary Sector and Commissioned Agencies

The voluntary and community sector comprises self - governing non - profit making organisations that exist outside of statutory services to serve a public benefit. They play a significant role in the provision of services.

The Voluntary Sector and Commissioned Agencies must be engaged with and involved in the management of any incident where they have been involved in meeting the needs of children or families involved in the incident.

Great Western Hospital NHS Foundation Trust

The Great Western Hospital's (GWH) NHS Foundation Trust consists of:

The Great Western Hospital-provides emergency care, surgery, diagnostics, out patient and day case services.

The Brunel Treatment Centre - provides elective care and diagnostics.

The Shalbourne Suite - provides private services.

Other Units - there are several other clinics and services such as Savernake and Fairford Hospital.

The GWH's NHS Foundation Trust would deal with injuries and initiating a multi-agency response if required.

Links to relevant websites; <http://www.swcpp.org.uk/> <http://www.swindonlscb.org.uk/>

1.4 Operational Set Up

The Co-ordinating Group will be made up of the Commissioning Leadership Team (CLT) and other appropriate staff identified by the CLT. The first meeting of the Co-ordinating Group will be held in Room 1.44 in the Civic Centre, Head of Children, Families & Community Health's Office. If this is not available, then contact should be made with the duty Civil Protection Officer who will advise of an available room, possibly either the Socrates Room on the 9th Floor of the DMJ Tower, or Committee Room 3 in the Civic Offices. (Via SBC Control Room/Security Office).

It is recommended that officer support be sought immediately, on the one hand to record minutes of any meeting and secondly to record decisions and actions . (Log Sheets found in **Appendix A** should be used in the first instance of a call being received but at any subsequent Co-ordinating Group meetings a Decision Log Book (Maroon Colour) should be used. These log books are held by the Director of Children's Services). It is useful to note that the mnemonic "Methane" used by the Emergency Services and Swindon Borough Council is used to pass information to establish initial Shared Situational Awareness between responding agencies and this is shown in **Appendix B**. The Joint

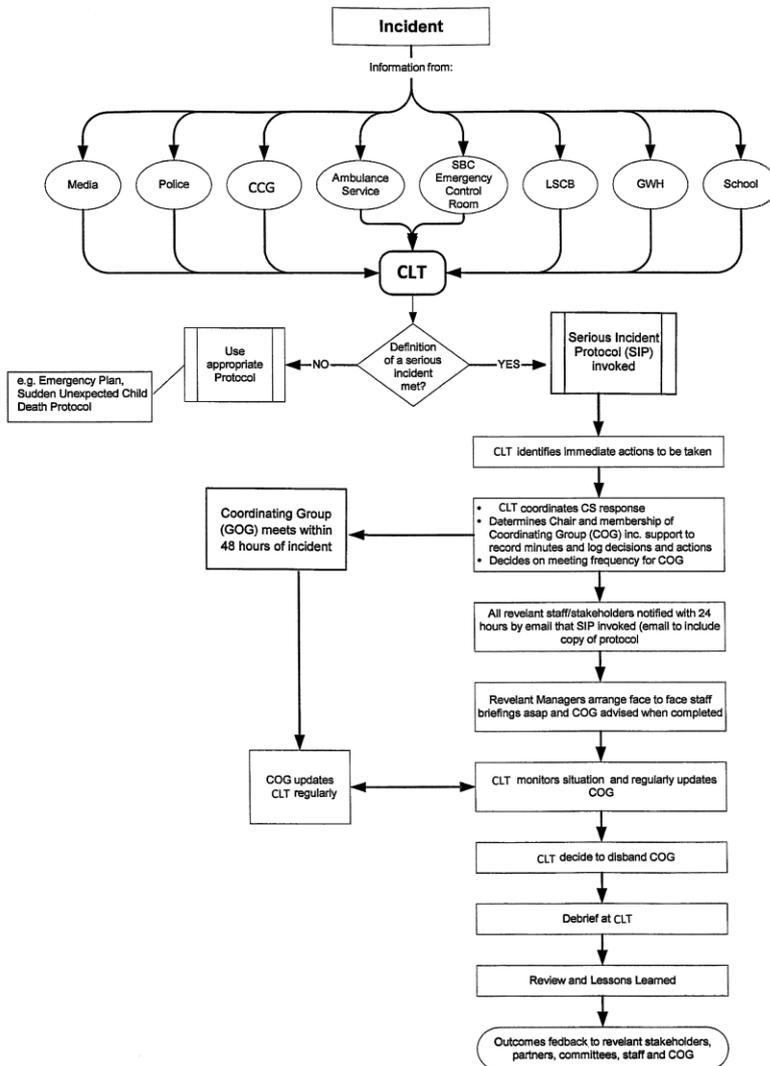
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Emergency Services Interoperability Principles (JESIP) Decision Making Model has also proved to be a valuable tool in incident management including recovery and is shown in **Appendix C**.

1.5 Alert and Cascade

The following Flowchart details the steps to be taken in managing an incident.

1.5.1 Flowchart



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1.5.2 Checklist of actions

Action Point	Guidance Note	Who is responsible?
Gather information on the incident	What happened/where/when? Type of incident How many involved; who are they? Details and location of injured Details and location of non-injured (shock/irrational behaviour), names, and names/contact numbers of supervising adults) What action is on-going? Has anyone else been informed e.g. emergency services? What were they told? Are there any other factors to consider e.g. preservation of evidence/crime scene? Use 'METHANE' as a guide – Appendix B	Person/setting experiencing incident or receiving first notification of incident
Alert CS Directors	Contact relevant CS Director or if unable to do this immediately, inform SBC Control Room on (01793) 466451/2/3 24 Hours, 365 days a year The Control Room will contact Board Director: Commissioning (DCS / DASS) using emergency contact numbers)	Person/agency receiving first notification of incident.
CLT meets	Decision made on whether Serious Incident criteria met and if yes, CLT co-ordinates a response and decides on membership of Co-ordinating Group (COG).A Chair should be appointed and the frequency of meetings determined. An initial agenda is set out at Appendix D Any immediate action needed is identified.	CLT Director members

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Action Point	Guidance Note	Who is responsible?
<p>Determine membership of the co-ordinating group (COG)</p>	<p>The key members of this team will depend on the nature of the Serious Incident but the following may also be called onto Group:</p> <ul style="list-style-type: none"> • Head Teacher • Chair of Governors • Lead Member for CS • Safeguarding Leads • HR Business Partner • Group Finance Manager • Corporate Communications Manager <p>Lead established as key point of contact and decision-maker</p> <p>A note-taker and log keeper is essential and this is likely to be a PA to Director</p> <p>Assign tasks and ensure each individual knows what is required.</p> <p>All must keep a log of their actions. (see Appendix A and E)</p>	<p>CLT Director members</p>
<p>Communicate with relevant partners and staff</p>	<p>Consistent message must be agreed by the COG and communicated by email within 24 hours of the incident.</p> <p>Inform all concerned to keep notes and records via email (see Appendix A and E). This can then be followed by face-to-face briefings wherever possible.</p>	<p>COG</p>
<p>Develop and implement communication strategy</p>	<p>COG contacts and briefs Corporate Press Officers who will establish a strategy for dealing with the media. Good relations with the media will help to avoid inaccurate information being broadcast or published which could cause distress.</p> <p>The Press Officer will usually organise a press conference as soon as practicable to satisfy initial media demands, and schedule further ones for subsequent days if needed.</p> <p>It is essential that Social Media is considered and monitored, as schools often have social media presence, and the young people involved may well be using social media. This aspect may be supported by the Communications and Insight Team.</p>	<p>COG</p>

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Action Point	Guidance Note	Who is responsible?
Determine and arrange series of meetings	<p>COG determines frequency and location. Wherever possible, meetings will be held at Civic Offices and will take priority over all other meetings being held there.</p> <p>Consider:</p> <ul style="list-style-type: none"> ○ Extra phones, fax and mobile phones ○ Contact phone number for parents ○ Reception facilities ○ IT, Laptops <p>The Civil Protection Unit may be able to assist if necessary</p>	COG
Provide support to those involved	<p>This needs to be done promptly and sensitively.</p> <p>Do not talk to anyone until there are some clearly established facts.</p> <p>Try not to leave messages as information can become distorted.</p> <ul style="list-style-type: none"> ○ Liaise with relevant agencies e.g. schools, hospitals, police or religious organisations. ○ Signpost affected staff to support such as Care First ○ Consider whether members of staff to be referred to Occupational Health 	COG and relevant line managers once briefed
Debriefing meeting	<p>CLT will lead on this and determine how best to debrief affected staff and teams.</p> <p>Relevant staff should also be included in any debrief wherever possible.</p>	CLT
Review and lessons learned	<p>The review should involve the COG members</p> <p>Any outcomes/lessons learned must be feedback to relevant stakeholders, partners, committees and staff.</p>	COG

1.6 Communications and Media including Information Sharing

Serious Incidents, by their very nature, may attract considerable media attention. That attention may not just be from local or national sources but also internationally. Children's Services will need to develop a Communications Strategy in conjunction with the Corporate Communications and Insight Team. The Co-ordinating Group will develop the Children's Services Communication Strategy.

Initially email communication will be used, as this is the quickest method of informing relevant staff that a serious incident has occurred and this Protocol has been invoked.

It is essential that Social Media is considered and monitored, as schools often have social media presence, and the young people involved may well be using social media. This aspect may be supported by the Communications and Insight Team

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1.6.1. Face-to-Face Communication

Communicating in person with colleagues is considered to be the most beneficial method of ensuring that information and knowledge are shared. Once the incident is being managed appropriately, face-to-face staff briefings are highly recommended.

1.6.2 Intranet

Relevant and non-confidential/sensitive information will be posted to the website via the Communication and Projects Team as necessary.

1.6.3 Staff Briefings

Children's Services Staff Briefings will be produced if required by the Board Director Commissioning (DCS / DASS) to convey key messages and disseminated using the appropriate channels of communication.

1.7 Record Keeping-see Appendix A and E

1.8 Financial Implications

Wherever possible the Board Director Commissioning (DCS / DASS), and/or Board Director Resources must be consulted before any funds are committed.

1.9 Human Resource and Staff Welfare

1.9.1 Shifts

An incident may require management and staffing out of normal business hours and/or continue for considerable lengths of time. If necessary, staff rotas should be organised and agreed so that staff are able to meet other pressing commitments. Members of staff who are unable to manage out of hours cover should be utilised within the hours they find possible.

1.9.2 Out of Hours

An incident outside of normal working hours may well be triggered through the Children's Services Emergency Duty Team or the Council's Control Room, both of which provide 24-hour cover. The notification may be by way of Op Link, a multi-agency alert system hosted by Wiltshire Police. The notification would be passed on to the Council's on duty Civil Protection Officer, who may well ask the on call Local Authority Incident Officer to attend the scene of the incident in the Council Incident Response Vehicle.

The Control Room and the Civil Protection Unit both hold copies of the Emergency Directory containing contact details of the Children's Services Directors and the Business Continuity Manager. A Flowchart showing the Swindon Out of Hours communication cascade is shown in **Appendix F**. The hyperlink to the Out of Hours SharePoint site is attached <http://teamsites/team/discovery/sooh/SitePages/Home.aspx>

During any out of hours incident Children's Services may call upon the response capability of the on call Tactical Officer known as the LALO (Local Authority Liaison Officer), the duty Civil Protection Officer and the Business Continuity Manager. The latter will be able to offer advice and assistance in activating the Business Continuity Team if Children's Services as a Directorate requires assistance from other Directorates or Partners in managing the incident.

1.9.3 Trauma/Counselling

Support for Schools

The Locality based early help teams have a range of practitioners working who can offer support to children, young people and families and the settings where they spend their time. In the event that something happens in a setting it is important to consider carefully the appropriate response from Children's Services and who are the best placed people to respond. This is because traditionally there have been particular services that have always been asked to step in and provide support but this may no longer be the case.

Critical incidents: A critical incident for a school is one where something significant happens that traumatically can affect the whole school community. It may well happen in school or at a school event or activity outside school. In this situation **each school has its own critical incident policy and should follow this**. Many schools will have excellent links with their local communities and there may well be contacts amongst these who can be invaluable at these times. However, there are some good on line resources that may also help schools determine what sort of incident it is and what might be the best way forward such as Child Bereavement UK, Winston's Wish, Tree House (Swindon and Wiltshire).

Other incidents that are significant but do not involve the school in the same way for example, the death of a pupil or member of staff outside school in a road accident, need a different approach. These are serious but not classed as critical incidents and therefore the response needs to reflect this. Schools may well want to discuss the situation with others and find support if there are on-going issues but mostly schools are well placed in knowing their community really well to be able to respond appropriately and sensitively allowing the normal processes of dealing with difficult emotional events to happen in a supported way.

Support for staff

People respond to incidents in many different ways and managers need to be sensitive to this.

- Provide immediate support and make them safe.
- Try not to leave a member of staff who has witnessed the incident alone immediately following the incident but be sensitive to individual needs.
- Include affected staff in the debriefing meeting where possible as this can help to both establish facts and provide emotional support.
- Employee Assistance Programme Care First provides Swindon Borough Council's employee assistance programme and will complement existing support systems.

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Equality and Diversity including Cultural Differences

Swindon Borough Council is committed to promoting equality of access to and appropriate use of, their services and facilities and will treat all people equally regardless of race, gender, disability, age, sexual orientation or belief.

Each incident will have different impacts on every individual affected, and we will strive to provide fair treatment and the opportunity to access the service that they as an individual require.

1.10 Debrief

It is important at some stage, when the incident has ended, that Children's Services and agencies involved in the incident hold a series of debriefs. Initially these will be confined to each particular service, but later a multi-agency debrief should be held and lessons identified incorporated into this Protocol and other service documents, as appropriate. The purpose of any such debrief would be to identify areas for improvement in procedures, equipment and systems and not interfere with or comment on investigations into the incident carried out by investigative or judicial authorities. It is important to note that such debriefs and related documents would have to be disclosed to individuals involved in legal proceedings.

Debriefs should not be a forum to criticise the performance of others but to provide positive steps towards improving any response for future incidents.

1.11 Review and Lessons Identified

The review should involve the COG members. Any outcomes/lessons identified must be feedback to relevant stakeholders, partners, committees and staff.

Serious incidents will need investigation to establish the causes and to put procedures in place to try and prevent a recurrence.

1.12 Training and Exercising

1.12.1 Training

All staff must have the appropriate training to allow them to carry out their duties during a Serious Incident.

1.12.2 Exercising

To ensure that Senior Managers are aware of the appropriate actions, an exercise should be scheduled at least annually by CSLT. Ideally this should include all relevant partner agencies.

Section 2 – Appendices

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Appendix B - METHANE mnemonic

No one responding organisation or service can appreciate all dimensions of a major or complex incident. Wider understanding requires communication between organisations. The mnemonic '**METHANE**' should be used to pass information to establish initial Shared Situational Awareness:

M - **M**ajor incident Declared?

E - **E**XACT location using map references if possible.

T - **T**YPE of incident with brief details of types and numbers of vehicles, trains, buildings, aircraft and so on.

H - **H**AZARDS at the scene – present, potential or suspected.

A - **A**CCESS Best access routes for emergency vehicles and suitable provisional rendezvous points ('RVP').

N - **N**UMBER of casualties and severity- dead, and injured.

E - **E**MERGENCY services present or required.

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Appendix C JESIP Decision Making Model

The Joint Emergency Services Interoperability Principles (JESIP). All the Emergency Services have adopted a set of Principles to assist them in managing major and complex incidents.

It has been demonstrated that the use of the decision making model can be utilised to help manage incidents and provides a useful tool in incident management and recovery.

A reasonable decision is one that another decision maker would have reached in the same circumstances. An audit trail should evidence those circumstances, i.e. the context within which the decision was reached. It is vital in any subsequent legal process for the decision maker to be able to evidence their thought process. This will include what information and resources and risks were considered, what options were available and considered and why a decision was reached. The decision (and record of the decision) should record or reference the following:

- Task (problem)
- Originator of the task
- Information available (gather information and intelligence)
- Source of information available (consider separate record for sensitive material)
- Resources available
- Assess threats and risks and development of strategies
- Options available
- Lawfulness, necessity and proportionality of the options
- Risk assessment of the options
- Advantages and disadvantages of the options
- Elimination of the least reasonable options
- Selection of the most reasonable option (solution)
- Plan – unless already recorded or to be developed by another
- Time and date
- Review of action and follow up.

Clear analysis of the available information or facts must be made together with an analysis of resources. There should be a logical pathway to the decision. It must be remembered that risk assessments and decisions may have to be revisited as events unfold.

It is absolutely vital for decision makers to identify why they decided to take a course of action, how and why they eliminated other options. The decision log needs to reflect this.

An assessment of the potential consequences arising from the particular decision may be assessed against a model such as SDI (Scale, Duration and Impact) or STEEPLE (Social, Technological, Economic, Ethical, Political, Legal and Environmental).

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Organisations or agencies may use their own decision making process. In a multi-agency environment the Joint Decision Model (JDM) is the recognised method to be used by decision makers at all levels:

Joint Decision Model



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Appendix D

Coordinating Group (COG)

OPEN POLICY LOG - RECORD DECISIONS/ ACTIONS/ RATIONALE

Initial Agenda

- **Membership**
 - Nominate Chair
 - Health and Safety Brief
 - Introductions / Roles / Responsibilities / Capabilities / Assets / Confirm Contact Details
 - Are Other Organisations required?
- **Current Situation Analysis**
 - Are there urgent items for attention?
 - Consider Risks/Threats – consider SDI (Scale, Duration, Impact) model
 - Are there imminent/potential threats to anyone?
 - Provide organisational updates
 - Implement command and control structure
- **Aim and Objectives**
 - Set Strategic Aim and Objectives
 - Communicate Aim and Objectives to appropriate leads
 - Develop tactical plans to meet the Strategic Aim and Objectives.
- **Supporting Groups**
 - Consider the need for / access to supporting groups
 - Consider Involvement of other agencies
- **Communications**
 - Consider Shared Situational Awareness. Communicate relevant information to appropriate agencies.
 - Develop communication requirements between the COG and appropriate leads
 - Implement COG Communications Strategy
 - Implement COG Media Management Strategy
 - Identify appropriate 'talking heads'
 - Consider wider warning and informing Issues
- **Logistics and Administration**
 - Staff welfare including support groups
 - Continuity and resilience of COG
 - Consider logistical issues
 - Consider requirement for Mutual Aid if appropriate
- **AOB**
- **Confirm Decisions / Actions**
- **Date/Time/Venue/Set Agenda of Next Meeting**

Considerations for Future Meetings

- Review Actions / Impact
- Situation Report
- Review Strategic Aim and Objectives
- Updates from Supporting Groups
- Recovery Issues
- Consider further Resource Requirements

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Appendix E Protection of Evidence and Documentation

An incident may result in calls for a public inquiry. Civil claims for negligence may be ongoing for many years. The key to establishing the facts and settling liability is likely to lie in the documents that survive to be studied. That historical background must be preserved intact.

Immediate action checklist

- Suspend all document destruction and archiving procedures relating to relevant documents.
- Notify all staff of their obligation to locate, preserve and safeguard documents
- Nominate an individual to co-ordinate preservation of documentary evidence and prepare a master log of key decisions and actions taken by the Co-ordinating Group during the Incident.
- Notify all offices to collate and report files held
- Print relevant computer data including electronic mail to hard copy
- Secure relevant computer data including electronic mail on disc or tape
- Initiate recovery and safe custody of original and all copies of internal documents

Procedure for Recording Information in the Event of a Serious Incident

The following guidance must be implemented as part of the Serious Incident Protocol.

In the event of being notified of a Serious Incident:

- Commence Log as per Appendix A.
- A nominated officer, will establish both an electronic record file and a paper file for collating documentation from across the Council. Files will be established for both pre-serious incident and post-serious incident documentation.
- Staff will review all of their own documentation relating to the site, equipment, staff and other persons (if available) in the previous 6 months and copy to their own files.
- Staff are responsible for providing the nominated officer, with copies of all documentation contained within their Serious Incident files, in both electronic and paper format
- Post incident, all documentation relating to the site, equipment, staff and other persons (if available) should be forwarded to the nominated officer in both electronic and paper format, within 3 days of its creation

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- If only paper copies of documents are available, an e-mail should be sent to the nominated officer giving details of the documentation which is being provided in hard copy only, so there is an electronic file note of its existence
- All documents to include date/time of interaction, the method of communication and those present, recording both name and role.
- From the point of notification of a Serious Incident, contemporaneous notes must be made of all telephone conversations. If recent telephone conversations have taken place, notes should be written up of the main focus of the conversation but clearly indicating that the notes were written in retrospect, including the date of writing. This is particularly important where the conversations relate specifically to the incident.

The following documentation must be included in both individual and collated files:

- Copies of all e-mails relating to the incident
- Contemporaneous notes of all telephone conversations relating to the school or the incident
- Notes of Visit, accompanied by contemporaneous notes used to write the Notes of Visit
- Task group minutes
- Minutes of any meetings accompanied by contemporaneous notes used to write the minutes
- Decision Log of the COG
- Notes/documentation relating to any specific actions/activities arising from the serious incident e.g. training record, brokerage of a third person to support the site, staff or other person.
- Notes/documentation relating to any changes in policy and practice in relation to all sites, equipment, staff or other person, which occurred as a result of lessons learnt from the serious incident.

All contact with the site, staff or other person particularly those directly relating to the incident must be recorded, in the most appropriate format, including chance meetings with colleagues, where there is any discussion relating to the incident specifically or the site, equipment, staff or other person connected to or involved in the incident in general. It must be made clear at the start of the discussion that the conversation is not 'off the record'.

If the Incident is a school-based incident, any conflicts of interest must be declared to the Director of Schools and Learning immediately following notification of the serious incident e.g. where the colleague concerned is a governor of the school. The Director will consider whether it is appropriate for the individual to be involved with the school in their official capacity within the Schools and Learning directorate.

SBC CFCH Management Protocol Responding to a Serious Incident

Appendix F - Swindon Out of Hours Flowchart

