



Critical Incident Policy and Procedure	
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1. Policy Statement

CM Sports is committed to ensuring that critical incidents are managed promptly, safely and sensitively. The welfare of children, families, staff and other individuals affected by an incident is our priority.

CM Sports recognises that a critical incident can have a significant emotional, physical or psychological impact and will provide appropriate support following an incident.

This policy should be read alongside the **Safeguarding and Child Protection Policy, Risk Assessment Policy, Accident and Incident Reporting Policy, Emergency Procedures, Fire Safety Policy, Visitors and Site Security Policy and Informing Ofsted Policy.**

2. What is a Critical Incident?

A critical incident is a sudden or unexpected event that causes significant disruption, distress, injury, loss or risk to children, staff, families or the wider community and requires a response beyond normal day-to-day procedures.

Examples may include:

- Serious injury, illness or death of a child, staff member or other person.
- A missing or abducted child.
- Serious violence or physical assault.
- A significant safeguarding incident.
- A serious accident during a session, trip or activity.
- Fire, explosion, flooding or another major emergency.
- Serious damage to or destruction of the premises.
- A significant security incident.
- A major incident affecting the local community.
- Any incident which significantly affects the safety or wellbeing of children or staff.

3. Immediate Response

When a critical incident occurs, staff must:

1. **Make the area safe** and protect children and others from further harm.
2. **Call 999** where emergency assistance is required.
3. Provide first aid within the limits of their training.
4. Ensure children are supervised and accounted for.
5. Inform the **Designated Safeguarding Lead (DSL)** or appropriate manager without delay where safeguarding may be involved.
6. Contact the **Line Manager or Director** as soon as practicable.
7. Follow the relevant emergency, safeguarding, fire or site procedure.
8. Record the facts and actions taken as soon as practicable.

Staff must not investigate, speculate about the cause of an incident or make promises about what will happen next.

4. Safeguarding

Safeguarding remains a priority during and following any critical incident.

Staff should remember that **“it could happen here”** and must act immediately where there is a concern about a child's safety or welfare. Where a child is at immediate risk of harm, emergency services should be contacted where appropriate.

Safeguarding concerns must be reported without delay in accordance with the **Safeguarding and Child Protection Policy** and any safeguarding procedures of the school or setting where CM Sports is operating.

Where CM Sports is working within a school or other setting, staff must also follow the host organisation's emergency and safeguarding procedures.

KCSIE 2026 reinforces that safeguarding is everyone's responsibility and that staff should act immediately on concerns and follow the setting's safeguarding procedures.

5. Communication and Families

Information must be communicated calmly, sensitively and factually.

Management will decide:

- Who needs to be informed.
- How and when families should be contacted.
- What information can be shared.

- Whether children, families or staff require additional support.

Staff must:

- Only share confirmed facts.
- Avoid speculation or assumptions.
- Respect confidentiality.
- Record significant telephone calls, discussions and communications.
- Never share information with the media or on social media.

Where appropriate, families may be provided with information about available support.

6. Informing Ofsted and Other Authorities

CM Sports will notify **Ofsted and/or other relevant authorities where there is a statutory or regulatory requirement to do so.**

The Directors or nominated manager will coordinate required notifications and ensure that the correct information is provided within the required timescales.

This may include serious accidents, injuries, illness or death involving children, and allegations of harm or abuse where the relevant Ofsted notification requirements apply.

Current Ofsted guidance requires registered childcare providers to report specified serious incidents and allegations of harm, with notifications made within the applicable statutory timescales.

Where appropriate, CM Sports will also contact:

- Emergency services.
- Local safeguarding partners/children's social care.
- The host school or setting.
- Parents/carers.
- Other regulatory or professional bodies.

7. Staff Responsibilities

All staff must:

- Remain calm and follow emergency procedures.
- Put children's safety and welfare first.
- Follow instructions from the manager or emergency services.

- Maintain appropriate supervision of other children.
- Report safeguarding concerns immediately.
- Keep information confidential.
- Complete an accurate incident record if directly involved or requested to do so.
- Participate in any review or debrief following the incident.

8. Management Responsibilities

The Directors/Management Team will:

- Coordinate the organisational response.
- Ensure appropriate emergency and safeguarding referrals are made.
- Decide how information is communicated.
- Ensure required regulatory notifications are completed.
- Support children, families and staff.
- Ensure accurate records are maintained.
- Review the incident and identify any lessons or additional training required.
- Review risk assessments and procedures where necessary.

9. Media

Only the **CM Sports Directors**, or a person specifically authorised by them, may communicate with the media.

Staff must not make comments to journalists, post information about the incident on social media or provide photographs or other information.

10. Supporting Children and Staff

Following a critical incident, CM Sports will consider the emotional wellbeing of children and staff.

Children should be given clear, age-appropriate and factual information where it is appropriate to do so. Staff should allow children to ask questions and acknowledge when information is not yet known.

CM Sports will:

- Monitor the wellbeing of affected children and staff.
- Provide appropriate support and signposting.

- Consider whether additional safeguarding or wellbeing support is required.
- Hold a staff debrief where appropriate.
- Identify any further training or support needs.

11. Recording and Review

A factual record must be completed for every critical incident, including:

- Date, time and location.
- People involved.
- What happened.
- Immediate action taken.
- Emergency services or other agencies contacted.
- Who was informed.
- Any injuries or safeguarding concerns.
- Follow-up action required.

Records must be stored securely and handled in accordance with CM Sports' **Confidentiality and Data Protection Policy**.

Following a significant incident, management will review:

- What happened.
- Whether procedures were followed.
- Whether risks have changed.
- Whether further action or referrals are required.
- Whether policies, risk assessments or training need to be updated.

12. Emergency Contact Information

CM Sports will ensure that emergency contact details for relevant staff, children and families are kept up to date and accessible to authorised staff.

For trips and off-site activities, staff must have access to appropriate emergency contact information and a working telephone.