Critical incident plan for Creatful CIC

Introduction

At Creatful, we take care seriously. This Critical Incident Plan sets out how we respond to unexpected events or emergencies that could affect our groups, our people, or our wider community. It's designed to protect everyone involved those who may be vulnerable in line with our safeguarding commitments and inclusive values.

What We Mean by a Critical Incident

A critical incident is any situation that puts someone's safety, health, or wellbeing at risk. This could include accidents, medical emergencies, incidents of violence, safeguarding concerns, or wider disruptions like natural disasters. If it affects our ability to deliver safely and compassionately, it's critical and we act.

Who Does What?

- **Incident Lead** – Oversees the response and coordinates action.
- **Safeguarding Lead** – Ensures all safeguarding steps are followed and children or vulnerable adults are protected.
- **Communications Lead** – Manages updates and communication with staff, volunteers, partners, and the public.

These roles may be held by different team members depending on the project or location, but responsibilities remain clear.

What Happens First?

- **Assess the situation** – Understand what's happening and how serious it is.
- **Keep people safe** – Evacuate if needed, and make sure everyone is supported.
- **Call emergency services** – Dial 999 if police, fire, or medical help is required.
- **Alert the team** – Notify the Incident Lead, Safeguarding Lead, and Communications Lead.

Safeguarding First

- **Immediate protection** – Make sure any children or vulnerable adults are safe and supported.
- **Report concerns** – Share any safeguarding concerns with the Safeguarding Lead straight away.
- **Handle with care** – Keep information confidential and only share with those who need to know.

Communication

- **Internal** – Keep staff and volunteers informed with clear, calm updates.
- **External** – Communicate with venues, partners, and relevant contacts as needed.

- **Media** – The Communications Lead will respond to any media enquiries with care and accuracy.

Evacuation or Shelter

- **Evacuation** – Follow our agreed routes and make sure everyone is accounted for.
- **Shelter-in-place** – If it's safer to stay indoors, follow our shelter procedures and keep everyone calm and supported.

Aftercare and Support

- **Debrief** – Bring together staff and volunteers to reflect on what happened and how we responded.
- **Learn and improve** – Update this plan if needed and share learning across the team.

Keeping Records

- **Incident log** – Record what happened, what actions were taken, and any decisions made.
- **Report** – Write up a full report with recommendations for future improvements.

Training and Preparedness

- **Ongoing learning** – Run safeguarding and incident response sessions for staff and volunteers were required.
- **Practice makes prepared** – Hold drills and scenario exercises were appropriate so everyone knows what to do if something goes wrong.