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Introduction

The aim of the **Immediate Response to Critical Incidents protocol** is to set out the arrangements in the Cwm Taf Morgannwg region to provide a rapid, multi-agency response to managing the consequences of critical incidents.

This protocol is complementary and in support of, but does not replace, other protocols and processes, i.e.:

- Wales Safeguarding Procedures
- Procedural Response to Unexpected Deaths in Childhood (PRUDIC)
- Emergency Planning Processes



Cwm Taf Morgannwg
Bwrdd Diogelu
Safeguarding Board

Immediate Response to Critical Incidents Protocol

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Critical Incident Definition

A critical incident (for the purposes of this protocol) can be defined as an event, or series of events;

1. That is sudden, unexpected and out of the realms of common human experience; and
2. It has resulted in (or could have caused) death, life threatening injury or sustained serious and permanent impairment of health or development; and
3. An immediate effective response requires multi-agency co-ordination to manage threat, risk, harm and the impact on a group of individuals and/or the wider community.

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Management of Large-Scale Incidents

This may involve:

- The identification of a cluster of incidents
- Identification based on the number, timescale and proximity (geographically and socially) of incidents occurring locally.
- Consideration will need to be given to incidents occurring in neighbouring areas and the possibility of a single case locally being part of a cluster in a bordering area or vice versa.

Upon identification of a cluster of incidents, such as suicides, the IRG may need to meet daily to monitor the situation and ensure that appropriate support and prevention services / activities are in place.

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Criteria and Timescales

If the critical incident involves the unexpected death of a child or young person under the age of 18 years of age then the **Procedural Response to Unexpected Deaths in Childhood (PRUDIC) process** will be initiated and will take primacy.

Any agency can request an Immediate Response to a critical incident via the Cwm Taf Morgannwg Safeguarding Board Business Unit (01443 484550).

If an Immediate Response Group (IRG) meeting is required the Police Superintendent (or a suitable deputy) will chair the meeting. Information on the case should be shared with agencies no later than 2 working days after the critical incident has occurred.

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Staff involved in the IRG

The decision about who will brief staff and the content of the brief will be agreed by the IRG. Each agency will take responsibility for briefing staff as appropriate. Factual information will be provided, along with an outline of the actions to be taken and by whom. Information about supporting individuals will be provided including practical information about what to say, what signs of risk to look out for which may indicate the need for additional support, etc.

Individual services need to be aware of their staff input and how they feel about providing that support, ensuring that staff can access support for themselves.

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The Immediate Response Group Meeting

The IRG Chair will outline the purpose and content of the meeting, followed by a brief overview of the incident given by the police officer present. A list of those individuals who are potentially affected/impacted will also be provided.

Each agency will share any information they have on each of the individuals or groups identified and where necessary, provide information on any other individuals or groups who may be affected.

The risks for each individual should be identified and discussed and actions to mitigate any risks and/or impact will be agreed and assigned to the relevant agencies involved.

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Process for an Immediate Response to Critical Incidents

- Notification of Incidents and Confirm Facts
- Gather Information
- Convene an Immediate Response Group

Prior to the IRG Meeting, Individual agencies should identify those closest to the subject(s) and any other individuals, for whom this incident may be a trigger, potentially increasing their level of risk. Consideration may also need to be given to provision of support to the wider community.

If a meeting is not required, information will still be shared with partners.

