



WESTERFIELD COLLEGE

LEARNING AND ENRICHMENT CENTRE

Discover. Lead. Excel.

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Document Title	Critical Incident and Emergency Response Policy
Version	Version 1.1 (Final Integration)
Status	Draft
Reviewing Member of Staff	Centre Manager
Review Date	June 15, 2026
Review Cycle	Annually

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IMPACT THE CHILD... IMPACT THE WORLD.

1. Introduction & Core Ethos

Westerfield College Learning and Enrichment Centre is committed to providing a safe, inclusive, and supportive learning environment that promotes academic excellence, personal growth, and social responsibility. While we continuously strive to prevent accidents and mitigate risks through exhaustive planning, the centre recognises that critical incidents and emergency situations can occur without warning.

Given the short-term, intensive nature of our enrichment programmes (typically lasting 1 to 2 weeks), the operational timeline to manage an emergency is highly compressed. In alignment with top-tier independent school frameworks, this policy treats crisis response not merely as an administrative necessity, but as a primary safeguarding obligation. A poorly managed incident can cause lasting psychological trauma, severe operational disruption, or a catastrophic failure in our duty of care. Therefore, our emergency frameworks are structured to enable staff to act immediately, decisively, and with absolute clarity under pressure.

This policy is one of a series of interconnected institutional policies that, taken together, are designed to form a comprehensive statement of the Westerfield College Learning and Enrichment Centre's aspiration to provide an outstanding education for each of its students, alongside the explicit mechanisms and procedures in place to achieve this. Accordingly, this document must be read in conjunction with overarching frameworks covering Equality and Diversity, Health and Safety, and Safeguarding and Child Protection.

All of these frameworks have been written, not simply to meet statutory and other regulatory requirements, but to enable and evidence the practical work that the entire centre community is undertaking to ensure the implementation of its core values. All outcomes generated by this document must take account of and actively seek to contribute to safeguarding and promoting the welfare of children and young people at Westerfield College Learning and Enrichment Centre. While this current policy document may be referred to elsewhere in centre documentation, including particulars of employment, it is strictly non-contractual.

2. Governance, Compliance & Professional Assurance

To ensure absolute regulatory compliance, protect student welfare, and implement industry best practices, Westerfield College Learning and Enrichment Centre contracts the services of or aligns its procedures with certified third-party organisations and external advisory bodies for:

HR and Employment Law guidance.

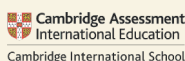
Health and Safety compliance, regular structural fire risk assessments, and comprehensive crisis liability insurance cover.

Emergency contact databases and secure cloud infrastructure backup services.

Mandatory Safeguarding, Disaster Management, and First Aid at Work training for staff.

Data Protection and GDPR guidance to preserve student anonymity during public crises.

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3. Definition of Terms

To ensure absolute operational consistency across all crisis logs and post-incident reviews, the following definitions apply:

Critical Incident: Any sudden, unexpected event that causes severe disruption, trauma, serious injury, or a threat to life within the centre community, demanding immediate, coordinated emergency intervention.

Lockdown: A defensive security protocol executed to secure campus buildings and protect occupants from an external or internal threat, such as an intruder or civil disturbance.

Evacuation: The systematic clearing of a building or a localised campus zone in response to an immediate physical peril, such as a structural fire or gas leak.

Employee / Staff: Refers to any individual who is classified as an employee, worker, volunteer, or contractor working with and on behalf of Westerfield College Learning and Enrichment Centre.

Parent / Guardian: In alignment with Section 576 of the Education Act 1996 and updated Department for Education (DfE) statutory guidance, a 'parent' in relation to a child or young person is defined broadly to guarantee all legal caretakers are involved in emergency notification and welfare recovery workflows. This includes biological parents, individuals with formal legal parental responsibility, or anyone who has day-to-day care of the child.

4. Categorisation of Emergency Triggers

Staff must understand the distinct operational responses required for different emergency scenarios. Critical incidents are classified into three core types:

Environmental Perils: Rapidly developing structural fires, explosive gas leaks, severe structural collapse, or localised extreme weather anomalies.

Security Violations: Unidentified hostile intruders on campus, targeted physical threats to students or staff, active weapon threats, or regional civil unrest impacting campus borders.

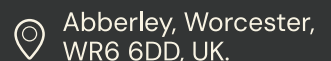
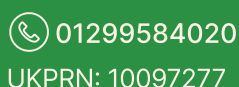
Medical and Welfare Crises: Outbreaks of severe infectious diseases, fatal accidents, severe or mass food-poisoning incidents, or acute psychological trauma impacting the wider student body.

5. Instant Response Activation & Crisis Leadership Workflow

When a critical incident occurs, the centre activates a fast-tracked command chain to eliminate administrative delay and establish control within minutes.

Incident Discovered -> Activation of Crisis Response Team -> Immediate Containment Action -> Formal External Liaison Within 1 Hour -> Post-Incident Recovery

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5.1 The Emergency Command Chain

Immediate Staff Intervention: The first member of staff on the scene must take immediate defensive action (e.g., sound the fire alarm, administer lifesaving first aid, or order immediate room shelter) and contact the emergency services via 999.

Assembly of the Crisis Response Team (CRT): The Centre Manager assumes the role of Incident Commander, instantly mobilising senior registry and residential staff into a centralised command unit.

Rapid Student Accountability: Using the centre's real-time digital registration system, House Parents and tutors will execute an immediate roll-call of all students within 15 minutes of an emergency signal.

Safe Containment Protocols: The Incident Commander will direct the campus into either a full Evacuation to external assembly points or a secure, locked-down status depending on the nature of the active threat.

6. Communication Protocols & International Liaison

Managing public and parental information during an international short course is critical to preventing panic and maintaining institutional integrity.

6.1 Parental and Agent Notifications

Timeline for Notification: Once the physical safety of the student body is stabilised, the Centre Manager will issue a formal emergency bulletin via direct email and phone to all affected parents, guardians, and educational agents within 1 hour of the initial trigger.

Clear and Verified Information: Communications must contain verified facts only. Staff are strictly prohibited from speculating on causes, assigning blame, or sharing unverified details before a formal internal evaluation is complete.

Direct Support Provision: A senior staff member will be appointed as the single point of contact for families, providing real-time updates regarding student welfare and temporary logistics.

6.2 Media Control and Confidentiality

Single Spokesperson Designation: To protect student privacy and preserve operational focus, the CEO, Michael Dosunmu, functions as the sole authorised media spokesperson for the centre. No other employee or contractor may provide comments, interviews, or statements to journalists or public platforms.

Social Media Restrictions: In alignment with rigorous independent boarding standards, students and staff are prohibited from broadcasting live updates, photos, or commentary regarding an active critical incident on personal social media networks, protecting the identities of those involved and preventing the spread of misinformation.

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7. Post-Incident Review & Restorative Care

7.1 Immediate Pastoral and Psychological Care

Following the resolution of a critical incident, the Centre Manager will implement an immediate emotional recovery framework. This involves deploying local pastoral advisors and mental health practitioners to deliver therapeutic debriefs, addressing homesickness, shock, or acute anxiety exacerbated by the crisis.

7.2 Post-Incident Evaluation and Accountability

Comprehensive Log Entry: The Centre Manager will compile a definitive Critical Incident Report within 7 days of the event, documenting the exact timeline, the staff interventions deployed, and the outcomes achieved.

Systemic Improvements: The report will be reviewed directly by the CEO, Michael Dosunmu, and the Academic Board to identify structural vulnerabilities, refine emergency drills, and update risk assessment thresholds under policy WC34.

8. Policy Review & Version History

8.1 Policy Review

To preserve absolute alignment with both statutory regulations and internal administrative shifts, this policy is subject to a formal, rigorous review cycle annually by the Centre Manager. If internal restructuring, legislative changes, or independent inspection assessments necessitate an earlier update, the review window will be moved forward accordingly.

8.2 Version History

The table below tracks the complete evolution of this policy document:

No: 1

Revised on: 30th November 2024

Version: Version 1.0

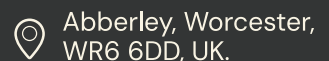
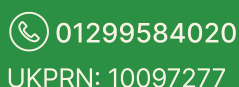
Changes: Initial baseline formulation for fire safety drills and basic campus emergency contacts.

Approved by: Academic Board

Date of Approval: 30th November 2024

Revised by: Policy Lead

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No: 2

Revised on: 14th June 2026

Version: Version 1.1

Changes: Comprehensive upgrade implementing structured Crisis Response Team (CRT) workflows, swift 15-minute student accounting rules, strict 1-hour parent/agent international communication limits, media non-disclosure standards, and post-incident psychological debrief protocols under the authority of the CEO, Michael Dosunmu, and the Centre Manager.

Approved by: Centre Manager

Date of Approval: 14th June 2026

Revised by: Senior Registry Officer



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