

## **Critical Incident Policy – 2025–2026**

**Name of Organisation:** Pony Partnerships CIC

**Venue/Address:** All venues

**Date of Review:** 1 September 2025

**Date of Next Review:** 31 August 2026

**Author:** Danielle Mills

### **1. Purpose**

This policy sets out procedures for managing emergencies and critical incidents affecting clients, staff, visitors, animals, premises, or the reputation of Pony Partnerships CIC. It ensures:

- Immediate safety and wellbeing of all individuals.
- Continued operation of unaffected services.
- Timely return to normal operations.
- Compliance with UK safeguarding, health and safety, and reporting requirements.

### **2. Scope**

Covers incidents during service hours, out-of-hours, weekends, holidays, and on educational visits.

Examples include:

- Death or serious injury.
- Safeguarding concerns.
- Violent intrusion, bomb threats, or vehicle attacks.
- Fire, flood, severe weather.
- Cyber-attacks or IT failure.
- Hazardous substance release.
- Damage to premises.
- Incidents affecting reputation.

### **3. Key Principles**

- Prioritise safety of clients, staff, and animals.
- Maintain clear communication with emergency services, parents/carers, and stakeholders.
- Keep accurate logs of decisions, actions, and communications.
- Follow safeguarding procedures in all relevant cases.

### **4. Activation Procedure**

#### **4.1 Initial Alert**

Any staff member receiving information about an incident must:

1. Record details (who, what, when, where, casualties, actions taken).
2. Use ETHANE format (Exact location, Type, Hazards, Access, Number of casualties, Emergency services).
3. Inform the Safeguarding Lead or Deputy immediately.

## 4.2 Initial Actions by Clinical Lead

- Take control of incident response.
- Delegate tasks to Critical Incident Management Team (CIMT).
- Liaise with emergency services.
- Establish an incident base.
- Report to regulators as required (e.g., HSE, Ofsted, LADO).

## 5. Critical Incident Management Team (CIMT)

- Safeguarding Lead (Chair)
- Deputy Safeguarding Lead
- Chair of Board (if available)
- IT Support Provider (Evolve)
- Admin Support (log-keeping)

**Primary base:** Clinical Lead's office

**Alternative base:** The Hub (or Betel if off-site)

## 6. Implementation of Response

### 6.1 Safety & Welfare

- Evacuate or shelter as appropriate.
- Account for all people using registers and visitor logs.
- Provide rest breaks for staff.
- Identify and support those in distress.

### 6.2 Communications

- Dedicate lines for incoming/outgoing calls.
- Inform affected parents/carers as soon as facts are confirmed.
- Manage media enquiries via appointed spokesperson.

### 6.3 Media Handling

- Do not speculate.
- Release only confirmed facts.
- Support clients during any media engagement with written consent from parents/carers.

### 6.4 Resources

- Ensure emergency service access.
- Shut down utilities if needed.
- Maintain security of premises.
- Establish parent reception area if required.

## 7. Educational Visits

When an incident occurs off-site:

- Visit leader to contact Emergency Contact at service immediately.
- CIMT may be assembled depending on severity.
- Parents/carers of injured parties to be contacted first.
- Media communications controlled.

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- Written reports from involved staff to be completed.

## 8. Post-Incident Care and Recovery

- Provide immediate and ongoing psychological support to staff and clients.
- Debrief with staff, CIMT, and where appropriate, clients.
- Review and update policy based on lessons learned.
- Liaise with families about memorials or anniversaries.

## 9. Stand-Down and Recovery Checklist

- Funeral/memorial arrangements.
- Identification of high-risk individuals.
- Reintegration support for returning clients/staff.
- Long-term monitoring of wellbeing.

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## APPENDIX 1 - CONTACTS

This should be updated in response to changes and reviewed annually

### *Identified for Incident Response*

Name	Designation	Home telephone	Mobile phone	Key holder
Danielle Mills	Clinical Lead	07749100818	07505951793	Yes
Claire Jacob	Deputy Safeguarding Lead		07768185391	Yes
James Thomson	Chair of the Board of Directors		07535990376	No
Kenton Mills	Health and Safety officer		07874043653	Yes
Mark Jacob	Site owner		07775815303	Yes

### *Other Contacts*

Name	Designation	Home telephone	Mobile phone	Key holder
Sarah Bonner	Staff member		07713071247	Yes
Scarsdale Vets	Vet (farm and equine)	01332294929		No
Vet	Small animals	01332756060		No
Moo Haven	Horse owner		07812028851	No
Keira Benham	Donkey owner c/o The Donkey Sanctuary		07971055398	No

### *External Contacts*

Organisation	Contact No
Junction-16	01332 973854
Insurance emergency number	01653 697055
Foreign, Commonwealth & Development Office (links with British Consulates etc.)	020 7008 5000
Local radio	Communications team will liaise with all media including local radio
Information Commissioners Office	0303 123 1113
IT Support Provider (Evolve)	0800 640 6343 01332 497240
UK Health Security Agency	0344 225 4524 or email <a href="mailto:arc.eastmidlands@ukhsa.gov.uk">arc.eastmidlands@ukhsa.gov.uk</a>

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## APPENDIX 2 – COMMUNICATIONS PLAN

### Staff Alert Process

- Initial alert via telephone, text, or WhatsApp.
- Clinical Lead to wear hi-vis tabard for easy identification.
- Main business line (07505 951793) for incoming calls only.
- Personal mobiles for outgoing calls.

### Parent/Carer Notification

- Telephone contact as first method.
- Junction-16 AP Officers informed for education placements.
- If out-of-hours: telephone contact followed by email/text.

### Alternative Communication Methods

- Email and text messaging.
- Website and social media updates.
- Notices on gates/fences.
- Staff member at entrance to brief visitors.
- Local radio announcements (if appropriate).

### Internal Communications

- Staff briefed each morning, debriefed at end of shift.
- Key updates recorded and circulated via email.

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## APPENDIX 3 – BASIC INFORMATION ABOUT THE SERVICE

### Service Details

- Name: Pony Partnerships CIC
- Address: Off Heage Lane, Etwall, Derby, DE65 6LS
- What3Words: tigers.tweed.client
- Telephone: 07505 951793
- Age Range: 8+ years
- Typical Capacity: 1–5 clients at a time

### Senior Staff

- Clinical Lead: Danielle Mills – 07505 951793
- Deputy Safeguarding Lead: Claire Jacob – 07768 185391

### Board Contact

- Chair: James Thomson – 07535 990376

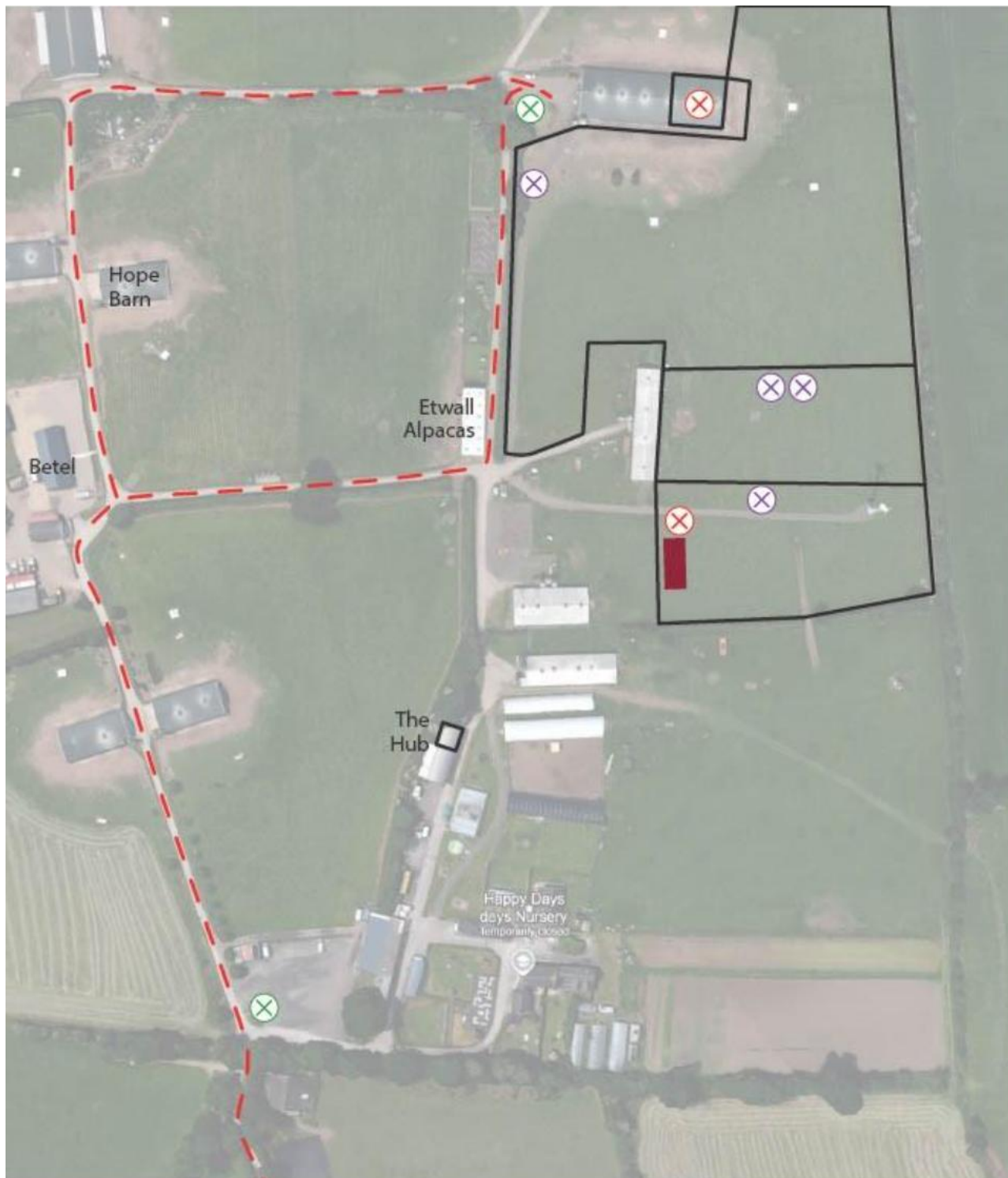
### Maps & Plans

- Site plan, surrounding area map, and photographs

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- Road Access
- Pony Partnerships Boundaries
- Stables

- ⊗ Muck Heaps
- ⊗ Assembly Points
- ⊗ Fire Extinguishers & First Aid Kits

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## APPENDIX 4 – EMERGENCY SERVICE CLOSURE

### Closure Criteria

- Dangerous site conditions or non-compliance with H&S.
- Insufficient staff to operate safely.
- Severe/adverse weather.

### Closure Decision

- Made by Clinical Lead (or senior team member in absence).
- May apply to specific sites, not whole service.

### Actions Following Closure

- Inform Chair of Board.
- Notify local media, website, social media, and Junction-16.
- Parents/carers advised to check updates regularly.
- Mark authorised absence with code Y; sessions non-chargeable.

### Early Closure Protocol

- No client leaves without confirmed parental contact.
- Where contact cannot be made, client remains in care until session end.

### Staff Expectations

1. Attend work unless advised otherwise.
2. Report absence via line manager and absence line.
3. May be redeployed to another site or asked to complete alternative duties.

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## APPENDIX 5 - SPECIFIC HAZARDS AFFECTING SERVICE SITE AND HAZARD ASSESSMENT

### 1. Detailed Plan of Service Site – see Appendix 3

### 2. Alternative Access Points

- **Main site entrance:** Off Heage Lane, Etwall, Derby, DE65 6LS. What3Words – Tigers.Tweed.Client
- **Key holders:** Listed in Appendix 1 for access to gates and buildings.

### 3. Service Contact Numbers

- Main service number: **07505951793**.
- Staff mobile phones listed in Appendix 1 for emergency coordination.
- Evolve IT Support: **0800 640 6343 / 01332 497240** for emergency IT failures.

### 4. Site-Specific Hazards and Risk Considerations

Hazard	Location/Description	Risks	Control Measures
Therapy animals (horses, donkeys, etc.)	Fields, stables, and therapy areas.	Injury from animal behaviour (e.g., bites, kicks), escape, stress during emergencies.	Animal handling protocols; staff trained in animal care; animal escape plan; emergency vet contact (Scarsdale Vets).
Slippery/muddy terrain	Fields, outdoor activity areas, especially in wet weather.	Slips, trips, and falls for clients and staff.	Pathways maintained; warning signage; appropriate footwear required; mobility assessments for clients.
Water hazards (ponds, troughs)	Near stables and fields.	Drowning risk, especially for vulnerable clients.	Supervision at all times; fenced-off areas; risk assessments for individual clients.
Electric fencing	Perimeter of animal enclosures.	Electric shock, particularly for children.	Signposted; staff supervision.
Chemical storage	Locked storage room/shed (for animal feed treatments, medicines, cleaning supplies).	Poisoning, burns, improper use.	Locked at all times; COSHH compliant storage; staff trained in handling.
Nearby road access	Road near site entrance (Heage Lane).	Vehicle collision risk during entry/exit.	Supervised arrival and departure for clients.
Flood risk	Fields and low-lying areas prone to waterlogging during heavy rain.	Site accessibility, damage to property, safety hazards.	Regular monitoring; evacuation routes established; sandbags available if needed.
Weather-related hazards (snow, ice, high winds)	Across site, including paths and fields.	Falls, damage to shelters and enclosures.	Gritting plan; weather monitoring; temporary site closure if necessary.
Fire	All buildings (including animal shelters).	Injury, loss of life, destruction of property.	Fire extinguishers located in key areas; regular fire drills; evacuation plans including animal rescue.

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<b>Intruders/unauthorized access</b>	Entire site.	Risk to clients, staff, and animals.	Perimeter fencing; locked gates; staff supervision; CCTV or security measures where applicable.
<b>Cyber-attack/IT failure</b>	IT systems on-site.	Loss of client records, disruption to therapy sessions.	Regular data backups; IT disaster recovery plan in Appendix 14; Evolve IT support contracted.

## 5. Hazards within the Premises (Buildings)

- **Asbestos:** No known asbestos in buildings.
- **Heating systems:** Regularly serviced; cut-off points identified on site plan.
- **Electrical systems:** Regular testing; circuit breakers in known locations.

## 6. Hazardous Substances On-Site (Animal Care and Maintenance)

- **Cleaning materials and disinfectants:** Stored in a **locked cupboard**, COSHH-compliant.
- **Veterinary supplies/medications:** Stored securely, accessible only to authorized staff.
- **Fuel storage:** Stored away from client-accessible areas, proper containment used.

## 7. External Hazards Affecting the Site

Hazard	Location/Description	Control/Considerations
<b>Nearby industrial/agricultural sites</b>	Surrounding farmland and industrial units.	Maintain good relationships with neighbours; aware of their emergency protocols.
<b>Nearby rivers/streams prone to flooding</b>	[Name/description if applicable—otherwise 'None known']	Flood risk assessments; check Environment Agency flood alerts.
<b>Proximity to busy roads</b>	Heage Lane, site entrance.	Secure gated entrance; clear signage; staff supervision.

## 8. Emergency Services Information

- **Location of key utilities for emergency services:** Marked clearly on site plan (Appendix 3).
- **Preferred access points:** Main gate unless otherwise obstructed.
- **Animal handling in emergencies:** Scarsdale Vets (01332294929) available for emergency callouts.
- **Human first aid and safeguarding leads:** See contacts in Appendix 1.

## 9. Safe Storage of Information

- This Appendix, along with maps, chemical storage details, and client-specific emergency information, is stored securely:
  - Digitally (with IT backup – see Appendix 14).
  - Hard copy available in Clinical Lead's office and emergency grab bags.

Where a client is involved in a mental health crisis, including self-harm or suicide attempt, staff will prioritize immediate safety, including seeking emergency medical assistance (999). All incidents will be managed with trauma-informed approaches, involving de-escalation where possible. Parents/carers will be informed immediately, and safeguarding protocols activated.

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## APPENDIX 6 - EVACUATION AND SHELTER PLAN

### Evacuation Routes & Assembly Points

- Primary: Main car park.
- Alternative: Hub car park.
- At least one alternative route always available.

### Bomb Alert Evacuation

- Follow emergency services guidance.
- Avoid main routes if risk indicated.

### Shelter-in-Place Procedure

- Stay indoors; secure doors/windows; avoid external walls.

### Lockdown Procedure

- Code phrase: "Mr Black is coming to visit."
- Move to safe area, lock doors, stay out of sight.

### Warning Signals

- Fire: Whistle
- Bomb alert: "Mrs Green is coming to visit"
- Shelter-in-place: "Stay in the green zone"
- Lockdown: "Stay in the yellow zone"

### Animal Evacuation

- Danielle Mills & Sarah Bonner to lead.
- Secure area away from main site; vet contact: Scarsdale Vets (01332 294929).

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## APPENDIX 7 - CHECKLIST FOR GROUP LEADERS ON EDUCATIONAL VISIT

### Immediate Steps

1. Assess situation without endangering self/others.
2. Call emergency services if needed.
3. Administer first aid.
4. Account for all party members.
5. Allocate staff to hospitals/incidents as needed.
6. Inform senior management at base with full details.
7. Control information flow – avoid rumours.
8. Make accurate written record immediately.
9. Decide whether to abandon activity and arrange return transport if required.

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## APPENDIX 8 – INFLUENZA (OR OTHER) PANDEMIC PLAN

### Dealing with Symptomatic Individuals

- Isolate immediately.
- Contact parents/carers (clients) or send staff home.
- Use PPE if supervising; wash hands after.

### Infection Control Measures

- Enhanced handwashing & sanitiser stations.
- Frequent cleaning of high-touch areas.
- Maximise ventilation.
- Reduce mixing between groups.

### Continuity of Service

- Prioritise vulnerable clients.
- Remote learning/therapy where possible.
- Limit visitors to essential only.

### Communication

- Clear updates via phone, text, email, website/social media.
- Named contact for enquiries (Clinical Lead or Deputy).

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## APPENDIX 9 - BOMB THREATS AND SUSPECT PACKAGES

### If You Receive a Bomb Threat

- Stay calm; note exact words, time, caller details.
- Ask: Where is it? When will it go off? What does it look like? Why?
- Dial 1471 (if possible).
- Report immediately to police & Clinical Lead.

### If You Receive a Suspect Package

- Do not touch/move; evacuate area.
- Notify police & Clinical Lead.
- Avoid mobile phone use near package.

### If Chemical/Biological Threat Suspected

- Isolate room; shut windows/doors.
- Keep exposed persons separate; seek medical attention.

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## APPENDIX 10 – LOG KEEPING GUIDANCE

### Principles

- Record facts in chronological order.
- Cross out mistakes with single line; initial changes.
- No blank spaces; no correction fluid.
- Sign, date, and time each page.

### Template Fields

- Incident description
- Date/time of events
- Actions taken & by whom
- Initials of recorder

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## APPENDIX 11 – TRAINING & EXERCISING

### Training Record

- Keep record of all incident response training (date, topic, attendees).

### Exercise Record

- Log practice drills and simulations; record lessons learned and changes made.

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## APPENDIX 12 – BUSINESS CONTINUITY

### Priorities in Disruption

- Continue education/therapy for clients.
- Protect vital records/data.
- Maintain communication lines.

### Data & Systems

- Daily encrypted backups, stored off-site and in cloud.
- Critical documents duplicated and stored securely.

### Staff Awareness

- Encourage off-site storage of lesson plans and key work.

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## APPENDIX 13 – IT DISASTER RECOVERY PLAN

### Objectives

- Restore critical IT systems quickly.
- Protect client/safeguarding data.

### Risks

- Cyber-attack, data corruption, hardware loss, fire/flood damage.

### Recovery Process

1. Notify Clinical Lead & IT Support (Evolve).
2. Assess scale of outage/breach.
3. Restore from most recent clean backup.
4. Re-establish communications (email, phones).

### Data Security

- Only authorised staff access restored data.
- Report significant breaches to ICO.
- Encrypt/wipe temporary devices after use.

### Testing

- Annual recovery test with IT Support Provider.
- Incorporate lessons learned into updated plan.

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