



# PONY PARTNERSHIPS



## Emergency & Serious Incident Policy and Procedures

**Name of Organisation:** Pony Partnerships CIC

**Venue/Address:** All venues

**Date of Last Review:** 1st September 2025

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

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### 1. Introduction

Pony Partnerships CIC is committed to ensuring the safety and wellbeing of all clients, staff, volunteers, and visitors at all times.

In accordance with the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 (MHSWR), we have in place clear arrangements to:

- Assess and manage risks associated with our activities.
- Establish procedures for responding to serious and imminent danger.
- Nominate competent persons to oversee evacuation and emergency procedures.
- Ensure staff and volunteers are trained to respond effectively to emergency situations.

We recognise that while robust risk management reduces the likelihood of a major incident, emergencies may still occur. This policy sets out how Pony Partnerships CIC will respond to incidents to protect life, minimise harm, and support recovery.

### 2. Policy Statement

- Risks arising from work activities will be eliminated or reduced to the lowest level reasonably practicable.
- Emergency procedures are in place for a range of scenarios, including accidents, medical emergencies, fire, missing persons, violent intrusions, hazardous substances, and cyber-attacks.
- All staff will receive regular training and refreshers on emergency procedures, first aid, and safeguarding.
- All incidents and near misses will be recorded, reviewed, and, where required, reported to external agencies in line with statutory requirements.

### 3. Emergency Procedures

#### 3.1 Immediate Actions in an Emergency

- Secure safety of all present – stop activities, move people away from danger.
- First aid – the designated first aider responds to casualties, while maintaining safe staff–client ratios. All first aid given will be logged.
- Contact emergency services (999) – provide:
  - Location: Etwell Site: SK 26993 33804 / ///Tigers.Tweed.Client / DE65 6LS
  - Nature of incident and hazards present.
  - Number and condition of casualties.
  - Best access routes.
- Direct emergency vehicles – assign staff to guide them from the main entrance.

- Maintain safety of others – staff ensure unaffected clients are kept safe and calm away from the incident.
- Inform parents/carers and referrers – by a Director or designated senior staff member.
- Inform Board of Directors and landowner.
- Complete incident/first aid records – and report via RIDDOR if legally required.

### 3.2 Legislative Duties

- RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013): Incidents resulting in hospitalisation over 24 hours, specified injuries, occupational diseases, or fatalities must be reported to the HSE via their online portal within 24 hours.
- All equipment involved in incidents must be retained in its original condition for investigation.
- Careful logs must be kept of all events, decisions, and communications.
- Photographs may be taken to support investigation (where appropriate and safeguarding compliant).
- Staff and clients must not be interviewed by external parties without an independent witness.
- All first aid kits must be checked termly and replenished immediately after use.

## 4. Lost or Missing Person Procedure

Pony Partnerships CIC recognises the safeguarding risk posed by absconding. Preventive measures include:

- Daily registers and constant supervision of clients.
- Encouraging clients to take responsibility for their own safety.
- Clear communication protocols and pre-agreed recall signals.

If a person is missing:

1. Raise the alarm immediately – recall group with whistle or agreed signal; confirm who is missing. Note the time.
2. Supervise the group – at least two adults remain with the main group.
3. Search immediately – adults search surrounding areas, calling and whistling.
4. If not found within 5 minutes – call 999.
5. Record key details – clothing, distinguishing features, last known location, time last seen, medical or additional needs.
6. Inform parents/carers and referrers promptly.
7. Log incident – complete incident report, update safeguarding records, and review procedures.

## 5. Post-Incident Actions

- The Clinical Lead will conduct a post-incident review to identify learning and update risk assessments.
- Support will be provided to staff, clients, and families, including access to therapeutic support.
- Safeguarding procedures will be followed for any disclosures arising during or after an incident.
- Directors will ensure debriefing and wellbeing support is available for staff and volunteers.

## 6. Training & Awareness

- Emergency and incident response training will form part of staff induction and annual refreshers.
- Termly checks will confirm staff knowledge of procedures (fire drills, missing child response, lockdown).

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- Key staff will receive enhanced training in first aid, safeguarding, and critical incident management.



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