**Major Incident Procedure**

This policy and procedure applies to all incidents that have been prioritised as a major incident.

**Definition**

A major incident is defined as an event which has significant impact or urgency for The Tutorial Foundation and which demands a response beyond the routine incident management process.

A major incident will be an Incident that:

..may either cause, or have the potential to cause, significant impact on The Tutorial Foundation (TF)

..or be an incident that has significant impact on reputation, legal compliance, regulation or security of TF.

**Policy**

The Tutorial Foundation’s policy is to have an effective and efficient system for responding to major incidents, which is appropriate to the individual circumstances.

The requirements are:

* To provide an effective communication system across The Tutorial Foundation during a major incident including management, staff, parents other involved agencies.
* Ensure that an appropriate Incident Manager/Senior Leadership Team member is in place to manage a major incident.
* Major incidents are notified to the Incident Managers promptly (if they are not present at the time), so that the appropriate resources are made available.
* Major incident investigations are conducted and contribute to The Tutorial Foundation’s knowledge of the causes of incidents.
* Information about the causes of incidents and any relevant findings from investigations are provided to the relevant persons.
* A review of each major incident is conducted once service has been restored and, in line with problem management, to look at root cause and options for a permanent solution to prevent the same major incident happening again.
* Reviews of major incident investigation policy and procedure are carried out, independent of the major incident investigation, and to report on them (any lessons to be learned from the policy and procedure review will be considered, and appropriate action taken to ensure any improvements to existing arrangements are implemented within a specified timescale)

**Roles and responsibilities**

The following roles and responsibilities for managing major incidents:

The Incident Managers – Julia Low & Karen Turner

The Office Manager – Janine Jackson-Barr, Katy Harris

Policy Sign off and review

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|  | **By whom** | **Date** |
| **Policy signed off by** | Julia Low | 4.12.23 |
| **Reviewed by;** | Tim Low | 04.12.2023 |
| **Next Review By** | Julia Low | 04.12.2024 |