**Learning Venue – Critical Incident Plan**

**Scope**

All council run Adult Education venues. Each venue to personalise this plan to own setting including other users of the centre.

**Purpose**

This document is to be used in the event of a Critical Incident at the Centre to outline the responsibilities and actions of staff and to deal with emergency situations at the centre.

**Name of Centre: ……………………………………………………………………………….**

**In the Event of a Critical Incident - Key Personnel at the Centre/Council include the following:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Department** | **Contact no** |
| **Critical Incident Coordinator** |  |  |  |
| **Deputy Critical Incident Coordinator** |  |  |  |
| **First Aider** |  |  |  |
| **Fire Marshall** |  |  |  |
|  |  |  |  |
| ***Extend as required*** |  |  |  |
| **CW&C Property Services** |  |  |  |
| **Skills & Employment Manager** | **Clare Latham** | **S&E** | **0151 356 6767**  **07775 672269** |
| **Other users of the building:** | | | |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Types of incidents/threats**

* Fire
* Building collapse or damage
* Suspect Parcel or Package
* Violent Individual or Individuals
* Potential or actual extremist attack
* Any other activity that could cause loss of life or serious injury

**Critical Incident Co-ordinator Role**

The role of the Incident Co-ordinator is to ensure that this action plan is current and updated to ensure that all persons are aware of their responsibilities and actions they should take in the event of a critical emergency. The Critical Incident Coordinator will identify the risks and liaise with other managers and contact the relevant Emergency Service of any incidents listed above outlining the following.

* Name of the person reporting the incident
* Emergency contact Telephone Number
* Address where the incident has taken place
* Nature of the incident
* Number of people involved

The Critical Incident Coordinator will respond to any requests made by the emergency services and cooperate with them to minimise any risks.

In the event of the Critical Incident Co-ordinator not being on site the named person above would take on the role.

The following actions should be taken in the event of emergency incidents:

**FIRE**

Any individual is able to raise the alarm by activating any of the emergency evacuation points situated around the building.

On hearing the alarm, the appointed Fire Marshall(s) (as listed above) will conduct a sweep of the area to ensure that all persons have evacuated the building and made their way to the assembly points outside the building.

Each Fire Marshall will report to the Critical Incident Coordinator to ensure that all persons have evacuated the area safely and if any persons are left in the building.

In the event of persons remaining in the building the Emergency Co-ordinator will inform the Emergency Services of any such cases.

No individual should return into the building until the Emergency Services have indicated to the Critical Incident Coordinator that it is safe to do so.

***NB Ensure Fire Evacuation procedures are regularly tested***

**Building Collapse or Damage**

In the event of the building being damaged eg by storm, flood etc. The Critical Incident Coordinator will initially assess the damage and risk to building users. If all building users need to be evacuated, they will be provided with clear instructions to leave the building and this evacuation will be checked. If there is immediate risk to building users the Critical Incident Coordinator will also contact the Emergency Services.

In the event of part of the building being damaged building users will be located to areas where there is no damage or risk to the building users if possible.

The Critical Incident Coordinator must ensure that the building is secure and that no individual is able to enter the damaged area until it is made safe.

The Critical Incident Coordinator must inform CW&C Skills & Employment team as soon as possible.

**Suspect Parcel or Package**

What would be deemed as a suspect parcel of package these include the following Package which was:

* not expected by the Service
* not clearly labelled or unusual inscriptions
* heavy or unusual in size or smell
* leaking fluid or powder

In the event of a member of staff finding a suspect parcel or package the following procedure should be adopted:

* Do not move or try to open the package
* Contact the Critical Incident Coordinator
* Evacuate the area to the opposite side of the building closing all doors as they go through the building (if possible)
* Critical Incident Coordinator to assess the risks and inform team of the course of action which could include:
  + Evacuate the whole building to an outer designated area
  + Contact the Emergency Services if required
  + Liaise with the Emergency Services upon arrival
  + Speak to CW&C Skills & Employment Manager

**Dealing with Violent Individual or individuals**

Staff should contact the Critical Incident Coordinator who will:

* Assess the situation and risks
* If there is an immediate threat to building users, staff should contact the Emergency Services to inform them of the incident by telephoning 999. For more details see Violence at Work Policy Statement.
* If necessary, evacuate building users as appropriate
* Try to limit access to other building users as appropriate
* Liaise with Emergency Services upon arrival

**NB** *There should never be any occasion that a staff member is working alone in a building. See CW&C Adult Education Lone Worker Policy.*

**Extremist Attack or Incident:**

In the rare event of an extremist attack, building users should:

* evacuate themselves to a place of safety where possible
* Barricade themselves were the individual/s cannot gain access
* Contact the Emergency Services

**In summary:**

**RUN** to a place of safety. Scatter from others. Keep as low as practical. If it is not practicable to run:

**HIDE** do not confront. Turn phones to silent and turn off vibrate. Barricade yourself in if you can and only when practicable:

**TELL** the police by calling 999.

**A Learner/Visitor to the Centre becoming unwell with Covid 19 (guidance to be kept up to date in line with Government guidelines)**

All visitors to the centre should be asked to complete Trace and Test information on entering the building. This information should be kept for 3 weeks and then destroyed.

Control measures in line with Government Guidelines and documented in a Covid-19 Risk Assessment should be in place for the centre.

Learners/visitors told not to attend the centre if they have Covid-19 symptoms

* If a learner/visitor to the centre reports symptoms whilst attending the centre, send them home and to contact NHS 111 to arrange a Covid-19 test.
* All other learners/visitors/staff who have been in contact with the learner will be required to go home and quarantine for 10 days *(NB Govt guidance as at August 2020).*
* Arrange for cleaning of area affected
* Inform the CW&C Skills & Employment Manager

**Emergency Kit:**

The following emergency kit should be available to support the Critical Incident Coordinator and Emergency Services in the event of a Critical Emergency

Box containing the following:

* First Aid Kit
* Schematic plan for the building
* Manager telephone contacts
* Door code/building lock down information
* Building alarm information
* Cordon Tape
* Flashlight
* 5 Thermal blankets
* Portable Hygiene Station to deal with Covid-19 – gloves, apron, visor, additional disposable masks, hand sanitiser

In the event of all incidents, the Critical Incident Coordinator will complete an incident report and submit to Skills and Employment Manager at earliest opportunity. This report will be recorded, reviewed, actioned and monitored for completion.