

College Group Policy

Business Resilience

Manager Responsible: Principal & Chief Executive

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Chelmsford College

**Dovedale
Nursery** 

AMENDMENT SUMMARY

<u>Version</u>	<u>Date</u>	<u>Remarks</u>
1.0	10 Nov 2020	Initial publication – combination of Business Continuity and Reaction to Significant and Critical Incidents Policies.
1.1	12 Jan 2022	Periodic review and amendments to take account of change in organisational structure.
1.2	11 Jan 2023	Additional section related to planned interruption of power supplies coordinated by HM Government and/or National Grid.
1.3	31 Jan 2023	Additional update to reflect new Government guidelines on the Emergency Alert scheme.
1.4	13 Nov 2023	Addition of death of a student procedure in Appendix 11
1.5	31 Jan 2024	Addition of Billericay Town FC as a delivery venue
1.6	31 Jan 2024	Addition of Protection of Terrorism Bill guidance in Appendix 12

Age, Disability, Gender & Race Equality Statement

Age, Disability, Gender and Race Equality Impact Measures will be set and monitored through analysis of all data related to potential suspected or actual abuse of this policy.

A copy of the Equality Impact Assessment Initial Screening Form is attached as an Annex to this document

Contents

PART 1	Business Continuity.....	1
1.	Terminology.....	1
2.	A working definition of a disaster	1
3.	Senior Management statement	1
4.	College sites covered by this plan	1
5.	Purpose of the Plan.....	1
6.	The significance of an incident is relative to the disruption it causes.....	1
7.	Method	1
8.	Potential Major Incidents	2
9.	Critical Losses.....	2
10.	Criticality Rating.....	3
11.	Potential Critical Losses.....	3
12.	Fatalities / Notifiable Diseases / Pandemic.....	6
13.	Risk Control.....	6
14.	Disaster Recovery.....	6
15.	Operations Room	6
16.	Disaster Actions - Building Related.....	7
17.	Notes to assist the Critical Incident Response Team.....	8
18.	Network / IT Failure.....	9
19.	Human Related Disasters.....	9
20.	Priorities for Building Related Recovery	10
21.	Recovery of Core Business Services / Systems & Data.....	11
1.	Security of the campus and its systems.....	11
APPENDIX 1 –	Checklist: Buildings Related Incident.....	13
APPENDIX 2 –	Checklist: Personnel Related Incident.....	14
APPENDIX 3 -	Critical Incident - Actions Taken.....	15
APPENDIX 4 –	Contact Details for Assistance.....	16
Part Two	Critical Incident Response Team response to Critical Incidents.....	19
1.	Responding to the Critical incident	19
2.	Critical Incident Response	19
3.	Critical Incident Response Team	19
4.	Individual Roles and Responsibilities of the Critical Incident Response Team	20
APPENDIX 5 -	Flowchart for Critical Incident Control.....	23

APPENDIX 6 - Flowchart for Building Related Disasters	24
APPENDIX 7 - Flowchart for Personnel Related Disasters	25
Part Three Duty Manager and Staff response to Lockdown and significant incident.	26
1. Introduction	26
2. Procedure.....	26
Appendix 8 Guidance Published (December 2015) By The National Counter Terrorism Security Office.....	33
Appendix 9 Duty Manager – Incident Report Form.....	34
Appendix 10 Duty Manager – Daily Register and Log.....	35
Appendix 11 Death of a Learner procedure	36
Appendix 12 The Terrorism (Protection of Premises) Bill. Martyn’s Law.....	38

PART 1 Business Continuity

1. Terminology

The definition of a disaster, under terms of reference of this plan, is a serious incident that would cause significant disruption to the normal workings of the college or where costs in excess of £100,000 are incurred without prior planning or knowledge.

2. A working definition of a disaster

“A disaster is any un-looked for incident threatening the personnel, buildings, or normal operational structure of an organisation which is beyond the immediate ability of the organisation’s staff and normal management structure to control”.

3. Senior Management statement

The senior management of the college fully support and endorse the disaster recovery plan. The disaster recovery team will have the full authority of the Principal to act on the best intentions of the college, to undertake whatever measures are necessary to ensure the continued operation of the college.

4. College sites covered by this plan

The disaster recovery plan will cover all of the college group sites

- Moulsham Street
- Princes Road
- Billericay Town Football Club

5. Purpose of the Plan

- a) To prevent loss of life and injury to any person;
- b) To minimise the damage and loss to buildings and assets, critical to the operation of the College Group;
- c) To restore operational activities of the college group as quickly as possible after an incident has taken place.

Although risk management is part of the normal process of management of college work, the scope of this plan is to consider unforeseen incidents, which could have a significant impact on the operation of the college. The plan does not address the day to day business risks faced by any organisation.

6. The significance of an incident is relative to the disruption it causes.

The effects that any serious emergency could have on the college are manifold and could include:

- a) Employees, learners, visitors, contractors and members of the public who could be exposed to death, injury or ill health from the work of the college, buildings or premises;
- b) A breakdown of communications which may affect relationships with clients; i.e. failure to control exposure to the media;
- c) The ability of the college to meet its contractual obligations with regard to delivering its teaching programme to learners.

7. Method

The procedure to be adopted: -

- a) Identification of potential major incidents;
- b) Identification of critical loss;
- c) Identification of those losses as defined above that constitute a major incident;
- d) Identify and develop procedures to minimise the risk of incidents occurring;

- e) Develop contingency plans to minimise disruption or costs to the college in the event of an incident.

The plan will be available to sufficient key college staff both on and off site to ensure success in the event of an incident, and is posted on the college intranet for all staff to access if needed.

8. Potential Major Incidents

The major incidents having potential to create significant loss or business disruption are as follows:

- Fire;
- Explosion;
- Act of God;
- Terrorist attack
- Vandalism - (see also 'Response to Critical & Significant Incidents');
- Theft of key assets;
- Serious accidents;
- Death of learner or staff member;
- Notifiable disease or pandemic;
- Cyber-attack on IT systems;
- Drug abuse;
- Media publicity;
- Key software loss or corruption;
- Severe weather;
- Significant breakdown for extended period of time of essential services;
- Interruption to power supplies.

In some cases, these incidents can be due to natural causes i.e. flood, windstorm, while in other cases equipment failure, progressive deterioration or human error may be the root cause of the incidents. They have the potential to lead to the following losses, which will have a significant impact on the operation of the college:

- Buildings
- Facilities
- Data
- Personnel
- Reputation
- Funding

Contingency planning must also consider the provision for dealing with persistent and sometimes hostile intrusion from the following sources: -

- The media
- Regulatory bodies
- Customers
- Local community groups

A new national [Emergency Alert](#) system has been introduced by the Government which will automatically send a text message and alarm signal to all mobile phones in the vicinity of an incident which may present a danger to life.

9. Critical Losses

The college group has a range of buildings and facilities that are critical to the function of its day to day business. The loss of any of these facilities or buildings could cause major disruption. It has been an assumption that the supply of Gas, Water or Electricity from the utility companies would not be interrupted for any time that would cause disruption to last for

more than a day. Critical losses that fall into the potential major incident category are Category A and B. The tabulated critical losses could be caused by:

- Fire
- Explosion
- Act of God
- Terrorist attack
- Vandalism
- Interruption to the supply of power for more than 1 day;
- Cyber attack on IT systems.

10. Criticality Rating

To qualify the extent to which an incident has the potential to cause disruption to the service, both in terms of financial and business continuity, each area of disruption has been given a criticality rating. This serves to identify the potential loss to the college. The ratings are graded from A to C, with A having the potential to be most disruptive. If an incident was to occur the rating might well fall between the groupings depending on the extent of the outcome.

11.

Rating	Disruption outcome
A	Significant, unable to continue at one of the sites and extremely reduced level of service for college. Significant expense likely.
B	High level of disruption, reduced level of service for college.
C	Disruptive, but able to continue using vacant accommodation, or the rescheduling of activities to another site.

Potential Critical Losses

The losses considered are those that would cause major disruption or lack of continuity of service. The outcomes have been tabulated as if the building / facility is likely to be out of commission for an extended period of time.

MOULSHAM STREET		
Building / Room / Facilities	Critical Losses	Criticality Rating
<u>Building Services</u>		
Main Building: basement plant rooms	Loss of electrical power, heat and hot water services to the whole site	A
Dovedale House: Electrical Distribution Cupboard	Loss of electrical power and heat to Dovedale House	B
Electrical Feeder Pillar (rear of Main block)	Loss of electrical power to Nursery, phase 2 main block, Dovedale house. Heating to Nursery, Dovedale House	B
Water Main to Main Block (inc. Dovedale Nursery, Art & Design Block and Dovedale Sports Centre)	Loss of all cold water and hot water services (HWS) to Main Block, Nursery, Art & Design building and Dovedale Sports Centre	A
Water Main to Dovedale House	Loss of all cold water services to Dovedale House	C

Dovedale Sports Centre plant (boiler room)	Loss of heat (part), hot water and cold water services to Sports centre	C
Dovedale Sports Centre HL heating plant room	Loss of heat to main hall and squash courts	C
Dovedale Sports Centre Water Main (branch)	Loss of all hot and cold water services	C
Art and Design Block	Loss of heat	C
<u>Building Infrastructure</u>		
Main Block	Administration, network, curriculum administration, communications, fire and intruder alarms, college IT classroom areas. Science areas	C
Dovedale House	Finance, Estates, Human Resources, Marketing	C
Dovedale Sports Centre	Sports facilities	C
Art & Design Block	Classroom accommodation	C
Dovedale Nursery	Nursery Provision	C

PRINCES ROAD		
Building / Room / Facilities	Critical Losses	Criticality Rating
<u>Building Services</u>		
Main Building plant rooms	Loss of electrical power, heat and hot water services to the whole site	A
Water Main to Main Block	Loss of all cold water and hot water services to whole site	A
<u>Building Infrastructure</u>		
Main Block	Finance, administration, curriculum administration, H&B commercial clients, salons and stores, restaurant clients, network, local communications, fire and intruder alarms	A
Main Reception /Atrium	Main Reception, Staffroom, Classroom accommodation, Administration, LRC	C
Hair & Beauty	H&B Reception Salons and stores, COSHH	C
Engineering	Mechanical and Electrical Workshops, Stores, teaching areas	C
Construction	Workshops, Stores	B

Project Areas inc Brick Workshop	Construction Training	C
Refectory P012 & P012A, Kitchen, P013, Training Kitchen P028	Student refectory, kitchen, training kitchen	B
Princes Room Restaurant, kitchens, P019, P017	Training restaurant, kitchens, classroom areas, staff rooms	B

These buildings and facilities are considered critical to the operation of the college. The loss of any accommodation or facility will impact on the college's ability to deliver its provision. In some instances, where similar accommodation is eliminated it may be necessary to instigate the disaster recovery process.

Billericay Town FC		
Building / Room / Facilities	Critical Losses	Criticality Rating
<u>Building Services</u>		
Building plant rooms	Loss of electrical power, heat and hot water services to the whole site	C
Water Mains	Loss of all cold water and hot water services to whole site	C
<u>Building Infrastructure</u>		
Board room	Classroom / teaching space	C
Pitch	Football training / matches	C

Teaching provision at Billericay Town FC would be relocated to the Moulsham Street campus in the event of a critical incident. Football matches or training would either be postponed or reconvened at an alternative venue.

12. Fatalities / Notifiable Diseases / Pandemic

One of the areas that needs to be considered and could have a significant impact on the operation of the college is the risk of fatality. The negative publicity that could be generated due to any loss of life needs to be carefully managed.

13. Risk Control

Risk control mechanisms are already in place at Chelmsford College to eliminate or reduce the risk of loss of critical areas and equipment.

These include:

- Regular planned maintenance
- Standby power supplies
- Support contracts to provide essential equipment replacement at short notice
- Clearly defined procedures to minimise risks
- Trained personnel
- Risk assessment techniques

14. Disaster Recovery

The first few minutes following an incident such as fire, flood or explosion are the most significant and any action (or inaction) at this stage can have far reaching consequences. The priority after the initial response is to ensure the continuity of business with the least disruption. This will involve liaison with specialists who will take control of certain aspects. The Critical Incident Response Team may have to hand over, but not lose control of the overall situation. A co-ordinated approach will be essential to ensure continuity of the recovery process.

15. Operations Room

Setting up the Operations Room - Emergency Response

When an emergency situation arises key personnel will call the emergency services in the normal manner. This may be during normal working hours or during the evening. If this situation develops or has the potential to lead to a major incident, the Principal must be contacted (or Deputy Principal) to action the Critical Incident Response Team.

If the situation arises out of hours then staff should work through their Line Management call structure to ensure that a member of the Critical Incident Response Team is alerted. The situation that has arisen will determine this process i.e. if premises related, premises staff on-call arrangements will apply, if external to the college (visits, trips), key staff who are the named home contact on the Evolve system will make the calls. By a cascade processes all Critical Incident Response Team members must be contacted where possible.

Arrival at Site

During normal working hours the meeting place(s) will be:

If the critical incident is at Princes Road Campus, use Moulsham Street Operations Room - **the Principal's office** (M120B);

if this is unavailable the following may apply (depending on circumstances):
Dovedale House: Committee Room, (D013)

If the critical incident is at Moulsham Street Campus, use Princes Road Operations Room - **the Vice Principal Quality & Curriculum Office** (P107A)
if this is unavailable the following may apply (depending on circumstances):
Princes Room Restaurant, (P019)

Notes

If the communications at switchboard are lost, the following offices have an external BT land line:

- Reception, Moulsham Street - telephone line, located in area behind Reception
- Information Centre, Moulsham Street - telephone line; this is in the BT cupboard located in the Medial Room (was connected to the Old Information Centre)
- Estates Office, Moulsham Street - telephone line
- Sports Centre Reception - telephone line
- Reception, Princes Road fax
- Brick Workshop, Princes Road – telephone line
- Executive Assistants Office, Princes Road – fax

Note: Direct lines require the use of an analogue handset – these are identified by the ‘standard’ BT plug connection rather than the smaller, Ethernet network type fitted to digital phones.

On arrival at site

The Critical Incident Response Team (CIRT) will action the following:-

1. Assess the possible outcomes. The CIRT will decide on the appropriate response to minimise subsequent deterioration or loss without placing, firstly personnel or assets in jeopardy.
2. Set up a control centre in the location (detailed above).
3. Instigate action to aid rapid recovery including notification to the College insurers.
4. Delegate additional duties to staff or CIRT members (as appropriate) as they arrive.

Minimum Facilities required within the Operations Room

- Mobile Telephone
- A land-line telephone
- Laptop / PC
- Photocopier
- Emergency lighting
- Radio
- Pens and stationery
- First aid kit

16. Disaster Actions - Building Related

Normal Working Hours

In the event of buildings related disaster occurring during normal working hours the building will be evacuated by the sounding of the fire alarm, the Standard College Emergency Procedures will then apply. The Emergency Services will be called as usual by reception. The Principal or his nominated deputy will take the decision whether to declare the emergency a disaster after consultation with the services. Alternative assembly points may be announced if it is not safe or desirable to use the normal assembly points; these are:

- For Moulsham Street - use Oaklands Park
- For Princes Road – use Lidl Supermarket car park

If there is a dangerous occurrence which could have resulted in someone being injured or killed, then the incident must be reported to the Health and Safety Executive without delay by telephone.

The Critical Incident Response Team will then come into operation. The person who has assumed control should then advise others in the team that they are coordinating the recovery and where the control centre is to be located.

The Control Centre location will then be determined by the nature of the problem.

The Critical Incident Response Team will then control the situation dependent on the problem and advice / assistance from the Emergency Services.

During closure Period

If a buildings related incident occurs outside of normal working hours the key-holder will be called by the police or alarm receiving centre.

On arrival at site the duty key holder will determine if assistance is needed. If assistance is required the key-holder will call the Premises staff, who in turn will call the Principal to relay details of the incident. If the Principal is unavailable, the key-holder/premises will work through the list of CIRT members. The extent of the incident will be relayed to the CIRT and they will decide the next course of action. Most likely by now the Emergency Services will be on site and the Principal / or representative will be able to consult and decide the next course of action.

If an incident is declared, then the CIRT will be formed and the Operations Room set up as soon as possible.

17. Notes to assist the Critical Incident Response Team

1. Set up control centre at convenient location and notify all of its location and purpose.
2. Ensure the disaster log is kept up to date as actions are taken.
3. Nominate wardens for crowd control and ensure no one enters the building until the extent of the problem is known. Collect the loud hailer from reception.
4. Ensure the emergency services know who from the college is co-ordinating the disaster.
5. Nominate a person to control car parking to ensure that cars leaving do not hamper the rescue services
6. Once the problem has been established the decision whether to send learners and non-essential staff home will be made by the Assistant Principal Curriculum and Quality. Learners will be advised of situation updates via the web, local radio and/or twitter.
7. Once the emergency services are satisfied that no one is missing or still in the building, all learners, staff and other persons should be asked to leave the site. Ensure this happens and the car parks are cleared as soon as possible.
8. If there are casualties, set up a temporary holding centre well away from the affected area.
9. If safe to do so, carry out damage limitation exercises and retrieval of important data and files. Staff should not endanger themselves or the emergency services.
10. Assess situation and begin to arrange temporary accommodation / equipment etc as dictated by the incident.
11. If incident is failure of services i.e. loss of water / electricity / heat, assess likely loss time and arrange for temporary supplies.
12. Inform Insurance Company as soon as possible.
13. Photographs of damage are useful for an insurance claim.

14. Deaths / major injuries / dangerous occurrences and reportable diseases must be reported to the Health and Safety Executive by telephone within 24 hours of the incident occurring.

18. Network / IT Failure

If building problems cause the failure, remedial action will need to be progressed as soon as possible. Once the integrity of the building has been established, temporary measures can be taken to get the network up and running.

Failure of local equipment, i.e. server or related equipment should be referred to the IT & Media Support Manager for the correct procedures to re-establish the network.

Cabling damage will mean the loss of partial network within the area of the damaged cable. The link between sites has college equipment configured at either end. The cable itself is a BT cable and faults need to be reported to them for rectification.

Please see Recovery of Core Business Services / Systems & Data for further details.

19. Human Related Disasters

In the event of an incident during the day, the Principal or representative must be notified immediately.

It should be noted that in the event of a fatality or serious accident, the College must notify the Health and Safety Executive within 24 hours by telephone. This is a legal requirement under the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)

In the event of the incident occurring during times of closure, the member of staff who received the notification should notify the Principal or their deputy.

If the incident has occurred on a trip, the list of staff and learners involved should be given to the Principal as soon as possible. The Principal will ascertain the extent of the disaster and if necessary convene a meeting of the Health and Safety Committee, otherwise it will be dealt with by the SMT/CEG group who will co-opt members as necessary. This Group will coordinate communication with concerned parties to minimise trauma on any staff, learners or parents involved. When the extent of the disaster is known, parents and next of kin should be notified and given as much detail as possible. It may be necessary to enlist the help of tutors and admission and guidance staff to help with this.

It will be necessary to issue a statement to the media as soon as possible to prevent speculation. This should be composed by the Group and read out at a pre-arranged time, after next of kin or relatives are notified. On no account should unauthorised persons from the College speak to the media. All requests for statements should be referred to the Principal or deputy.

Help and counselling should be offered for those who need it; it is important to allow those most affected to come to terms with the disaster but also to encourage staff and learners to begin normal functionality as soon as possible.

Counselling should be offered to everyone who has been involved. Such counselling may well need to continue well after the event has happened and managers should be encouraged to support staff and/or learners who appear to need help.

The Principal/Senior Manager should hold a meeting as soon as possible after the incident to explain to Curriculum Area Managers what has happened and follow this with a college meeting(s) for all members of staff.

Academic staff should identify any student's work affected by the disaster and, if necessary, explanatory, supporting letters sent to examination or any other relevant boards. Notify the insurance company.

20. Priorities for Building Related Recovery

These considerations start after the incident has taken place, when the Critical Incident Response Team has taken initial action, and speed is of the essence to prevent further damage or disruption to buildings, equipment, and business activity.

The Estates & Facilities Manager will contact the insurance company who will arrange for the appropriate loss adjuster to be present at the scene.

After incidents have been reported in the media the College is likely to be approached by individuals or companies offering services of all kinds. Under no circumstances are companies to be appointed without the College Insurers approval. In most case the College Insurers will appoint their own loss adjusters.

Before actions commence, the Critical Incident Response Team should establish with the Emergency Services whether they have released the building, in case forensic or other investigations are needed; this would be particularly relevant if the incident was caused as a result of crime.

1. The access to site may be restricted by structural integrity; this must be established as a first priority before any activities take place. Warning signs and barriers must be erected around any damaged areas.
2. With initial safety actions taken, the immediate action to be progressed will be the re-instatement of security of the premises and equipment and the reconnection / repair of vital life protection systems e.g. Fire Alarms.
3. If windows or roofs have been damaged it is important to prevent the ingress of further water. Contractors should be engaged as soon as possible to undertake appropriate protection, for example, covering damage with tarpaulins etc to minimise further losses.
4. As far as possible, residual water should be removed using squeegees, cloths and suction equipment. A building that has suffered from fire damage will not only have physical damage, but also damage caused by excess water from the fire service's appliances, and the building will have absorbed huge quantities of water. The building will need to dry using dehumidifiers, but care needs to be taken not to over-dry the structure. Suction equipment and dehumidifiers are available from local hire companies. The basement plant room at Moulsham Street may need pumping out before damage can be assessed.
5. Under no circumstances should electrical equipment subjected to water damage to be brought back into service until a competent electrician has checked it for safety.
6. Additional staff may be needed to assist with salvage, particularly during weekends.
7. An area should be designated for the storage of salvaged materials; this will need to be secure.
8. Used fire extinguishers should be replaced / recharged.
9. All broken windows and damaged doors should be boarded up to maintain the security of the site and prevent theft or trespass into the building.
10. Depending on the extent of damage there may be a requirement for 24-hour security presence.
11. Water damaged records need specialist advice and care as combustion products are highly acidic and very corrosive. As an emergency measure, certain valuable documents and books can be frozen in commercial freezers. This will arrest further damage until skilled assistance can be obtained.

21. Recovery of Core Business Services / Systems & Data

The ability to process and access core business services / systems and data is of fundamental importance to the day to day operation of the College's business support functions and utilisation of ILT and the e-curriculum.

In the event of the College experiencing an unscheduled interruption of service impacting upon the availability of these critical resources a series of procedures will be required to recover such functionality.

These Disaster Recovery Procedures will be implemented before such an event, to minimise any likely impact, and afterwards to ensure that normal functionality returns as swiftly as possible and includes:

- Adequate procedures to enable the regular and comprehensive "backup" of all College data and system files held upon business critical server (The responsibility for taking and maintaining a "backup" of the data held on the local hard disks of individual PCs rests with the creator of that data.) IT Services strongly recommend that all such data is stored on the network.
- Third Party Disaster Recovery Support is available for Student Records, HR Systems & data. This includes all required hardware and consultant support. These procedures are regularly tested for efficiency and effectiveness.
- Maintenance Support Contracts covering key business servers & network infrastructure.
- Procedures and specialist software to identify network component infrastructure failure and replacement switches where required.
- Third Party Business Continuity Support to be available for key College servers and including provision of alternative office accommodation, server room and external IT technicians.
- Anti-virus protection loaded onto all College servers & PCs. Desktop PCs automatically updated for new virus definition files and schedule of laptop recalls in place.
- Procedures to provide a secure, reliable and legally compliant network that also combats the potential threats posed through unauthorised system access from external or internal sources.
- The existing Disaster Recovery Procedures will be expanded to include further hardware redundancy, maintenance agreements and departmental contingency plans.

IT and Information Services will periodically re-evaluate its Disaster Recovery Procedures, to ensure that best practice is maintained and that all key systems and College functions suffer minimum impact from any incident or disaster.

22. Interruption of power supplies

Pressure on energy supplies and centralised planning to manage energy consumption will potentially impact on college power supplies and any energy rationing will be experienced as either a:

- 'Blackout', scheduled or unscheduled total loss of grid provided energy, most likely electricity, for a period.
- 'Brownout', a reduction in power produced and distributed, electricity again, a continued high demand may cause amperage and voltage to fall below equipment operating tolerances.

In order to minimize harm and disruption, any available power supplies including secondary power supplies and uninterruptable power supplies (UPS) will be channelled according to the following priorities:

1. Security of the campus and its systems
2. Cyber security and data security
3. Continuity of teaching and learning

The Critical Incident Response Team will co-ordinate communications in relation to campus closures, loss of IT services or a switch to online teaching via direct messaging, social media, the website and the student app, priority messaging will be given to:

- 14-16 learners
- Learners with LLDD needs
- Other groups of vulnerable learners

22. Interruption of power supplies

- Pressure on energy supplies and centralised planning to manage energy consumption will potentially impact on college power supplies and any energy rationing will be experienced as either a:
 -

**APPENDIX 1 – Checklist: Buildings Related Incident
Emergency Action Checklist**

Buildings Related Incident

Item	Action	Completed
1	Notify Fire Brigade and other Emergency Services	
2	Notify Critical Incident Response Team	
3	Notify Chair of Corporation	
4	Buildings closure via the media if necessary	
5	Contact Insurance Broker	
6	Notify Curriculum Area Managers	
7	Notify Parents (if appropriate)	
8	Notify Employers (if appropriate)	
9	Compose and Issue Media Statement	
10	Notify Contractors for temporary repairs and building protection	
11	Check damaged utilities and arrange for repairs	
12	Notify Contractors for final repairs	
13	Check Critical Incident Response Team operating effectively	
14	Check temporary weatherproofing repairs completed	
15	Check salvage underway	
16	Check all alarms have been reconnected	
17	Check availability of temporary accommodation / suitability of other sites for use	
18	Organise security patrols until building is secure or re-occupied	
19	Arrange for repairs to critical equipment	
20	Check regarding possible hire of equipment and make arrangements	
21	Update media on building closures	

APPENDIX 2 – Checklist: Personnel Related Incident

Emergency Action Checklist

Personnel Related Incident

Item	Action	Completed
22	Notify Next of kin	
23	Notify Chair of Corporation	
24	Notify Insurance Company	
25	Notify HSE under RIDDOR regulations 1995	
26	Prepare and Issue Media statement	
27	Convene meeting for staff and learners	
28	Arrange counselling	
29	Letters sent on behalf of affected learners	

APPENDIX 3 - Critical Incident - Actions Taken

Item	Date	Time	Action taken (brief details)	Name	Signature

APPENDIX 4 – Contact Details for Assistance

MEDIA			
Local Radio	Heart Essex	198 New London Road Chelmsford, CM2 9AB	01245 495050
	Radio House	31 Glebe Road, Chelmsford, CM1 1QG	Studio Number - 01245 525 252 Station Contact - 01245 524 510
Television	BBC Look East	The Forum Millennium Plain Norwich, NR2 1BH	01603 619331
	BBC Newsroom (East)	The Great Hall Mount Pleasant Road Tunbridge Wells, TN1 1QQ	01892 675580
	Anglia TV	Anglia News ITV Anglia NORWICH, NR1 3JG	08448 816900
UTILITY COMPANIES			
Gas (supply network)	National Grid - Customer Support Enquiries Team	Brick Kiln Street Hinckley Leicestershire, LE10 0NA	0800 111 999 Gas Emergencies
			0845 0700 203 (opt 1)
Water	Essex and Suffolk Water	Customer centre PO Box 292 Durham, DH1 9TX	0800 526 337
Electricity (supply network)	EDF energy	Business advisor FREEPOST RRYZ-BRTT-CBJS Osprey House Osprey Road EXETER, EX2 7WN	0800 783 8838

COMUNICATIONS			
Switchboard	Siemens	National Service Centre: MS: 44016544 PR: 44016551	0800 424343
Call Carrier	Opal Telecoms		0800 3580321
Emergency Alerts	Text alert	4G and 5G networks	How emergency alerts work - GOV.UK (www.gov.uk)
CMIS			
Disaster Recovery Machine	Dan Benwell	1528 London Road Leigh on sea Essex, SS9 2QG	07762 525751
PROPERTY CONSULTANTS			
Building/ Chartered Surveyors	Affinia Associates	23 Beaumont Close Colchester Essex, CO4 5XW	07580 252867
BUILDING COMPANIES			
Building Contractors	J W Steele	264 Baddow Road Chelmsford, CM2 9QT	01245 352487 N Duggan
Building Contractors	W P Harris	24 Plover Road Stanway, Colchester Essex CO3 8AF	01376 322538 Tony Harris 07836 325780

HEATING & PLUMBING – Mechanical Services			
Heating & plumbing	Balm & Davies	Brenham Farm South Fambridge Rochford SS4 3LS	01702 203939 (24 hrs)
ELECTRICAL			
Electrical	CJR Electrical Ltd (Steve Regan)	130 Southsea Avenue Leigh on Sea Essex, SS9 2BJ	01702 711515 M: 07768 511677
TEMPORARY ACCOMMODATION			
Cabins	Portakabin	Moss Road Industrial Estate, Witham, CM8 3UQ	01376 512203
	Wernick Buildings	Molineux House Russell Gardens Wickford, SS11 8BL	01268 735544 M: 07710 919029
INSURANCE			
Insurance Broker	FE Protect (Insurance with Aviva)	20-24 Faraday Road Wavertree Technology Park Liverpool L13 1EH	Andy Thomson Office: 0151 494 4400 Mobile: 07581 179906
Funding Organisations			
Funding	Education & Skills Funding Agency	Cheylesmore House 5 Quinton Rd Coventry CV1 2WT	0370 000 2288

Part Two Critical Incident Response Team response to Critical Incidents

1. Responding to the Critical incident

Initial response to an incident is crucial. The response can affect the disaster recovery process itself and have a marked effect on the ability to get the college back on its feet.

Flexibility in execution is as important as planning and anticipation, therefore members of the Critical Incident Response Team (acting in good faith) have the full authorisation and support of the Corporation to take action in the manner they feel appropriate to the moment of crisis. Good planning focuses on the best options available and guidelines are provided for identified situations.

In order to develop and execute the Business Continuity Plan, a team has been established and reports, if appropriate, to the Senior Management Team and finally the Corporation.

The composition of the Critical Incident Response Team and the function of team members are detailed in Section 2 of this document. Contact addresses and Telephone numbers are also given.

Guidance on communication statements is available via the Director of Business Services. **All forms of media** communication (including to staff, learners and parents) are to be directed via this route.

2. Critical Incident Response

Irrespective of the control measures that exist at Chelmsford College it would be wrong to assume that a major incident could never occur. However, with sound organisation the likelihood of such an occurrence will be minimised.

In the unlikely event that a critical incident occurs, two distinct areas are to be considered:

- Responding to the critical incident
- Disaster recovery

3. Critical Incident Response Team

Functions of the Team

1. To act as the decision making authority for the management of the Incident.
2. To develop procedures and practices for dealing with emergencies and communicating them to all college employees.
3. To establish an Operations Room. The Room will operate until the emergency is deemed to be over. The Centre will be the communication hub for all operations and as such will contain the necessary communication equipment and resources.
4. To test the Business Continuity Plan on a regular basis to ensure that it is feasible and realistic.
5. To regularly update the plan to take into account organisational and other related changes.

Composition of the team

1. Principal
2. Deputy Principal: Finance and Corporate Services
3. Vice Principal: Quality and Curriculum
4. Director of Teaching, Learning & Quality
5. Directors of Curriculum, Princes Road and Moulsham Street
6. Curriculum Area Managers
7. Director of Learner Experience and Progression
8. Communications Support – Admin Assistants to CEG
9. Director of Information Services / IT & Media Support Manager

10. Estates & Facilities Manager
11. Head of Health and Safety (shared services)

4. Individual Roles and Responsibilities of the Critical Incident Response Team

As there is a likelihood that an incident could happen outside of normal working hours and the availability of the team members may be restricted; any team member may have to assume any role or range of roles in the team. The duties outlined below therefore are suggested roles:

The Principal

Oversees the development and planning of the Business Continuity Plan and presents it to the Corporation for approval.

In the event of a Crisis the Principal (or nominated deputy principal) shall:

- Decide whether the incident is to be declared a Crisis for the purpose of the plan;
- Take overall control;
- Liaise with the Emergency services as necessary;
- Inform next of kin;
- If necessary, organise assistance for parents to visit hospital etc.;
- Ensure parents of injured learners have been visited as soon as possible to precede the Media;
- Use the 'Operations Rooms' (see Response to Critical & Significant Incidents Policy) as a control centre;
- Communicate information to the Chair of Corporation;
- Ensure media is informed and parents are screened where necessary from intrusion;
- Direct other staff as necessary to control the incident;
- Maintain liaison with external bodies as required;
- Ensure staff are fully informed of changes that may affect them.

Deputy Principal: Finance and Corporate Services

- Deputise for the Principal in their absence and assume overall control of the incident;
- Assume the duties of the Principal;
- Development of the plan relating to specific aspects of College services;
- Direct curriculum activities to minimise disruption to service.
- Ensure short term funds are available where necessary;
- Maintain liaison with the colleges insurers;
- Secure short term leases if necessary for alternative accommodation
- Co-ordination of the finance / IT / estates functions to minimise disruption
- Ensure that diary / log of events and decisions taken is maintained in case of insurance claim / enquiry etc.;
- Keeping records of all related costs for insurance purposes.
- Development of the plan relating to specific aspects of human resources;
- If necessary, enlist the help of the College Contracted Occupational Health services department for stress or bereavement counselling;
- Liaise with counselling staff as necessary;
- Plan to ensure key staff availability.

Deputy Principal: Quality and Curriculum

- Deputise for the Principal / Deputy Principal in their absence and assume overall control of the incident;

- Assume the duties of the Principal;
- Co-ordination of the finance / IT / estates functions to minimise disruption
- Ensure that diary / log of events and decisions taken is maintained in case of insurance claim / enquiry etc.;
- Development of the plan relating to specific aspects of College services;
- Direct curriculum activities to minimise disruption to service.

Assistant Principal Curriculum and Quality

- Deputise for the Deputy Principal: Quality and Curriculum in their absence and assume overall control of the incident;
- Assume the duties of the Deputy Principal;
- Direct curriculum activities to minimise disruption to service.

Assistant Principal Curriculum and Quality

- Deputise for the Deputy Principal Finance and Corporate Services in their absence and assume overall control of the incident if necessary;
- Retrieval of assessment documentation;
- Retrieval and safeguarding of all material related to clients of the college

Heads of Departments

- Deputise for the Assistant Principal in their absence;
- Prioritise and organise the curriculum;
- Co-ordinate time tabling / examination activities;
- Notify learners and parents/guardians as appropriate (parents/guardians in respect of 14-16 age range and LLDD learners up to age 25);
- Notify employers as required.

Director of Learner Experience and Progression

- Deputise for the Deputy Principal Finance and Corporate Services in their absence and assume overall control of the incident;
- Development of the plan relating to specific aspects of Student Support

Communications Support

- Co-ordinate communications between Operations Room and staff using Premises / Estates and any other channels available

External Liaison

- Co-ordinate and manage communications with parents, media and emergency services
- Act as the point of contact for all external communications from the college;
- Maintain a list of contacts in the media;

Assistant Principal Information and Digital Transformation

- Deputise for the Deputy Principal Finance and Corporate Services in their absence and assume overall control of the incident if necessary;
- Co-ordination and maintenance of data networks and equipment to ensure limited loss techniques are applied to college networks;
- The retrieval and safeguarding of Management Information to enable operation of systems;
- Maintain and brief reception staff and Information centre services;

- Development of the plan relating to IT equipment and resource availability;
- Instigation of action to make safe or re-connect data networks;
- Ensuring college information and data recovery arrangements are in force;
- Source replacement equipment and software if the need arises at short notice;
- Maintain and brief Information Centre services;

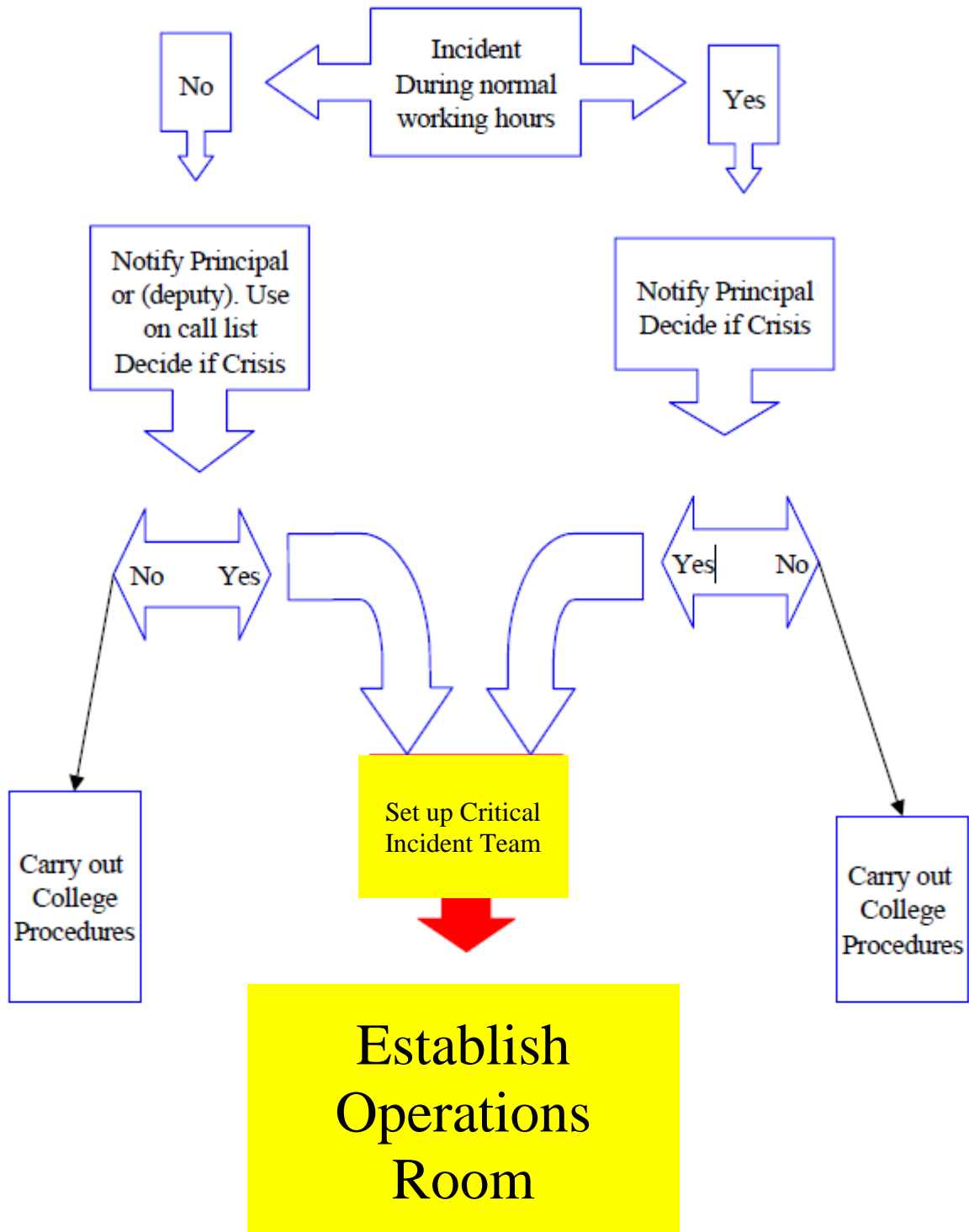
Estates & Sustainability Manager

- Preparation of the Business Continuity plan;
- Review and update the plan as necessary;
- Providing information for members of the Critical Incident Response Team and other members whom may be co-opted in the event of an emergency (where relevant);
- Inform the Health and Safety Executive under the Riddor regulations as appropriate;
- Development of the plan relating to buildings and services;
- Instigation of the action to make safe or re-connect mains services and liaise with the emergency services;
- Co-ordination of maintenance of buildings and services to minimise the likelihood of an Incident;
- Establishing and maintaining liaison with the emergency services and other appropriate bodies.

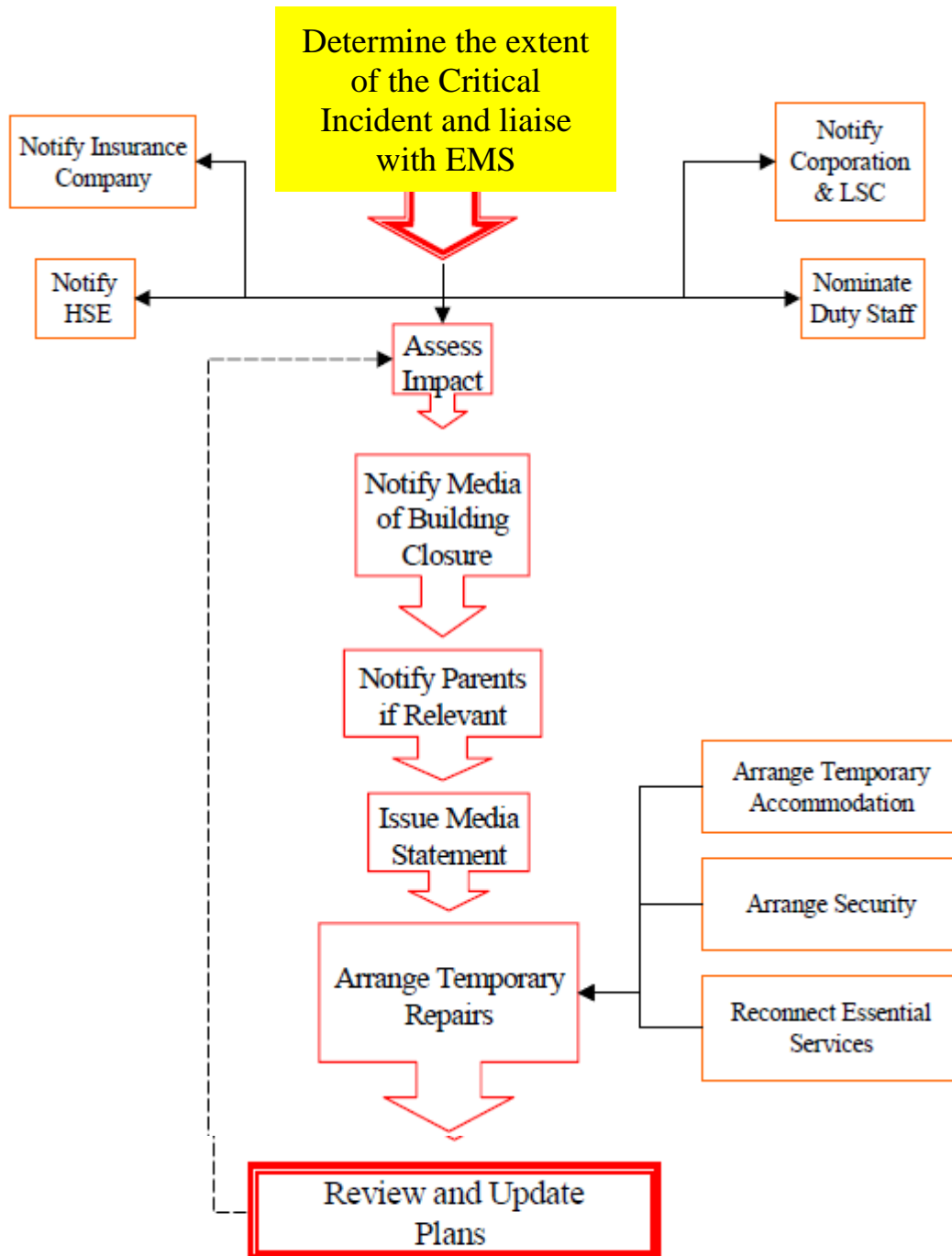
Site Supervisor

- Deputise for the Estates & Sustainability Manager in their absence;
- Providing access to, and information about, utilities – their location and purpose;
- Roping-off and securing, and preventing unauthorised access to areas of danger;
- Assisting in locating and deployment of temporary accommodation;
- Directing and assisting the emergency services as required;
- Preventing unauthorised access to the site and the safeguarding of company assets against theft;
- Re-instatement of college Intruder alarm systems;
- Maintenance of essential equipment e.g. sign boards, tarpaulins, broom, ladders, hard hats, barriers etc.;
- Ensure availability of transport if needed.

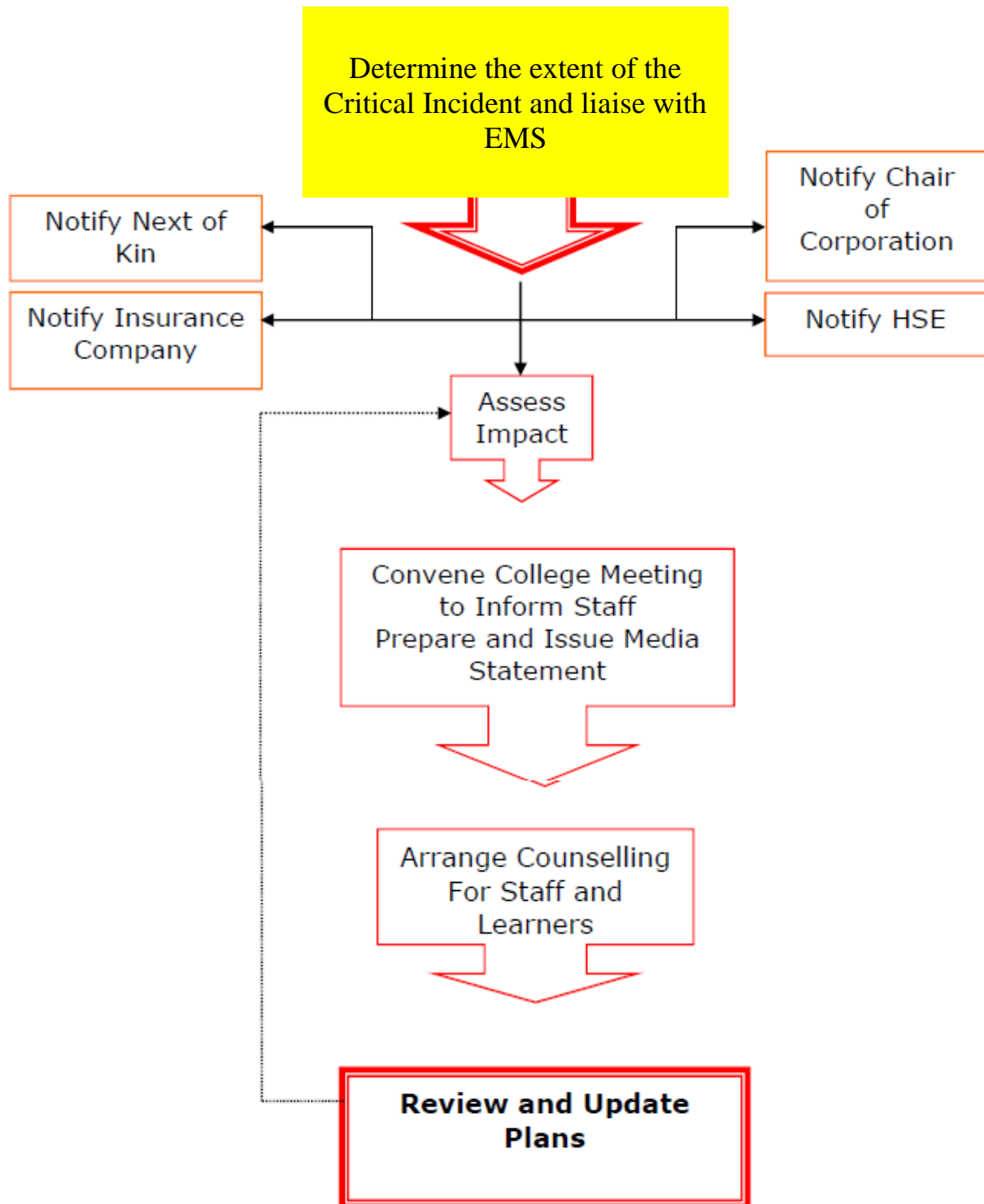
APPENDIX 5 - Flowchart for Critical Incident Control



APPENDIX 6 - Flowchart for Building Related Disasters



APPENDIX 7 - Flowchart for Personnel Related Disasters



Part Three Duty Manager and Staff response to Lockdown and significant incident.

1. Introduction

The Counter-Terrorism and Security Act 2015 introduced a statutory duty on Colleges to have regard to preventing people being drawn into terrorism. As part of the Prevent strategy, the College must have a critical incident policy in the case of an associated emergency. This policy also covers other extreme incidents where the staff and learner safety is paramount.

In certain circumstances rather than evacuating the building it might be necessary for learners and staff to be instructed to remain in the building; this is known as a 'lockdown'. The following are possible examples of such circumstances:

- a) Where there are reasonable grounds to suspect that a person or persons is in the immediate vicinity has malicious intentions towards learners and/or staff
- b) Where there is an emission or spillage of a noxious substance in the vicinity of the College and where there is a risk that learners and/or staff coming into contact with it may be harmed
- c) When an incident has taken place in the vicinity of the College and it is believed that learners witnessing the immediate aftermath might become upset or distressed

The National Counter Terrorism Security Office has published specific guidance in December 2015 which is set out in Appendix A to this Procedure.

This guidance is reflected in the following Procedure which provides advice as to how staff should react and respond in the event of a terrorist or other critical incident that poses a significant incident on or close to one of the College Campuses that calls for a Lockdown.

2. Procedure

Any member of staff who believes a critical incident is taking place is to phone the critical incident number (**Ext 3020**) which will put the call through to the Principal's office in the Moulsham Street site of the college, the Deputy Principal's office at Princes Road and other members of the Critical Incident Response Team who may declare an Emergency Response and undertake the following procedure.

The Duty Manager may be the first point of management response so should be fully aware of the procedures in this section.

It is expected that the Duty Manager may, in exceptional circumstances, initiate the lockdown procedure and then immediately communicate with the CIRT to inform them of the details of the incident.

Please see Sections 14-17 above for details of the setting up of the Critical Incident Response Team including:

- **Setting up the Operations Room - Emergency Response**

During normal working hours the meeting place(s) will be:

If the critical incident is at Princes Road Campus, use Moulsham Street Operations Room - **the Principal's office** (M120B);

if this is unavailable the following may apply (depending on circumstances): Dovedale House: Committee Room, (D013)

If the critical incident is at Moulsham Street Campus, use Princes Road Operations Room - **the Deputy Principal, Quality and Curriculum Office** (P107A)

if this is unavailable the following may apply (depending on circumstances):
Princes Room Restaurant, (P019)

If both are unavailable (due to loss of power or cyber-attack), then a suitable room at Chelmsford Museum would be sourced.

3. Lockdown Procedure

One possible decision that the Critical Incident Decision Maker could implement is the 'lock down procedure'

In such a circumstance, the Critical Incident Decision Maker will initiate the 'lockdown' alarm. The 'lockdown' alarm is the signal that the College is on immediate lockdown and staff are to take the appropriate steps as below.

Information updates during and after a lockdown

- During lockdown, information may be shared with staff through, text messaging, managers or email. Depending on the incident, there may be a requirement to cascade information by 'word of mouth'.
- When able to do so, college administration will communicate with employees, students, contractors and visitors.
- Information will, subsequently be available posted on the College website; communicated via email and or press release.
- If staff are approached by the Media, they are to direct all media inquiries to a senior manager or the Police.

Staff Responsibilities

The Critical Incident Response Team will order the sounding of the lockdown alarm

The Operations Room will contact the police. An all staff email will be sent out informing staff of the incident.

On the sounding of the lockdown alarm:

Staff and learners in classes should stay in their classrooms, close exterior windows and blinds, and wait until further instructions are received or the all clear bell is rung, (In the event of an armed intruder it might be necessary to lock or barricade the door, turn off all equipment and not do anything to attract attention.)

Staff should reassure learners and keep them engaged by continuing to teach or similar. It is important that everyone remains calm.

Staff in offices but where no learners are present should stay in the rooms they are in and close the windows. (In the event of an armed intruder it might be necessary to lock or barricade the door, turn off all equipment and not do anything to attract attention.)

Staff and learners in corridors should go to the nearest classroom or other enclosed space and remain there until the all clear is sounded.

Staff, learners and visitors who are in an open area such as Reception or the Coffee Bar should attempt to move into an enclosed space behind a door. If they are unable to exit in this manner, they are to put an obstacle or barrier between themselves and any danger for concealment and protection. Use concrete columns, desks, tables, chairs, bookcases, or other furniture or equipment. Stay as low as possible behind the barrier, remain silent, and turn your mobile phone to silent mode.

Visitors should remain in the rooms they are in until the all clear is sounded or other instructions are received.

Where possible staff working outside the building should be contacted by phone and informed of the situation. Staff will then need to make a judgement i.e. whether it is in both their and the learners' best interests to enter the building or move away.

When it is safe to do so, senior staff should check all corridors and toilets and try to ascertain where learners would be the safest – e.g. the nearest occupied classroom. However, it may be judged best for learners to remain where they are until further information is received.

Please see Appendix 8 for further details.

Once the incident has been declared safe, a debrief meeting will take place with the relevant staff. A chronology of business continuity will be prepared. A set of response guidelines will be made available.

4. Duty manager response to significant incident

We believe that everyone who studies or works at Chelmsford College has the right to respect, safety and to be in an environment that encourages learning. We also have a responsibility to guard these rights for others, whatever their background, appearance, lifestyle, culture, status or beliefs.

The Duty Manager role will increase the presence and visibility of managers in The College; increasing engagement with students; improving customer experience, behaviour management, incident prevention and resolution.

There are occasions when incidents will occur that require an immediate response from an identified and responsible member of staff rather than a lockdown and from September 2017, the college will have a Duty Manager on call to be the first response to any such significant incident. The Duty Manager will be available from 8.45 a.m. to 5.30 p.m. on each site of the college to respond to any incident which is significant and requires an immediate response by the college. Significant in this context means any incident or potential incident that may result in a breach of security or harm being done to anyone on college premises. Significant incidents are likely to result in the police being contacted e.g. gang related activities, drugs, threat of or actual violence, trespassers who will not remove themselves from the premises.

The Duty Manager is not, therefore, to be contacted to respond to day-to-day incidents of poor student behaviour.

A copy of the Duty Manager rota will be available from Reception and on the college intranet. All staff are expected to respond to any breach of the college rules and regulation in the first instance and to only call on the Duty Manager if they have reasonable belief that any such breach requires a central college response from the Duty Manager.

5. Communication with Duty Manager

Most incidents will require a first response by a Campus Officer who is contactable through Reception via Radio. This link is also being monitored by the Duty Manager so they will already be aware of the background should escalation be required.

If the Campus Officer responds to an incident without recourse to the Duty Manager, S/he is to ensure the details are recorded in the Duty Managers Incident Book. The Campus Officer may call upon the services of the Duty Manager.

The Duty Manager will have a Radio and will be contactable through Reception.

Any staff who require the services of the Duty Manager should contact reception and be clear about the issue and its location.

6. Duty Manager initiation of Critical Incident Response Team

The Duty Manager can initiate the Critical Incident Response Team by using the Critical Incident number 3020 if appropriate. Please see **APPENDIX 5 – Page 25 Flowchart for Critical Incident Control** for further guidance

7. Duty Manager Guidelines and Pack Details

These guidelines provide Duty Managers with the information required to carry out the allocated duties.

The Evening Duty Manager is to assume the role and responsibilities as described for the day Duty Manager and is to have the Radio with them at all times whilst on duty.

The information is not intended to override College policies and procedures, which should be always adhered to.

The Duty Manager Pack Includes:

1. The following key college policies and procedures

- Student Disciplinary Policy and Code of Conduct
- Safeguarding Policy
- Critical Incident Policy
- Anti-Bullying Policy
- Misuse of Drugs and Alcohol Policy
- Security Policy
- First Aid Policy

2. Incident Response Procedure

3. Duty Manager Radio

8. Duty Manager – Key Responsibilities

‘Don’t Walk by!’

- Proactively and positively engage with learners.
- Maintain a high level of visibility in the college wherever and whenever possible; with a focus on highly populated communal areas such as reception.
- Be on college premises and directly contactable on the Duty Manager Radio at all times.
- Provide a physical presence by responding to issues when required and ensuring their resolution, acting on behalf of the college and learners.
- Identify potential issues, taking swift and decisive action and minimising the need for disciplinary action.
- Take ownership of issues and problems arising until their conclusion.
- Ensure the safeguarding of learners, both in normal operations and in response to incidents.
- Support the effectiveness of College Reception functions and Reception Staff when required.
- Support the effectiveness of College Security functions and Campus Officers when required.
- Be a primary contact and communication point for staff.
- Record incidents and complete all administrative duties as required.
- Ensure that all administrative records are forwarded to the relevant areas.
- Ensure that actions taken and relevant records are shared with all appropriate staff.
- Contact the police if necessary and inform the Principal’s office if such contact is made
- Contact the Principal’s office if it is believed the lockdown procedure is to be implemented.

Accidents and injuries

Response

- Make the immediate area of the accident safe.
- Call a designated First Aider.
- Do not move the patient unless trained to do so.
- Stay with the patient until the First Aider arrives at the scene.

Reporting of Accidents

A First Aider will complete the Accident Report Form in line with College policy and procedure.

In the event of an emergency please call: 0 for Reception
State the nearest room number/location you require assistance to. The receptionist will dispatch a First Aider to your location.

9. Daytime Duty

Contact/Communication Arrangements

Duty Managers should collect duty pack and radio from reception and confirm their presence. At the end of the duty period the Duty pack and radio should be returned to reception with all appropriate paperwork completed.

The daytime period covers 8:30am to 5:30pm. This period will be divided into morning duty from 8:30am to 1:00pm; and afternoon duty from 1:00pm to 5.30pm.

Day	Morning	Afternoon
Mon	8.30 – 1.00	1.00 – 5.30
Tue	8.30 – 1.00	1.00 – 5.30
Wed	8.30 – 1.00	1.00 – 5.30
Thu	8.30 – 1.00	1.00 – 5.30
Fri	8.30 – 1.00	1.00 – 5.30

Duty Rota

The duty rota is published termly. Should duty swaps be necessary this must be communicated to Amy Simmonds at least 24 hours in advance of the duty shift.

It is the responsibility of the original manager on the rota to communicate the changes to the relevant reception staff.

Activities during day duty periods

- Keep the radio with you at all times and keep the volume audible even when in meetings.
- You can still do your day-to-day work but ensure that you are on site and available to respond at all times when Day Duty Manager.
- Engage positively to any call;

Duty Manager List (to be updated as required)

Role	Contact Number	Curriculum Area/Responsibility	Primary Site
Assistant Principal Curriculum & Quality	3435	Moulsham Street	MS

Assistant Principal Information and Digital Transformation	3036	MIS, System	MS
Business Services Director	3063	Business Services	MS
Director of Teaching, Learning and Skills Academy	3167	Teaching Learning and Assessment	PR
Head	3610	Health, Science and Sport	MS
Manager	3033	English and maths	PR
Head	3444	Creative and Digital Media	MS
Head	3604	Business & professional studies	MS
Head	3011	Inspire	MS
Head	3530	Built Environment & Sustainable Technologies	PR
Head	3163	Electrical and Engineering	PR
Head	3154	Service Industries	PR
Director of People and Organisational Development	3016	HR	MS
Estates and facilities Manager	3026	Estates	MS/PR
Information Services Support Manager	3316	Business Support	MS
Curriculum Admin Manager	3007	Business Support	MS
Student Support Manager	3089	Student Support	MS
Business Manager	3119	Business Support	PR

10. Duty Manager Records – Completion Procedure

Duty Manager File

Kept at Reception on both sites

Duty Manager Daily Register and Log Appendix 10

There is one **Daily Register and Log** for each day.

At the start of every duty period the Duty Manager is to complete the following;

- Sign in Time
- Duty Manager name

If there is a notable Incident the Duty Manager will note it in the log and complete an Incident Form

If any witness statements are taken the Duty Manager must ensure that **Incident Report Forms Appendix 9** are completed..

Where paperwork should go following completion

- Incident form kept in Duty Manager File and any other relevant information.
- Relevant HoD to be informed and provided with any evidence/statements.

At end of Duty

Sign out and ensure all notable incidents have been recorded.

Please note that records may be used in further investigations and at disciplinary hearings where these are appropriate.

11.Grounds for Immediate Suspension of Students

Some actions may result in The Duty Manager taking the decision to suspend if no other Manager is available from the relevant curriculum area. Suspension is a neutral action that can be taken to mitigate the risk of further incident while an investigation is carried out. Actions that may result in immediate suspension may include

- Failure to follow a reasonable instruction from a member of staff (including failure to cooperate with investigations of breaches of the Student Code of Conduct)
- Failure to show an identity card on request (reasonable) of a member of staff
- Being in possession of or use of prescribed, illegal or dangerous substances (including inappropriate use of propriety medicines, solvents, etc.)
- Being in possession of or under the influence of alcohol. All consumption of alcohol on college premises is strictly forbidden
- Being in possession of an offensive weapon
- Verbal or physical abuse of another (including bullying or intimidation)
- Transgressing the rights of another as defined in the Equality and Diversity Policy
- Theft or any other criminal offence
- Abuse of college property
- Any actions deemed to be unreasonable behaviour endangering others.

Appendix 8 Guidance Published (December 2015) By The National Counter Terrorism Security Office (Refer also to Appendix 12)

IN THE EVENT OF A TERRORIST ATTACK

On becoming aware of a terrorist attack such as a firearms and weapons attack staff should try to remain calm and take the following course of action:

RUN

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN if not HIDE
- Can you get there without exposing yourself to danger?
- Insist others leave with you
- Leave belongings behind

HIDE

- If you can't RUN, HIDE
- Find cover from gunfire
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone
- Lock / barricade yourself in
- Move away from the door

TELL

- Call Police on 999 – What do the police need to know?
- Location – Where are the suspects?
- Direction – Where did you last see the suspects?
- Descriptions – Describe the attacker/s, numbers, features, clothing
- Further information – Casualties, type of injury, building information, entrances, exits. Hostages etc.
- Stop other people entering the building if it is safe to do so

ARMED POLICE RESPONSE

- Follow officer's instructions
- Remain calm
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat
- Keep your hands in view

OFFICERS MAY

- Point guns at you Treat you firmly Question you
- Be unable to distinguish you from the attacker
- Officer will evacuate you when it is safe to do so
- **YOU MUST STAY SAFE**
- What are your plans if there were an incident?
- What are the local plans? e.g. personal emergency evacuation plan

FURTHER INFORMATION

For more information regarding managing the risks from terrorism – ctrl + click on the link

<https://www.gov.uk/government/publications/recognising-the-terrorist-threat/recognising-the-terrorist-threat>

Appendix 9 Duty Manager – Incident Report Form

Incident Ref. Number:	Time:	Location:	
Name of Person Involved:	ID Number:	Contact Number:	Department:
Name of Person Involved:	ID Number:	Contact Number:	Department:
Name of Person Involved:	ID Number:	Contact Number:	Department:
Name of Person Involved:	ID Number:	Contact Number:	Department:
Nature of Incident (circle the appropriate category listed on the right)	Unauthorised persons	Bullying/ Harassment	Vandalism
	Challenging behaviour	Anti-social behaviour	Fire alarm/equipment
	Fighting	Theft	Other:
Witness details:			
Description of incident:			
Incident statement forms completed: Yes/No	Duty Manager name:		
Accident report forms completed: Yes/No			
Police notified: Yes/No	Signature:		
Other information:			
	Date:		

Appendix 10 Duty Manager – Daily Register and Log

Date: _____

AM	Duty Manager:	Sign in time:	Sign out time:
	Incident 1:		
	Incident 2:		
	Incident 3:		
	Incident 4:		
PM	Duty Manager:	Sign in time:	Sign out time:
	Incident 1:		
	Incident 2:		
	Incident 3:		
	Incident 4:		

Appendix 11 Death of a Learner procedure

The death of a learner is a serious matter for the whole of the college community, especially the learner's close friends, peers, tutor, and support staff. Therefore, it is important that the college reacts to events in a way that acknowledges the loss properly, respecting cultural and religious traditions, while dealing sensitively with the aftermath and supporting the bereaved. Chelmsford College is committed to the emotional health and wellbeing of its staff and learners and will work towards this in all aspects of college life and to provide an ethos and environment that supports and prepares learners for coping with bereavement.

Initial Notification

The report of death may come from a learner or someone else who says they are a relative or friend, in person, email, telephone call or via social media.

Information about a learner death may arrive on the desk of any member of the academic or support staff. The death should be reported immediately to the Director of Learner Experience and Progression who will first verify the information. For learners who are under 18 or are vulnerable adults (usually up to 25 years) contact should be made with the Local Safeguarding Children Board where the learner lived who will provide further information and clarification.

Verification Of Death

It is essential to verify that the report is true before taking any action. Whether or not the report is true, it would be insensitive to contact the learner's home to verify. The local police will usually be able to verify the death of a person; it is not a confidential matter. However, it is important not to speculate on the cause of death until the facts are known. Once verified, the relevant Senior Manager will ensure that the learner's Head of Department, Student Support and Safeguarding Manager, and Head of Marketing are all informed.

Actions up to and Including the Funeral

- Identify one person to liaise with the family once the death has been verified, the Head of Department should identify the most appropriate person to liaise with the bereaved family.
- The Head of Department in consultation with the Principal/Director of Learner Experience and Progression will decide who the appropriate person is to break the news to the deceased learner's tutor, teachers, and peers.
- The Director of Learner Experience and Progression and the Student Support and Safeguarding Manager will work with the student support team to identify an appropriate offer of support and provide information on how to access on-going support from the college and from external support agencies.
- The college will send a letter of condolence to the family. The condolence letter should be signed by the Principal.
- The Director of Learner Experience will notify all relevant teams within the college including Information Systems, Examinations, and Admissions teams of the learner's death to ensure that all communications are blocked that would be addressed to the learner and their family. All central records relating to the learner will be suitably annotated to record their death or remove them, as appropriate. The learner's progress tutor will inform any work placement currently being undertaken or due to be undertaken by the learner.
- A book of condolence may be made available to all staff and learners to sign where the learner group feels this is appropriate.
- Any calls or enquiries from the media should be referred to the marketing team.
- If the learner was featured in any promotional material from the college such as photography on social media, case study on the website or in the prospectus, it's important that the liaison person speaks to the family about this to ascertain whether they would like us to remove the learner or keep them on our materials.
- The timing of the funeral may vary, for instance, some faith traditions hold funerals very quickly following a death, while others do not. In addition, a funeral may be delayed awaiting the outcome of a postmortem in some instances. If appropriate, the Liaison Person

will contact the family to ask if a member of staff and/or fellow learners would be welcome to attend the funeral; if so, they will consult with the Principal/Assistant Principal, Curriculum about who would be appropriate to attend the funeral.

- If appropriate and agreed with the family, learners who were close to the deceased will be allowed to miss classes, if necessary, to attend the funeral.
- Learners and staff who were close to the deceased may need continuing support following the event; The student support team is available to support learners with bereavement and associated issues, signposting on to other agencies and support groups, where appropriate.
- Staff should be aware of how to break bad news in person to someone who has been close to the deceased. Where groups of learners are to be told, the news should be given by a staff member who is confident to do so and has a good relationship with the learners. A member of the student support team will also be present. In the case of learners on Foundation Learning programmes or other very vulnerable learners, it may be necessary to inform parents and carers beforehand. The news should be given in a calm and clear way.

Breaking the News to Individuals

The news should be given by someone with a prior relationship with the learner or member of staff being told. It is preferable to be face-to-face in a quiet room where the person is seated. They should be warned that there is some bad news and then told directly and clearly. Be aware that they will be in shock for a while, and need time for the news to sink in. The presence of a close friend or colleague to give them support is important. It may be appropriate to ask them not to speculate on the cause of death until more information becomes available. Learners and staff should be made aware of the support available from the college counselling service; this may include referral to external specialist agencies, if appropriate.

Appendix 12 The Terrorism (Protection of Premises) Bill. Martyn's Law

On Tuesday 7th November 2023, the King's Speech set out the programme of legislation that the Government intends to pursue in the forthcoming Parliamentary session. The Terrorism (Protection of Premises) Bill was included. The Bill is also known as 'Martyn's Law' in tribute to Martyn Hett, who was tragically killed alongside 21 others in the Manchester Arena terrorist attack in 2017.

Ahead of the introduction to Parliament, the government intends to launch a public consultation on the standard tier ensuring the Bill strikes the right balance between public protection and avoiding undue burdens on smaller premises, such as village halls and other community venues.

Why do we need Martyn's Law?

There have been 14 terror attacks in the UK since the start of 2017.

The threat picture is complex, evolving, and enduring, with terrorists choosing to attack a broad range of locations.

Martyn's Law will improve the safety and security of public venues and keep the British public safe from terrorism.

The Bill will make sure public premises and events are better prepared for, and protected from, terrorist attacks; requiring them to fulfil necessary but proportionate steps according to their capacity size to mitigate the impact of a terrorist attack and reduce harm. Through Martyn's Law, premises will be better prepared and ready to respond in the event of a terrorist attack.

The Home Office are aware through engagement with businesses that, without legal compulsion, counter terrorism security efforts often fall behind legally required activities, such as health and safety. Their expert security partners assess that individuals are more likely to take action that can reduce harm and save lives, if they have considered what they would do, and how, prior to a terrorist attack occurring.

What will Martyn's Law do?

Through Martyn's Law premises will be better prepared, ready to respond, and their staff will know what to do in the event of a terrorist attack.

It will enhance public safety by ensuring there is better preparedness for, and protection from, terrorist attacks. This will be done by mandating, for the first time, who is responsible for considering the risk from terrorism and how they would respond to a terrorist attack at certain premises and events.

The Bill will raise the security standard throughout the UK requiring a base level of security procedures to be in place at premises and events. The Home Office expert security partners strongly consider that even basic knowledge will deliver a wholesale raising of the public safety bar.

Who will be in scope?

To be in scope:

- Premises and events must be accessible to the public.
- Premises must be used for a purpose listed in the Bill (e.g. entertainment and leisure, retail, food and drink).
- Have a capacity of 100 or more individuals.
- Premises may be a building or outdoor locations which have a readily identifiable physical boundary and access by express permission.
- Provision is made in the Bill for temporary events such as festivals that have express permission to enter and a capacity of 800 or more individuals.

How will it work?

The Bill will establish a tiered model, linked to the activity that takes place at a premise or event and its capacity:

Enhanced tier – this tier will see additional requirements placed on high-capacity venues in recognition of the potential catastrophic consequences of a successful attack. This will apply to premises and events with a capacity of 800 or more individuals, for example, live music premises or events, theatres, and department stores. Those responsible for an enhanced duty premises or qualifying public events must:

- notify the regulator of their premise or event;
- take ‘reasonably practicable’ measures that will reduce the risk of a terrorist attack occurring or physical harm being caused. The reasonably practicable test is utilised in other regulatory regimes e.g., Health and Safety, and will enable organisations to tailor their approach to the nature of the premises, and their activities and resources;
- keep and maintain a security document, aided by an assessment of the terrorism risk, which must also be provided to the regulator; and
- if the responsible person is a body corporate, they must appoint an individual as the designated senior individual for the premise or event.

Standard tier – ahead of introducing the Bill to Parliament, the Government will launch a consultation on the standard tier. This will make sure the Bill strikes the right balance between public protection and avoiding undue burdens on smaller premises.

Why is the government consulting on the standard tier?

The Government wants to ensure businesses and venues can deliver what is required of them rather than imposing conditions upon them that they will struggle to meet. This will mean the law stands the test of time, and be accessible, proportionate and deliverable for smaller premises.

This follows concerns raised by the Home Affairs Select Committee.

Why is there a difference in thresholds for premises and events?

The Home Office want to strike the right balance between proportionality for different premises and events against ensuring appropriate security has been considered and taken forward.

Who is responsible for requirements at a premise or event in scope?

The Bill places the requirement on the person who has control of the premises; this is usually the operator or occupier. It also places a requirement for co-operation on those with aspects of control of the premises (e.g., the owner of a premises where not the operator) where necessary to deliver requirements.

Will this affect accessibility?

These changes should never compromise accessibility.

How will Martyn’s Law be enforced?

The Regulator will monitor compliance and advise premises within scope. The Regulator will have the tools to address non-compliance, including investigatory powers and monetary sanctions.

How will the Home Office ensure this doesn’t create undue burden on businesses?

The Home Office have consulted with the business community and this is integral to their approach. Government has carefully considered the impact on premises and events that may be captured. This includes ensuring requirements are proportionate whilst achieving better public security, and without placing undue burden on responsible persons. However, it is reasonable that many premises and events should take appropriate and proportionate measures to protect their staff and the public.

Is there support for this legislation?

Seven in ten respondents to the [Protect Duty consultation](#) agreed that those responsible for publicly accessible locations should take appropriate and proportionate measures to protect

the public from attacks. This [18-week consultation](#) closed on 2nd July 2021 and received a total of 2,755 responses from a wide range of participants across the UK.

The [Manchester Arena Inquiry Volume One Report](#) strongly recommended the introduction of a legislative requirement to improve the safety and security of public venues.

Figen Murray and the Martyn's Law campaign team have tirelessly campaigned for the introduction of new legislation. Their efforts have helped the Government to raise awareness of this important issue.

Our engagement on the proposals, how they impact those in scope and how we can work together to improve public security continues with a wide range of stakeholders.

How will my business or organisation be supported on Martyn's Law?

Dedicated guidance and support will be provided for Martyn's Law, to ensure that those in scope have the required information on what to do and how best to do it. As part of this approach, the Home Office will expand the support available to those responsible for delivering security in public venues.

ProtectUK is a central, consolidated hub for trusted guidance, advice, learning and engagement with experts in security and Counter Terrorism. It serves as the 'go to' resource for free, 24/7 access to the latest information on protective security and is regularly updated with new engaging content and increased functionality.

What about premises/events run by charities and volunteers?

Charities, community groups and social enterprises own and operate a broad range of premises (museums, national trust and other sizeable public premises) and often host or operate events. Recent attacks demonstrate that terrorists may choose to target a broad range of locations. It is therefore right that we bolster the UK's preparedness for and protection from terrorist attacks, through the implementation of requirements proportionate to the overall level of risk.

The proposals for places for worship are different to other premises in scope. All places of worship will be placed within the baseline tier, regardless of their capacity, barring a small cohort across all faiths that charge a fee for admission. This is in recognition of the existing range of mitigation activities delivered and funded by Government to reduce their vulnerability to terrorism and hate crime.

Will Martyn's Law apply to all of the UK?

Yes. The legislation will apply across England, Wales, Scotland and Northern Ireland, as national security is a reserved matter for the UK Government.

When will this legislation be introduced?

Following the conclusion of the consultation process, the Government will introduce the Bill to Parliament as soon as parliamentary time allows.

Equality Impact Assessment (EIA) Initial Screening Form

Name of the Policy, Procedure, Practice or Proposal being screened:

Business Resilience

Provide a brief description of its purpose:

Guidance and arrangements for actions relating to a critical incident

Are there controls in place to monitor the uniform application of this practice? (if no please explain below)

Yes	No
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Does the policy or process have the potential to affect a particular group disproportionately in either a positive or negative way? Please provide comments with supporting evidence:

If you have identified a medium or high equality impact please complete the following, otherwise leave blank. Add additional comment below the questions as necessary.

Are there any other policies or practices that need to be assessed alongside this screening?

Yes	No
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Should the policy or practice proceed to a full Equality Impact Assessment?

Yes	No
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If the answer to the above question is no, please give the reasons for this decision:

If a full impact assessment is required, please give the date by which it will be completed

(Note – If you have assessed a negative impact as high, you must seek advice and conduct a full EIA on a high priority basis)

Declaration:

We are satisfied that an initial screening has been carried out and a full Equality Impact Assessment [~~is~~ / is not] required at this time.

(If a full EIA is required, a template form is available within the EIA Guidance Notes which must be read before completing a full EIA).

Manager:

Signature: Alison Davies

Date: 31 Jan 2024

Countersigned

Signature: David Warnes

Date: 31 Jan 2024