Introduction

Emergencies and critical incidents do occur. It is our responsibility to have a plan in place for everyone from Directors to Employees to Learners to follow.

For the purpose of this plan:

- **An emergency** is an event, actual or imminent, which:
  - involves or affects learners or employees
  - endangers or threatens to endanger life, property or the environment; and
  - requires a significant and coordinated response.
  E.g. fire, bomb threat, firearms incident, hazardous materials spillage, prolonged loss of a utility (e.g. water or power), natural disaster (floods, extreme weather).

- **A critical incident** is an incident in which there is a high likelihood of traumatic effects. A critical incident evokes unusual or unexpectedly strong emotional reactions, which have the potential to interfere with the ability of the individual, group or system to function either at the time or later.
  E.g. an accident causing death or serious injury, learner or employee suicide, major vandalism, sexual assault, or intruders who cause harm to people or damage to property.

Vision Training (North East) Limited recognises that it is not possible to plan for every possible emergency or incident that might arise, for the purpose of this plan we have therefore grouped them into three levels:

**Level 0 – Localised Incidents**

Localised Incidents are defined as disruptive to routine but not an immediate threat to life or well-being.

Examples:
- Severe weather problems
- Services – power, gas, water cut off
- Failed heating system
- Flooding or other weather damage
- Fallen trees
- Water leak
- Vandalism
Emergency and Critical Incident Plan

1. VTNE Premises

These types of incidents will require appropriate action by the Emergency Lead and Area Emergency Coordinators, including a decision as to whether or not to close a VTNE premise for a limited period of time. See plan

2. Other Premises where assessment is carried out

Vision Training (North East) employees will be compliant with that premises/organisations procedures for emergencies/incidents. Once it is safe to do so employee to contact Vision Training (North East) Limited’s Emergency/Incident with full details and to receive instructions.

Level 1 - Localised Emergencies

Localised emergencies may include any unexpected event which is likely to disrupt the normal functioning of the assessment centre. These are likely to be critical incidents involving a real threat of, or actual injury or death, where urgent and significant other agency support is needed.

Examples:

- A deliberate act of violence, such as the use of a knife or firearm
- A fire
- A hostage situation
- The destruction or serious vandalising of vision training premises
- Gas leak.
- The death of a learner or employee through natural causes or accidents
- A transport-related accident involving a number of learners and/or employees resulting in death or serious injury
- Civil disturbances and terrorism
- Large clusters of localised human to human viral infection – epidemic potential.
Emergency and Critical Incident Plan

Major emergencies may affect whole communities and typically involve the County Emergency Planning Department. A serious incident in the local community which could have a significant impact on the Assessment Centre, closure may be necessary dependant on the nature and proximity of the emergency.

Examples:
- Serious road or rail accident or spillage
- Aircraft crash
- Factory explosion
- Terrorist action
- A more widespread disaster in the community
- A Flu epidemic or viral infection leading to national alert

Emergency and Critical Incident Lead and Coordinators

**Emergency Company Lead**
Name: Carol Doherty
Designation: Operations Director
Contact Details
Mobile: 07718 204 308
Tel: 01642 673 255
Address: 12 Yarm Road, Stockton-on-Tees, TS18 3NA

**Emergency Co-ordinator - Teeside & Durham Area**
Name: Beth Breary
Designation: Team Leader
Contact Details
Mobile: 07809 294 156
Tel: 01642 673 255
Address: 12 Yarm Road, Stockton-on-Tees, TS18 3NA

**Emergency Coordinator - Yorkshire Area**
Name: Jack Doherty
Designation: Team Leader
Contact Details
Mobile: 07817 118 829
Tel: 0113 2379 637
Address: McCarthy’s Business Centre, Enterprise House, Education Road, Leeds LS7 2AH
The Company Emergency Lead is responsible overall for the company’s response to an emergency or critical incident, however they will be supported in the first instance by the area coordinators and by the other directors.

Coordinators will take key roles in an emergency, such as; communications, welfare, media management and resources, supported by the safeguarding/prevent lead, pastoral/welfare lead and the Business Support Manager.
Emergency and Critical Incident Plan

**Incident / Emergency Occurs**

Emergency Lead (EL):
1. Make an assessment of risk identifying:
   - Degree of damage (if applicable)
   - Likely period of disruption
   - Consequence for Premises
   - Danger to learners, employees or others
2. Allocates a level to the emergency/Incident

Area Co-ordinator (AC) ensures:
The safe evacuation of learners and employees affected, uses sign in sheets to check all evacuated (as applicable, See also evacuation points).

**Plan Management of Incident/Emergency**

Plan service continuity looking at:
- Employee/Learner needs
- Premises available
- Employee availability - numbers

EL/AC: Set up Communication Arrangements for employees, learners and to deal with any potential media coverage

**Instigate Recovery Plan**

EL instigates a Recovery Plan Meeting with Directors, Managers, Team Leaders. Team develops Long Term Plan and discusses lessons learned. Goal to return to normality as soon as possible

**Communication Channels**

EL & AC provides Development Manager (DM) with information for website visiontrainingnortheast.com > About us Tab > Emergency Incident Notification Page Website page kept up to date.

AC contacts all employees via text informing them to check website for current information on the incident/emergency and actions needed.

**Assembly Points (if applicable)**

**Stockton Premises**
Evacuation Point 1 - Front Car Park
Evacuation Point 2 - Aldi Car Park, 104 Yarm Lane, Stockton, TS18 1LQ
Await EL/AC for check off and instructions
Evacuation Point 3 - Home or other safe area
Text AC/EL with location and to specify safe

**Leeds Premises**
Evacuation Point 1 - Side Car Park
Evacuation Point 2 - The Primrose Public House, 280 Meanwood Road, Leeds. LS7 2HZ
Await EL/AC for check off and instructions
Evacuation Point 3 - Home or other safe area
Text AC/EL with location and to specify safe
## Emergency & Critical Incident Plan

<table>
<thead>
<tr>
<th>Emergency Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Person responsible for updating this plan:</strong> Development Manager</td>
</tr>
<tr>
<td><strong>General</strong></td>
</tr>
<tr>
<td><strong>Head of Centre:</strong></td>
</tr>
<tr>
<td><strong>Emergency Lead:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Teeside Area</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office</strong></td>
</tr>
<tr>
<td><strong>Emergency Coordinator:</strong></td>
</tr>
<tr>
<td><strong>Other Key-holder(s):</strong></td>
</tr>
<tr>
<td><strong>Address:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yorkshire Area</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office</strong></td>
</tr>
<tr>
<td><strong>Emergency Coordinator:</strong></td>
</tr>
<tr>
<td><strong>Key-holder(s):</strong></td>
</tr>
<tr>
<td><strong>Address:</strong></td>
</tr>
</tbody>
</table>

Employees, learners and others can track the incident via:
- www.visiontrainingnortheast.com under the about us tab > Emergency/Incident Notification Page.
- http://visiontrainingnortheast.com/?page_id=2480
- Facebook: Vision Training North East

### Plan Activation

The plan will be activated under the following circumstances.
- On activation of the fire alarm.
- On receipt of a telephone call/text by the emergency lead or coordinator.
- On being informed of a bomb threat.
- On being informed of an external threat.
- On being informed of an intruder on site.
- On being informed of a sudden suspicious illness on site.
- On receipt of information that the head of centre considers the plan to be activated.

| Date of issue: | 15.03.2016 |
| Version Number: | 1 |
| Review Period: | 3 yearly or Change of contact info and/or change of contact names |
Evacuation Routes and Assembly Points:

<table>
<thead>
<tr>
<th>Premises</th>
<th>Stockton</th>
<th>Leeds</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Follow emergency exit signs in buildings</td>
<td></td>
</tr>
<tr>
<td>Assembly point 1 – where it is safe to evacuate to an area adjacent to the premises. Await EL/AC for signing in sheet check off and instructions</td>
<td>Front Car Park of the building</td>
<td>Side Car Park of the building</td>
</tr>
<tr>
<td>Assembly point 2 – If the area adjacent to the premises is unsafe but general area is safe. Await EL/AC for signing in sheet check off and instructions</td>
<td>Aldi Car Park, 104 Yarm Lane, Stockton, TS18 1LQ</td>
<td>The Primrose Public House, 280 Meanwood Road, Leeds. LS7 2HZ</td>
</tr>
<tr>
<td>Assembly point 3 – If the local area is unsafe. Text AC/EL with location and to specify safe, watch website and Facebook for instructions.</td>
<td>Home or other safe area outside of the local area.</td>
<td></td>
</tr>
</tbody>
</table>

Offsite – employees are to make themselves aware of evacuation and assembly points for any building they are using when on VTNE business and are responsible for ensuring the safety of learners in the event of an emergency or critical incident.

First incoming telephone point: 01642 673255 0113 2379 637

In all premises, if no access for learners: Assessors to text all their learners to say assessment centre is closed to learners until further notice; to rearrange meetings due to take place in the closed premises and to remind learners of the Emergency & Critical Incident Notification page on the website.

Loss of premises:

<table>
<thead>
<tr>
<th>Short term arrangements, 1 to 10 days:</th>
<th>Homeworking for all employees, sessions organised for libraries.</th>
<th>Assessors to work from home, office processes from Stockton Premises.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long term arrangements, over 2 weeks:</td>
<td>Short term rental of suite of offices for admin processes and training room. If premises to be unavailable long term, move the whole centre to new offices</td>
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# Emergency and Critical Incident Plan

## Contact information – employees, learners and emergency services

| Contact details of employees (inc. emergency contact information as supplied) and employee responsible for keeping information up to date: | Personnel paper files in Stockton office – Head of Centre (Liz Place)  
Shared drive: Spreadsheet (Employee Contact Information) under personnel accessible by administrator and emergency team only - Business Support Manager (Gemma Readman) |
|---|---|
| Contact details of learners (inc. emergency contact information as supplied) and employee responsible for keeping information up to date: | Brown files in Stockton office – Business Support Manager (Gemma Readman)  
Shared drive - Spreadsheet (Learner Spreadsheet) on front page  
General Manager (Leeds): Jack Doherty |
| Emergency contact details for emergency services and institutions: | Emergency Services: Fire, Police, Ambulance: 999  
University Hospital of North Tees 01642 617617  
Hardwick, Stockton on Tees, TS19 8PE  
Leeds General Infirmary (LGI) - 0113 243 2799  
Great George St, Leeds LS1 3EX  
St James’s University Hospital - 01132 433 144  
Beckett Street, Leeds, West Yorkshire, LS9 7TF |

## Services:

<table>
<thead>
<tr>
<th>Premises</th>
<th>Stockton</th>
<th>Leeds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water cut off valve:</td>
<td>Under the sink in the downstairs kitchen</td>
<td>1st floor next to key card entry system</td>
</tr>
<tr>
<td>Gas mains valve:</td>
<td>Kitchen cupboard</td>
<td>Basement</td>
</tr>
</tbody>
</table>
| Electric meter: | 1. Downstairs ladies’ toilets lobby  
2. Front door lobby | 1. Cupboard next to reception  
2. Top of the stairs on the 1st floor |
| Loss of water supply: Short term arrangements, 1 to 5 days: | Bottled water to be purchased.  
Chemical toilets in back car park, sessions to be organised in employer’s premises or libraries | Landlord to organise toilet provision.  
Bottled water purchased, sessions to be organised in employer’s premises or libraries  
Water machines to be in position.  
Chemical toilets in back car park |
| Loss of electric supply: Short term arrangements, 1 or 5 days: | Assessors to work from home and sessions to be organised in employer’s premises or libraries  
As above – Short let office for admin/printing of resources for learners and other business critical documents | Assessors to work from home and sessions to be organised in employer’s premises or libraries  
Printers to be organised for assessor’s / learner’s resources and other business critical documents to be supplied by Stockton office. |
| Loss of gas supply: | Purchase of electric heaters for all occupied rooms | Purchase of electric heaters for all occupied rooms |
### Severe Weather events:

<table>
<thead>
<tr>
<th>Event</th>
<th>Action and Precautions</th>
</tr>
</thead>
</table>
| **Flooding:** | - Go to [www.environment-agency.gov.uk/floodline](http://www.environment-agency.gov.uk/floodline) to access information and advice.  
  - Listen to local BBC radio for information on road closures.  
  - All employees are only to drive if safe to do so and are not to attempt to pass through moving water.  
  - Emergency Lead/Coordinators and employees to pass on road conditions to Development Manager to share on the website. |
| **Heat wave:** | - In order to safeguard employees that could be especially vulnerable to heatwave the Emergency Lead/Coordinators need to be made aware of any employees that:  
  - Have a serious chronic condition (especially heart or breathing problems)  
  - Have serious mental health problems  
  - Are on medications that affect sweating and temperature control  
  - Flexible working should be used and employees should try to schedule meetings (especially observations with learners that involve vulnerable people), to avoid the hottest part of the day 11:00 and 15:00. Cold water should be carried at all times, especially when driving long distances and employees to wear loose cool clothing.  
  - In VTNE premises, blinds to be left closed at all times to reduce the effects of the sun. |
| **Snow:**     | - Steps to premises and emergency exit areas to be salted either by VTNE or the premises landlord.  
  - Employees to provide themselves with longer driving times between appointments and to only drive if it is safe to do so. VTNE recommends carrying a sleeping bag, spade, liquid and food if snow is expected and employees need to drive their vehicles  
  - Assessors to carry out administrative work from home if unable to leave home due to unsafe road conditions; assessors to notify learners in good time if meetings need to be cancelled. |
| **Severe Gales** | - Employees and learners are advised to take care when driving on exposed routes such as bridges, or high open roads, delay journeys or find alternative routes if possible; Slow down and be aware of side winds. Driving in severe gales should only be undertaken if really necessary and advice should be taken from the met office [http://www.metoffice.gov.uk/](http://www.metoffice.gov.uk/). Similarly, be careful if walking outside, staying away from buildings and trees wherever possible. |
## Emergency and Critical Incident Plan

### Other events:

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Action</th>
</tr>
</thead>
</table>
| Loss of Communications                        | - Telephones: move to mobile phones, divert office phone to a mobile no, ring BT and they will divert phones.  
- Mobile Phones: Assessors to access learner phone numbers from shared drive - Learners spreadsheet; employees contact details available on shared drive (shared with directors; business support manager; development manager).  
- Website: share incident information on Facebook  
All forms of communication down would signify a major incident, if safe to do so all employees to meet at 1. Stockton Premises at 9:30 the day after communication went down to receive instructions. If that premises is unavailable then 2. Leeds Premises at 11:00 the following day. |
| Deliberate act of violence: Bomb threat or act of terrorism: Hostage taking | - Phone: 999 in all cases. Make yourself and any learners safe and await emergency services.  
- Inform Emergency Lead and/or Emergency coordinator who will coordinate with emergency services and keep everyone informed.  
Post incident the Emergency Lead will consider use of counselling services for employees and learners affected/involved. |
| Death or serious injury at premises           | - Phone 999 in all cases  
- Inform Emergency Lead and/or Emergency coordinator who will coordinate with emergency services and keep everyone informed.  
Death: Emergency Lead/Coordinator to provide the police with the person’s emergency contact information.  
Serious Injury: Emergency Lead/Coordinator to contact the person’s emergency contact with information on where the person has been taken by the emergency services.  
Post incident the Emergency Lead will consider use of counselling services for employees and learners affected. |
| Large clusters of localised human to human viral infection – likely Epidemic | - Employees to work from home Emergency Lead/Coordinator to keep all employees informed.  
- Short term cancellation of meetings with learners may need to be considered. |
| Prolonged Emergency                           | - Teaching and learning can continue using employee premises and libraries. All resources are kept on a backed up computer and the shared drive on Office 365.  
If learner portfolios are destroyed, the company will negotiate with the awarding body to allow the tracker sheets to be allowed as evidence of learner’s progression for their qualification.  
Temporary offices will be rented to carry on business processes  
In the event of a national emergency that affects the ability of the company to provide its services learners will be placed on hold and will be able to resume their qualification once the national emergency is resolved. |