



# BL TRAINING CRISIS MANAGEMENT POLICY

POLICY LEAD (SMT Member)	Mrs. Julie Ritson
REVISION STATUS (Annual)	2 <sup>nd</sup> August 2021
VERSION STATUS (V)	<i>We reserve the right to update this policy if any changes in legislation or ESFA update deems it necessary, a numbered 'Version' would be used to ensure the up to date copy is issued.</i>
ANNUAL REVIEW DATE	1 <sup>st</sup> August 2022
APPROVED BY COMPANY DIRECTORS	Mrs. Julie Ritson and Mrs. Gail Dalton-Ayres 

# **Crisis Management Policy**

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## 1. Introduction

1.1 For this policy, a crisis is defined as:

***'A sudden, unexpected event that is distressing to learners, staff and the BL Training community. An incident becomes critical when the disruption is on a scale beyond the normal coping capacity of BL Training and may require the assistance of the emergency services and/or Borough Council.'***

1.2 This policy cannot deal with all eventualities that might threaten the BL Training environment. A crisis affecting a training environment can occur either within the provider grounds or outside the provider premises.

1.3 The following are examples of events that could trigger emergency procedures:

- A serious accident involving young people and BLT staff
- A violent intrusion onto BLT premises either in person or through arson or a bomb
- Denial of access to training premises
- The release of a hazardous substance near or on a BLT premises
- Severe weather, such as, floods, snow, high winds, extreme storms.
- Events which result in higher-than-normal absences (e.g., infectious diseases such as Covid, meningitis or influenza)
- The death of or major injury to a learner, staff member, governor (whether accidental or otherwise)

1.4 Incidents can occur

- During and out of training hours
- On and off BLT premises
- Within the local community involving learners from BLT
- On transport arranged by BLT for training purposes
- In another country/part of the UK

1.5 BLT will use approved taxi firms in each area when transport is needed. Ensuring they have safeguarding in place and staff have DBS checks. Staff should not transport any learners in their car for insurance purposes.

1.6 Other associated documents are.

- Safeguarding Policy
- Risk Management Strategy
- Health and Safety Policy

## 2. Aims and Objectives of this Policy

2.1 To prevent/minimise the loss of life/injury to all learners, staff, and visitors.

2.2 To swiftly inform emergency services and relevant organisation.

2.3 To take control of the incident until the emergency services arrive, thus minimising stress and discomfort.

2.4 To swiftly carry out measures to ensure actions by others following the original incident do not further damage BLT, its learners, or staff.

2.5 To fully support learners and staff following an incident so that they can return to fully participating in education at BLT as soon as possible.

## 3. Roles and Responsibilities

3.1 Director Julie Ritson is Emergency Director contact and Judith Speed as Emergency Manager in her absence. All staff have access to telephone numbers to contact directly in the event of a crisis.

3.2 Director Julie Ritson is responsible for dealing with any press if this is required.

## 4. Emergency Management Team

Director - Julie Ritson In the absence of Julie Ritson Director – Gail Dalton-Ayres	In overall control of the incident. Responsible for the immediate management of the incident. Responsibilities will involve liaising with personnel, emergency services, council, press, local community.
Operational Manager – Judith Speed	Responsible for learners and staff along with Area and Centre Managers.
Area Manager – Ange Davenport	Responsible for supporting with communicating if needed with parents, employers, and the community by differing forms of communication tools.

## 5. Types of Emergencies

### 5.1 In BLT:

- Accidents or deliberate acts of violence
- Fire or explosion
- A learner or member of staff taken hostage
- Bomb or a suspected bomb discovered
- Health - Medical Condition or Infectious Condition, e.g., Meningitis or Influenza
- Serious gas or water leak
- Death or severe injury of a learner or members of staff

### 5.2 Offsite:

- The death of a learner or member of staff either by accident or natural causes
- Transport-related incident to learners or staff which result in hospitalisation
- Severe weather: e.g., snow, storms etc.
- A terrorist act which results in injury or death
- Pandemic

## 6. Preparation

6.1 To minimise the effect of any emergency, BL Training will thoroughly prepare to ensure that all emergencies are dealt with smoothly and efficiently, with the minimum of stress to learners, staff, and bystanders.

6.2 The establishment of an Emergency Management Team will be one of the first be taken. The Director and key staff will participate in relevant training provided either by the DfES or other appropriate specialist organisation.

- Our plan will support and be consistent with the Borough Council's emergency planning strategy
- We will consult with all relevant emergency services to ensure our plan is robust

## **7. Implementation**

7.1 The plan will be discussed with key staff within the plan to ensure they are fully aware of their roles and responsibilities.

7.2 A staff meeting, or part of a staff development session will be allocated to share this with all staff.

7.3 Training is considered for appropriate staff about some of the main types of the incident below, including bereavement counselling.

7.4 Support for staff and identification of ways of obtaining it will be considered.

7.5 A senior member of staff will be nominated to review and update the plan regularly.

7.6 A central location will be identified to keep a hard copy of the plan and details of who should have access to the plan and emergency contact details.

7.7 H&S leads will be nominated to ensure emergency information is always up to date.

7.8 Current lists of contact phone numbers will be available in hard and electronic versions – both staff and student details.

7.9 Director Julie Ritson and nominated staff will keep a copy of the current plan and all contact details at home, as emergencies can happen when the training academies are not occupied.

7.10 All staff will be instructed not to give interviews or comments to the media. We will ask staff to direct all media enquiries to the Director, Julie Ritson.

## **8. Emergency Resource Bag**

8.1 An emergency resource bag should be prepared and stored centrally, which contains:

- Contact numbers for all learners, staff, and key organisation, Emergency Planning Team etc.
- List of learners who have medical conditions/ copies of risk assessment saved in HS file on Quality Manual
- Registers
- First-aid kit and, if available, medication for learners with medical conditions. All learners risk assessments held on Dropbox

8.2 To be located centrally, securely, and clearly signposted. Arrangements for it to be brought out for every emergency will be made.

## **9. Communication**

9.1 The importance of having clear lines of communication to all stakeholders and external agencies, including the media, must not be underestimated.

9.2 All staff have access to private and direct mobile numbers, so they can be used in the event of an emergency.

9.3 All information should be factual when briefing staff, salons, and learners i.e.

- Time and location of the incident
- Numbers of learners and staff involved (no names)
- Summary of action taken

9.4 Staff should not be drawn into speculation, stick to the facts. Provide the time of the next update at the end of each bulletin.

9.5 Media personnel should be placed in a room separate from learners, staff, and parents to manage media access to these groups.

Contact numbers.

Emergency Team – Julie Ritson 07889010792/Judith Speed 07889010806

999 – Fire department

Police Anti-Terrorist Hotline – 0800 789321

Cleveland - Email- [prevent.contest@cleveland.pnn.police.uk](mailto:prevent.contest@cleveland.pnn.police.uk) - Phone- 01642 302028 or 101

Northumbria -Email- [specialbranch@northumbria.pnn.police.uk](mailto:specialbranch@northumbria.pnn.police.uk) - Phone- 101 Ext 63854

Durham - Email- [ctsa@durham.pnn.police.uk](mailto:ctsa@durham.pnn.police.uk) - Phone- 0191 3752234 or 101

## **10. Staff mobile phones**

10.1 If BLT have to be evacuated, mobile phones will be needed.

10.2 All staff have access to private and direct mobile numbers, so they can be used in the event of an emergency.

10.3 The numbers of these phones and those of the private direct line should be entered the memories of the phones when first purchased, to ensure ease of contact.

## **11. Learners' mobile phones**

11.1 Learners must be strongly discouraged from the use of mobile phones to ring parents or others.

## 12. Local radio stations

12.1 In the event of an emergency, we will make full use of local radio stations to communicate effectively with all families and other stakeholders.

12.2 [www.bbc.co.uk/connectinginacrisis/index.shtml](http://www.bbc.co.uk/connectinginacrisis/index.shtml)

## 13. Emergency Cascade System

13.1 If BL Training cannot be opened for whatever reason, utility failure, severe weather, etc., an emergency cascade system should be used.

13.2 Starting with the Director at the top of the cascade the information to Managers who in turn will communicate a message to all staff. In a very short time, all members of staff will have received a clear message about the status of BLT.

13.3 The message would be communicated to all learners and employers. Any appointments missed will be rescheduled.

## 14. Policy Review

14.1 Responsibility for reviewing this policy rests with the Emergency Team.

14.2 This policy will be reviewed annually and will be amended in line with current best practice and changes to DfE and HSE policies.

## 15. Transport for Learners

17. Newcastle – Dean Taxis Ltd – 0191 4444444 (Staff are DBS checked)

18. Stockton – Royal Cars 01642 666666 (Staff are DBS checked)

19. Durham – A to B 0191 3888883 (Staff are DBS checked)

20. Sunderland - Station taxis (Staff are DBS checked)

21. Darlington – United 01325 381999 (Staff are DBS checked)

## 16. Health and Safety

Centre	Emergency Meeting Point	Nominated First Aider	First Aid Kit Location
Darlington	Old Yard Tapas Bar 98 Bondgate, Darlington DL3 7JY	Louise Ions	Colour Room

Newcastle	Central Arcade's Newcastle upon Tyne NE1 6EG	Joanne Knowles	Admin Office
Stockton	Melissa's Coffee Lounge, 21 Dovecot St, Stockton-on-Tees TS18 1LH	Claire Pattinson	Reception

## Appendix 1

### Online Resources

[www.ukresilience.info/](http://www.ukresilience.info/)

A central reference point for all organisations to use in connection with any concern or threat.

[www.preparingforemergencies.gov.uk](http://www.preparingforemergencies.gov.uk).

Another useful site for information.

[www.metoffice.uk/weather/uk/uk\\_forecast\\_weather.html](http://www.metoffice.uk/weather/uk/uk_forecast_weather.html)

This site provides authoritative information on all aspects of the weather.

## Appendix 2

### IMMEDIATE TO LONG TERM TASKS IN THE EVENT OF A DEATH

#### A. ACTION: IMMEDIATELY

- (a) Obtain as much information about the state of the emergency
- (b) Alert the Director, Julie Ritson
- (c) The Director, Julie Ritson will activate the emergency management team

#### B. ACTION: WITHIN THE FIRST FEW HOURS

- Carry out a quick appreciation of the immediate responses required
- Select and set up control arrangements to manage the incident and ensure learners and staff in BLT are safe

#### C. ACTION: WITHIN HOURS

- Call a staff meeting to give information
- Sensitively inform learners – in small groups if possible
- Arrange a debriefing meeting for all staff involved in the incident
- Arrange a debriefing meeting for all learners involved in the incident

#### D. ACTION: WITHIN THE NEXT FEW DAYS; IT COULD BE LONGER

- Facilitate support for high-risk learners and staff
- Attend/organise funerals, services, memorials

## **E. ACTION: AS SOON AS POSSIBLE FOR AS LONG AS NECESSARY**

- Decide and agree on a range of responses and support measures
- These have the potential to run for several weeks or months
- Refer affected learners and staff to appropriate counselling

### **Appendix 3**

#### **ARSON**

##### **Prevention Strategy**

BL Training completes a Fire Risk Assessment, which will include the possibility of Arson.

A comprehensive site security review will be completed every year, or at a shorter time, if the situation dictates, due to changes in the building. This survey will consider.

- Unauthorised entry into BLT buildings which will be minimised by ensuring all doors and windows are secure, emergency lighting is adequate, and an effective intruder alarm system is fitted
- Procedures are applied to ensure that access to any combustible material is strictly limited
- Procedures to 'close-down' BLT are applied after each day as appropriate
- Procedures to minimise fire risk e.g. storing bins away from the walls of BLT is applied after each day as appropriate

In line with Government advice, any instances of suspected arson will be reported to all parents, to inform and equally stress the dangers of arson.

BLT Fire Safety Policy is applied and reviewed annually.