

Emergency, Disaster and Incident Plan (Response Procedure)

Introduction

An Emergency is classed as serious and imminent danger to the health of residents and/or staff, a risk to safety or serious damage to buildings. This Plan works to minimise disruption and prevent worsening of the situation.

This Plan is designed to:

- provide guidance and direction in the event of an emergency situation;
- safeguard property;
- facilitate the early restoration of a building service;
- protect the operation and reputation of the company; and
- provide guidance on when to implement a major incident emergency response.

This Plan includes a system of escalation from on-site staff or Housing Management Officer involvement, to a full crisis management team depending on the circumstances of the incident. Unipol is available 24 hours a day - outside of normal office hours, an external security company respond to tenant enquiries and they are trained to deal with emergencies and the procedures to take.

In all cases, the staff attending the emergency will communicate with, and be directed by, the emergency services in attendance until those emergency services relinquish control of the situation.

Although the Plan concentrates on responding to reasonably foreseeable incidents, they are flexible enough to form the basis of a response to any unpredicted scenario.

Incidents and emergencies are categorised depending on severity, and the escalation procedure and categorisation is shown below in Appendix 1.

The Plan

When the on-site staff or the relevant Housing Management Officer is notified of any incident that constitutes an emergency or disaster, they will:

- i. Ensure there is no immediate danger to themselves or to tenants;
- ii. Make an assessment of the severity of the incident. They will decide if the incident can be contained and dealt with by emergency services (for example, an accident where a tenant is taken to hospital and is being cared for by others). In reaching this decision, the member of staff may choose to attend the site of the incident.
- iii. Determine if backup staff are required to attend to help deal with the incident and the aftermath, or if they can deal with this as an operational incident which does not require escalation. Any operational matter dealt with out of hours, by the out of hours security staff, is recorded on the Security Reporting System which is monitored by the Senior Housing Management Officer, the Housing Manager, the Assistant Chief Executive - Housing, and the Tenancy Support Officer, who will ensure follow-up action is arranged if required.
- iv. Contact backup staff if needed (the crisis management team). A plan of action and specific duties will be allocated to staff by the most senior member of staff in attendance. This will include: support to the emergency services, support to directly affected tenants, support to other tenants within the vicinity, support to staff attending, contact with third parties (such as family members, flatmates etc as appropriate to the situation), and assessment of building works necessary to make the area safe and secure.

The Chief Executive will be informed of the incident once an assessment has been made of the severity, if the crisis management team are mobilised.

NOTE: Staff Contact Details can be found in Appendix 2.

NOTE: Unipol staff have access to PPE and bio-waste cleaning kits.

Dependant on circumstances, other external agencies will also be involved, including (but not limited to):

- the institution of the tenant (where a student is adversely affected by the incident);
- University of Leeds Security Services may be involved to offer assistance (where the tenants or buildings affected are connected to the University);
- The Community Medical Officer would be involved where the incident included a communicable disease;
- The Chair of the Board may be informed (either at the time of the incident, or the next working day, depending on severity).
- If a tenant is hospitalised, a member of staff would attend the hospital to update them on the progress of the incident, ensure they have means of communication (i.e. providing a phone charger if necessary), ensure they have return transport to their accommodation (or temporary accommodation in the event of building damage), and provide contact details for support services they could access. If the tenant could not receive visitors, that member of staff would ensure the hospital personnel have the relevant details to pass on.

Following any emergency incident, a detailed report will be provided to the Officers of the Board reporting the incident, actions and outcomes.

Post Incident Review

Any emergency incident is reviewed by the Assistant Chief Executive - Housing, the Housing Manager and the Tenancy Support Officer, and any further action required is arranged.

This document is reviewed annually by the Health and Safety Review Group.

Appendix 1

Escalation Framework and Risk Categories

Category 1: Low impact, “everyday” issues that don’t have a reputational impact– These should be notified by the responsible staff member to their line manager – *i.e. from a Housing Management Officer to the Assistant Chief Executive - Housing.*

RISK CATEGORY 1	INCIDENT
Category 1	Loss of localised heating / hot water – centralised plant
Category 1	Non HSE reportable accident – Employees
Category 1	Non work related accidents – Students / Visitors
Category 1	Antisocial behaviour within LL residence
Category 1	Low level localised flood or fire incidents
Category 1	Non notifiable redundancy programme
Category 1	Employment tribunal on grounds of unfair dismissal
Category 1	One-off incidence of failure to comply to employment law – holiday pay, pension legislation/ visa-right to work legislation etc
Category 1	One off data protection claim or allegation
Category 1	IT system disruption of internet and server based delivery to customers and corporate systems
Category 1	Social media reporting of views on random issues
Category 1	Lift entrapment under 1 hour
Category 1	Loss of utility supply-site wide under 1 hour of any length
Category 1	Failure of localised drainage system
Category 1	Lift entrapment between 1 and 4 hours
Category 1	Loss of utility supply - site wide in excess of 1 hour
Category 1	Loss of site wide heating / hot water
Category 1	Escape of gas or fumes
Category 1	Criminal behaviour involving drug use and sale, theft
Category 1	Inappropriate employee behaviour – No media risk
Category 1	Death in accommodation through natural causes

Any person being injured triggers escalation to category 2.

Category 2: Medium impact, medium visibility. Taken individually these events may not trigger a significant reputational issue, but if enough of them occur, or one of them worsen – could be damaging to the asset/brand and reputation.

RISK CATEGORY 2	INCIDENT
Category 2	Reportable Dangerous Occurrences to HSE under the RIDDOR Regs
Category 2	HSE Reportable accidents – Employees
Category 2	HSE Reportable work related accidents – Students / Visitors
Category 2	HSE Reportable Occupational Diseases – Employees
Category 2	Claim for injury – EL1 Insurance- Employee
Category 2	Claim for injury – PL1 Insurance- Student / visitors / members of the public
Category 2	Detection of legionella (water borne bacteria)
Category 2	Death in accommodation through suicide
Category 2	Recurring Antisocial behaviour within/around residence resulting in injury

Category 2	Persistent localised flood or fire incidents making accommodation/operations in operable for any period of time longer than a day.
Category 2	Regular company failure or systems failure to protect data in line with DPA
Category 2	Major IT system disruption impacting customers or corporate systems for longer than 4 hours.
Category 2	Persistent social media commentary on an issue – residence, member of staff, corporate operating practice
Category 2	Threat or receipt of legal notice threatening or initiating an action that could cause reputational damage

Category 3: High-profile incident, high impact event, illegal activity or incident of bodily harm of tenants/staff. This should be escalated immediately to the crisis management team.

RISK CATEGORY 3	INCIDENT
Category 3	Death in accommodation through violence
Category 3	Criminal behaviour involving serious injury arising from drug use, theft, rape, gang violence
Category 3	Major flood/fire incident with major damage to building and need to re-house students for a longer term
Category 3	Public dissemination or media exposee of major data protection failure of customer records, financial data, company procedures etc
Category 3	Major IT crash that is irrecoverable in less than 48 hours
Category 3	Terrorism event or threat of terrorist event that requires emergency procedures or vacation of building for longer than 24hours
Category 3	Outbreak of communicable diseases as per communicable disease policy.
Category 3	Explosion as a result of gas escape or failure of a plant and equipment
Category 3	Inappropriate employee behaviour – Media risk identified

Communication Level	Housing Management Officers	Assistant Chief Executive - Housing (or other relevant member of Senior Management Team)	Officers of the Board	Communication
Category 1	X	X		Internal reporting only.
Category 2	X	X	X	
Category 3	X	X	X	Telephone/Email with Crisis Management team. Reported to Officers of the Board to communicate to its internal team as required.

NOTE:

- In all cases, if a direct line manager is not available or cannot respond then the matter should be escalated to the next in line *i.e. if a Housing Management Officer cannot reach the*

Assistant Chief Executive - Housing then they should go directly to the Deputy Chief Executive or the Chief Executive

- Crisis Management Team includes the Housing Management Officer, the Assistant Chief Executive - Housing (or other relevant member of the Senior Management Team), Senior Housing Management Officers, the Development Manager, the Tenancy Support Officer, the Deputy Chief Executive and the Chief Executive - all of who are on call.

Links to other procedures and policies:

<http://www.unipol.org.uk/footer/governance/corporate-documents-unipol-board/health-and-safety-policy-for-housing>

<https://www.unipol.org.uk/getattachment/Advice/Unipol-Tenants/Tenancy-Support-1/Health-Matters/communicable-Diseases-Procedures.pdf.aspx>