

Major Incident Plan

Contents	Page
1. Major Incident Plan	2
2. Major Incident Room	8
3. Guidance for Major Incident Coordinator	9
4. Major Incident Team Responsibilities: Flowchart	11
5. Major Incident Protocols:	13
a) Staff incident <i>Including death on campus and multiple staff deaths (on or off campus)</i>	
b) Student incident <i>Including death of a student of multiple deaths; student formally reported as missing; potentially fatal illness/injury on or off University property</i>	
c) Incident impacting on the physical estate <i>Including loss of University building or complete loss of LMW campus (through severe weather or otherwise), power outage, situation requiring all-site evacuation (e.g. bomb threat)</i>	
d) IT infrastructure failure <i>Including loss of main server or all servers</i>	
e) Incident with reputational impact ¹ <i>Including visitor death or multiple visitor deaths on University property, criminal behaviour of employee or student.</i>	
f) External threat <i>Including terrorist threat or acts of war</i>	
g) Contagious diseases <i>Such as meningitis, Pandemic Flu</i>	

Appendices

Local Major Incident Plan template

¹ This Plan acknowledges that the majority of major incidents will have the potential for reputational impact.

1. Major Incident Plan

1. Aim and Objectives

This Major Incident Plan provides a framework for managing the University's response to an event that poses a significant threat to people, property, reputation or service delivery and which require special measures beyond the day to day to restore operations to normal.

The overarching aim of the Plan is to mitigate the impact of major incidents on the University's core business and to facilitate community recovery and the restoration of normal services. Within that, key objectives are to:

- protect staff, students and visitors;
- secure the University's infrastructure and facilities;
- resume core business activities as soon as possible;
- maintain the University's good reputation.

The Plan defines the roles and responsibilities of key staff members, provides guidance for all employees on the University's response to a major incident, and establishes procedures for the implementation, testing and review of the Plan.

Local Contingency Plans and checklists held by Faculties and Directorates support the Major Incident Plan and are reviewed/updated on a regular basis to ensure currency.

In the event of a Major Incident, due to the importance of quick and effective decision making, the Major Incident Team have the power to make, or require the making of, urgent decisions that would under normal business circumstances be asked of a Committee. The Team also have the power to over-ride Faculty/Directorate local contingency plans where necessary.

2. Types of Incidents

Major incidents can be emergencies that require immediate action, however they can also have a slower trajectory or emerge from less serious incidents therefore allowing for a more considered response.

A *major incident* is one that involves serious injury or death, is likely to seriously impact on the University's operations or could seriously affect the University's reputation. An incident can range from the death of a student or employee, an allegation of sexual impropriety, a serious fire, flood or power outage affecting critical buildings or systems, to acts of terrorism. A major incident can also result from a non-University event, such as flooding or emergency services disrupting movement in and around the University due to a hostage situation or fire in the vicinity.

This differs from a *relatively minor or local incident* causing no serious physical threat to personnel or property which may result in a limited disruption of services or have impact within a Faculty or Directorate only, involve no legal ramifications and pose no threat to the reputation of the University, e.g. a small fire in one area or localised power outage. Such incidents are managed by reference to Faculty/Directorate Local Incident plans.

3. Activating the Major Incident Plan

On being notified of an incident, the Chief Operating Officer, as Major Incident Coordinator (MIC) for the University, will decide whether it is to be regarded as a Major Incident. On many occasions the seriousness of a situation will be obvious, however in others, such as those involving University reputation, the position may be less clear. Where time and circumstances allow the MIC will gather available information about the incident to inform his/her decision on whether to call the MIT together. In their absence, the MIC or Vice Chancellor will nominate a member of the MIT to be the acting MIC.

4. Major Incident Team Function

A meeting of the Major Incident Team will be convened in the event of any major incident or if there is a high risk of a local incident escalating.

The MIT is responsible for minimising risks to people, property and reputation and ensuring business continuity. This will usually involve:

- Identifying risks and assessing the likely scale, duration and impact of the incident
- Responding to the immediate operational and strategic implications of the incident
- Establishing the University's priorities in responding in a timely way to the incident
- Allocating resources to enable the agreed response
- Coordinating internal and external communications
- Liaison with external agencies
- Planning for community recovery
- Standing down the team and returning to normal operations

It may be necessary to establish sub-groups of the MIT to manage particular aspects of an incident or to co-opt individuals with particular expertise.

5. Major Incident Team Roles and Responsibilities

The Major Incident Team (MIT) comprises senior representatives of key organisational areas who will manage the University's response to a major incident. The primary membership of the MIT is as follows:

- Chief Operating Officer – **Major Incident Coordinator.**
- Director of Marketing and Student Recruitment
- Director of Estate Management and Development
- Director of Student and Staff Services
- Director of Information Learning Services
- Registrar and Secretary to the Board of Governors
- PA to Chief Operating Officer - MIT Support Officer

To ensure effective coordination and communication, members of the MIT must nominate alternates at the outset should they be unavailable for a period of time or for MIT meetings. Others with particular experience, knowledge or expertise may be invited onto the Team if determined appropriate by the MIC in light of the incident being managed. For example, where the incident affects or has the potential to impact on a student and/or group of students, the relevant Dean of Faculty will join the Team.

Whilst it is not necessary for the Vice Chancellor to be a member of the MIT, as he/she is ultimately responsible and accountable for University activity and incidents, the MIC will ensure the Vice Chancellor is kept engaged and fully informed as a matter of priority. The Vice Chancellor has primary responsibility for liaising with the Board of Governors and representing the University in the media.

The following list of responsibilities is not intended to be exhaustive. It aims to outline the primary areas of expertise and contribution of members of the Major Incident Team. All members will contribute to the implementation of business continuity and community recovery plans as necessary. All members will develop and maintain incident response checklists and procedures for their area of responsibility.

a. Major Incident Coordinator

The Chair of the Major Incident Team, in consultation with members of the MIT will:

- decide if and when a Major Incident Team response should be initiated
- lead and coordinate MIT meetings and the University response
- keep the Vice Chancellor fully engaged and informed
- ensure rooms are equipped for major incident coordination.
- delegate specific actions and ensure they are completed
- authorise the establishment of a Major Incident Team coordination centre if required
- approve emergency spend which is outside of usual budget limits
- ensure records are kept
- provide advice in relation to the University's insurance provision and ensure engagement with the University brokers, insurers and loss adjusters as required.

b. Director of Marketing and Student Recruitment²

- Coordinates internal and external communication.
- Set up a media and press briefing centre (if required)
- Monitors media reports and social media commentary and liaises with media.
- Provides regular updates to Chair and members of MIT regarding local and national media coverage.

c. Director of Estate Management and Development

- Provides operational support to emergency services
- Ensures buildings are safe and infrastructure services are functioning
- Manages termination of services and repairs to buildings and infrastructure
- Liaises with utilities companies and implements remedial works.
- Identifies and facilitates alternative accommodation and work spaces.

d. Director of Student and Staff Services

- Coordinates campus, residential, and student support services response for affected staff and students (and families as appropriate)
- Coordinates the security response, including liaison with emergency services and control of building access
- Ensures the coordination of evacuation and/or redirection of people and traffic
- Provides advice on health and safety issues
- Ensures support to staff and anticipates employment issues including provision of staff and emergency contact details for the Police and emergency services
- Manages accommodation, mail, cleaning, and transport response
- Manages emergency telephone systems and plans for recovery
- Ensures liaison point for the Chaplaincy
- Manages access to employee records
- Manages industrial relations, including briefing trades unions, where appropriate
- Facilitates contact with friends and families of affected staff and students

² For external communication purposes, the Director of Marketing and Student Recruitment may be the nominated University spokesperson and their job title altered to reflect this.

e. Director of Information Learning Services

- ensures ICT services are functioning
- In the case of an IT outage, plans for re-establishment of services and makes arrangements for alternative provision of priority services,
- Ensures maintenance of Library services or establish essential services from an alternative location
- Advises on issues of technological resilience and recovery
- Advised on issues of information security

f. Registrar and Secretary to Board of Governors

- Advises on the potential impact for all Registry-related processes (e.g., student progression, assessment and achievement; the academic calendar; timetabling; SITS; appeals, complaints and student discipline; changes to programmes of study and the management of quality and standards) both in general terms and for individual student(s)
- Oversight access to University student records as required
- Authorises release of student information
- Advises on governance issues and information provided to Governors
- Advises on potential implications of academic regulations and appropriate procedures to follow if exceptions required
- Secures advice on legal issues as necessary

g. MIT Support Officer

- Maintains an up-to-date list of the mobile telephone numbers of the members of the MIT. Ensures Security also has the list.
- Co-ordinates the administrative support, communications, room and equipment required by the MIT
- Keeps an accurate record of all decisions made, actions taken and costs incurred during the incident
- Maintain a dynamic risk register and ensures that all relevant documentation is available either electronically or in hard copy
- Ensures that all of the 'house-keeping' needs of the MIT are met

h. Co-opted Members

In the event of student death or other incident having the potential to significantly impact on students the following will usually be co-opted as members of the Major Incident Team:

- Deputy Director of Student Services
 - Assesses student needs and provides support to affected students and families
 - Facilitates contact with friends and families of students affected
 - Establishes recovery room if required
 - Liaises with Chaplaincy in relation to student and staff services
 - Liaises with local services
- Dean(s) of Faculty
 - Coordinates communication and support for students & staff in the faculty and anticipate academic implications
 - Advises on the potential impact on teaching and learning activities
 - Ensures continuity of Faculty operations by implementing the necessary response.
 - Ensures academic continuity by implementing the necessary response.
 - Monitors the practical and emotional needs of staff and students and seeks assistance to meet these if required.
- Students' Union President
 - Liaises with Students' Union
 - Provides intelligence re student needs and concerns
 - Facilitates and coordinates student volunteers
 - Contributes to communication of key messages to students

Consideration will also be given as to whether to invite certain specialists/advisors to MIT meetings either on a one-off or continuous basis to assist with communication and coordination of activity. Such individuals could be the University's Health & Safety Advisor, Chaplain or Security Officer.

Depending on the severity and breadth of impact of the incident, it may be necessary to co-opt the Deputy Vice Chancellor and/or Pro Vice Chancellor. This will be given due consideration by the MIC when convening the first meeting of the MIT.

6. Major Incident Team Operation

Any student or staff member, upon discovering or being notified of an incident, should call the University's Security Team on **ext: 6444** or **01904 876444**. In the event of phone lines being down the Security team mobile number should be phoned on **07885 201182**.

On receiving notification of an incident, Security Staff will contact the Major Incident Coordinator. If the Major Incident Coordinator cannot be contacted, one of the following should be contacted:

- Director of Student and Staff Services
- Director of Estate Management & Development
- Registrar & Secretary to the Board of Governors

In the event of the MIC convening the MIT members will be contacted by telephone or email depending on the nature of the emergency and the response required.

Contact details are included within the Emergency Call-Out Directory maintained by Security. This call-out list is reviewed and updated on a regular basis. Members of the MIT and their deputies are required to inform the MIC of any change in their contact details or availability which may impact on their capacity to participate as a member of the MIT.

When called upon in an emergency situation, all members of the MIT must attend meetings unless away from the University and unable to do so. If any member of the MIT is unable to attend they or the Major Incident Coordinator (MIC) should nominate an approved deputy.

A Major Incident room will be identified and equipped for major incident coordination.

7. Major Incident Plan Implementation and Testing

Members of the Strategic Leadership Team will each be provided with two copies of the Emergency Plan – one to be retained in the office, the other for home use. Copies of the Plan will also be held at the Security office.

A copy of the Plan will be provided to the Students' Union and other external organisations with a presence on the University's campuses and local Emergency Services as appropriate.

Specific training will be provided for members of the Major Incident Team. Desktop and live simulations of incidents will be conducted on an annual basis to test the efficacy of this Plan.

This Plan will be reviewed annually by the Strategic Leadership Team and revised as necessary. Responsibility for the maintenance, revision and dissemination of the Emergency Plan lies with the Chief Operating Officer.

8. Post-event Evaluation

Following any major incident, the MIC will be responsible for ensuring the evaluation and debrief of the effectiveness of the University's response. A meeting of the Major Incident Team will be called including any members co-opted for the purposes of managing the incident. The team will:

- evaluate the effectiveness of the procedures and performance in those departments who were involved in the incident
- evaluate the timeliness of our actions
- record any problems in relation to practice, communication or availability of physical/finance/staffing resource
- reflect on any learning in terms of whether the incident could have been avoided or whether steps could be taken to mitigate impact should a like incident happen again
- record any changes needed to local Faculty/Directorate plans to ensure a more efficient response if a like incident occurs again.

The Major Incident Team Support Officer will formally record the evaluation and notify relevant parties of follow up action needed.

In addition, arrangements will be made to meet with the people who were affected by the incident for debriefing purposes and to make sure everyone is OK and supported. Support may need to be on-going for a period of time for some.

2. Major Incident Room

The Major Incident Room (MIR) is the control room for the implementation of the University's Major Incident Plan. It is the role of the MIT Support Officer to identify the room.

1. Locations

The following YSJU locations have been identified as appropriate to be used (depending on availability) in the event of a Major Incident:

- Holgate, EX103 (Chief Operating Officer's office)
- Quad South 205 (Dean of Faculty of Arts office)
- St Anthony's House, SA102 (Director of Estates Management & Development office)
- Seminar room, Haxby Road

Holgate EX103 is the preferred location and another room will only be used if this is inaccessible due to the Major Incident. The room at Haxby Road is a last resort and will only be used if all other locations are inaccessible.

In the unlikely event that both Haxby Road and Lord Mayor's Walk are inaccessible, an alternative venue will be identified in discussion with external organisations (e.g. CYC) as necessary. A room in one of the University's halls of residence may be used.

2. Equipment

The above locations have been chosen as by the nature of their use they have access to basic equipment needed in the event of a Major Incident:

- Phone line
- PC and printer
- Stationary items
- List of phone numbers for all MIT members

They are also conveniently located for photocopying facilities. The presumption is that all members of the MIT will have mobile phones and mobile IT devices to support the work of the Group. To support this, the rooms will be equipped with:

- Mobile phone and equipment chargers

3. Call Centre

In the event of a focused call centre being required, this will be managed by the Reception Manager and located in Holgate. In the event that Holgate is not accessible, the call centre will be located in Fountains.

3. Guidance for Major Incident Coordinator

a. On notification of Incident

- Establish facts as known
- If incident on University property, ensure affected area has been secured by Security and Emergency Services contacted as appropriate. If necessary, ensure danger areas have been evacuated
- Establish, if appropriate, if all staff, students and known visitors accounted for.
- Ensure Reception/Switchboard are made aware of incident
- Decide whether to invoke the Major Incident Plan

Where an incident occurs that has the potential to become a major incident, the MIC will inform all MIT members to be on alert and available.

b. In event that Major Incident Plan is invoked

- If appropriate, identify Major Incident Room and Major Incident Team Support Officer to ensure appropriate equipment, IT and communication systems.
- MIT Support Officer to contact Major Incident Team to call to meeting

c. First Meeting of Major Incident Team

- Brief the MIT on the nature of the Major Incident. Establish the facts:
 - What's happened/what do we know
 - When did it happen
 - Who is affected/has the potential to be affected (including the names of deceased, injured if appropriate and known)
 - Are any students/staff particularly vulnerable
 - What actions taken so far
 - Has there been/is there likely to be external interest (media, HSE etc.)
 - What is social media saying
 - Can business be continued
- Identify whether further information is needed.
- Agree on the 'type' of incident as detailed in the Major Incident Plan
- Agree who needs to attend Team meetings, including co-optees and experts.
- Confirm roles and responsibilities on the MIT.
- Ensure individuals access their local plans
- Agree alternates for MIT members
- Decide what needs to be done (if anything) in relation to:
 - Property (obtain building plans if needed)
 - IT systems
 - People
 - Communications: who needs to know what's happened internally and externally?
- Agree:
 - Immediate/priority actions needed to contain the incident and ensure the welfare of people
 - Medium term actions
 - Longer term actions
- Agree timescales
- Allocate responsibilities amongst MIT
- Agree frequency of meetings
- Do a final check to make sure everything has been considered.

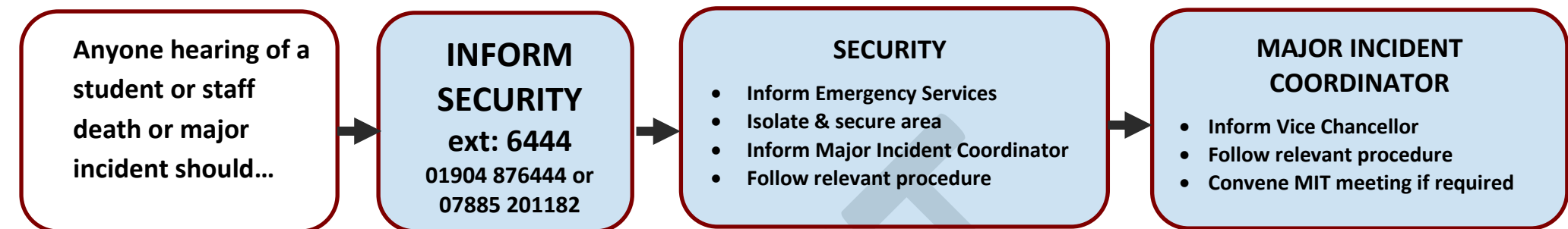
d. Managing the Incident

- Co-opt other members as required.
- Ensure an accurate record of events and decisions is kept by the Support Officer
- If the incident becomes protracted, the MIC should consider using nominees to allow MIT members to rest and attend to welfare issues.

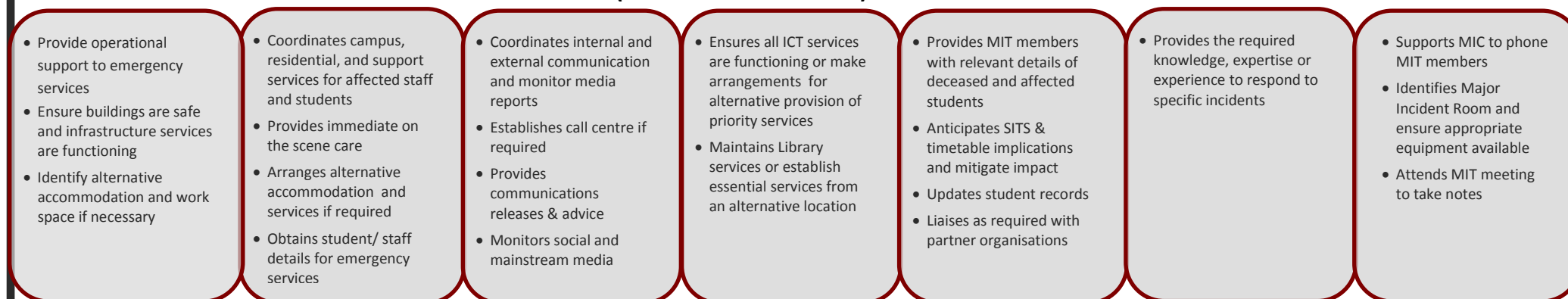
- Ensure all matters are being picked up and good flow of communication. Reflect on:
 - are there any students or staff who are particularly vulnerable;
 - how is business continuity being affected;
 - are we engaging effectively with external agencies, e.g. emergency services;
 - are we engaging with/supporting effectively families, as appropriate
 - is additional support required for the MIT;
 - is the Incident Room resourced appropriately
- Decide when the MIT can cease to operate.
- Agree process for post-event evaluation and debriefings.

4. Major Incident Team Responsibilities: Flowchart

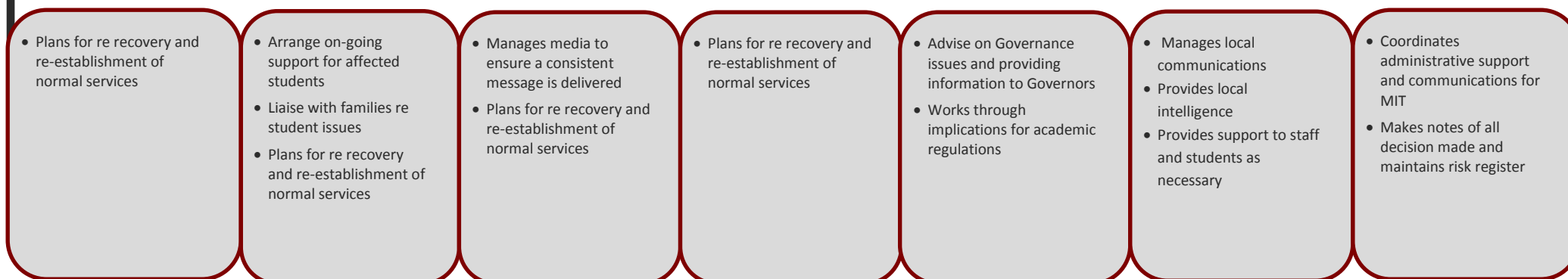
Major Incident Plan – Action to be taken by Major Incident Team members



IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow own incident checklist



LONGER TERM ACTIONS (DAY TWO ONWARDS) - Begins with MIT meeting to review and plan.



5. Flowcharts

MAJOR INCIDENT COORDINATOR

- Lead the Major Incident Team
- Keep Vice Chancellor informed
- Monitor ongoing response to incident and manage risk

EXTERNAL CO-OPTEEES

STAFF INCIDENT – ACTION FOR RESPONSE TEAM MEMBERS

DIRECTOR STUDENT STAFF SERVICES

DIRECTOR MARKETING

REGISTRAR

DIRECTOR ESTATES

DIRECTOR ILS

CO-OPTEE: DEAN/DIRECTOR

IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

- Obtain personal and next of kin details
- Liaise with police/authorities as necessary
- Inform Dean/Director
- Inform Reception Manager in case of queries
- Liaise with HSA if incident on site
- Inform Chaplain

- Establish if Media interest
- Monitor social media
- Manage any press contact

Stand Down, but continue to monitor the situation and reflect on any interventions required of the directorate

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- Inform employee's line manager
- Inform senior colleagues
- Support line manager in informing colleagues
- Identify immediate support needs and essential

LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

- Ensure colleagues and students (if app) can access welfare support
- Arrange counselling for students/ staff who witnessed incident (if appropriate)
- Liaise with next of kin; address contractual issues
- Liaise with Chaplain re quiet space in Chapel and service arrangements

- All staff message (with DoSSS)
- Manage external interest
- Prepare press statement if required

Continue to monitor and reflect on any additional contribution required from the Directorate.

Continue to monitor and reflect on any additional contribution required from the Directorate.

Continue to monitor and reflect on any additional contribution required from the Directorate.

- Inform students (I/A)
- Arrange support for staff & students with DSSS
- Manage employee's email & post
- Manage ongoing local communications
- Manage comms with external partners
- Remove staff member from YSJ web /literature

MAJOR INCIDENT COORDINATOR

- Lead the Major Incident Team
- Keep Vice Chancellor informed
- Monitor ongoing response to incident and manage risk

EXTERNAL CO-OPTEES

SU President: Identify if link to SU/If know close friends; provide support; monitor social media (liaise with DoM)

STUDENT INCIDENT – ACTION FOR RESPONSE TEAM MEMBERS

DIRECTOR: STUDENT STAFF SERVICES

DIRECTOR MARKETING

REGISTRAR

DIRECTOR ESTATES

DIRECTOR ILS

CO-OPTEE: DEAN OF FACULTY

CO-OPTEE: HEAD OF STUDENT

IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

- Inform Dean
- Inform Chaplain
- Liaise with police/authorities as necessary
- Liaise with HSE if incident on site
- Inform Reception Mgr
- Notify Residential team if necessary

- Coordinate internal & external comms
- Manage any press contact
- Monitor social and mainstream media

- Suspend student record if required

Stand Down, but continue to monitor the situation and reflect on any interventions required of the directorate

- Ensure Service Desk in FLC are briefed and refer any enquires to marketing

- Notify personal tutor and other colleagues
- Arrange for students to be spoken to (with HSS)
- Provide Faculty info about student(s)

- Verify student(s) name & details
- Identify next of kin
- Brief team for support
- Speak to students with Dean

LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

- Ensure staff aware of and able to access support
- Maintain communications with external authorities
- Liaise with Chaplain re quiet space in Chapel and service arrangements

- Manages media to ensure a consistent message is delivered
- All staff messages
- All student messages

- Advises on progress and award decisions, including posthumous awards if applicable
- Ensure student record set correctly
- Inform SLC if required

Continue to monitor and reflect on any additional contribution required from the Directorate.

Stand down - Continue to monitor and reflect on any additional contribution required from the Directorate.

- Communicate information to the Faculty
- Monitor support for staff and students

- Liaison with family
- Ensure ongoing support for students
- Liaise with Health Centre (I/A)
- Liaise with hospital and Coronor (I/A)

MAJOR INCIDENT COORDINATOR

- Lead the Major Incident Team
- Keep Vice Chancellor informed
- Monitor ongoing response to incident and manage risk

EXTERNAL CO-OPTEEES

INCIDENT IMPACTING ON PHYSICAL ESTATE – ACTION FOR RESPONSE TEAM MEMBERS

DIRECTOR: STUDENT STAFF SERVICES

DIRECTOR MARKETING

DIRECTOR ILS

DIRECTOR ESTATES

REGISTRAR

IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

- Identify staff affected and ensure accounted for.
- Agree immediate working plans and locations
- Arrange alternative student accommodation (I/A)

- Coordinates internal and external communication and monitor media reports
- Establishes call centre if required
- Provides communications releases & advice
- Monitors social and mainstream media

- Ensure all ICT services are functioning or make provision for alternative service for priority areas.
- Anticipate operational and academic implications.
- Ensure remote access to services and learning resources

- Liaise with Security & Emergency Services to restrict access and/or evacuate.
- Determines type and scale of building(s) affected.
- Obtains maps/plans of affected areas
- Identify alternative space available

- Provide details of Student Groups affected
- Identify teaching delivery and timetable implications

LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

- Advise on flexible working approaches strategies to ensure business continuity
- Ensure payroll arrangements
- Ensure support for staff and students as necessary

- Manages media to ensure a consistent message is delivered
- Ensure regular internal communications

- Maintains Library and other priority Services from alternative locations if necessary
- Plans for re recovery and re-establishment of normal services
- Set up online and telephone IT and Library support

- Identify alternative building arrangements.
- Engage contractors/external advisors as required.
- Manage salvage exercise (equipment etc.)
- Manage termination of services and repairs
- Liaise with utilities Co
- Ensure buildings safe and infrastructure services in place prior to reoccupation.

- Anticipates implications for programme delivery and assessment
- Monitors implications for student progress and award
- Advises on contingency procedures for assessment – seek approvals
- Secures legal advice as necessary

MAJOR INCIDENT COORDINATOR

- Lead the Major Incident Team
- Keep Vice Chancellor informed
- Monitor ongoing response to incident and manage risk

EXTERNAL CO-OPTEEES

IT INFRASTRUCTURE FAILURE – ACTION FOR RESPONSE TEAM MEMBERS

DIRECTOR: STUDENT STAFF SERVICES

DIRECTOR MARKETING

DIRECTOR ILS

DIRECTOR ESTATES

DIRECTOR REGISTRAR

CO-OPTEE HEAD OF IT

IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

- Identify staff affected
- Establish impact on Security provision and CCTV
- Establish impact on telephones
- Brief Reception so know where to direct enquiries
- Assist with student communications

- Establish impact on external relationships and determine means of communication
- Coordinate communication – staff and students
- Establish call centre if required
- Monitor social and mainstream media

- Provides details of failure and impact on operations
- Anticipates operational and academic impact
- Engages external advisors as required.

- Provide advice on Estate implications
- Ensure impact on infrastructure services are functioning

- Advise on immediate academic implications
- Liaise with external bodies affected by disruption.

- Provides expert advice on impact of failure and anticipated recovery needs and time
- Provides advice on impact on core services
- Coordinates technical staff for emergency response

LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

- Advise on staff contractual issues
- Help identify alternative working options
- Liaise with Director of Finance to secure payroll

- Ensure regular communications
- Advise on issues with potential reputational impacts

- Make arrangements for alternative provision of priority services
- Plan for re recovery and re-establishment of normal services

- Support ILS with Estate solutions to reinstate IT delivery
- Plan for re recovery and re-establishment of normal services

- Advise on longer term impact on student academic experience and impact on regulations
- Seek legal advice as necessary

- Lead team to reinstate services
- Keep MIT updated on progress and timescales

MAJOR INCIDENT COORDINATOR

- Lead the Major Incident Team
- Keep Vice Chancellor informed
- Monitor ongoing response to incident and manage risk

EXTERNAL CO-OPTEEES

If student incident - SU President: Identify if link to SU/If know close friends; provide support; monitor social media (liaise with DoM)

INCIDENT WITH REPUTATIONAL IMPACT – ACTION FOR RESPONSE TEAM MEMBERS

DIRECTOR: STUDENT STAFF SERVICES

DIRECTOR MARKETING

REGISTRAR

DIRECTOR ESTATES

DIRECTOR ILS

CO-OPTEE: DEAN/DIRECTOR of relevant area

IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

- Obtain staff details or visitor details
- Identify reason for visitor on site (I/A)
- Inform HSA (I/A)
- Inform Dean/Director
- Inform Reception where to direct queries
- Liaise with police (for non-student incident)

- Establish press interest
- Review social media
- Coordinate internal and external communications

- Obtain student and programme details
- Liaise with police if student incident

Stand Down, but continue to monitor the situation and reflect on any interventions required of the directorate

Stand Down, but continue to monitor the situation and reflect on any interventions required of the directorate

- Provide emergency contact details if visitor incident
- Inform senior colleagues and relevant staff
- Speak to students on prog (I/A)

LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

- Manage contractual issues (if staff member)
- Ensure colleagues and students (if app) can access support
- Continue to liaise with police and authorities

- Manages media to ensure a consistent message is delivered
- Monitors press and publicity around incident

- Keep Governing Body informed
- Advises Faculty re: academic regulations and Registry procedures

Continue to monitor and reflect on any additional contribution required from the Directorate.

Continue to monitor and reflect on any additional contribution required from the Directorate.

- Communicate information to the Faculty
- Monitor support for staff and students

MAJOR INCIDENT COORDINATOR <ul style="list-style-type: none"> • Lead the Major Incident Team • Keep Vice Chancellor informed • Monitor ongoing response to incident and manage risk 	EXTERNAL CO-OPTEEES <ul style="list-style-type: none"> •
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EXTERNAL THREAT – ACTION FOR RESPONSE TEAM MEMBERS

DIRECTOR: STUDENT STAFF SERVICES	DIRECTOR MARKETING	DIRECTOR ILS	DIRECTOR ESTATES	REGISTRAR
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IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

<ul style="list-style-type: none"> • Ensure Security are briefed • Ensure police are informed of threat • Arrange for search of area if safe • Support decision re staff evacuation 	<ul style="list-style-type: none"> • Establish communication means • Ensure consistent and clear communications • Manage media interest • Determine press release 	<ul style="list-style-type: none"> • Assist in evacuation of FLC • Ensure remote access to services and learning resources • Secure It systems if possible to facilitate continued communications 	<ul style="list-style-type: none"> • Organise the evacuation of the site or area of the site • Ensure relevant fire alarms are triggered • If safe to do so, ensure utilities & services which may cause further issue if damaged are shut down (e.g. by flooding/ explosion) 	<i>Stand Down</i> , but continue to monitor the situation and reflect on any interventions required of the directorate
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LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

<ul style="list-style-type: none"> • Provide advice on staff contractual issues if situation continues • Ongoing support for, and advice to, Security 	<ul style="list-style-type: none"> • Maintain regular communications • Monitor social media 	<ul style="list-style-type: none"> • Source a location for temporary learning centre 	<ul style="list-style-type: none"> • Ensure alternative accommodation or office space is available if evacuation continues 	Continue to monitor and reflect on any additional contribution required from the Directorate.
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MAJOR INCIDENT COORDINATOR

- Lead the Major Incident Team
- Notify local Consultant in Communicable Diseases Control
- Keep Vice Chancellor informed
- Monitor ongoing response to incident and manage risk

EXTERNAL CO-OPTEEES

Health Centre Manager: Provide professional advice and guidance on containing disease and preventing spread; Produce factsheets/guidance; Run briefings for students (and staff); Set up dedicated phone line

CONTAGIOUS DISEASE – ACTION FOR RESPONSE TEAM MEMBERS

DIRECTOR: STUDENT STAFF SERVICES

DIRECTOR MARKETING

REGISTRAR

DIRECTOR ESTATES

DIRECTOR ILS

CO-OPTEE: HEAD OF STUDENT SERVICES

IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

- Determines staff affected/at risk and provides guidance on absence/fitness to work.
- Ensures alternative student accommodation if required.
- Advises HAS and Chaplain
- Advise Campus Services Manager re room cleans
- Security: Restrict access to areas of campus.

- Coordinates internal and external communication and monitor media reports
- Establishes call centre if required
- Monitors social and mainstream media

- Determines students affected/programmes of study
- Advises on potential academic impact in relation to student absence

Stand Down, but continue to monitor the situation and reflect on any interventions required of the directorate

- Ensuring remote access to services and learning resources
- Ensure remote communication can be maintained for staff & students
- Assess risk & consider closure of

- Inform SAT team in relation to managing queries

LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

- Advises on flexible working approaches and recruitment/attendance strategies to ensure business continuity
- Ensure payroll arrangements
- Ongoing liaison with Consultant in Communicable Diseases Control
- Liaison with hospital

- Manages media to ensure a consistent message is delivered
- Ensures regular communications to staff and students

- Monitors implications for student progress and award
- Advises on contingency procedures for assessment – seek approvals
- Keeps Governing Body informed
- Advises on managing student absence

Continue to monitor and reflect on any additional contribution required from the Directorate.

- Set up online and telephone IT and Library support

- Ongoing liaison with Health Centre
- Liaison with hospital

Major Incident – Local Plan Template

York St John Major Incident Plan

Local Plan for: (Dir/Fac)

Type of Incident:

Local lead person:

Local person on MIT (if applic)

Local crisis team:

Crisis team alternates:

Local Actions

1. Establish Facts as known.
2. What is the Faculty's/Directorate's main role in responding to the major incident?

3. What information do you need in order to be able to respond effectively?

4. Which staff are likely to be most affected by the incident/most vulnerable?

5. (if applicable) Which students in your Faculty will be affected/most vulnerable?

6. How will local business continuity be affected?

7. What are the responsibilities of each member of the crisis team?

8. What actions do you need to take in relation to:
People (staff, students, visitors, families)

Property

Communications (internal and external)

IT systems

9. What actions do you need to take:
Immediately

Medium term

Longer term

10. How often will the local crisis team meet?

11. Who will keep a record of events/decisions?

Date when Local Plan was developed:

Date for Review:

Author: