

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.

It does not purport to prescribe precisely how Unipol should respond to all possible types of *'critical incident'*. Nor does it purport to constitute a detailed *'disaster recovery'* (or *'business continuity'*) plan.

A *'critical incident'* may be defined as:

- Any event which threatens severely to disrupt, in whole or in part, the functioning of Unipol, a building, or service, or
- Which carries the risk of significant adverse publicity (or both)

It is probably impossible to identify in advance all types of event which would constitute a critical incident. But a critical incident could occur at any time and, regardless of its precise character, would require an organised management response which is prompt, clear and effective. This Plan is intended to facilitate that kind of response.

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
- 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 Critical Incident 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.

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

Contents

1	The Plan	3
2	Risk Categories 1 – 3	4
3	Escalation framework	5
4	The Critical Incident Management Team	6
5	Communication and management information	7
6	Unipol staff contact details	8-9
7	Key external contacts	10-14
8	Category 1 – low impact incident:	15
9	Category 2 – Amber - medium impact incident:	16
10	Category 3 – Red - Critical incident	17-19
11.	Incident Aftermath - Business Continuity	20
APPENDIX A	Detailed approach to incidents	21
	Fire Action	22
	Defective Fire Alarm	24
	Fire walk chart	25
	Security Alert	26
	Security threat check list	27-28
	Counter terrorism	29
	Gas Leak	30
	Water Leak	31
	Electrical Failure & Isolation	32
	Structural Failure/Major Building Fabric Damage	34
	Flood Warning & Evacuation	35-36
	Drainage (Major) Failure	37
	Water Supply Failure	38
	Report Of Disease	39-43
	Missing Persons	44
	Missing Persons checklist	45
	Death of a Tenant	46
	Anti-Social Behaviour	47

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 staff who will ensure follow-up action is arranged if required. *Operational Procedures and guidance for staff on specific issues can be found in Section 5.*

- iv) Contact the **Critical Incident Management Team** if necessary. 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.

Post Incident Review

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

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

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2. Risk Categories

Category 1 – Low Impact Incident:

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 Team Leader. Any person being injured triggers escalation to Category 2.

Category 2 – Medium Impact Incident:

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. These should be notified by the responsible staff member to their line manager who should escalate to the Assistant Chief Executive – Housing.

Category 3 – Serious Incident

High-profile incident, high impact event, illegal activity or incident of bodily harm of tenants/staff. This should be escalated immediately to the **Critical Incident Management Team**. Such events will usually threaten severely to disrupt, in whole or in part, the functioning of Unipol, or carry the risk of significant adverse publicity (or both).

3. Escalation Framework

Communication Level	Housing Management Officers	Team Leaders	Assistant Chief Executive - Housing (or other relevant member of Senior Management Team)	Critical Incident Management Team	Chair of the Board
High - Category 3	X	X	X	X	X
Medium - Category 2	X	X	X		Internal reporting only.
Low - Category 1	X	X			Internal reporting only.

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.*

4. Critical Incident Management Team

The Critical Incident Management Team, all of who are on call, includes the Housing Management Officer for the property, plus

- The Chief Executive
- The Deputy Chief Executive
- The Director of Finance
- The Assistant Chief Executive - Housing (or other relevant member of the Senior Management Team),
- The Assistant Chief Executive – Developments
- The Assistant Chief Executive – IT and Comms
- The Housing Manager – Compliance and Logistics
- The Team Leaders
- The Tenancy Support and Wellbeing Coordinators

The Critical Incident Management Team will be chaired by the Chief Executive or in their absence, the Deputy Chief Executive.

Contact details are provided in Section 5.

5. Communications and Management Information

As part of an immediate response (at any level), Unipol through the Critical Incident Management Team needs to be able to contact individual members of staff, or groups of staff, outside normal working hours.

The main tool for securing that end is a telephone cascade system, a key feature of the Critical Incident Management Team. Under that system, the out-of-hours service holds contact details for all staff and other key resources and an accessible copy of the *Emergency, Disaster and incident Plan*.

Those contacts (and deputies when they themselves are not available) need in turn to be able at all times to contact all members of staff in their areas of responsibility.

Unipol has secure access to management information (including, for example, data on individual students) at any time and in any circumstances.

Tenant data is recorded centrally and accessible using a cloud based system Starrez and access can be made remotely by any member of the Housing Team or IT services.

6. Unipol Staff Contact Details

Critical Incident Management Team highlighted in yellow

Senior Management Team

First name	Surname	Office line	Mobile	Job title
Paddy	Jackman	0113 205 3402	07990510401	CEO
Nikki	Verity	0113 205 3415	07834 740481	Deputy CEO
Andrew	Livesey	0113 205 3416	07985 640393	ACE – IT and Comms
Elizabeth	Smith	0113 205 3403	07812 218311	Director of Finance
Tom	Hill	0113 205 3407	07541 613153	ACE - Housing
Victoria	Tolmie-Loveseed	0113 205 3404	07725 836051	ACE - Conferences
Tony	Vyse	0113 205 3409	07850 297339	ACE - Developments
Nicola	Brown	0113 205 3410	07950 230965	ACE - Hub

Critical Incident Team

First name	Surname	Office line	Mobile	Job title
Thom	Woodroff	0113 205 3401	07912 599810	Team Leader - Leeds
Laura	Cryer	0113 2053408	07951 793196	Team Leader - Leeds
Tom	Taylor	0115 9345024	07961851597	Team Leader - Nottingham
Jakub	Pietruszewski	0115 9345023	07885 744015	Team Leader - Nottingham
Katie	Morton	0113 205 3429		Housing Manager – Compliance and Logistics
Toria	Thomas	0113 205 3448	07950 486770	Tenancy Support – Leeds
Beth	Murphy	0115 934 5025	07939 817497	Tenancy Support - Nottingham

Resident Assistants

Doris Birdsall	07890219815
Garden House	07395796464
Grayson Heights	07944028325
Holborn Terrace	07394562378
Mill Street - out of hours	07889054245
Mill Street - on duty	07889054245
Oak House	07593451605
Royal Park	07590950182
Sandhill's - on duty	07885744014
Sandhill's - on call	07936948035
Student Hideout	07595782014
Security at Carlton Hill	078095562303

Portfolio - building receptions

Carlton Hill	0113 244 3799
Mill Street	0113 322 8178
Mill Street back office	0113 2444083
Grayson Heights	0113 2746481
Oak House	0113 4685919
Sandhill's reception	0115 6714130
Sandhill's office 1	0115 6714028
Sandhill's office 2	0115 6714131
Holborn Terrace	0113 2441804

Office departments

Woodhouse Lane	01132430169		Leeds
Conferences		514	Leeds
Finance	01132053423	513	Leeds
Development and IT	01132053425	515	Leeds
Housing Management	011320531414	512	Leeds
Housing Management	01159345026	626	Notts
Nottingham housing	07912527539	127	Notts
Shakespeare Street	01159345020	552	Notts
Bradford Hub	012742359899		Bradford
Bradford Hub	07590 486770		Bradford
Bradford College	01274436400		

7. Key External Contacts

Unipol Contacts

Chair of Unipol Board, Ian Robertson: i.robertson@bradford.ac.uk

Out Of Hours - Approved Contractors

Leeds		
4-Site Security Leeds		0113 200 2060
4-site mobile patrol		0113 200 2062
Ignite	Gas/Plumbing	0800 2100 632/0113 2584108
Wheatley FM	Locks/securing/leaks (Backup)	0113 287 7770
MTA Systems	Alarms (Fire/Intruder)	07831 355958
Shouksmiths (Oak House)	Locks/securing/leaks	0113 271 5651
Honeywell	Fire Alarm (Mill Street Only)	0870 240 1252 / 01162462210
KONE	Lifts	0800 652 0692
Nottingham		
Foremost security Sandhills		Site: 07714 486643 Site: 07860206882 Control: 0115 911 0213
Foremost security Cotton House		Site: 07557 436 398 Control: 08700 123 999

WPS	Fire & security (SH/NUH)	07415976043/ 01904 894 210
STR Property Services	Electrics/Plumbing (NUH)	07494 614 818 / 07492 194 808
Thyssen Krupp	Lifts NUH	0115 924 2315 / 986 8213
Grays Locksmiths	Joinery (NUH/SHillsDispersed)	0115 942 2315
KONE	Lifts (Sandhills)	0800 652 0692
Bradford		
4Site	Locks	0113 200 2062
TM West	Plumbing/Gas	07836 386 213/ 0113 2471888
Yorkshire Rose	Joinery/Minor Plumbing	07396371400 / 07710263985
MTA Systems	Alarms (Fire/Intruder)	07831 355958
Wheatley FM	Locks/securing/leaks (Backup)	0113 287 7770

Buildings Services

Water Supply Emergency	Severn Trent Water	0800 783 4444
	Yorkshire Water	0345 124 2424
Electricity Supply Emergency		105
Northern Powergrid - Yorkshire		0800 375 675 or 0330 123 0675
National Grid - Nottingham		0800 678 3105/ 0330 123 5009
Environment Agency (Floodline)		03708 506506
Yorkshire Water (Leeds & Bradford)		0345 1 242424
Severn Trent Water (Nottingham)		0800 783 4444 / 0345 604 0785
Gas Supply Emergency		0800 111 999
Health protection agency (communicable diseases)		0113 267 9041 (Out of hours) 0113 206 3283

Higher Educational Institution Contacts.

Institution	Contact Type	Name	Number/email
Leeds University	Student Issue	No named contact	0113 343 5071 - chaplaincy@leeds.ac.uk 0113 343 3927 - disability@leeds.ac.uk 0113 343 4107 - smha@leeds.ac.uk
	Major incident	Steve Sloan Head of Security	0113 343 2222 s.sloan@leeds.ac.uk
	Security	Mark Bownass Head of Security	0113 343 5494 or 0113 343 5495 (non-emergencies) 0113 343 2222 (emergencies only) security@leeds.ac.uk

Leeds Beckett	Student Issue	LBU Welfare	0113 812 8507 studentwellbeing@leedsbeckett.ac.uk
	Major incident	No named contact due to shifts	0113 812 3165/4444 (Security escalate to required contact) security@leedsbeckett.ac.uk
	Security	No named contact due to shifts	0113 812 3165/4444 security@leedsbeckett.ac.uk
Leeds Conservatoire	Student Issue	Dawn Moore	0113 222 3400 d.moore@lcon.ac.uk
	Major incident	Eleanor Moore, Director Student Experience. Security (07:00 – 03:00)	
Leeds Arts University	Student Issue	Graham Morley Director of Estates & Resources Estates	0113 2028258 graham.morley@leeds-art.ac.uk
	Major incident	Emergency Services	
Leeds City College	Student Issue		wellbeing@leedscitycollege.ac.uk
	Major incident	Not 24 hour service	No contact available. Need to ring office hours 08:30 – 18:00 0113 386 1997 Or 0800 652 0335
Nottingham Trent University	Student Issue	Jennifer Noctor Head of Accommodation	07814 974 477 jennifer.noctor@ntu.ac.uk
	Major incident	Security: No named contact due to shifts.	0115 848 6462 NTUSecurity@ntu.ac.uk
Nottingham University	Student Issue	Vikki Welch Associate Director Student Living	0115 748 6500 https://www.nottingham.ac.uk/student-services/index.aspx Vikki.Welch1@nottingham.ac.uk
	Major incident	Stuart Croy	Phone: 0115 951 3557 for Security Reception Phone: 0115 951 3013 for 24 Hour Security Control Phone: 0115 951 8888 for Emergencies ONLY Email: security@nottingham.ac.uk

Bradford College	Student Issue	Safeguarding Team	01274 088999 safeguarding@bradfordcollege.ac.uk
	Major incident	No named contact due to shifts	Security team – escalate to relevant manager. 01274 088090
Bradford University	Student Issue		01274236981 mybradford@bradford.ac.uk
Bradford University	Major incident		01274 238888 (Emergencies) 01274 236999 (Non-emergency) security@bradford.ac.uk

Local authority contacts/resources (Notts/ Leeds/ Bradford)

Leeds City Council	Dangerous Buildings/Structures	0113 378 6006 0113 376 0499 (Out of Hours) building.control@leeds.gov.uk
	Flooding	0345 988 1188 (24 hrs)
	Housing/roads/highways/enviro	0113 222 4444
	Utilities Outage	Gas – 0800 111 999 https://www.northerngasnetworks.co.uk/network-supply/gas-emergencies/ Electricity – 105 (Emergency 24 hr) https://www.northernpowergrid.com/power-cuts-map Water – https://www.yorkshirewater.com/get-in-touch/
	Safeguarding Concerns	Adult – 0113 222 4401 (Duty Team – Office Hours) 0113 378 0644 (Emergency Duty Team) edt.ss@leeds.gov.uk Mental Health Assessment 0113 378 0644 (Emergency Duty Team) Children 0113 376 0336 (Duty Team – Office Hours) 0113 535 0600 (Emergency Duty Team)
	Anti-Social Behaviour	0113 222 4402 0113 376 0337 (5pm – 3:30am)
Public Health	Infectious Diseases	0113 378 6200 FAX; 0113 336 7115

		phrc@leeds.gov.uk N.B NO OUT OF HOURS AVAILABLE.
West Yorkshire Police	Criminal Activity Victim of crime Missing persons	101 Emergency 999
Nottingham City Council	Dangerous Buildings/Structures Flooding Utilities Outage Safeguarding Concerns Anti-Social Behaviour	Tel - 0115 8764447 Contact your Building Control Services - Nottingham City Council 0800 783 4444 Emergency Service – 999 British Gas 0800 072 8625 Eon 0800 0511 480 EDF 0800 269 450 SSE 0800 622 838 Npower 080 172 6999 Scottish Power 0800 027 0072 Severn Trent Water 08457 500 500 Adults: 0300 131 0300 0115 876 1000 (Emergency Duty Team) adult.contactteam@nottinghamcity.gov.uk Childrens: 0115 876 4800 Immediate Risk: Police 999 candfdirect@nottinghamcity.gov.uk Police 999/101 https://www.nottinghamcity.gov.uk/reportantisocial
Notts City Council Emergency Activation Plan	file:///C:/_Nottingham Emergency Plan - Nottingham City Council	
Nottingham County Council		01159 154 781 emergency.planning@nottsc.gov.uk
Public Health		incidents.publichealth@nottinghamcity.gov.uk
Nottinghamshire Police	Criminal activity. Safeguarding children Missing persons	101 Emergency 999
Bradford City Council	Flooding	01274 431000 (Bradford City Council – emergency)

	Housing/roads/highways/enviro	01274 432111
	<u>Utilities Outage</u>	
	Electricity	105 (Northern Powergrid: 24 Hr number) 0800 375 675 (Dangerous outage/risk) 0800 111 999 (24 hr emergency number)
	Gas	0345 124 2424 (24 hr emergency number)
	Water	01274 431010 (Emergency Duty Team – all social care enquiries)
	Safeguarding Concerns	101 (Intoxication from alcohol/drugs/ vandalism/use of vehicles. 999 (If a crime is in progress)
	Anti-Social Behaviour	01274 376347

Medical Health Resources

Leeds NHS	Leeds General Infirmary A&E	0113 243 2799
	St James A&E	0113 243 3144 http://www.leedsth.nhs.uk/
	Mental Health Crisis	0800 183 1485 (24/7 Local Single Point of Access)
	Leeds Student Medical Practice	0113 295 4488
Nottingham NHS	QMC –	0115 924 9924
	City Hospital	0115 969 1169
	Children’s	0115 924 9924
	Mental Health Crisis	0330 3030 0165 (24/7 helpline)
Bradford NHS	Bradford First Response	0800 952 1181 (Crisis line for assessment) http://www.bdct.nhs.uk/services/first-response/
	SHOUT (Crisis service)	Txt shout to 85258 or giveusashout.org.uk

Mental Health Crisis

Mindwell information re services. (Leeds) -

<https://www.mindwell-leeds.org.uk/wp-content/uploads/2021/03/Finding-support-in-a-mental-health-crisis-August-2021-V2.pdf>

NHS choices – Notts -

<https://www.nottinghamshirehealthcare.nhs.uk/download.cfm?doc=docm93jjm4n1773.pdf&ver=1810>

Bradford - <https://www.bdct.nhs.uk/services/first-response/>

8. Category 1 – Low Impact Incident:

Many incidents are contained to a small area and can be resolved using routine local processes, perhaps supported by security.

Examples of minor or small incidents might include the use of a loss of power, localised water leak, or responding to a fire alarm activation.

Although these matters can be thought of as low impact incidents, they will be overseen by the Team Leaders who can advise on the support required and will escalate to an Amber (medium impact incident) team where necessary.

The core members of the Low Impact Incident team would be

- Housing Management Officer
- *Team Leader (if required)*
- *Tenancy Support and Wellbeing Coordinator (if required)*

General guidance to all staff on dealing with incidents

- Preserve life - Prevent worsening - Promote recovery
- Be aware of the potential dangers to yourself, your surroundings and the environment e.g. fire/smoke, body fluids
- Other people at the scene (either intentional or accidental)
- Prevent a re-occurrence - secure the area from further danger
- Escalate incidents to the Emergency Services where necessary, if they not already involved

First Aid Incidents

Should a building occupant require first aid treatment they should be accompanied to Accident and Emergency or, if more serious, an ambulance should be called. Residential staff and Housing Management staff are first aid trained so they can support emergency services.

9. Category 2 – Amber (Medium Impact Incident)

A number of major incidents affect only one building or its immediate vicinity and can often be handled and resolved locally. Such incidents are usually safety matters, often featuring a utilities problem and sometimes necessitating the evacuation of a building.

Examples include a gas leak, a flood, a power outage or a local fire.

The Housing Management Officer would be expected to escalate the matter to the Team leader or Housing Manager - Compliance and Logistics who would handle the matter through the establishment of a medium impact incident team.

The Team Leader or Housing Manager Compliance and Logistics will ensure that the Assistant Chief Executive – Housing is notified of any incident being handled so that an assessment can be made of what, if any, support is required.

The core members of the Amber (Medium Impact Incident) team would be;

- Housing Management Officer
- Team Leader
- Housing Manager – Compliance and Logistics
- *Tenancy Support and Wellbeing Coordinator (if required)*
- *Assistant Chief Executive – Housing (if required)*

For major incidents that affect only one building or its immediate vicinity and can often be handled and resolved locally within a faculty or service. The Amber Medium Impact Teams membership will be increased as necessary, depending on the nature of any particular critical incident; and, in any event, advice can also be sought from The Assistant Chief Executive – Housing, who will consult member(s) of Red (High Impact Incident) Team where necessary.

The Team Leader or other nominee will coordinate the relevant response to those minor incidents that are contained to a small area and can be resolved using routine local processes.

First Aid Incidents

Should a building occupant require first aid treatment they should be accompanied to Accident and Emergency or, if more serious, an ambulance should be called. Residential and Housing Management staff are first aid trained so they can support emergency services.

10. Category 3 – Red (Critical Incident)

A critical incident is normally characterised by the following features:

1. There are substantial threats to the safety of individuals or the fabric or reputation of the organisation; and
2. It is likely to lead to the suspension of normal operations and it follows that a critical incident is likely to require:
3. An organised management response
4. Special communications mechanisms
5. The calling out of the emergency services and that media interest is likely to be high.
Examples of critical incidents which are likely to require would include a major fire or explosion, a significant power cut, or an outbreak of a contagious disease (such as meningitis).

The Red Critical Incident Management Team has responsibility for determining, co-ordinating and managing Unipol's response to the critical incident and, where necessary, for ensuring that appropriate remedial action is taken to recover from the incident.

1. The Chief Executive will be informed of the incident once an assessment has been made of the severity.
2. The Chief Executive should be contacted on 07850 504 120. If the Chief Executive is unavailable, the Deputy Chief Executive should be contacted on 07834 740 481 or another member of the Critical Incident Management Team should be contacted
3. In the event of the Critical Incident Management Team being activated, they will convene in person or online at the earliest opportunity.

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 update them on the progress of the incident, ensure they have means of communication, 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.

This section outlines critical incident management structures and communication lines at the corporate level. In particular, it gives the composition of the Critical Incident Management Team;

sets out arrangements for the establishment of a major incident control centre; and enunciates guidance on communication lines.

The Critical Incident Management Team

Red – Critical Incident	Key responsibility
Chief Executive	Report to the Officers of the Board
Deputy Chief Executive	Tenant welfare Staff welfare 3 rd party support
Director of Finance	Legal and insurance implications
The Assistant Chief Executive - Housing	Assess situation and have oversight of incident including: building safety staff safety and tenant safety
The Assistant Chief Executive – Developments	Technical building support
The Assistant Chief Executive – Hub Services	Keep a log of events
The Assistant Chief Executive – IT and Comms	Response on social media/external comms
The Assistant Chief Executive – Standards	Press contact
The Housing Manager – Compliance and Logistics	Meet emergency responders Tenant welfare
The Team Leader	Support the Housing Management Officer Meet emergency responders Tenant welfare
Tenancy Support and Wellbeing Coordinator	Tenant welfare Staff welfare 3 rd party support
Housing Management Officer	Alert Critical Incident Management Team Meet emergency responders

Contacting the Critical Incident Management Team

Contact details for members of the **Critical Incident Management Team** appear in Section 6. Unipol Staff Contact details

1. Out of normal office hours, details of any critical incident should be conveyed to the out of hours Security Team on 01132443799 (emergencies) or;
2. During office hours details of any such incident should normally be conveyed to the Unipol on 01132430169 or, failing that, to any other member of the Critical Incident Management Team.

Initial meeting of the Critical Incident Management Team

- Following activation of the Critical Incident Management Team, the first meeting of the CIMT will include the following agenda items as necessary:
 - Situation report and formal activation of the Critical Incident Management Team
 - Liaison with external bodies as appropriate (e.g. police, other emergency services, the hospitals, public health and the civic authorities – a list of useful numbers is set out in Section 6
 - Initial assessment of the likely impact of the incident upon the functioning of the Unipol (and commencement of incident log)
 - Communication strategy, both internal and external
 - Assessment of resource implications, including any need for:
 - alternative accommodation – residential and business
 - additional staffing – impact on usual Unipol activities
 - emergency procurement arrangements and
 - equipment above and beyond that referred to in this plan.
 - Legal and insurance implications.

Critical Incident Control Centre

In the event of a critical incident, some or all of the following rooms will normally be used as the Unipol's critical incident control centre:

- Unipol Board room if the main offices are functioning
- A location/to be agreed at University of Leeds

Lines of Communication

External Communication: The Media

In the event of a critical incident, responsibility for dealing with media enquiries will lie with the Assistant Chief Executive – Standards in consultation with the Critical Incident Management Team

Assistant Chief Executive – Standards will arrange key responses from other members of the Critical Incident Management Team or give interviews individually as appropriate. As a general rule, only staff trained in media relations should give radio and television interviews.

Internal Communication

In the event of a critical incident, the Critical Incident Team will be responsible for ensuring communication as necessary with other staff. Unipol is a small organisation and depending on the nature of the incident and the number of staff to be contacted, it would either use phone or email.

In the event of a major incident, remote access to Unipol's network servers and use of the telephone system may need to be managed.

Management Information

IT is responsible for ensuring ready access to management information held centrally on its systems on the basis set out in their business continuity and disaster recovery plans.

Arrangements will be made to test the system on at least an annual basis.

In the event of a major power outage, Unipol network will run, for a limited period of time, on its battery power back-up supply.

Emergency Accommodation

The Unipol Out of Hours system keeps a central current log of all available void rooms or self-contained units that can be used in the event of a tenant/s requiring re-housing on a temporary basis.

If there is no availability within the portfolio external parties would be used.

Unipol Premier Inn Business Account

Leeds	Bradford	Nottingham
Whitehall Road 03332346551	Central 03333219237	Goldsmith St 03333211373
Leeds Arena 03333219266		Chapel Bar 03333219441
Wellington St 08715278582		Notts Arena 03333211374
Elland Road 03330031757		Castle Marina 0333211372
Headingley Hotel 03332346488		

University Accommodation Contacts

Leeds	Bradford	Nottingham

PBSA Provider Contacts

Leeds	Bradford	Nottingham

11. Incident Aftermath and Business Continuity

Information

The manner in which the immediate aftermath following a major incident is dealt with can be as important as managing the incident itself. Significant numbers of tenants could be affected and potentially without accommodation and/or there could be a significant loss of major services.

- Keep staff and tenants advised as to what is going on even if there is no new information to impart
- Ensuring that all press enquiries are routed to a person designated by the Critical Incident Management Team
- Ensuring evidence is protected and CCTV is downloaded and saved in an appropriate secure location
- Arranging for additional security, if necessary
- Ensure the University/College concerned is kept informed
- Ensuring basic needs are being met; to include access to shelter, toilet facilities, food/water, clothing, communications as soon as possible

General Guidance On The Recording and Investigation Of Incidents

Incidents should be investigated for the following reasons;

- To take steps to determine what happened and act to prevent it happening again
- To assist with the preparation of a defence in case of litigation
- Ensure all details and contact numbers of any witnesses are taken and retained

APPENDIX A - Detailed Approach To Incidents

FIRE ACTION

1. Fire Evacuation and Building Re-Entry Procedure

'Fire Action' notices are located in every property (either in individual bedrooms, in the case of a large development, or by the fire panel/communal area in a dispersed property), describing what to do in the event of a fire alarm activation or on discovering a fire.

Staff should be familiar with the information on these notices and encourage their tenants to note the information and follow instructions when needed.

If an alarm sounds where there is no fire, the alarm can be silenced and re-set by a tenant, residential member of staff or security personnel.

Any fire incident should result in a call to the fire service, and trigger the Emergency Plan as above.

Should there be a need for evacuation, the assembly points following any fire alarm activation are sign-posted at each site where this applies.

DO NOT re-enter the building until the Fire Brigade have confirmed it is safe to do so.

2. Fire Fighting Equipment

All staff must be trained in the safe use of the firefighting equipment available to them within the premises.

4. What To Do On Discovering A Fire

Instructions on what to do on discovering a fire are located on the 'Fire Action' notices located in every property.

Staff should NEVER try to tackle the fire unless they have been trained in the safe use of firefighting equipment.

3. Means of Escape

Plans of each floor of the building are located next to the 'Fire Action' signs, in each large development. These clearly show the route for escape (shown as a cross hatched area) in the event of a fire. All staff should fully familiarise themselves with these routes. Once within the route of escape, the illuminated green 'Running Man' exit signs will lead to the final exit from the building.

Lifts should not be used in the event of a fire

NOTE: A fire alarm zone chart is displayed adjacent to the main fire alarm panel located in the communal area or reception of large developments.

SITE BASED FIRE EVACUATION CO-ORDINATOR PROCEDURE

On discovering a fire (or smoke):

- Operate the nearest manual fire alarm call point
- Maintain calm and follow evacuation /stay put protocols
- Call the Fire Service by dialling 999
- Fight the fire, if safe and trained to do so

On hearing the fire evacuation alarm

- Note location of the fire from the fire alarm panel
- Call the Fire Service by dialling 999
- Await the Fire Service and direct them to the fire location
- Deploy staff to assist where necessary, if available:
- Offer support to tenants at the Assembly Point
- Assist the Fire Brigade with access
- Relay relevant information to the Fire Service
- Await all clear from the Fire Service before returning to the building
- Re-set fire alarm panel
- Ensure tenants are able to re-occupy their rooms. If room not habitable due to smoke (for example), arrange alternative accommodation

DO NOT take personal risks

DO NOT stop to collect personal belongings

DO NOT use the lifts

DO NOT re-enter the building until authorised to do so

DEFECTIVE FIRE ALARM

FIRE ALARM PROBLEMS

If a tenant calls with a problem about a fire alarm system, in the first instant check there is not a real fire. If there is, call the emergency services immediately and follow the fire plan for that property.

For fire panels in fault (sounding and not stopping) provide information on how to silence the alarm and, if required, reset it.

Call MTA Systems on 07831 355958 to respond to faults.

Information

Occasions may occur where the fire detection and alarm installation at a site is temporarily out of service. In these circumstances, a manual procedure to maintain the fire protection is required.

Action

- Contact Housing Management Officer responsible for the property
- Ensure tenants are made aware of the position and advise to take additional care
- Ensure that all relevant staff (Residents' Assistants and Housing Management Officers) are aware that the alarm is not functional and ask for extra diligence
- Arrange a temporary procedure for raising the alarm. This might be by simply shouting "fire", or by the use of battery-operated smoke detectors placed in the property. The important point is to ensure that everyone knows what the temporary alarm is, and that it can be quickly communicated through the site
- Always try the alarm by breaking the call point glass as battery backup may still sound the alarm
- In areas where people are present the detection of any fire will be easily achieved, but in the store rooms etc there is no one there to detect a fire early. For this reason a "fire watch" must be implemented. To achieve this set up a half hour walk round all parts and rooms in the community to check all is ok, but do not check inside flats unless fire is suspected. Record these checks on a simple chart with the date, time and initials of the person making the report. Out of hours security personnel are used to provide the fire-watch service on request

NOTE: Example Fire Walk Chart attached at Appendix A

Key Safety Points

- Where the property links with other premises, the temporary arrangements must be communicated to the other parties and a system of raising the alarm confirmed with them
- If a fire is suspected do not hesitate, always raise the alarm and evacuate the premises in the normal way
- Once the system is repaired ensure all staff and neighbours know that normal service is resumed
- Await the fire service and direct them to the fire location
- Deploy staff to assist where necessary
- Offer support to tenants as the Assembly Point

- Assist the Fire Service with access
- Relay relevant information to the Fire Service
- Await all clear from the Fire Service before returning to the building
- Re-set the fire alarm panel
- Ensure tenants are able to re-occupy their rooms. If not habitable due to smoke (for example) arrange alternative accommodation

DO NOT take personal risks

DO NOT stop to collect your belongings

DO NOT use the lifts

DO NOT re-enter the building until authorised to do so

Post Incident Actions

- Provide communication to tenants impacted to advise of them of the incident and actions that need to be taken
- Keep in regular contact with tenants until the incident has been fully resolved

FIRE WALK CHART

Date	Time (30 mins)	Areas checked	Signature
	09.00	All blocks	<i>Your Name</i>
	09.30		
	10.00		
	10.30		
	11.00		
	11.30		
	12.00		
	12.30		
	1.00		
	1.30		
	2.00		
	2.30		
	3.00		
	3.30		
	4.00		

SECURITY ALERT

Suspicious package

If a suspicious package or vehicle is discovered on or in the vicinity of a building, the following procedure should be followed:

- Do not touch it
- Move other people away from the object
- Inform the Police by dialling 999
- Immediately involve a member of the Critical Incident Management Team. This should be the Deputy Chief Executive in the first instance, or the Assistant Chief Executive – Housing in their absence.
- Await further instructions from the Police and Critical Incident Management Team

Telephone Threat

If any member of staff is in receipt of a telephone threat they should carry out the following actions:

Obtain as much information as possible:

- Location of the security threat
- Type of threat (e.g. bomb)
- Time set for detonation
- Description of explosive or container
- From the call note:
 - Gender of caller
 - Regional Accent
 - Age
 - Any background noises etc.

This information should be written down.

On completion of the call:

- Inform the Police by dialling 999
- Immediately involve the Critical Incident Management Team. This should be the Deputy Chief Executive in the first instance, or the Assistant Chief Executive – Housing in their absence.
- Limit the numbers of people who need to be informed of the incident to a minimum
- Await further instructions from the Police and Critical Incident Management Team

NOTE: Security Threat Call Checklist can be found APPENDIX B

Evacuation

Depending on the nature of the incident, an assessment will be made by the Police and appropriate action taken.

The action may be either to evacuate a building via a specific route and assemble at the Assembly Point, or to remain within the building in designated areas.

Staff will always take instructions from the emergency services.

SECURITY THREAT PERSON CHECKLIST

Person	Male/Female	Adult/Child	Young/Old	Age
Voice	Loud/Soft	Raspy	Pleasant	
Accent	Local	Foreign	Other	
Speech	Loud/Soft	Slurred	Stutter	
Tone	Intoxicated	Excited	Nasal	
Manner	Calm	Angry	Courteous	Obscene
Command of Language	Excellent	Good	Fair	Poor
Background Noises	Music	Traffic	Trains	Aircraft
	Children	Talking	Machinery	Typing
	Street Sounds	Office	Others	
Any Other Relevant Information				

SECURITY THREAT CHECK LIST

Key Questions	Answers
Where is it?	
When will it go off?	
What does it look like?	
What type of device is it?	
How powerful is it?	
What type of vehicle is it in?	
What is the registration number?	
Where is it parked?	
Why have you done this?	
Who do you represent?	
What is your position in the organisation?	
What is your name?	
Where are you?	
Date	
Exact Time of Call	
Time of Call Completion	
Time Police informed	
Time Incident Escalated	

Person Receiving Call Name	
----------------------------	--

COUNTER TERRORISM

The National Counter-terrorism Security Office have produced specific advice to help mitigate the threat of a [terrorist attack in crowded places](#).

The key message for the public is 'Run, Hide, Tell':

- **Run** - to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...
- **Hide** - it's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally, and only when it is safe to do so ..
- **Tell** - the police by calling 999

GAS LEAK

If you suspect a gas leak

The National Gas Emergency Service (formerly known as Transco) can be called to attend on 0800 111 999 to turn off the gas if TMWest Plumbing Services are unable to attend quick enough.

National Grid aim to attend within two hours. National Grid engineers will always 'make safe' when called to a suspected gas escape.

However, the emergency service provided by National Grid under the terms of its licence doesn't cover repairs to appliances or installation pipework which can't be completed within 30 minutes, so Unipol will employ a Gas Safe registered engineer (TM West) to complete the repairs.

Key Safety Points

Gas isolation must be carried out by trained personnel only.

Turn the gas off at the meter unless the meter is located in the cellar/basement

Open doors and windows

DO NOT use a mobile phone, use a land line to contact relevant persons.

DO NOT use a naked flame.

DO NOT turn on or off any lighting or electrical equipment.

DO NOT use a torch. It could ignite the gas.

WATER LEAK

Action

- Ascertain the cause/location of the leak
- Establish whether internal or external
- Contain the leak by isolating the local valve or by using spill socks, buckets, bins etc.
- Move or cover computers and personal property, files etc.
- Contact the Water Supply Company (See Key Contact List) if the leak is external
- Contact Plumbing & Drainage Contractor (See Key Contact List)
- Arrange for drying equipment to be provided (See key Contact List)

Key Safety Points

- Water isolation must be carried out by trained personnel only
- Beware of electrical equipment which could become live when wet

Service Restored

- Ensure water damage is remedied
- Provide dehumidifiers if necessary and ensure tenants know how to empty
- Check the next day for repair works that need to be undertaken
- Ensure flood has not affected flats or buildings nearby

ELECTRICAL FAILURE & ISOLATION PROCEDURE

Electrical Failure Action:

- Collect torch
- Ascertain the extent of the power outage
- What equipment is affected (small power, lights etc.)
- Check whether any air conditioning that serves the comms room is operating
- Check whether any persons are trapped in the lifts and escalate as necessary
- How many floors are affected?
- Is the whole building/block/site affected?
- Are the lifts affected but other power is on? (indicates a phase issue)
- Are other adjacent buildings/street lighting affected?
- Call Electricity Supply Emergency number (See Key Contact List) to ascertain if there is an external fault
- Check and ascertain if any have tripped (see reset procedure)
- Implement Emergency Plan if power cannot be restored quickly, and/or several tenants are affected
- Reassure tenants and advice other staff as to the extent of the outage

Evacuation of the building is not normally necessary during a power outage. Power back-up facilities are provided on the following equipment:

Equipment	Length of back-up (estimate)	Power back-up type
Fire alarm	24 hours	Local system batteries
Emergency lighting	3 hours	Local batteries
Smoke control vents	4 hours	Local batteries
Security systems	4 hours	Local batteries
IT equipment	1 hour	Local UPS
Lifts	None	None

If an electrical failure results in a lack of any heating to the property it would only be considered to be an emergency if there are children under the age of 5 or an elderly or sick person if there is no space heating and it is cold outside. Relocation may be considered - escalate to the Critical Incident Management Team if necessary, this should be the Assistant Chief Executive – Housing in the first instance and the Deputy Chief Executive in their absence.

Site Specific Information

Isolation of the building electrical supplies should only be undertaken in an emergency for major health and safety reasons by trained personnel only.

Service Restored:

Ensure all necessary systems are reset to normal operation, including:

- Fire alarm
- Lifts
- Security systems
- Boiler / central heating systems

- Air conditioning to the comms / server room
- IT equipment (server, PC's, email etc.)

Contact relevant Contractors (See Key Contact List) to reset equipment as required and inform tenants that normal services have been resumed.

RESETTING TRIP SWITCHES

Ask the tenant to go to where the circuit breakers are (corridor, kitchen or in a cellar). Are any switches in the 'off' position?

Ask the tenant to send a photograph so appropriate advice can be given if appropriate.

Tenants should be instructed to turn off the main power on the big switch at one end before resetting it. Some circuit breakers have a half way position and the tenant should be advised to turn off the affected circuit breaker fully and then push up to the on position.

If no circuit breakers appear to be off, the tenant should try turning off the main switch, then setting all circuit breakers to the fully off position, then restoring all switches to the on position with the main switch being last in sequence.

If switches will not stay on for more than a few seconds, tenants can be advised that if it is a "socket" circuit, to unplug all appliances before resetting.

Appliances can be used in turn to identify which one is "tripping" the circuit (usually a kettle, washing machine, TV or lamp) Tenants should never force a switch and if they cannot get the electric back in this way the repair will normally be dealt with the next working day.

Tenants should be advised to use torches rather than candles for temporary lighting.

No Electricity To A Fridge Freezer

If the socket behind the fridge freezer is off, ask the tenant to use an extension cable to a socket which is working. Loss of food is NOT an emergency.

STRUCTURAL FAILURE/MAJOR BUILDING FABRIC DAMAGE

Action

On failure / damage to the building structure eg damage to roofs:

- As far as possible and safe to do so, cordon off any unsafe areas, post appropriate hazard warning signage and enlist the assistance of others in the building to keep the danger zone clear of all people
- Contact relevant emergency service and Local Authority (See Key Contact List)
- If possible/required, evacuate all/part of the building where necessary. Await arrival of Emergency Services. Identify yourself to the person in charge and provide access as required
- Assist with orderly evacuation of the building to the Assembly Point directing tenants to use exits which avoid the danger zone
- Implement Emergency Plan as soon as it is safe to do so
- Act as liaison between the authorities and tenants until instructed otherwise by a member of the Critical Incident Management Team.

Key Safety Points

Secure the building so far as is possible to prevent unauthorised entry.

FLOOD WARNING & EVACUATION PROCEDURE

Information

Properties in Flood Risk Areas should be registered with the Environment Agency Floodline Warnings Direct. The contact details used by The Environment Agency to inform the property of a flood warning are:

T: 0845 988 1188

Unipol has limited properties within Flood Risk areas.

Site Specific Information

The following Personal Protective Equipment is stored in Unipol offices:

- Gloves
- Boots
- Goggles

Flood Warning Procedures

Staff Action

On receiving notification of flood warning from The Environment Agency or being advised that a threat of flooding is imminent:

- Enact Emergency Plan
- Contact all tenants by telephone, email or in person at each flat and advise to standby (stay in their rooms) pending further instructions
- Collect Personal Protective Equipment
- Check external drains are not blocked
- Relocate valuable equipment to upper floors
- Contact Plumbing & Drainage Contractor (See Key Contact List) and put on standby for business recovery purposes
- Await further instructions from environment agency and/or emergency services
- Escalate to Critical Incident Management Team, this should be the Assistant Chief Executive – Housing in the first instance and the Deputy Chief Executive in their absence, who will arrange an assembly point for tenants and assist with relocation if required
- If during vacation time, alert tenants to what is happening with reassurances about their possessions. Inform of a return date to the property when known.

On receiving notification to evacuate the property from the Emergency Services:

- Advise Critical Incident Management Team, this should be the Assistant Chief Executive – Housing in the first instance and the Deputy Chief Executive in their absence
- Collect essential personal belongings
- Inform all tenants by telephone or in person at each flat to evacuate using the appropriate exit route
- Isolate building utility supplies:
 - The electrical isolation point
 - The gas isolation valve
 - The water isolation valve
- Secure the premises
- Evacuate the building via designated route

- Proceed to the Assembly Point
- Remain at the Assembly Point and await further instructions.

On notification of flood warning from a member of staff, tenants should be advised to:-

- Collect essential personal belongings
- Seasonal clothing
- Money
- Mobile phone
- Medication
- Food and water
- Remain in their room and await further instructions

On notification to evacuate by a member of staff or the Emergency Services:

- Evacuate the building via designated route
- Proceed to the Assembly Point
- Remain at the Assembly Point and await further instructions.

Key Safety Points

Ensure tenants and staff do not come into contact with floodwater. Floodwaters are often contaminated with biohazards (sewage, medical waste, animal waste and carcasses) or other hazardous materials (fuels, asbestos, farm chemicals, etc.).

Beware of electrical equipment which could become live when wet.

DRAINAGE (MAJOR) FAILURE

This procedure is only relevant for Major Building Issues where a system failure affects the whole building or a block.

Staff Action

- Contact Plumbing & Drainage Contractor (See Key Contact List)
- Enact Emergency Plan.

Key Safety Points

- Works must be carried out by trained personnel or contractors only
- Be mindful of flood water contaminated by sewage and ensure Personal Protective Equipment is used if it is necessary to enter an area affected by sewage
- Escalate to Critical Incident Management Team
- Evacuate residents to a safe area if required.

The following Personal Protective Equipment is stored in Unipol offices:

- Gloves
- Boots
- Goggles

Service Restored

- Ensure all systems are reset to normal operation
- In the event of any major spillage or leak affecting the property, specialist contractors shall be called in to conduct clean up and disinfection.

WATER SUPPLY FAILURE

Information

An extended loss of mains water to all or part of the building presents a major issue for staff and tenants and could conceivably present a health hazard if it becomes impossible to provide effective sanitary provision.

Action

Establish if the failure is internal to the premises or is as a result of failure of the external mains supply.

Internal Failure

- Contact plumbing engineers (See Key Contact List)
- Escalate to Critical Incident Management Team
- Advise tenants of progress and estimated time of restoration.

External Failure

- Contact Water Company to ascertain reason for supply failure and rectification time
- Escalate to Critical Incident Management Team, this should be the Assistant Chief Executive – Housing in the first instance and the Deputy Chief Executive in their absence.
- Keep tenants informed of progress.

Action To Be Taken For Extended Failure

- Obtain supply of bottled water for distribution to tenants
- Consider obtaining portable toilets and showers if tenants cannot be relocated, or other facilities are unavailable.

Key Safety Points

- Inform the local Fire Service of the failure if the fault is an external problem
- Ensure that tenants are informed to keep taps closed shut during supply failure. Failure to do this can result in severe flooding if water is restored under pressure to open taps.

Service Restored

- Ensure all systems are reset to normal operation
- Check all taps and showers to ensure water was not left running when water was cut off.

REPORTABLE DISEASES

Information

Possible diseases that must be reported include; legionellosis, meningitis, leptospirosis, occupational dermatitis, asbestosis, hepatitis and tuberculosis.

Guidance can be obtained from the Public Health England website at <https://www.gov.uk/government/organisations/public-health-england>

Action

On receiving notification of a reportable disease:

- Follow Unipol Communicable Diseases Policy - below i
- Complete Report of Disease checklist - below ii
- Escalate to the Critical Incident Management Team if appropriate. This should be the Deputy Chief Executive, in the first instance, or the Assistant Chief Executive – Housing and in their absence.

Unipol's Communicable Disease Procedure

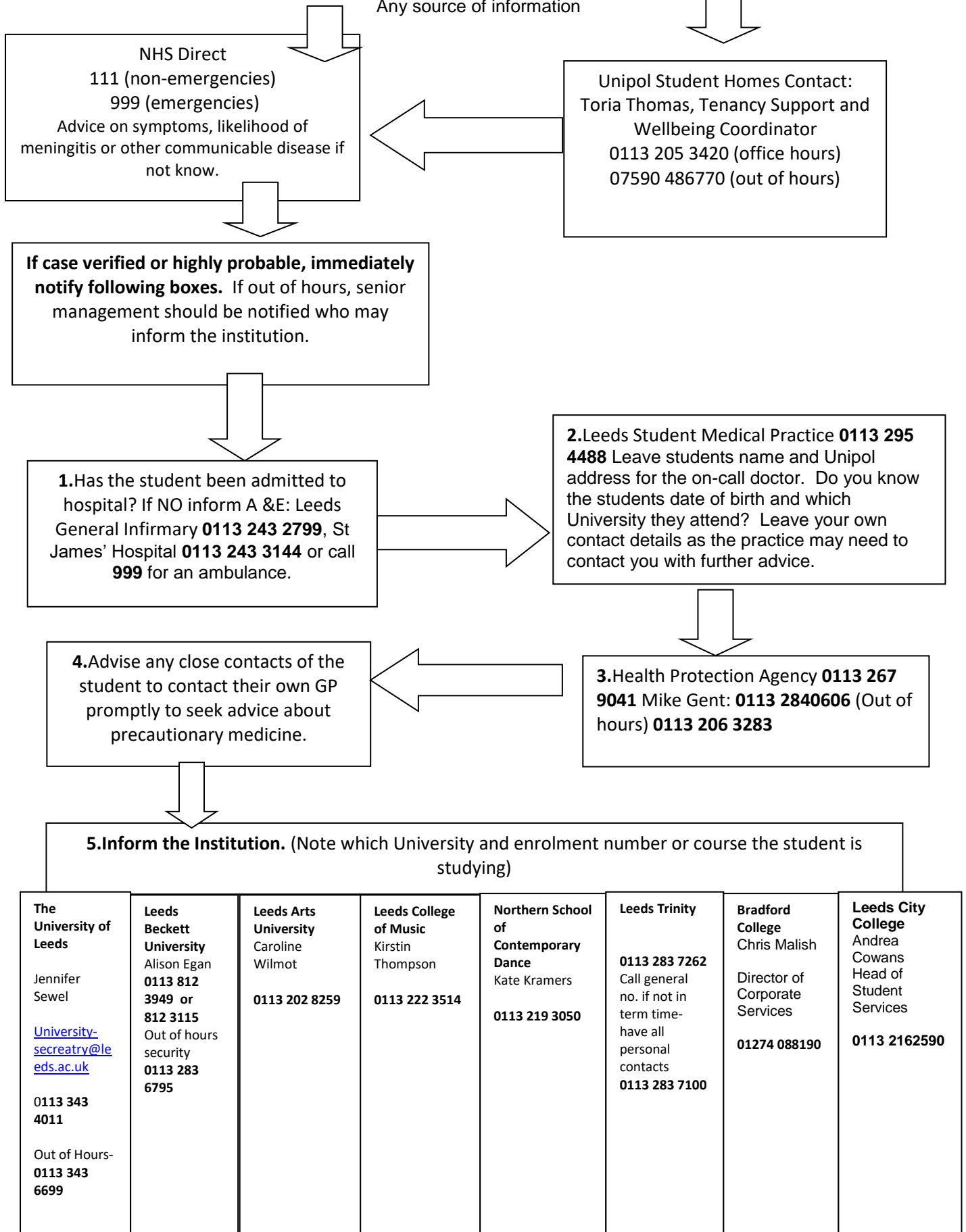
<https://www.unipol.org.uk/getattachment/Footer/Governance/Corporate-Documents-Unipol-Board/Communicable-Diseases-Procedure-Leeds/Communicable-diseases-procedure-leeds.pdf.aspx>

REPORT OF DISEASE CHECKLIST

Key Questions	Answers
Tenant Name	
What disease have they reported	
What is their flat number/address	
What are their contact details? (mobile phone number & email address)	
Has the person sought medical advice and been diagnosed with the disease	
What medical advice have they been given and by whom	
Date reported	
Time reported	
Time Tenancy Support Officer informed	
Name and contact details of medical staff involved	

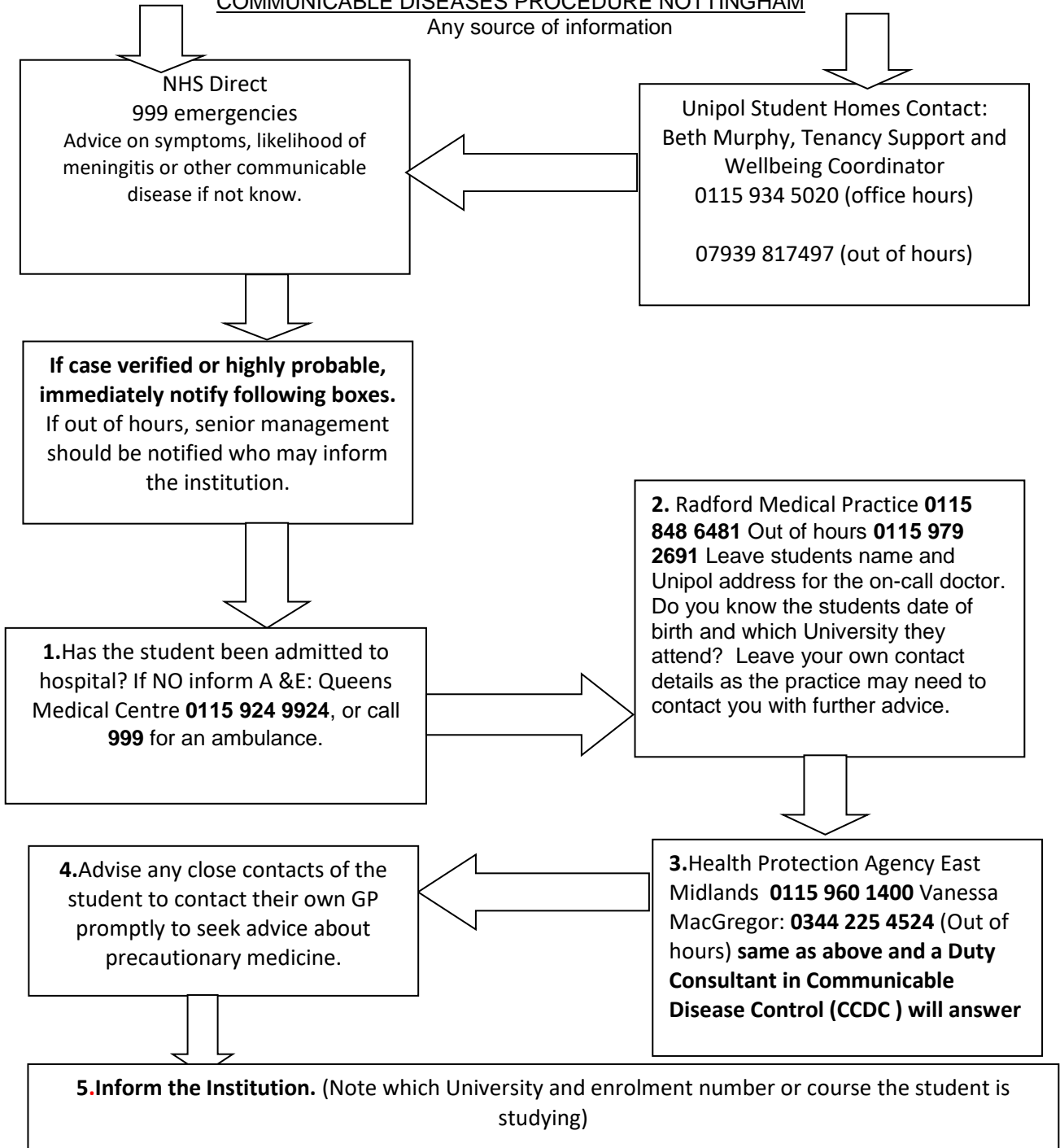
COMMUNICABLE DISEASES PROCEDURE (LEEDS)

Any source of information



COMMUNICABLE DISEASES PROCEDURE NOTTINGHAM

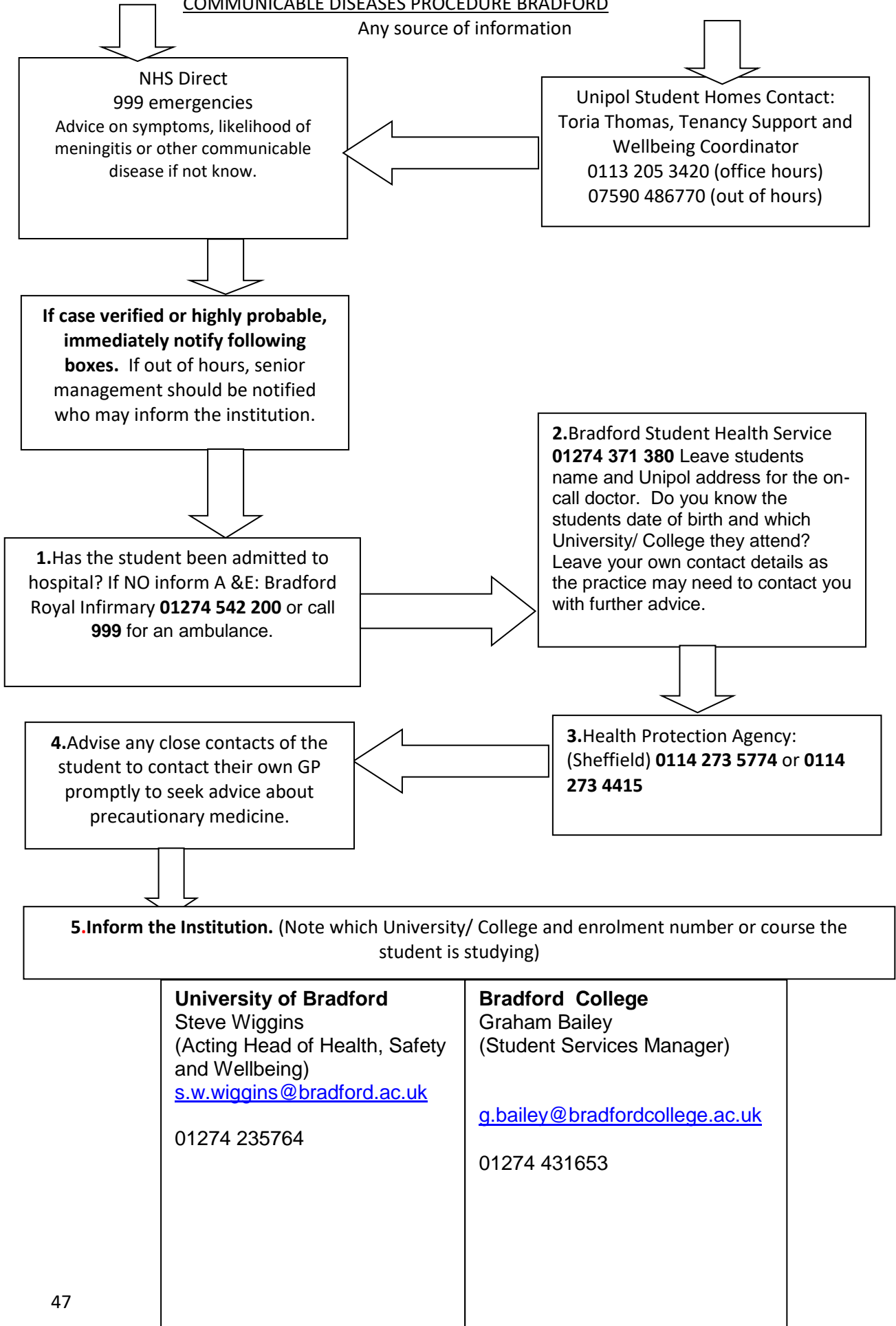
Any source of information



<p>The University of Nottingham Name</p> <p>Manager Off Campus Student Affairs</p> <p>Melanie Futer</p> <p>0115 9514649</p> <p>Out of Hours-</p> <p>0115 8468888</p>	<p>Nottingham Trent University</p> <p>Student Support Services -</p> <p>Sarah Bustard</p> <p>0115 8486345</p> <p>Head of Student Support Services -</p> <p>Sally Olohan</p> <p>0115 848 2971</p>
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COMMUNICABLE DISEASES PROCEDURE BRADFORD

Any source of information



MISSING PERSONS

Information

Tenants may leave their property for extended periods for very good reason such as holiday, temporary return to their home or university placement.

On occasion friends, relatives or flatmates may call to express concern that a tenant has not been heard from for an extended period without contact.

NOTE: Unipol Tenants Details Forms does give express consent that permits Unipol staff to contact relatives if, in their opinion, the health and wellbeing of the tenant are in danger.

Action:

If there are any doubts about the safety of a tenant, the Housing Management Officer should take the following action:

- Enquire if other staff have seen the person concerned
- Check CCTV and fob access control log, where these systems exist
- Seek to contact the resident by telephone or in person (visiting the accommodation if necessary)
- Speak to the tenant's flatmates ensuring any enquiries are treated with discretion
- Complete a Missing Persons Checklist.

NOTE: Missing Persons Checklist can be found at APPENDIX C

If there are still concerns and the tenant has not been traced, reference should be made to the Assistant Chief Executive - Housing or Deputy Chief Executive. Further actions could include:

- Contacting the Police or other Emergency Services
- Accessing the flat if contact cannot be established
- Contacting parents if the concerns have not emanated from them.

Once Police involvement has been instigated, staff should cooperate with their investigation and allow access to the room as necessary.

If, on entering the flat, the tenant is found harmed or deceased and Police have not already been called, emergency medical aid should be summoned and in the event of a death the Police should be called. Pending Police attendance the room should be sealed and any other tenants in the flat temporarily located elsewhere.

Where a student is found deceased, refer to the Death of a Tenant section.

Key Safety Points

Do not enter any tenant's room to investigate whether they are present unless invited in as a response to a door knock.

Post Incident Action

Reassure those who have expressed concern that the tenant is safe and well (if possible)

Care should be taken not to release sensitive Personal Information that may constitute a breach of the Data Protection Act 2018 and, in the event of any doubt, reference should be made to the Company Secretary.

If the tenant is not safe or well, offer support to flatmates, friends and family.

Inform the institution (see Key Contacts List)

MISSING PERSON CHECKLIST

Key Questions	Answers
What is the name of person missing (Resident)?	
What is their flat number?	
When and where were they last seen by you?	
How have you tried to contact them?	
What are their contact details? (mobile phone number & email address)	
Are you aware of any behavioural issues this person may have?	
Who is this (Informer) and what is your relationship with the person?	
What are your contact details? (mobile phone number)	
Have you tried to contact their friends?	
Have the Police been informed?	
What places do they usually go?	
How long has the person been missing for?	
Date	
Time of Call	
Time of Call Completion	
Time Police informed	
Time Regional Operations Manager Advised	
Person Receiving Call Name	

DEATH OF A TENANT

In the event of the death of a tenant:

- Contact the police if not already done
- Make the Chief Executive and Deputy Chief Executive aware, who will then make the Chair of the Board aware
- Contact the university that the tenant was attending and request that they carry out their 'death of a student' procedures
- Ensure staff, flatmates and/or tenant's family are signposted to support
- Assist relevant relatives with recovering possessions (normally done with the assistance of the police in verifying who can do this)
- If an international student, work with the relevant university/college to arrange for possessions/ the body to be returned home if that is what the family want
- Ensure rent payment collection procedures are stopped and refer any rent due to the Director of Finance.
- Send a letter of condolence to family
- The Tenancy Support and Wellbeing Coordinator will assist with relocation if co-tenants wish to do this.

ANTI SOCIAL BEHAVIOUR

This is a general term which refers to behaviour which adversely affects the health, safety or wellbeing of other tenants. In the context of student housing, this can include vandalism, setting off fire alarms, abusive behaviour, excessive noise, dumping rubbish or tampering with the health and safety equipment in a house, flat or development.

If there is an incident of violence you should contact the police. You can assist by calming people down and asking any tenant, not directly involved, to go back to their flat. The housing management officer should be contacted.

Broken Windows

These will be considered an emergency if;

- The damaged glass is dangerous (someone should be asked to attend and board up)
- The window is on the ground floor or any other place likely to make the property vulnerable to criminals.

Tenants should always be asked to obtain a crime reference number from the police, unless they have caused the damage themselves. If they have caused the damage themselves the tenant should be advised that they are likely to be recharged for the callout and any follow-up works.

Insecure Property

This would be considered an emergency if a door or window is damaged after a break-in and will not close, or if a ground floor window is jammed open or if a lock will not operate. Only temporary repairs can normally be undertaken out of hours.

Tenants should be asked to obtain a crime reference number before any repairs are carried out following a break-in. Tenants can sometimes be most distressed after a break-in and make unrealistic demands on staff. Properties can only be secured out of hours and improvements or extensive repairs to alarms or internal fittings will have to wait until normal working hours.

THE OUT OF HOURS CONTRACTOR will usually only board up and secure the broken window and Unipol will need to be informed of any emergency callout so that replacement glass can be ordered.