

LIVERPOOL HOPE UNIVERSITY



Responding to a Major Incident on Campus Guidance for University Staff



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1. Aims and Objectives

The University has put in place procedures to be implemented in the event of a major incident. Within this document is an overview of these procedures and the roles and responsibilities that identified University staff are expected to undertake to effectively manage an emergency. For detailed information about the University's arrangements in the event of a Major Incident this document should be read in conjunction with the University's Major Incident Plan <http://www.hope.ac.uk/media/gateway/staffgateway/governance/healthandsafetydocuments/Major%20Incident%20Plan.pdf>

The University's priority is to prevent an emergency occurring however where they do occur this guidance helps to ensure that plans are in place to control or mitigate the impact on staff and students. The University undertakes this responsibility as part of its duty of care to all staff, students and under the regulatory obligations placed upon it by the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999).

2. Definition of a Major Incident

The definition of a major incident is not strict but can be typically defined as;

Any event or situation which threatens to significantly disrupt University operations, typically characterised by little or no advance warning and requires the involvement of external agencies in response or reaction.

The University has identified the following common types of major incident however this list is not exhaustive.

a. Major Fire/Structural Damage to a University building.

In the event of a major fire on campus which results in the partial loss, structural damage to, loss of a building or significant disruption to power supplies, the University's Major Incident Team would be assembled to identify the next steps to be taken. It is expected that the University's appointed insurers will play a significant role under these circumstances.

Common assembly points to congregate displaced staff or students for a temporary period are identified below:

Hope Park	Hope Park Sports Hall or Hope Chapel
Creative Campus	Great Hall or Capstone Theatre
Aigburth Park	Trinity Building
Plas Caerdeon	Site determined by Centre Manager

b. Cyberattack/Loss of Information or Telecommunications

The safety of staff and students are the priority following a major incident however damage or loss affecting the University's Data Centre including its Network and Telecommunications system will have a significant effect on University operations and may warrant the declaration of a major incident.

In the event of a failure of the central computing facility or one or more IT services that causes significant disruption to business operation and which cannot be recovered within the agreed recovery time for the service, the Director of IT Services may advise that the Major Incident plan be invoked.

IT Services has identified distinct Incident Management Teams that will be mobilised should a significant disruption occur and this includes recovery of the Network, Servers and Telephone systems.

For further information about the IT Services Disaster Response including the responsibilities of the Disaster Recovery Teams, please see the IT Services Disaster Recovery Plan.

c. Terrorist Attack

A terrorist attack covers a wide range of circumstances and this may include the University responding to; bomb threats, firearms attacks, improvised explosive devices and 'vehicle as a weapon' style attacks.

The University has established proportionate and protective security measures to mitigate the risk of terrorism generally across each University campus. These measures include but are not limited to;

- 24 hour security presence and CCTV coverage across each campus,
- Vigilance to suspicious activity through work with the local police and regular campus patrols,
- strict access controls to all buildings during evenings and weekends,
- restricted vehicular access in pedestrian areas.

Whilst the threat of terrorism is broad and attacks within educational institutions rare, it is possible that the University could be the target of a terrorist incident. The aim of this guidance is to minimise the impact of an attack. It is acknowledged that the feature of most terrorist incidents is a 'no warning' coordinated attack - either a physical attack or through interference with information or communication systems.

The University's Campus Operatives will take on a first responder role in the event of a physical terrorist attack. The emergency services protocol ETHANE will be used to gather information by those first on the scene, in line with the protocols already in use nationally, to allow the ease of sharing vital information. All Campus Operatives are trained in the ETHANE methodology response. An ETHANE checklist can be used by any staff member in an emergency and is listed under Appendix 1. Similarly a Bomb Threat Checklist is also available for any staff in receipt of a bomb threat. Even if in the case of a suspected hoax, this checklist should be completed and pass to the Campus Manager as a priority.

Weapons Attacks

Whilst there is no specific threat against the University, in the rare event of a weapons related attack, all staff and students shall adopt the STAY SAFE procedures;



COUNTER TERRORISM POLICING | **ACT** | ACTION COUNTERS TERRORISM

IN THE RARE EVENT OF
a firearms or weapons attack

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.

d. Outbreak of an Infectious Diseases or Critical Incident involving a Student Out of Hours

The University has a standard procedure for dealing with notifiable or reportable diseases amongst the staff and student population. If, following the confirmation from Public Health England that there has been an outbreak of a communicable disease on campus then the Major Incident Team will be convened. The Major Incident Team will be guided by Public Health England regarding actions to be taken however it should be anticipated that this is likely to include;

- Quarantining accommodation areas/buildings
- Providing suitable alternative accommodation for staff/students,
- Providing suitable venues for administering prophylactic treatment.
- Appointing specialist contractors to assist with infection control.
- In the case of a legionella outbreak, shutting down plant/water supplies
- In the case of an asbestos release, shutdown buildings and restricting access to some parts of the campus.

Depending on the nature of the outbreak, it is likely that Personnel may need to provide contact and next of kin information for staff and assist with contact tracing depending on the nature of the contagion.

Out of hours, the Duty SRT should inform the Head of Residential Life or Head of Student Welfare and Wellbeing if there has been a critical incident involving a resident student or suspected diagnosis of an infectious diseases. The Head of Residential Life or Head of Student Welfare and Wellbeing will escalate this to the Pro Vice-Chancellor (Student Life and Learning) as required, from this point the decision whether to declare a Major Incident shall be made.

In cases involving Legionella and Asbestos releases on campus, the Health and Safety Executive may take control of all or part of the sites affected. The Director of Estates and Head of Legal Services, Governance and Risk would be the appointed members of the Major Incident Team to liaise with and action any requests by a HSE Inspector.

e. Incident involving staff or students off campus or overseas

All staff involved in an incident off site are asked to report to the University as soon as possible using the contact information provided on the Travel Plan and Risk Assessment documentation, there is also an out of hours contact via the main Security Lodge.

Overseas staff or students involved in a medical emergency are expected to contact the University appointed insurers using the Out of Hours helpline.

Staff are provided with this information prior to departure. The University's insurers will notify the Insurance Officer who will escalate this to the Head of Legal Services, Governance and Risk depending on the scale and nature of the emergency.

If a major incident or terrorist attack is reported involving the location where staff or students have travelled to the University shall take steps to contact those that may be affected and provide them with any assistance as required. The University's appointed Travel Management Company can assist with arrangements as required.

f. Utility Outage

A utility supply failure, involving loss of electricity, water or gas affecting an entire building or part of the campus will involve evacuation and access to the building(s) being restricted until safe reconnection can be established. Where this affects staff offices, teaching space and residential accommodation, contingency arrangements are outlined in the Estates Department Business Continuity plan.

3. Communications in an Emergency

The priority following any type of incident on campus is to contact the Security Lodge, to enable Campus Services to summon the emergency services and escalate the incident effectively.

All staff/students should dial:

Hope Park	3800 from any internal phone or 0151 291 3800
Creative Campus	3700 from any internal phone or 0151 291 3700
Aigburth Park	0151 727 7262
Plas Caerdeon	07913 455 460

It is the responsibility of the Campus Manager on duty to notify the Major Incident Lead and Team using the emergency contact list.

Liverpool Hope University – Major Incident Plan

APPENDIX 1 – Initial Actions Following a Major Incident

Time of Call to Emergency Services	Date
Name of Caller	Telephone Number

E xact Location	<i>Exact geographic location of incident</i>	
T ype of Incident	<i>Flood/Fire/Utility/Failure/Terrorist Incident/Disease outbreak</i>	
H azards	<i>Present or Suspected</i>	
A ccess	<i>Routes that are safe to use, any accessible route and RVPs.</i>	
N umber of Casualty's	<i>Number, Type and Severity. Are all known visitors accounted for?</i>	
E mergency Services	<i>Present and those required</i>	

Major Incident Declared?	Time
Yes <input type="checkbox"/> No <input type="checkbox"/>	

In the event of a major incident on campus please call:

- Hope Park 3800 from any internal phone or 0151 291 3800
- Creative Campus 3700 from any internal phone or 0151 291 3700
- Aigburth Park 0151 727 7262
- Plas Caerdeon 07913 455 460



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