Major Incident Plan – Action to be taken by Major Incident Team (MIT) Members

Anyone hearing of a major incident should...

INFORM E&F HELPDESK
023 8201 5678
Ext: 5678

E&F HELPDESK
Inform Emergency Services if necessary
Inform FAs to isolate and secure area
Inform Major Incident Coordinator
Follow relevant procedure

MAJOR INCIDENT COODINATOR
Inform VCG
Follow relevant procedure
Advise on governance issues and provide information to Governors
Secure legal advice if necessary
Convene MIT meeting if required

Immediate Actions (day of occurrence) - Follow own incident checklist

- Estates & Facilities rep
  - Provide operational support to emergency services
  - Ensure buildings are safe & infrastructure services are functioning
  - Identify alternative accommodation and workspace if necessary

- Student Services rep & People & Development rep
  - Provide immediate on the scene care
  - Assist with arranging alternative accommodation and services if required
  - Obtain student/staff details for emergency services

- External Relations rep
  - Coordinate internal & external communication & monitor media reports
  - Establish call centre/press centre if required
  - Provide communications releases and advice
  - Monitor social and mainstream media

- ICT rep
  - Ensure all ICT services are functioning or make arrangements for alternative provision of priority services
  - Maintain or provide alternative locations for essential services e.g., Library/LRCs

- Registry Services & Student Systems rep
  - Provide MIT members with relevant details of affected students
  - Anticipate timetable implications and mitigate impact
  - Update student records
  - Liaise as required with partner organisations

- Co-opted Members
  - Provide the required knowledge, expertise or experience to respond to specific incidents

- MIT Support Officer
  - Support MIC to phone MIT members
  - Identify Major Incident Room and ensure appropriate equipment is available
  - Attend MIT meeting to take notes

Longer Term Actions (day two onwards) - Begins with MIT meeting to review and plan

- Plan for recovery and re-establishment of normal services
- Coordinate campus, residential and support services for affected students and staff
- Arrange on-going support for affected student and staff
- Liaise with families re student issues
- Plan for recovery and re-establishment of normal services
- Manage media to ensure a consistent message is delivered
- Plan for recovery and re-establishment of normal services
- Work through implications for academic regulations
- Manage local communications
- Provide local intelligence
- Provide support to staff and students as necessary
- Coordinate administrative support and communications for MIT
- Make notes of all decisions made and maintain risk manager
Contagious Disease - Action for response team members

Immediate Actions (day of occurrence) - Follow local incident checklist

People & Development rep

Determine staff affected/at risk and provides guidance on absence/fitness to work
Advise and liaise with Occupational health

External Relations rep

Issue immediate guidance in particular for reception and student services desk
Coordinate int and ext comms and continue to monitor media reports
Establish call centre/press centre if required
Monitor social and mainstream media

Registry Services & Student Systems rep

Determine students affected/programmes of study
Advise on potential academic impact in relation to student absence

Estates & Facilities rep

Restrict access to areas of campus
Advise Contracts and Projects Manager re room cleans
Brief Accommodation team and ensure alternative student accommodation if required

ICT rep

Ensure remote access to services and learning resources
Ensure remote access can be maintained for staff and students
Assess risk and consider closure of LRC

Student Services rep

Inform Student Hub team in relation to managing queries
Alert local Health Protection Team if necessary (Occupational Health may do this)

Longer Term Actions (day two onwards) - Follow local checklist/MIT agreed actions

Advise on Flexible working approaches and recruitment/attendance strategies to ensure business continuity
Ensure payroll arrangements

Manage media to ensure a consistent message is delivered
Ensure regular communications to staff and students
Cancel any events or conferences as necessary

Monitor implications for student progress and award
Advise on contingency procedure for assessment- seek approvals
Advise on managing student absence

Make decision re closure of accommodation – source alternatives
Continue to monitor and reflect on any additional contribution required from the directorate

Set up on line and telephone IT and Library support

Ongoing liaison with students and HPT
Liaison with hospital

External Co-optees

Occupational Health: 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.
Chief Exec of SU: provide advice re: impact on students and in particular about planned events that may need to be cancelled.
Directors of Schools: notify to contact students on placement if relevant.
Incident Impacting on Physical Estate - Action for response team members

**Immediate Actions (day of occurrence) - Follow local incident checklist**

- **Identify** students/staff affected and ensure accounted for
- **Agree** immediate working plans and locations
- **Arrange** alternative student accommodation if applicable
- **Coordinate** internal and external communications and monitor media reports
- **Establish** call centre/press centre if required
- **Provide** communications releases and advice
- **Monitor** social and mainstream media
- **Ensure** ICT services are functioning or make provision for alternative services for priority areas
- **Anticipate** operational and academic implications
- **Monitor** social and mainstream media
- **Ensure** ICT services are functioning or make provision for alternative services for priority areas
- **Anticipate** operational and academic implications
- **Liaise** with Emergency Services to restrict access and/or evacuate areas
- **Determine** type and scale of building(s) affected
- **Decide** if Insurers/Disaster Recovery Team are required
- **Obtain** maps/plans of affected areas
- **Identify** alternative space available
- **Provide** details of Student Groups affected
- **Identify** teaching delivery and timetable implications
- **Make adjustments to** Timetabling to relocate classes

**Longer Term Actions (day two onwards) - Follow local 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
- **Manage** media to ensure a consistent message is delivered
- **Maintain** library and other priority services from alternative locations if necessary
- **Plan** for 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 companies
- **Ensure** buildings safe and infrastructure services in place prior to reoccupation
- **Anticipates** implications for programme delivery and assessment
- **Monitor** implications for student progress and award
- **Advise** on contingency procedures for assessment - seek approvals
External Threat - Action for response team members

**Immediate Actions (day of occurrence) - Follow local incident checklist**

- **Student Services rep & People and Development rep**
  - Support decisions re: evacuation
  - Monitor situation
  - Provide support to staff & students if required.

- **External Relations rep**
  - Establish communication means to support safety first and then business continuity
  - Ensure consistent and clear communications, including through website
  - Manage media interest
  - Determine press release

- **ICT rep**
  - Support emergency comms through IT systems
  - Ensure remote access to services and learning resources
  - Secure IT systems if possible to facilitate continued comms

- **Estates & Facilities rep**
  - Organise the evacuation of the site/area of the site and arrange lock down if appropriate
  - Ensure police are informed of threat
  - Arrange for search of area if safe to do so
  - If safe to do so, ensure utilities and services which may cause further issues if damaged (e.g. by flooding/explosion) are shut down
  - Make available internal building plans to support action

- **Registry Services & Student Systems rep**
  - Identify any student cohorts that could be at risk
  - Support communication with relevant student cohorts

**Longer Term Actions (day two onwards) - Follow local checklist/MIT agreed actions**

- **Student Services rep & People and Development rep**
  - Provide advice on staff contractual issues if situation continues
  - Ongoing support for, and advice to, staff and students.

- **External Relations rep**
  - Maintain regular comms
  - Establish call centre/press centre to handle enquiries if needed
  - Monitor social media
  - Regular updating of web information

- **ICT rep**
  - Source location for temporary learning centre

- **Estates & Facilities rep**
  - Ensure alternative accommodation or office space is available if incident continues

- **Registry Services & Student Systems rep**
  - Continue to monitor and reflect on any additional contribution required from the directorate
Major Incidents Coordinator
Lead the MIT
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk
Seek legal advice as necessary

External Co-optees
Representatives of Software suppliers: liaison

IT Infrastructure Failure - Action for response team members

Student Services rep & People & Development rep
External Relations rep
ICT rep
Estates & Facilities rep
Registry Services & Student Systems rep
Relevant ICT staff

Immediate Actions (day of occurrence) - Follow local incident checklist

- Identify staff/students affected
- Assist with staff & student communications
- Establish impact on external relationships and determine means of communication
- Coordinate communications - staff and students
- Establish call centre/press centre if required
- Monitor social and mainstream media
- Provide details of failure and impact on operations
- Anticipate operational and academic implications
- Engage external assistance as required
- Establish impact on access and CCTV provision
- Brief Reception as to where to direct enquiries
- Provide advice on Estate implications
- Ensure infrastructure services are functioning
- Advise on immediate academic implications
- Liaise with external bodies affected by disruption
- Provide expert advice on impact of failure and anticipated recovery needs and time
- Provides advice on impact on core services
- Coordinate technical staff for emergency response

Longer Term Actions (day two onwards) - Follow local 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 recovery and re-establishment of normal services
- Support ICT with Estate solutions to reinstate IT delivery
- Plan for recovery and re-establishment of normal services
- Advise on longer term impact on student academic experience and impact on regulations
- Lead team to reinstate services
- Keep MIT updated on progress and timescales
**Major Incidents Coordinator**

Lead the MIT
Keep VCG and Governors informed
Monitor ongoing response to incident and manage risk

**External Co-optees**
If student incident - SU Chief Exec: Identify if link to SU/if known close friends; provide support; monitor social media (liaise with External Relations)

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**Incident with Reputational Impact - Action for response team members**

**Immediate Actions (day of occurrence) - Follow local incident checklist**

- Obtain staff, student or visitor details
- Identify reason for visitor on site if applicable
- Inform Head of Health and Safety if applicable
- Inform Head of School/Director
- Inform reception of where to direct queries
- Liaise with police

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

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

- Stand down, but continue to monitor the situation and reflect on any interventions required of the Service

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- Liaise with police if student incident

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**Longer Term Actions (day two onwards) - Follow local checklist/MIT agreed actions**

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

- Manage media to ensure a consistent message is delivered
- Monitor press and publicity around incident

- Advise School re: academic regulations and Registry procedures

- Continue to monitor and reflect on any additional contribution required from the Service

- Continue to monitor and reflect on any additional contribution required from the Service

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

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**Student Services rep & People & Development rep**

**External Relations rep**

**Registry Services & Student Systems rep**

**Estates & Facilities rep**

**ICTrep**

**Co-optee: Head of School/Director of relevant area**
Staff Incident - Action for response team members

**Immediate Actions (day of occurrence) - Follow local incident checklist**

- **Obtain** personal and next of kin details
- **Liaise** with police/authorities as necessary
- **Inform** Head of School/Director
- **Inform** Estates Helpdesk in case of queries
- **Liaise** with Head of Health and Safety if work-related incident
- **Inform** Director of Finance if payroll issues
- **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 Service
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**Longer Term Actions (day two onwards) - Follow local checklist/MIT agreed actions**

- **Ensure** colleagues and students (if applicable) can access welfare support
- **Arrange** counselling for students/staff who witnessed incident (if appropriate)
- **Liaise** with next of kin; address contractual issues
- **Liaise** with Spirituality & Reflection Service for quiet space and service arrangements

- **Message** all staff
- **Manage** external interest
- **Prepare** press statement if required
- **Continue to monitor** and reflect on any additional contribution required from the Service
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**Inform** employee’s line manager
**Inform** senior colleagues
**Support** line manager in informing colleagues
**Identify** immediate support needs and essential communications

**Inform** students if applicable
**Arrange** support for staff and students with People & Development/Student Support
**Manage** ongoing local communications
**Manage** comms with external partners
**Arrange with ICT** to manage/remove staff member from web/literature
Student Incident - Action for response team members

Major Incidents Coordinator
- Lead the MIT
- Keep VCG and Governors informed
- Monitor ongoing response to incident and manage risk

External Co-optees
- Chief Executive of Students' Union: Identify if link to SU/known close friends; provide support; monitor social media (liaise with External Relations)

Student Incident - Action for response team members

Immediate Actions (day of occurrence) - Follow local incident checklist

- Liaise with police/authorities as necessary
- Inform Head of School
- Inform Estates Helpdesk
- Liaise with head of Health and Safety if incident occurred on site
- Notify Residence Team
- Inform Chaplain

- Coordinate internal and external comms
- Manage any press contact
- Monitor social and mainstream media
- Suspend student record if required
- Inform Director of Finance
- Stand down, but continue to monitor the situation and reflect on any interventions required of the Service
- Ensure Service Desk is briefed and refer any enquiries to ER

- Notify personal tutor and other colleagues
- Arrange for students to be spoken to (with Student Support)
- Provide School info about student(s)
- Verify student(s) name and details
- Identify next of kin
- Brief team for support
- Speak to students with School Director

- Manage media to ensure a consistent message is delivered
- Coordinate all staff messages
- Coordinate all student messages
- Advise on progress and award decisions, including posthumous awards if applicable
- Ensure student record is set correctly

- Continue to monitor and reflect on any additional contribution required from the Service

Longer Term Actions (day two onwards) - Follow local checklist/MIT agreed actions

- Ensure staff aware of and able to access support
- Maintain communications with external authorities
- Liaise with Chaplain re quiet space and service arrangements
- Communicate information to the School
- Monitor support for staff and students
- Liaise with family
- Ensure ongoing support for students
- Liaise with hospital and other external agencies