

# EMERGENCY PLAN

## MOULTON COMMUNITY CENTRE

### Part A – Major Incident Plan

**This plan is protected. Do not give any contact details or sensitive information to the media or members of the public.**

Plan administration	
Version number	1
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Electronic copies of this plan are available from	<a href="mailto:info@moultonparishcouncil.org.uk">info@moultonparishcouncil.org.uk</a>
Hard-copies of this plan are available from	Moulton Community Centre, Sandy Hill Lane, Reedings, Moulton NN3 7AX
Location of emergency box	Parish Office (on top of storage cupboard), Moulton Community Centre
Date of next review	January 2022
Person responsible for review	Jane Austin, Executive Officer, Moulton Parish Council

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## SECTION 1 - CONTACT DETAILS

### 1.1 Community Centre Information

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#### Moulton Community Centre

Address	Sandy Hill Lane, Reedings, Moulton, NN3 7AX
Operating hours	9.00am to 10.00pm Sunday to Thursday 9.00am to 11.00pm Friday and Saturday
Approximate number of staff	15+ including Café staff and Pre School Staff

#### Office contact details

Office telephone number	01604 642202
Office email address	info@moultonparishcouncil.org.uk

#### Useful websites

Parish Website	<a href="http://www.Moultonnorthants-pc.gov.uk">www.Moultonnorthants-pc.gov.uk</a>
Local authority	<a href="http://www.Daventrydc.gov.uk">www.Daventrydc.gov.uk</a>
National Health Service	<a href="http://www.nhs.uk/111">www.nhs.uk/111</a>
Foreign & Commonwealth Office	<a href="http://www.gov.uk/fco">www.gov.uk/fco</a>
Environment Agency	<a href="http://www.gov.uk/ea">www.gov.uk/ea</a>
Met Office	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
Health and Safety Executive	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>

## 1.2 Contact details

\* Leave this field blank for use during an emergency; you may need to record alternative contact details.

Name	Job title	Contact details	Alternative contact details *	Notes (e.g. first aid trained)
Jane Austin	Executive Officer	01604 642202		Emergency First Aid at Work
Claire Connolly	Assistant Clerk	01604 642202		Emergency First Aid at Work
Louise Griffiths	Admin Officer	07484 517086		Emergency First Aid at Work
Anne Kirkland	Events Coordinator	01604 642202		Emergency First Aid at Work
Mary-Jane Brown	Community Connector	07484 907438		Emergency First Aid at Work
Shaun Mellett	K&J Hird	07731 991141		No First Aid Qualification
Matt Owen	K&J Hird	07734 256941		No First Aid Qualification
Jeni Neil	Owner, Forget Me Not Café	01604 499597		First Aid Qualified
Rachel (on site) Beccy (off site)	Little Acorns Pre-School	01604 499697 07956 283094		Level 3 First Aid

## 1.3 Contact details - other organisations

\* Leave this field blank for use during an emergency; you may need to record alternative contact details.

Organisation	Contact details	Notes*
Police	Tel: 999 (24 hour) Tel: 101 (24 hour, non-emergency number)	
Fire & rescue service	Tel: 999 (24 hour)	
Ambulance service	Tel: 999 (24 hour)	
National Health Service	Tel: 111 (24 hour)	
Emergency Planning Team – NCC	Tel: 0300 1260 1000	
Environment Agency	Tel: 0845 988 1188 (24 hour, floodline)	
Met Office	Tel: 0370 900 0100 (24 hour, weather desk)	
Health and Safety Executive	Tel: 0300 003 1647 lines open Monday to Friday 8.30am to 5.00pm (Wednesday 10.00am to 5.00pm) Tel: 0151 922 9235 (24 hour, duty officer) Tel: 0151 922 1221 (24 hour, duty press officer)	
Insurance company	Came and Company: 01483 462860	
Utility supplier (gas)	Eon: 0345 3015332	
Utility supplier (water)	Anglian Water/Wave: 0333 2079283	
Utility supplier (electricity)	Eon: 0345 3015332	
Maintenance Company (heating)	Ambivent: 01604 645788	

## 1.4 Contact details - for completion during an emergency

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This table should be left blank so it can be used to record additional contact details during an emergency.

Name	Contact details	Notes

# SECTION 2 - ACTIVATION

## 2.1 Notification of incident

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Information about an incident may come from a number of sources (e.g. member of staff, member of the public, the emergency services, the local authority). Whoever receives the alert should ask for, and record, as much information as possible.

- + **Maintain a written record of your actions using this form and a log book. You may wish to record any new contact details in section 1.**
- + **Offer reassurance and support. Be aware that all those involved in the incident (both directly and indirectly) may be suffering from shock or may panic.**
- + **Find out what has happened. Obtain as clear a picture as you can.**
- + **Discuss with the informant what action needs to be taken and by whom.**

Name of informant:

Date and time of call:

.....

.....

Contact details of informant:

Date and time of incident:

.....

.....

Exact location of incident:

.....

.....

.....

Details of incident:

.....

.....

.....

Where is the informant now and where are they going?

.....

.....

.....

People affected (including names, injuries, where they are, where they are being taken to):

.....  
.....  
.....

What arrangements are in place for people not directly involved in the incident?

.....  
.....  
.....

What advice have the emergency services given?

.....  
.....  
.....

Who has been informed?

- Police
- Fire & Rescue Service
- Ambulance Service

- Local authority
- Health and Safety Executive
- Media
- Insurance company

Does anyone else need to be informed?

.....  
.....  
.....

Are any other actions required?

.....  
.....  
.....



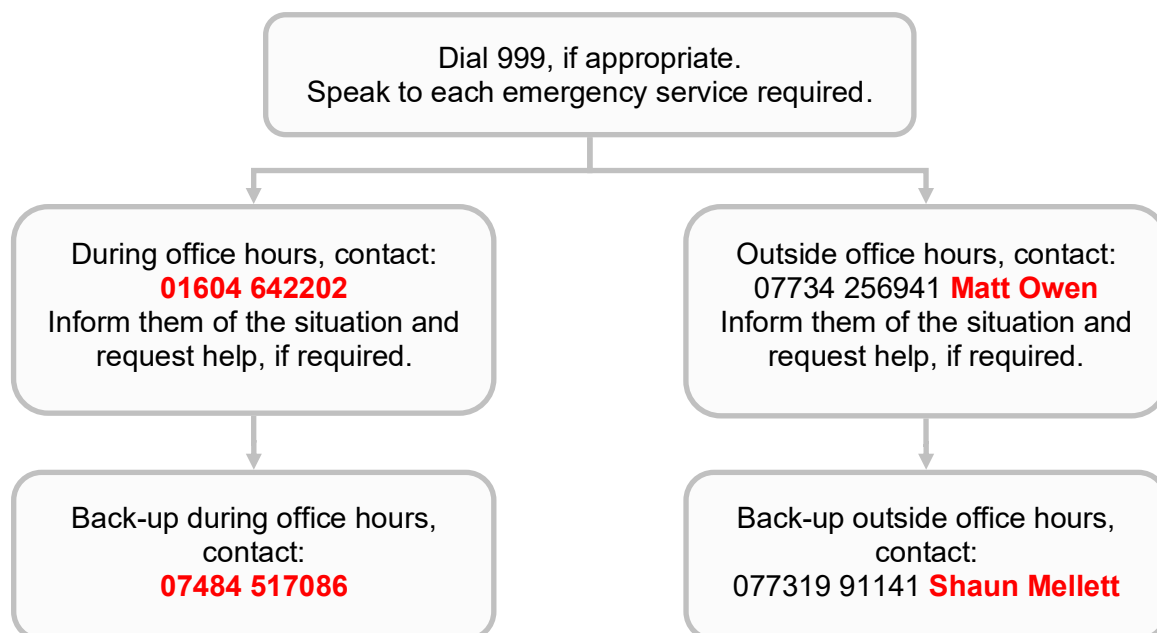
## 2.2 Initial action

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Immediately inform the Executive Officer or nominated emergency contact for that day. If neither is able to respond (they may be involved in the incident) the senior person present should follow the instructions below.

- + **Assess the situation and establish a basic overview of the incident.**
- + **Take immediate action to safeguard staff and visitors.**
- + **Attend to any casualties and administer first aid, if appropriate.**
- + **If appropriate, dial 999 for the emergency services and provide them with an overview of the situation. If in doubt, dial 999.**

The emergency services notify each other of incidents but consider speaking directly to each organisation required. This will ensure that each service has the information they need to respond appropriately.



These contact details should only be used in an emergency. Do not give them to the media, or members of the public.

- + **Fetch any equipment that may prove useful (e.g. first aid kit in all kitchens/emergency box on top of storage cupboard in Parish Office).**
- + **Log all communications and actions.**
- + **Refer to the list of emergency contact numbers for additional support if required.**
- + **Where possible, avoid closing the community centre and try to maintain normal routines.**

## SECTION 3 - ROLES AND RESPONSIBILITIES

### 3.1 Roles and responsibilities - co-ordination

Ref <sup>n</sup>	Co-ordination - initial response	Tick / sign / time
C1	Establish a basic overview of the incident.	
C2	Wherever possible, assign members of staff to relevant roles: <ul style="list-style-type: none"> <li>▪ Business continuity</li> <li>▪ Communications</li> <li>▪ Log-keeping</li> <li>▪ Media management</li> <li>▪ Resources</li> <li>▪ Welfare</li> </ul>	
C3	Remember to: <ul style="list-style-type: none"> <li>▪ Allocate tasks amongst the Parish Council Team, as appropriate</li> <li>▪ Ensure that staff are clear about their designated responsibilities</li> <li>▪ Ask staff to maintain a log of actions made and decisions taken</li> </ul>	
C4	Inform all other staff of the incident. Ensure staff are briefed (and given tasks) on a regular basis.	
C5	Take action to protect property.	
C6	Work closely with other organisations (e.g. emergency services, local authority) as required. Provide accurate and factual information to those arriving on-scene.	
C7	Ascertain the whereabouts of all staff and visitors. Ensure the emergency services are aware of anyone who is unaccounted for.	
C8	Inform Parish Councillors as appropriate.	
C9	Decide the most appropriate method of contacting relatives' staff affected by the incident. If the matter is very serious (such as a fatality) liaise with the Police about informing next of kin.	

<b>Ref'</b>	<b>Co-ordination - ongoing response</b>	<b>Tick / sign / time</b>
C10	Act as the main contact for co-ordination of the response. Continue to liaise with the emergency services and other organisations.	
C11	If the response is likely to last for a significant amount of time, consider staff rotation / shift patterns.	
C12	Ensure that regular briefings are given to: <ul style="list-style-type: none"> <li>▪ Staff</li> <li>▪ Councillors</li> </ul>	
C13	Provide regular briefings to the media. Seek support from other organisations if necessary.	
C14	Check that everyone who should have been notified of the incident has been informed.	
C15	In the event of a serious injury or fatality, report the incident to the Health and Safety Executive (HSE) as soon as possible.	
C16	Seek advice on legal and insurance issues, if appropriate.	
C17	If the incident is a crime scene (or subject to a fire investigation) seek advice from the Police and / or Fire & Rescue Service.	

<b>Ref'</b>	<b>Co-ordination - recovery</b>	<b>Tick / sign / time</b>
C18	Ensure that post incident support is available to all who may require it.	
C19	Complete any necessary forms / paperwork.	
C20	Arrange a debrief for staff involved in the response.	
C21	Represent the Parish Council at other debriefs which may take place (e.g. one organised by the local authority or Local Resilience Forum).	
C22	Initiate a review of the emergency plan.	

## 3.2 Roles and responsibilities - business continuity

Ref <sup>1</sup>	Business continuity - initial response	Tick / sign / time
BC1	Assess the nature of the incident, e.g.: <ul style="list-style-type: none"> <li>▪ Loss of utility supply</li> <li>▪ Loss of supplier</li> <li>▪ Loss of premises</li> <li>▪ Loss of personnel</li> <li>▪ Loss of telecommunications.</li> </ul>	
BC2	Establish what effect the emergency will have on the operation of the Community Centre. Try to ascertain how long the disruption will last.	
BC3	Consider how the incident will affect any extended services that use the Community Centre. Liaise with these services as necessary.	
BC4	Attempt to recover important documentation, records and equipment if safe to do so (consult the emergency services for advice if necessary).	
BC5	If appropriate, contact organisations which can assist in document restoration.	

Ref <sup>1</sup>	Business continuity - ongoing response	Tick / sign / time
BC6	Minimise any disruption to the provision of services.	
BC7	Seek support from other organisations (e.g. the local authority, suppliers / contractors) as required.	
BC8	In the event of a public health incident (e.g. pandemic influenza), consider ordering infection control supplies and increasing the cleaning regime.	

Ref <sup>1</sup>	Business continuity - recovery	Tick / sign / time
BC9	Put in place arrangements for remote working, if necessary.	
BC10	Make an inventory of any equipment which has been damaged. Arrange for important items / documentation to be salvaged, restored or replaced.	

### 3.3 Roles and responsibilities - communications

Please refer to appendix 6 for more information on communication arrangements.

Ref <sup>1</sup>	Communications - initial response	Tick / sign / time
CO1	Dedicate telephone lines for incoming and outgoing calls. Arrange extra support at reception if necessary.	
CO2	Record a new message on the Parish Council and Community Centre phones, if appropriate.	
CO3	Support staff with any communication needs they may have.	
CO4	Inform those involved in the response of any communication difficulties (e.g. poor mobile signal in the area).	

Ref <sup>1</sup>	Communications - ongoing response	Tick / sign / time
CO5	Ensure regular information is provided to: <ul style="list-style-type: none"> <li>▪ Staff</li> <li>▪ Councillors</li> <li>▪ Service Users</li> </ul>	
CO6	Contact local radio stations, as necessary.	
CO7	Update the answer phone on a regular basis.	
CO8	In the event of a major emergency, seek support from the local authority; they may be able to establish a helpline for enquiries from the public.	

Ref <sup>1</sup>	Communications - recovery	Tick / sign / time
CO09	Provide regular briefings to Staff, Councillors and Service Users.	
CO10	Check that any information in the public domain (e.g. website content) is accurate and up-to-date.	

### 3.4 Roles and responsibilities - log-keeping

Ref'	Log-keeping - initial response	Tick / sign / time
LK1	Keep a log of important information, actions taken and decisions made.	
LK2	Ensure that each member of staff keeps an incident log.	

Ref'	Log-keeping - ongoing response	Tick / sign / time
LK3	Keep accurate records of anyone admitted to hospital or treated by the emergency services.	
LK4	Record details of any expenditure incurred by the community centre.	

Ref'	Log-keeping - recovery	Tick / sign / time
LK5	Collate all incident logs, making copies if necessary.	
LK6	Ensure records related to the incident are archived securely but make these available to authorised staff for future reference (e.g. in the event of a debrief or enquiry).	

### 3.5 Roles and responsibilities - media management

Ref'	Media management - initial response	Tick / sign / time
M1	Seek support from other organisations (e.g. emergency services, local authority) in responding to media requests.	
M2	Ensure media access to the site and staff is controlled. Do not let the media onto the community centre site or give them access to staff unless there is a specific reason for doing so and permission / consents are in place. Ask for support from the Police if necessary.	
M3	Designate a specific area for the media away from the main entrance to the community centre, so they do not prevent or intimidate people entering and leaving the site.	
M4	Develop a brief media statement (designed to provide reassurance) on behalf of the community centre. Information given must be limited until the facts are clear and all Staff, Councillors and Service Users have been notified.	
M5	Arrange for an appropriate member of staff to act as a spokesperson. If a suitable spokesperson is unavailable the Police or local authority may be able to undertake this role.	
M6	Be prepared to be interviewed by the media.	

Ref'	Media management - ongoing response	Tick / sign / time
M7	Devise an ongoing strategy for responding to media requests. Work closely with the media to establish what information they require and when their deadlines are.	
M8	Gather information from the emergency services and other organisations as appropriate.	
M9	Provide regular statements to the media. Ensure each message conveys an accurate, consistent and reassuring message. All press releases should be checked and agreed by the emergency services (and other organisations as appropriate).	
M10	Advise staff on where to direct media enquiries. Ask staff to avoid speculation when talking to the media.	
M11	Try to prevent the spread of misinformation (especially through the use of mobile phones).	

Ref'	Media management - recovery	Tick / sign / time
M12	Keep the media informed of developments in the recovery process. Present a positive and reassuring image to the public.	
M13	Be aware of media interest in memorials or anniversaries of the event.	

### 3.6 Roles and responsibilities - resources

Ref'	Resources - initial response	Tick / sign / time
R1	Take action to protect property. Consider turning off utility supplies.	
R2	Ensure the emergency services can access / egress the community centre without hindrance. Consider sending a member of staff to the community centre entrance to prevent people restricting access by parking in unsuitable places.	
R3	Advise the emergency services of any property related issues / hazards (e.g. asbestos, chemical stores). Consider providing personnel with a site map.	
R4	Work with other staff and the emergency services to control access to the community centre: <ul style="list-style-type: none"> <li>▪ Advise staff that they might have to prove their identity before the emergency services will grant them access.</li> <li>▪ Ensure that media access to the site is controlled.</li> </ul>	

Ref'	Resources - ongoing response	Tick / sign / time
R5	Liaise with utility suppliers as required.	
R6	Establish safe and secure areas to assist the response. E.g.: <ul style="list-style-type: none"> <li>▪ Staff briefing room</li> <li>▪ Briefing area for relatives</li> <li>▪ Media briefing room</li> </ul>	
R7	Work closely with staff and other organisations to provide access to facilities and resources as required. This may involve opening or closing parts of the community centre.	
R8	Ensure the community centre site is secure (e.g. provide temporary fencing around damaged areas, arrange for broken windows to be boarded).	
R9	Work with the 'business continuity' role to arrange temporary accommodation, if required.	

Ref'	Resources - recovery	Tick / sign / time
R10	Work closely with the 'co-ordination' role in organising remedial work to property and liaise with insurance companies, salvage specialists and loss adjusters as appropriate.	
R11	Arrange a site visit with relevant personnel (e.g. emergency services, utility suppliers, local authority) involved in the recovery phase.	



### 3.7 Roles and responsibilities - welfare

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Ref'	Welfare - initial response	Tick / sign / time
W1	Establish arrangements to meet the welfare needs of staff, visitors and responders.	

Ref'	Welfare - ongoing response	Tick / sign / time
W2	Assess the welfare and emotional needs of all those involved. Continue to monitor and support those who may be particularly affected by the incident.	
W3	Where possible, staff and visitors be spoken to, and asked if they are alright, before they leave the community centre.	
W4	Ensure that staff take regular rest periods.	

## APPENDIX 1 - SITE INFORMATION

Utility supplies	Location	Notes / instructions
Gas	Plant Room	Accessed externally
Water	Plant Room	Accessed externally
Electricity	Electricity Room	Accessed externally
Heating	Plant Room	Accessed externally

Internal hazards	Location	Notes / instructions
Asbestos	N/A	N/A
Chemical store(s)	Ground floor and first floor cleaning cupboards	Cleaning materials only

Pre-designated areas	Location	Notes / instructions
Briefing area	Café Area	N/A
Media briefing area	Café Area	N/A

## APPENDIX 2 - EVACUATION

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### Signals

Signal for fire evacuation	Fire alarm
Signal for bomb evacuation	To be decided once new phone system installed
Signal for all-clear	To be decided once new phone system installed

### Assembly points - fire evacuation

Fire evacuation assembly point A	Rear of car park
Fire evacuation assembly point B	N/A

### Assembly points - bomb evacuation

Bomb evacuation assembly point A	Junction of Sandy Hill Lane/Overstone Road
Bomb evacuation assembly point B	N/A

## APPENDIX 3 - SHELTER

Signals	
Signal for shelter	Tannoy announcement
Signal for all-clear	Tannoy announcement

Upon hearing the shelter signal, take the action below.

Ref'	Initial response - shelter	Tick / sign / time
S1	Ensure all staff and visitors are inside the community centre building.	
S2	If appropriate, move people away from the incident (e.g. to the other side of the building).	
S3	Dial 999, if appropriate. Dial once for each emergency service that you require.	
S4	If sheltering from an environmental hazard (e.g. a smoke plume) ensure all doors and windows are closed and ventilation / air circulation systems are switched off.	
S5	Check for missing / injured staff and visitors.	
S6	Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.	

## APPENDIX 4 - LOCKDOWN

Signals	
Signal for lockdown	Tannoy announcement
Signal for all-clear	Tannoy announcement

Lockdown	
Rooms most suitable for lockdown	Ground floor - Fitzjohn Room First floor – Manfield Room
Entrance points (e.g. doors, windows) which should be secured	All ground floor entrances
Communication arrangements	<ul style="list-style-type: none"> <li>▪ Meeting Room telephones</li> <li>▪ Mobile phones</li> <li>▪ Instant messaging / email</li> <li>▪ Page/alert all (tannoy system) on phone from main reception phone</li> <li>▪ Other</li> </ul>
Notes	N/A

Upon hearing the lockdown signal, take the action below. If someone is taken hostage on the premises, the community centre should seek to evacuate the rest of the site.

Ref'	Initial response - lockdown	Tick / sign / time
L1	Ensure all staff and visitors are inside the community centre building. Alternatively, ask people to hide or disperse if this will improve their safety.	
L2	Lock / secure entrance points (e.g. doors, windows) to prevent the intruder entering the building.	
L3	Dial 999. Dial once for each emergency service that you require.	
L4	Ensure people take action to increase protection from attack: <ul style="list-style-type: none"> <li>▪ Block access points (e.g. move furniture to obstruct doorways)</li> <li>▪ Sit on the floor, under tables or against a wall</li> <li>▪ Keep out of sight</li> <li>▪ Draw curtains / blinds</li> <li>▪ Turn off lights</li> <li>▪ Stay away from windows and doors.</li> </ul>	
L5	Ensure that staff and visitors are aware of an exit point in case the intruder does manage to gain access.	
L6	If possible, check for missing / injured staff and visitors.	
L7	Remain inside until an all-clear has been given, or unless told to evacuate by the emergency services.	

## APPENDIX 5 - COMMUNITY CENTRE CLOSURE

Ref'	Generic actions - initial response	Tick / sign / time
SC1	<p>Assess the need for closure. Consider whether any mitigation measures are possible, such as:</p> <ul style="list-style-type: none"> <li>▪ Partially opening the community centre</li> </ul>	
SC2	<p>Seek support from other organisations (e.g. the local authority) as appropriate.</p>	
SC3	<p>Ensure that everyone who needs to be aware of the closure is notified (see section 1 of this plan. It may be appropriate to inform:</p> <ul style="list-style-type: none"> <li>▪ Staff</li> <li>▪ Councillors</li> <li>▪ Service Users</li> <li>▪ Local radio stations</li> <li>▪ The local authority</li> </ul>	
SC4	<p>If the closure takes place outside community centre hours, at least one member of staff should be present at the community centre entrance at the beginning of the community centre day, to ensure that any visitors who do arrive are informed of the closure.</p>	

If the community centre is likely to be closed for a significant period of time, consider the actions below.

Ref'	Generic actions - ongoing response	Tick / sign / time
SC6	<p>Ensure all relevant parties are regularly informed of developments.</p>	
SC7	<p>Ensure the security of the community centre premises.</p>	

## APPENDIX 6 - COMMUNICATIONS

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Designated telephone lines	Contact number	Location of telephone
Incoming calls	01604 642202 07484 517086	Main Reception and Parish Office
Outgoing calls	01604 642202 07484 517086	Main Reception and Parish Office

Preferred methods of communication are included below (although these may change depending on the exact nature of the incident).

Group	Preferred method of contact	Contact details are available from
Councillors	Email	Emergency box
Staff	Email	Emergency box
Café	Email	Emergency box
Pre School	Email	Emergency box

## APPENDIX 7 - BOMB THREATS

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- + **If you receive a telephone call from someone who claims to have information about a bomb, record as much information as possible.**

Time of call:

.....

Telephone number you were contacted on:

.....

Exact wording of the threat:

.....

.....

Where is the bomb right now?

.....

What will cause it to explode?

.....

When will it explode?

.....

Did you place the bomb? If so, why?

.....

What does it look like?

.....

What is your name?

.....

What kind of bomb is it?

.....

What is your telephone number?

.....

What is your address?

.....

Approximately how old was the caller?

.....

Did the caller use a codeword?

.....

Did the caller have an accent?

.....

What gender was the caller?

- Male
- Female

Did the caller sound familiar?

.....



What sort of voice did the caller have?

- |                                    |  |                                     |
|------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> Normal    | <input type="checkbox"/> Well spoken   | <input type="checkbox"/> Impediment |
| <input type="checkbox"/> Loud      | <input type="checkbox"/> Poorly spoken | <input type="checkbox"/> Stutter    |
| <input type="checkbox"/> Quiet     | <input type="checkbox"/> Deep          | <input type="checkbox"/> Lisp       |
| <input type="checkbox"/> Whispered | <input type="checkbox"/> High pitched  | <input type="checkbox"/> Slurred    |
| <input type="checkbox"/> Clear     | <input type="checkbox"/> Hoarse        | <input type="checkbox"/> Other      |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Nasal         |                                     |

At what pace did the caller speak?

- |                                 |                                |                               |
|---------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Quick | <input type="checkbox"/> Slow |
|---------------------------------|--------------------------------|-------------------------------|

What manner did the caller have?

- |                                   |                                     |                                    |
|-----------------------------------|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Normal   | <input type="checkbox"/> Upset      | <input type="checkbox"/> Irritated |
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Angry      | <input type="checkbox"/> Muddled   |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Rational   | <input type="checkbox"/> Other     |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Irrational |                                    |

Were there any distinguishable background noises?

.....  
.....

Time the call ended:

.....

Notes:

.....  
.....

- + **Stay calm. Being cautious, and without provoking the caller, try to ask the questions below.**
- + **Try dialling 1471. You may get information on where the phone call was made from.**
- + **Did dialling 1471 work?**
- + **Contact the Police (999) and Executive Officer immediately.**
- + **Carry out further actions based on Police advice.**

## APPENDIX 8 - SUSPICIOUS PACKAGES

Postal bombs or biological / chemical packages might display any of the following signs:

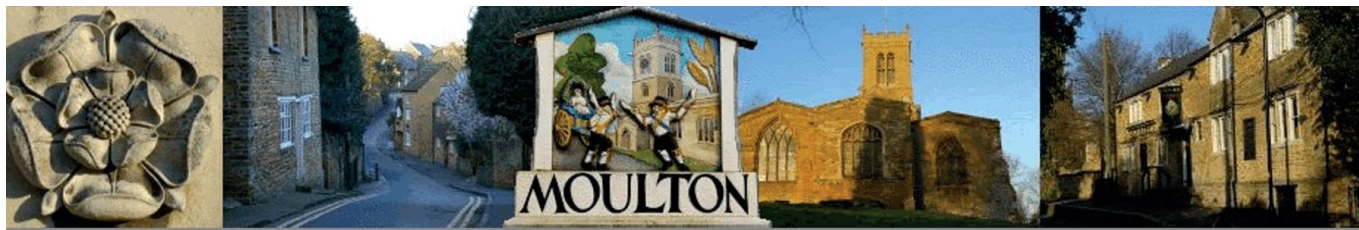
- Excessive wrapping
- Grease marks or oily stains on the envelope / wrapping
- An unusual odour including (but not restricted to) ammonia, almonds or marzipan
- Discolouration, crystals or powder-like residue on the envelope / wrapping
- Visible wiring / tin foil
- Heavy weight for the size of the package
- Uneven weight distribution
- Too many stamps for the weight of the package
- Poor handwriting, spelling or typing
- Delivery by hand from an unknown source
- Wrongly addressed or come from an unexpected / unusual source
- No return address or a postmark that does not match the return address.

The likelihood of a community centre receiving a postal bomb or biological / chemical package is low. However, if you do receive a suspicious package carry out the actions below.

Ref'	Initial response - upon receiving a suspicious package	Tick / sign / time
SP1	Remain calm.	
SP2	Put the letter / package down gently and walk away from it: <ul style="list-style-type: none"> <li>▪ Do not touch the package further</li> <li>▪ Do not move it to another location</li> <li>▪ Do not put the package into anything (including water)</li> <li>▪ Do not put anything on top of it</li> </ul>	
SP3	Note its exact location.	
SP4	Evacuate the building, keeping people away from the room as far as possible. Ensure that any assembly points are located away from the danger of flying glass.	
SP5	Notify the Police (999) and the Executive Officer/Duty Officer immediately.	
SP6	Do not use mobile phones, two-way radios or sound the alarm using the break glass call points.	

If anyone is exposed to a potentially hazardous substance carry out the actions below.

Ref'	Initial response - if exposed to a potentially hazardous substance	Tick / sign / time
SP7	Keep all persons exposed to the material separate from others, and available for medical examination. Ask them to remain calm and avoid touching their eyes, nose or any other part of their body.	
SP8	Ensure that ventilation / air circulation systems in the building have been turned off and that all doors (including internal fire doors) and windows have been closed.	
SP9	Anyone experiencing symptoms of chemical exposure (e.g. streaming eyes, coughs and irritated skin) should seek medical attention urgently.	



# EMERGENCY PLAN

## MOULTON COMMUNITY CENTRE

### Part B – Minor Incident Plan

## 1. Minor Incidents

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***A minor emergency is an incident which, if dealt with quickly and correctly, does not result in a life-threatening situation. Minor incidents should be handled by the member of staff on duty on the day (referred to as the “duty Officer”)***

### 1.1 Disorderly Behaviour

- Any disorderly/dangerous behaviour; or behaviour that is likely to cause a nuisance should be immediately stopped.
- If the behaviour persists a further warning should be given. The customer should be informed that this is their 'last chance' and a further breach will result in the customer being required to leave the building.
- If the behaviour continues the Duty Officer should be called to the situation. The offender will then be spoken to by the Duty Officer and, depending on the severity of the behaviour and the attitude of the customer when being spoken to, they may be asked to leave the building.
- Continuation of the behaviour could result in the Police being called.

### 1.2 Assault

The following is designed to deal with incidents of assault which may occur and details the steps to take when dealing with accusations made by or against someone using the Community Centre.

- If such an incident is seen or is brought to the attention of a member of staff, they should immediately inform the Duty Officer. Care should be taken to monitor the individual involved in the alleged incident until the Duty Officer arrives.
- Remember this is a sensitive subject, do not put yourself in a difficult position.
- Where possible, have another reliable person with you to verify the report you give.
- Once informed, the Duty Officer should treat the incident as a priority and go immediately to the scene. The Duty Officer should immediately get details of what is alleged to have happened.
- Staff must monitor the subsequent action of the person being accused.
- The Duty Officer should then determine further details of the incident and record them on an Incident Log. More detailed information will be taken by the police, if required.

- When an allegation is made against someone a full description of the person should be taken and entered onto the Incident Log. Also, all staff should be informed to monitor his/her subsequent behaviour. If the person attempts to leave the building no attempts to physically retain the person from leaving should be made.
- If the person leaves the building an attempt should be made to determine how they left i.e. on foot (which direction), car registration number, etc. Any details should be added to the Incident Log. However, if the alleged incident has been witnessed by a member of staff, and they are certain of this, then the 'accused' must be approached and asked to wait until the police arrive. If they refuse, they should be asked for their name and telephone number but no physical effort should be made to restrain the individual.
- The written incident log should be available to the police if they are called to the Centre.

### **1.3 Dealing with Aggressive Behaviour**

If a person is being verbally aggressive it is important not to antagonise them further otherwise the situation may turn physical.

- Try to keep the aggressor calm by acting calmly yourself although you may not feel calm.
- Find out what the person wants. If it is an easily dealt with request which is not likely to harm yourself, customers or other staff then comply with it.
- If their request is unreasonable explain politely why.
- Do not physically try to prevent them getting their own way.
- Report any aggressive or violent behaviour to a Duty Officer at the earliest opportunity.
- Try to remember as many details as possible about the aggressor e.g. height, hair colour, accent, complexion, skin colour, distinguishing features, dress, approximate age.
- If possible, try to summon assistance or lead them into a public area so you are not alone.
- If you feel you are at risk of being assaulted explaining that you are not able to help and you are going to get your manager who may be able to help them, and then get your Duty Officer.
- Fill in an Incident Log as soon as possible after the incident.

### **1.4 If you have been assaulted**

If you are being physically assaulted, it is permissible to stop the assault by using 'reasonable force'. It is difficult to quantify what 'reasonable force' amounts to, but enough force to stop the assault and nothing more is a good way to explain it. Remember you may have to justify your actions in a court of law.

- Do not become involved in any further altercations with your attacker.
- Report the incident to the Duty Officer.
- Decide if you want to call the police.
- Document the incident on an Incident Log.

#### **If you have an assault reported to you.**

- Report the incident to the Duty Officer.
- Do not accuse anyone of an offence or become involved in an argument.
- Arrange for first aid if required.
- The Duty Officer will take all details of the incident and record any witness details.
- The Duty Officer will ask the individual if they would like the incident reporting to the police.
- If the police are called wait with the individual for their arrival. Give as much detail to the police as possible.
- Complete an Incident Log.

## 1.5 Robbery

In the interest of your safety, you are required to adhere as far as is reasonably possible to the following procedure.

- If confronted by a robber, never risk personal injury or injury to others.
- You should obey exactly the instructions of the robber. The Council is insured against robbery so don't put your life at risk.
- Any items asked for by the robber belonging to MPC/MCC should be handed over. Any request for personal belongings is at the discretion of the individual, however care must be taken not to put yourself or others at the risk of injury or worse by refusal.
- During a robbery situation involving a demand for cash, hand over the highest denomination notes first so as not to antagonise the robber, then any coinage if demanded.
- Attempt to remember as much as possible about the robber i.e. height, hair colour, accent, dress, complexion/skin colour, distinguishing features.
- Note how the robber left the area, which direction they left in.
- Do not follow or try to prevent the robber from leaving the area.

## 1.6 Missing Child

In the event of a child going missing, the following procedures should be followed:

- A member of staff is alerted to the problem; the alarm is raised by informing the Duty Officer immediately.
- The Duty Officer will request the assistance of all available members of staff.
- The staff will be given a description of the missing child.
- A member of staff will be put on the main doors to ensure that no one can leave or enter the building until the child has been found.
- All other staff will search the building thoroughly, each will be given an area of building to check by the Duty Officer.
- Staff must report back to the Duty Officer.
- If the child is not found, then the Duty Officer must ask the parent or guardian if they want the police called.
- The search should be continued until the police arrive
- An incident form must be completed when the child has been found.

## 1.7 Found Child

In the event of a child reporting to you that they are lost, ask them their name and tell them yours and that you work at the centre and you will help them find their parents.

- Ask them what their parents/carer looks like and when they last saw them.
- Do not leave the child alone.
- Look around the area they are in and ask them if they can see their parent/carer.
- If they can see them take the child to them.
- Ensure they are the child's parent/carer. Ask the child if they know who these people are.
- If not take the child to the Welcome Desk reassuring them and keeping them calm.
- If the parent/carer comes to collect the child, ask to see ID before releasing the child into their care.
- If you are unable to locate the parent/carer or are concerned about the verification of their ID call the police.

## 1.8 Suspicious Package

### Finding a suspicious package in or outside of the building

- Stay Calm.
- Check that package does not belong to someone in the vicinity.
- Do not move or examine the package.
- Inform the Duty Officer immediately then make the following announcement (to be decided once the new phone system is installed) “Urgent, can all customers please evacuate the building immediately by the nearest exit. Take all bags and belongings with you and wait at the fire assembly point for further instruction”. Repeat the message twice.
- Follow the fire evacuation procedure.
- No Mobile phones/two-way radios are to be used.
- No-one is to return to the building until emergency services have given consent.

## 1.9 Lighting Failure

- In the event of a lighting failure, the emergency lighting system will be activated.
- During daylight hours, evacuation may not be necessary if there is enough natural light. The Duty Officer will decide on whether each area of the building can remain open, if extra staff are needed in particular areas, or whether the building should be evacuated.
- The Duty Officer will investigate the cause of the problem, trip switches should be checked to see if any have tripped.
- Where necessary, the Duty Officer will give the order to evacuate the building.
- Torches are kept behind the Welcome Desk and in the Emergency Box. Staff may use these to assist the customers in making their way to the exit.

## 1.10 Inclement Weather Conditions

Inclement weather can be defined as snow, ice, fog and/or floods, which make journeys by road or rail hazardous. This can be both by public and private transport. Closure and evacuation due to inclement weather conditions if the Duty Officer decides that the weather conditions have deteriorated sufficiently or that flooding will occur and that staff or customers could be in danger or may become unable to get home, then the following action must be taken.

- The Duty Officer takes the decision to close and informs all staff.
- The Welcome Desk makes the following announcement using the tannoy system “Customer announcement, due to adverse weather conditions the Community Centre is closing immediately, please make your way to the exit”.
- When the building is cleared all staff will leave the centre.

## 2. Recording of actions during any incident under the Emergency Plan

Staff are advised that where possible, it is essential to keep note of any action they have undertaken in the course of dealing with an emergency under any of the categories listed above. The easiest way to do this is to make use of the Dictaphone, which is kept in the Emergency Box in the Parish Office, and voice record actions as the incident progresses. A detailed note should be made as soon as possible after the incident using the incident log. These notes may be relied upon as part of any subsequent investigation.

**This policy is reviewed annually by the Executive Officer and submitted to the full council for approval.**

**Last Reviewed:       Jan 2021**  
**Review Due:         Jan 2022**