

Emergency Procedures

Policy	Emergency Procedures							
Version Reference	1							
Approved by	MC		EMT	✓	MT			
Date of Approval	December 2017							
Review Period	Annual or as legislation or substantive changes occur							
Review Due	December 2018							
Policy Champion	Health, Safety & Environment Co-ordinator							
People Affected	Tenants	✓	Service Users	✓	Staff	✓	Contractors	✓
Property Type	General Needs	✓	Supported	✓	Offices	✓	Other	✓

H&S Assessment Date Completed	08/08/17
E&D Assessment Date Completed	08/08/17

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CREATING GREAT PLACES TO LIVE

1. Purpose of this Policy

- 1.1 To ensure that Loreburn complies with the duty placed on it by legislation.
- 1.2 To ensure procedures are in place to deal with emergencies which may arise out of the activities undertaken by Loreburn or which may affect persons or properties connected to Loreburn activities.

2. Legislative Background and Guidance

- 2.1 In preparing this policy we have taken account of:
 - The Management of Health & Safety at Work Regulations 1999
 - Health and Safety at Work etc. Act 1974
 - Data Protection Act 1998

3. Aims of this Policy

- 3.1 Through this policy we aim to:
 - Establish and where necessary give effect to appropriate procedures to be followed in the event of serious and imminent danger.
 - Nominate sufficient number of competent persons to implement emergency procedures.
 - So far as is practicable, require any persons who are exposed to serious and imminent danger to be informed of the nature of the hazard and of the steps taken or to be taken to protect them from it.
 - Enable the persons concerned to proceed to a place of safety in the event of their being exposed to serious, imminent and unavoidable danger.

4. Associated Policies

- 4.1 Health & Safety Policy Statement
- 4.2 Information Sharing Policy
- 4.3 On-Call Service Policy
- 4.4 Disaster Recovery & Business Continuity Policy
- 4.5 Planned and Emergency Decant Policy

5. Emergency Procedures

- 5.1 The common objectives for achieving an effective and coordinated joint response to emergencies are:
 - Protect human life, property and the environment
 - Prevent escalation and minimise the harmful effect of the major incident/emergency
 - Promote a swift return to normal life
 - Maintain normal critical services at an appropriate level
 - Provide mutual support and co-operation between responders
 - Co-ordinate and manage recovery activity
 - Support the local community's own part in its recovery

- Warn and inform the public
 - Facilitate inquiries
- 5.2 Above all, in the event of an emergency, staff should feel free to use their own initiative to minimise danger and inconvenience to customers and anyone else affected by Loreburn activities.
- 5.3 The common responsibilities for all managers in responding to emergencies are:
- to provide the fullest support to all organisations, services and individuals to enable them to devote their efforts to their primary tasks
 - to achieve an effective response by ensuring staff are properly briefed, managed and debriefed
 - to motivate, encourage and support staff
 - to promote a personal, sympathetic and compassionate approach to all involved in emergencies
 - to ensure the health, safety and well-being of staff carrying out normal duties in exceptional circumstances
 - to maintain full records of decisions, reasons for decisions, actions, reviews and costs
 - to contribute to post-event evaluation
- 5.4 The responder(s) should co-ordinate efforts to reduce to a minimum the harmful effects of an emergency on the well-being of individuals and communities. Activities undertaken and objectives are:
- providing shelter, facilities and sustenance to assure the physical welfare and well-being of those affected by emergencies
 - assistance with temporary housing and re-housing to address temporary or longer term loss of home
 - practical assistance, clothing, furniture, financial assistance and grants to help overcome material loss
 - providing advice, information and comfort to support emotional well-being
 - recording and tracking those affected and their needs to ensure continuing and effective support
 - engaging the support of responders and the community to bring about a timely return to normal life
- 5.5 Should an emergency situation arise, the Chief Executive/Nominated Head must be informed. The Chief Executive/Nominated Head will, as necessary, convene an emergency meeting of the Management Team, and arrange for the Convener to be informed.
- 5.6 An Out of Hours Rota is in operation for Loreburn staff that cover on-call to deal with emergency situations or major incidents. The rota includes the name, home town and contact number for the member of staff who is on-call and the dates for the period they will cover. Staff on-call should refer to the On-Call Service Policy for more information.

- 5.7 Guidance and contact numbers and access codes will be issued to Management Team and On-Call Staff on a monthly basis or whenever vital information changes. This information is contained in the Internal Version of the Emergency Procedures.
- 5.8 A list of contact numbers and access codes will be issued to the repairs contractor, Enterprising DG, and Carecall who will be the first point of contact out of office hours and during holiday periods. This information is contained within the External Version of the Emergency Procedures and will be updated on a monthly basis or whenever vital information changes.
- 5.9 The Emergency Services – Fire & Rescue Service, Police, Scottish Ambulance Service and also Positive Response – will be provided with an emergency contact number for Enterprising DG/Carecall - 01387 271221.
- 5.10 The Emergency Services will also be given a password so that Carecall can verify their identity when they request access to sheltered developments through the door entry system. The password **must not** be given to anyone other than those listed and they must not be shared with others outwith an emergency situation. The password will be changed on a six monthly basis. The current password is listed in the Emergency Procedures.
- 5.11 The Emergency Services are also provided with the code for the key safe at each sheltered development so that they can gain access in the event of a door entry/Carecall system failure. The current key safe code is listed in the Emergency Procedures.
- 5.12 The Enterprising DG emergency repairs number - 01387 271221 - will be printed in the Newsletter for customers use.
- 5.13 Notwithstanding the above, all colleagues dealing with an emergency will have delegated authority to take whatever action necessary to safeguard life and property, and to preserve Loreburn's reputation. Action taken should be reported to a Management Team member at the earliest opportunity. Any relevant information will be reported to the next scheduled Management Committee meeting as appropriate. Appropriate action includes:
- forcing entry
 - authorising works to make safe and / or secure
 - placing tenants in suitable temporary accommodation
- 5.14 Please note that the Executive Management Team have access to credit cards, if required.
- 5.15 If the customer(s) is unable to stay in their own home, they may be able to stay with family or friends.
- 5.16 If this is not possible, the on-call staff should make other arrangements to accommodate the customer(s) in Bed & Breakfast accommodation or, where appropriate, in sheltered development guest rooms. Executive Management Team has access to credit cards.
- 5.17 The local Council Office can also provide assistance in housing people left homeless due to emergency and contact details are listed in the Emergency Procedures.

- 5.18 Customers may require input from Social Services due to age, vulnerability and any other risk factor determined by Housing staff.
- 5.19 In the case of Anti-Social Behaviour, staff should contact the Police on 101 or 999 in an emergency.
- 5.20 Sheltered Development Office Security and Fire Alarm Resetting Instructions are listed in the Emergency Procedures.
- 5.21 A procedures manual for each sheltered development containing information on the fire alarms etc, is located in the red folder on the Sheltered Housing Advisor's (SHA) desk out of hours for use by staff attending an emergency.
- 5.22 Staff should not speak to the press or any third party about any situation, or admit liability for any event, or seek to blame others. Information to residents should be strictly confined to dealing with the emergency.

6. Responsibilities Chart

6.1 The below chart illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	Man Comm/ CE	EMT	Managers	All Staff	HS&E Co- ordinator
Regular review of Emergency Procedure information – internal and external versions.			✓		✓
Issuing external and internal versions of Emergency Procedures.					✓
Maintaining distribution list for Emergency Procedures					✓
Providing training to staff in Emergency Procedures			✓		✓
Completing accident/incident reports following emergencies.			✓		✓
Monitoring and reporting on emergency call outs to on-call staff					✓
Issuing statements to the press	✓	✓			

7. Monitoring and Review

- 7.1 The Policy Champion is the Health, Safety & Environment Coordinator.
- 7.2 The ongoing implementation of this policy will be monitored by Management Team and EMT through annual audits carried out by the Health, Safety & Environment Coordinator or appointed external Health & Safety Consultant.
- 7.3 This policy will be reviewed by the Policy Champion annually and/or:
 - 7.3.1 When legislative changes occur
 - 7.3.2 When organisational changes occur
 - 7.3.3 Following a major accident or incident