

EMERGENCY RESPONSE AND CRISIS MANAGEMENT

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Safeguarding/Welfare Trainer

- ELT Background
- British Council ASAC
- Faith-based organisation Safeguarding Advisor
- Rowing club Welfare Officer

WHY?

- English language training providers, youth travel organisations and accommodation providers have always needed to be ready to deal with emergencies and crises

- Accreditation UK Criterion:

W2: 'There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students'

'...threats also emanate from gang activity, out of control dangerous dogs, and a wide range of other possibilities.'





WHY?

- The **Management of Health and Safety at Work Regulations 1999**
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995**
- **Civil Contingencies Act 2004** - government planning/civil protection

ONE DOES NOT SIMPLY

WING IT IN AN EMERGENCY

Guidance notes:

- Major incident procedure for teaching **and** accommodation site(s).
- Procedures for **locating and communicating with students** in the event of a major incident procedures **applicable to a wide range of potential situations** – not that a comprehensive individual plan is required for every possible eventuality.

Examples of good practice

- *Comprehensive procedures for handling a security or safety emergency **on the premises, on excursions, in the vicinity of the institution** or where students live or may be socialising; including procedures for **verifying whereabouts and safety of students, group leaders and staff**, and **communication** with group leaders, staff, students, their parents and representatives; age appropriate information shared sensitively.*
- *Sensitive briefing for students on keeping safe and procedures to follow in the event of an emergency.*

WHAT ARE YOU MANAGING?

- MINOR INCIDENTS
- SERIOUS INCIDENTS
- MAJOR INCIDENTS

MINOR INCIDENTS

Common incidents faced by providers may be:

- student illness
- student injury
- Assault on a student
- Missing students
- Death of a student
- Arrest of a student

BUT not all incidents become full-blown crises.

INCIDENTS VS CRISES

- What could turn an incident into a crisis?

INCIDENTS VS CRISES

Whether an incident becomes a crisis or not depends on:

- the number of students involved
- their age (incidents involving children often gain more media attention, for example),
- the prominence of the students (some ELT providers have hosted international royalty, TV and sports personalities, for example)
- media attention (slow news days will focus media attention on incidents that would otherwise be overlooked)
- what actually happened and how visible the incident is (if it was filmed and went viral, for example)

These may indicate the scale of the crisis.

SERIOUS INCIDENTS

Usually do not involve loss of life but do involve serious threats to safety and/or travel arrangements.

MAJOR INCIDENTS

Usually imply a loss of life or threat to life, in which full response procedures should be initiated.

Terrorist attack?





LIVE Lewisham

BREAKING NEWS

LONDON RIOTS

Police dealing with unrest in Lewisham

BBC NEWS 18:47 | FALL AS MARKETS OPEN FOR THE FIRST

LIVE Glasgow Airport



**BREAKING
NEWS**

GLASGOW AIRPORT ATTACK

Blazing car driven into terminal building

NEWS 24

19:11 STRATHCLYDE POLICE SAY TWO PEOPLE HAVE BEEN AR







Off-site vs On-site

BAD NEWS...

You've just seen the news. An attacker in a car has ploughed into pedestrians on Westminster Bridge. Serious injuries are being reported and there are concerns that some fatalities may result.

BAD NEWS...

You have two groups of young people (French, Italian) in the area.

BAD NEWS...

You receive a call from the Italian group leader. They are involved in a lockdown on the South Bank. They are very worried.

BAD NEWS...

You receive a frantic call from one of the French students. Some of them have been struck by the vehicle. They do not know where their group leader is.

Off-site

Crisis Management Team (CMT)

- **Crisis Management Lead** - assumes overall control
- **Team Members** - provides assistance to the lead
- **Call Handler** - filters calls effectively

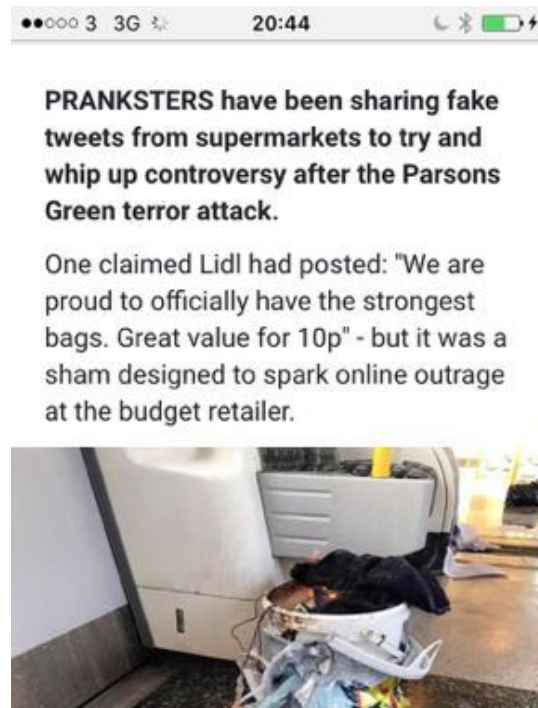
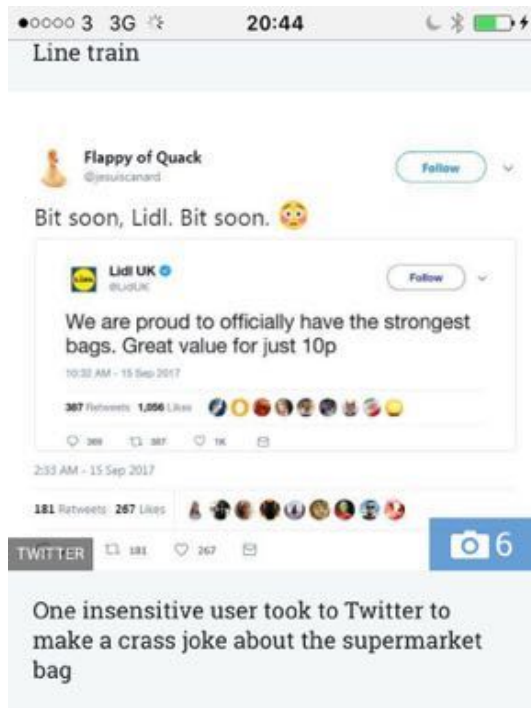
Emergency Response Team (ERT - also Travelling Response Team)

- **Incident Lead** - assumes control on the ground
- **Incident Staff** - provides support to Incident Lead

Who talks to the media?

- Summer 2017
- Similar story on Daily Mail
- Relating to incidents dating between 2010-17





The Argus

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News Local Business Crime Education Health National News Nostalgia Politics Young Reporter

11th April 2016

Pervert jailed for filming young students in shower

Exchange
You
Buy or sell



Alan Haldane jailed over rape and attempted rape of young girl

The Argus - 15 Sep 2017

Alan Haldane, 63, of Priory Avenue, Hastings, was found guilty of rape ... his Hastings house and his previous home in Amherst Road, Bexhill.

Hastings pervert jailed for string of child sex crimes in Bexhill

Bexhill Observer - 8 Apr 2016

Alan Haldane, now of Priory Avenue, Hastings, but previously of Amherst Road, Bexhill, appeared at Hove Crown Court on Thursday (April 7) ...



Pervert jailed for filming young students in shower

The Argus - 11 Apr 2016

... showed up to 15 students were captured on camera by Alan Haldane. ... Haldane, now of Priory Avenue, Hastings, will be a registered sex ...



Sicko who abused toddler and filmed girls in the shower jailed

Daily Star - 9 Apr 2016

Pervert Alan Haldane has been jailed for six and a half years after he ... The builder, from Hastings, abused a trio of victims, aged between ...

He added: "However there were no complaints lodged by the students and I am certain that none of the students had any idea what was happening."

On-site

- *Partial Lockdown*
- *Dynamic Lockdown*

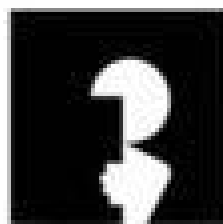
Other emergencies covered in other policies:

- *Emergency Medical Treatment* (due to accidents affecting a small number of students or staff, usually one)
- *Evacuation* (due to eg a fire or gas leak)

- *Run...Hide...?*



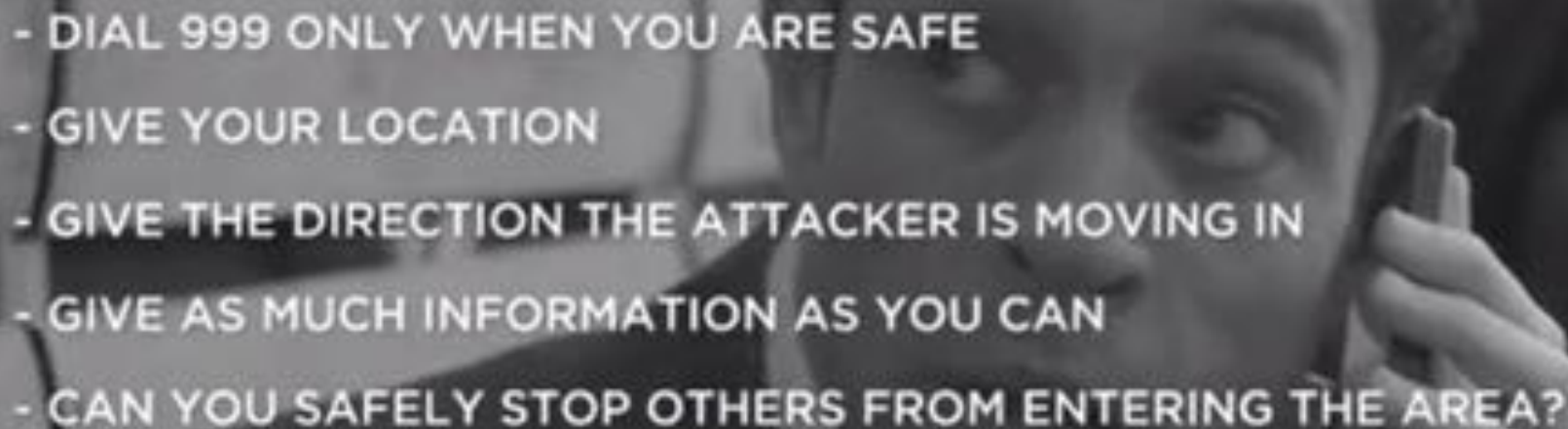
RUN



HIDE



TELL

- 
- DIAL 999 ONLY WHEN YOU ARE SAFE
 - GIVE YOUR LOCATION
 - GIVE THE DIRECTION THE ATTACKER IS MOVING IN
 - GIVE AS MUCH INFORMATION AS YOU CAN
 - CAN YOU SAFELY STOP OTHERS FROM ENTERING THE AREA?

RUN. HIDE. FIGHT. — Surviving an Active Shooter Event

RUN > HIDE > FIGHT

>> SURVIVING AN ACTIVE SHOOTER EVENT



ELT Emergency Management In Real Life

BACKGROUND INFO

- You are operating a summer school in London. The operation is set in a residential centre in the south east of London. Another organisation manages the facility. It is shared with another provider.
- The facility has two main access points from the main road - an 'in' and 'out' gate for vehicles
- There are 250 under 18s including individual students from Belarus, Spain, Italy, Russia, Georgia, Germany, Brazil, Kazakhstan, and approximately 100 Chinese students in closed groups.
- It is a hot Monday and you and your staff are winding down after a busy morning processing new arrivals.

BULLETIN 1

Time: 15.30

There has been some unrest in London over the weekend. You are informed by a contact at the other provider you share the facilities with that there may be riots in the local area that evening. Half of your under 18s are on an excursion to Central London.

Considerations:

- Is the source reliable?
- What would your next step(s) be?
- What instructions do you give your staff?
- Who else should be informed?

BULLETIN 2

Time: 16.15

Your under 18s are on their way back by train. You look over the horizon and see smoke and helicopters. News and social media updates show that rioting is beginning in your local area and throughout London.

Considerations:

- What would your next step(s) be?
- What instructions do you give your staff?
- Who else should you keep informed?
- What about the residence?

BULLETIN 3

Time: 16.45

All staff and students have returned safely. The riots have spread closer to you. Individual rioters are passing the centre. There have been reports that some have weapons.

Considerations:

- What would your next step(s) be?
- Would you implement a lockdown? What kind?
- How would you implement/enforce it?

BULLETIN 4

Time: 18.00

Half of your homestay students have been picked up by your hosts and have been returned home safely. Half remain however and some hosts cannot return to the centre early due to work commitments. Those that remain are getting restless.

Considerations:

- What do you tell the students?
- What could the residence be doing?

BULLETIN 5

Time: 20.00

All homestay students have been taken home safely. All residential students are accounted for. The centre staff are now ready to leave. It is now dark and rioting is intensifying.

Considerations:

- Can you*/should you leave?
- How would you leave?
- How would you make sure everyone is home safely?

BULLETIN 6

Time: 20.30

You receive an emergency call diverted from your parent organisation emergency phone. An adult student at another centre cannot get back to their residence because public transport to that area will not stop there and riot police are blocking the main street. The student is confused and does not know London well.

Considerations:

- What advice would you give this student?
- What can you do for them?

BULLETIN 7

Time: 22.00

You have reached a place of safety. You have been informed that all students and staff are safe and accounted for. However rioting is continuing and is international news. Images of burning buildings, smashed shops, and gangs confronting police are all over mainstream and social media.

Considerations:

- What should you anticipate happening tomorrow?
- Who should you inform now?

BULLETIN (FINAL)

Time: 07.00 next day

You leave your accommodation to go to the centre.

It is sunny, people are out running and walking their dogs.

You wonder if it was all a dream!

COMMUNICATION

- Who should be informed?
- What kind of communication - and how?

COMMUNICATION

- Make a checklist of who should be informed
- Internal/External/students/Parents
- Initial communication then regular updates
- Factual yet positive tone - reassuring

DOCUMENTS AND RECORDING - COMPLIANCE EVIDENCE

In the event of a negligence claim, written records will support your case

- Risk assessments, itineraries, medical info
- Log template, emergency response documents, students handbook
- Contact details in a secure and accessible location
- Emergency services, EUK, embassies



THANK YOU!

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