

University of Bristol Residences

Emergency Plan

Last update: Summer 2008
Due for review: Summer 2009

Introduction

“The University of Bristol Crisis Management Plan (CMP) is the framework for command, control, co-ordination and communication of the response to a crisis, emergency or major disruptive incident affecting the University, its staff or students.”

References are made in the Residences' Emergency Plan to the Crisis Management Plan where appropriate. Senior members of the Residences' staff should be familiar with the University's Crisis Management Plan.

The University's Crisis Management Plan may be found at <http://www.bristol.ac.uk/cicp/crisisplan.html>

Types of emergency

'Emergency' is used here to refer to any incident that poses a threat to human safety and/or damage to residential premises, stock or equipment. The scale and type of emergency will vary but all have a potential impact on residential provision. Emergency in this context does not include disease, which would be dealt with under protocols set out by the Student Health Services.

Three broad types of disaster are distinguished:

- **Major incident** or emergency affecting the University as a whole, which would be dealt with in the Crisis Management Plan.
- **Major residential emergency** affecting one or more of the residences, causing a significant disruption to services (e.g. closure/loss of accommodation or services) for more than one day. It should be noted that due to the design of the residences it is extremely unlikely that an entire residence would be lost.
- **Minor residential emergency** affecting one of the residences, causing little or no disruption of services (e.g. closure for no more than half a day). This can be dealt with by the residence concerned with assistance from other residences or the Accommodation Office as required.

Responsibility

Residential emergency may have an impact on the normal running of the University and it therefore affects other Departments and personnel. The **Bursar** is responsible for the buildings themselves, their maintenance and repair. The **Security Officer** is responsible to the Bursar for all aspects of the security of buildings. The **Safety Officer** advises on safe practice in all matters affecting personnel and users. The **Secretary's Office** is responsible for the insurance of the buildings and their contents. The **Director of Student Services** is responsible for service provision.

Nevertheless, the main responsibility for the prevention of and reaction to disaster affecting the residences rests firstly with the **Director of Student Services and then the Residence Services Manager or Accommodation**

Officer. Clearly, aspects of this have, in practice, to be deputised: for instance, sensible housekeeping routines and key-security will normally be the immediate responsibility of the residence's bursar.

Organising for Emergency Control

The Residences' Staff as a whole are equipped to deal with one aspect of disaster: the response to fire hazard, for which there is regular training, equipment within the buildings, publicly accessible notices and recognised arrangements for summoning aid.

For coping with the results of fire and with the eventuality and results of any other kind of emergency resulting in the loss of rooms or services the Director of Student Services has prepared this Emergency Plan.

The Residences Management Board will be responsible for

- Updating the Disaster Plan as required
- Ensuring the inclusion of disaster prevention in the staff training programme
- Providing printed instructions for response to emergencies in residences.

Insurance

The University's general insurance policy makes provision for the residences and their contents including consequential costs in the event of extensive loss of facilities. It should be borne in mind that there is an excess of £5000.00 on any claims made. Students' are provided with basic cover for their possession via the University's block Hall insurance. Students are advised to check the terms of this insurance and extend it as required.

Enquiries from the Press and Media

All enquiries from the Press and Media must be referred to the Director of Communications and Marketing (see A-Z of useful contacts under Media enquiries).

Responding to an Emergency

This document sets out the main principles for reacting to an emergency resulting in a loss of accommodation or facilities.

Raising the Alarm

The first person to arrive at the scene of a suspected emergency is responsible for contacting the Security Control Room, which is staffed at all times. The contact number (112233) is displayed on posters placed in each Residence. The officer on duty will make an assessment of the urgency of the situation and contact the Emergency Services and either the Director of Student Services or the Warden or Student Houses Manager.

Major Incident

If a major incident is declared, the University's Crisis Management Plan will be implemented and all subsequent actions will take place within the framework provided by the Crisis Management Plan.

In the event of a major incident, the University's Crisis Management Plan has specific provision for arranging finance, alternative accommodation and storage, relationships with the press and media, and medical help and counselling for those involved in the incident. These provisions should be followed.

Residential Emergency - Immediate Response

Where the emergency does not constitute a Major Incident the residence's first priority will be to inform the Director of Student Services or in his absence the Accommodation Officer. The residences staff will be responsible for evacuating and sealing off any parts of the building that are dangerous or unusable.

There is no requirement, in the short term (within the first 24 hours); to provide students with a bed, but those without family or friends to stay with must have access to a warm, sheltered space.

Most halls have a large, communal area, which can be used to provide a sheltered and warm space for a significant number of students on a short term basis. Alternatively the University Union and/or sports halls should be considered.

Out of hours emergencies

- Loss of less than 30 bedspaces
- Normal facilities available at residence or closest residence

The Warden and Hall tutors will be expected to accommodate the students until morning drawing on their reserve supplies of bedding and using common areas, temporary or empty rooms etc.

- Loss of more than 30 bedspaces
- No or reduced facilities available at residence

The Warden and Hall tutors will be expected to direct students to the emergency assembly points which will be:

Clifton and City residences - Manor Hall dining room (If Manor affected CHH)

Stoke Bishop residences – Wills Conference Centre (If Wills affected Churchill JCR)

The Warden and tutors at the designated residence will provide emergency bedding and accommodate the students overnight using any spare rooms or the floor of common spaces.

Managing the Emergency

As soon as reasonably possible the Director of Student Services or Accommodation Officer will set up an Emergency Management Group which will consist of:

- The Director of Student Services
- The Accommodation Officer
- The Residential Services Manager
- The Residences Surveyor
- The Warden or Student Houses Manager for the residence affected
- Other University staff as required

The group will be responsible for:

- Assessing the extent and likely duration of the loss of services
- Drawing up an overall strategy for managing the implications of the loss. The group will have authority to mobilize staff from other residences or use resources from other to assist with this.
- Communicating with the rest of the University. It is important that all residences and departmental staff are informed of the situation and the implications for service delivery as soon as possible, and receive regular updates. Information will be issued centrally via the accommodation office.

The Director may require the Accommodation Officer to set up an incident room in a location most convenient to the students affected. Most residences have offices suitable for such use. The timing of this operation will be affected by whether or not the Emergency Services are present, the building is stable and power supplies are switched on. Close liaison with the Security and Safety Officers is called for.

Managing the Students

The Hall or Student Houses Executive Assistant will provide the Accommodation Office with an electronic list of the displaced students' names, mobile numbers

and emails immediately. The Accommodation Office will take responsibility for communicating with all displaced students, their parents, university tutors etc. The residence will retain responsibility for communicating with students who can still occupy the residence.

Displaced students will be contacted by the Accommodation Office by email or text message and asked to seek short term (up to 48 hours) accommodation with friends or family. The student will be required to register their temporary address or contact details with the accommodation office. Those students who are unable to access alternative short term accommodation can be accommodated temporarily in spare accommodation including e.g. common rooms unaffected by the emergency.

After 48 hours:

If it is determined by the emergency group that the students cannot return to the accommodation affected by the emergency within 48 hours, the Accommodation Office (with the assistance of residence staff where appropriate) will ascertain from each student whether they can go home, stay with friends or require accommodation. The A.O. will identify suitable empty rooms on other residences, UNITE, Dominion or UWE properties or, if necessary, hotels and assign students to them. Where necessary taxis will be provided to transport students and their possessions. Where students have to be housed at a distance of more than 2 miles from the University free transport will be provided for them on a regular basis throughout the day to enable them to attend lectures. The A.O. will maintain contact with all these students to track their whereabouts, keep them updated, assist with any pastoral needs, assist with e.g. insurance claims, organise transport and arrange for their transfer back to their old rooms in due course.

The Accommodation Office should consider closing the office to other business until the displaced students have been found alternative accommodation. The Accommodation Office may need to appeal to University staff and students to provide temporary accommodation for the displaced students.

Where a student is accommodated in another residence, UNITE or UWE property or Hotel the student will continue to pay their normal rent in respect of the alternative accommodation provided for them with the University subsidising any shortfall. Where a student returns home or moves in with friends their rent will be refunded to them. Where a student from a catered hall is housed in self-catered accommodation a daily meals allowance shall be paid to him sufficient to cover breakfast and dinner each day. Where a student from a self-catered hall is housed in accommodation that does not allow for self-catering either meals with

be provided free of charge or a daily meals allowance shall be paid to him sufficient to cover breakfast and dinner each day

Long Term Loss of Residence

Long Term is defined as a loss of accommodation or essential services for more than 2 weeks. In these circumstances The Director of Student Services in consultation with Building Services will provide the Accommodation Officer with an expected restoration date. The Accommodation Officer with the assistance of other accommodation office staff will seek suitable alternative accommodation for all displaced students to cover term times as required.

Catering

Where a catering facility is rendered inoperable but the accommodation is still usable meals will be provided at one or more of the other catered Hall for Stoke Bishop residents. Students in Clifton will be furnished with a daily food allowance to enable them to purchase food locally. The possible prolonged nature of an incident, coupled with the number of people directly affected, may necessitate the extended provision of catering. The Residential Services Manager will plan to open sufficient catering facilities to support the operation.

The plan should identify:

- (a) Facilities that can/should be opened
- (b) Opening hours
- (c) Catering to be provided
- (d) Costs and who pays.

Other resources

Stockpiles of essential bedding will be maintained at one Stoke Bishop Hall and one Clifton Hall to ensure that students can be provided with sufficient to keep them warm in the immediate aftermath of an emergency.

Flow Chart

