



<p>Disaster Policy (Contingency plan for coping with crises)</p>	
<p>Latest Review: May 2026</p>	<p>Next Review: May 2027</p>
<p>Compliance:</p> <ul style="list-style-type: none"> • Health and Safety at Work Act 1974 • Care Act 2014 • Mental Capacity Act 2005 • Norfolk Safeguarding Adults Board’s Multi-Agency Safeguarding Adults Policy and Procedure • The Regulatory Reform (Fire Safety) Order 2005 • The Fire Precautions (Workplaces) Regulations 1997 • The Management of Health and Safety at Work Regulations 1999 • The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 • Corporate Manslaughter and Corporate Homicide Act 2007 • The Manual Handling Operations Regulations 1992 • The Provision and Use of work Equipment Regulations 1998 • Workplace (Health, Safety and Welfare) Regulations 1992 	
<p>Associated Policies:</p> <ul style="list-style-type: none"> • Missing Persons • Safeguarding (Adults & Young Adults) • Positive Risk-Taking and Risk Management • Health & Safety • Fire Safety • Corporate Manslaughter • Serious Viral epidemic or Pandemic • Severe Weather • Business Continuity 	
<p>The Senior Management Team and Trustees at Assist have developed the following contingency plan which should be put into effect when any crisis affecting the whole organisation or individuals associated with Assist (members, staff and parents / carers, Trustees, visitors, etc.) occurs. It involves the following steps:</p> <ol style="list-style-type: none"> 1). <i>Identifying Potential Critical Incidents</i> 2). <i>Identifying Support Agencies and Personnel</i> 3). <i>Developing an Assist Trust Critical Incident Management Plan</i> 4). <i>Clarifying roles – for all Personnel</i> <p>1). Identification of Potential Crisis These may include the following:</p> <ul style="list-style-type: none"> • Members going missing / absconding while attending • Death or injuries sustained by members while attending • Death or injuries sustained by staff members, parents or carers or any visitor to the Trust • Violence and assault on Assist premises 	

- Destruction or vandalism of part of the premises
- Natural disasters: floods, storm damage, earthquakes, etc.
- Fire at any Assist premises
- Civil disturbances and terrorism
- Abuse of any kind sustained by member of Assist
- Abuse sustained by member of staff, visitor to Assist or any associated person
- Fraud
- Other

2). Support Agencies or Personnel

- CEO, Assist Trust
- Head of Services, Assist Trust
- Operations Managers, Assist Trust
- Safeguarding Leads, Assist Trust
- Board of Trustees, Assist Trust
- Police Liaison officer
- All emergency services
- Multi Agency Safeguarding Hub
- Social Services Area Teams
- Accident and Emergency Department, Norfolk and Norwich University Hospital
- County Transport Officer

3). Critical Incidents Management Plan:

Who?	What?	When?
CEO, Head of Services or most senior manager on duty	Establish facts of situation	Immediately – as soon as incident is reported
CEO, Head of Services or most senior manager on duty	Determine whether incident requires call to emergency services (check attached Guidance for Care Providers).	Without delay if required
CEO, Head of Services or most senior manager on duty	Determine whether incident is covered by specific Assist Trust policy or procedure (eg. Missing Person policy, or Procedure in case of Fire)	Immediately
All managers	Consult to determine appropriate course of action (if possible and appropriate). Appoint Incident Co-ordinator (as listed, in priority order; Richard Ward, Lucy Graver, Leah Crook, Charles Moore, Julie Harrold) and follow Assist procedure if applicable	Within 30 minutes
Incident Co-ordinator	Record all details in Incident Details Form - logging all appropriate numbers as needed to be referred to throughout	Throughout
Incident Co-ordinator	Consult with all managers to assess appropriate steps to take in order to contain incident, deal with repercussions and prevent further incidents	Within 1 hour and ongoing

Incident Co-ordinator	Contact and support appropriate personnel in order to mitigate effects of incident. Co-ordinate all necessary responses.	Within 1 hour and ongoing
Incident Co-ordinator	Contact appropriate support agencies and individuals as appropriate (see above list)	Within 1 hour
Incident Co-ordinator	Contact parents / carers if appropriate	Within 1 hour and at regular intervals if appropriate
Incident Co-ordinator	Contact Chair of Trustees or alternative, as listed, in priority order; Bob Holderness (Chair), Matt Langley (Vice-Chair), other Trustees	Within hours
IC, all managers and Trustee	Decide on who should speak to the press and what should be said	Same day
All managers	Oversee all procedures and plans of action that have been initiated in order to deal with the incident until the danger is over or the effects of the disaster have all be dealt with	Throughout and for as long as required
All managers	Debrief members, staff members or anyone involved in the disaster	As soon as practicably possible
All managers	Inform others not involved in disaster about what happened and actions taken	As soon as possible
All managers	Carry out treatment for those affected if appropriate	As soon as possible
All managers	Review appropriate policies and procedures in light of lessons learnt	Within weeks

4). Clarifying Roles of all Personnel

Person in Charge of the Organisation (ie. CEO, Head of Services or most senior manager in their absence), responsibilities:

- To contact the emergency services if deemed necessary.
- To maintain a good awareness of incident specific policies, such as those outlined above, Missing Persons policy, procedure in case of fire, etc.
- To adopt the role of Incident Co-ordinator unless circumstances dictate otherwise.
- To respond to the press with the Chair of Trustees (or if unavailable, other Trustee as listed above) in a calm and professional manner.

Senior Manager Responsibilities:

- To maintain a good awareness of the role of the Incident Co-ordinator
- To maintain a good awareness of incident specific policies
- To delegate duties as incidents are dealt with and as procedures are followed, in a calm and effective manner
- To maintain a good familiarity with Guidance for Care Providers – when to notify police, urgent and non-urgent
- To review incidents and take action to improve procedures and systems where necessary.

Staff Member's responsibilities:

- To report any disasters or incidents occurring at Assist to the main office without delay

- To maintain a good awareness of evacuation procedures
- To respond to instructions while incident is being dealt with both calmly and efficiently
- To provide reassurance to all members in such circumstances, to contain the incident and prevent further problems.
- To maintain head counts when supervising their group or activity, to ensure that all are accounted for while procedures are followed.
- To respond to distressed individuals in a calm and professional manner, referring to managers for guidance when necessary.
- To not respond to any enquiries or questions from the press, following an incident of any kind, but to refer these to the head office.

General ongoing responsibilities:

- For the CEO and all staff at Assist to guard against the possibility of any serious incidents occurring by:
 - Maintaining high standards of housekeeping and general good practice when engaged in all activities at Assist.
 - Assessing all potential dangers proactively, dealing with or diffusing situations that might become more serious if left unattended.
 - Assessing all possible risk regularly, when circumstances change or when new practices are introduced.
 - Carrying out remedial work in a timely fashion.
 - Ensuring that all actions taken to mitigate against the chance of accidents or incidents are carried out with appropriate urgency.

Useful Numbers:

- Richard Ward
- Lucy Graver
- Leah Crook
- Charles Moore
- Julie Harrold



All numbers listed on private contact lists

Trustees to be contacted:

- Bob Holderness
- Matt Langley
- Jim Tremlett



All numbers listed on private contact lists

Emergency Services:

- Police Emergency 999
- Police Non-Emergency 101
- Ambulance 999
- Fire 999

A&E NNUH Switchboard 01603 286 286

Utilities:

- Gas: 0800 111 999
- Elec: 0800 783 8838
- Water: 0800 771881

Multi Agency Safeguarding Hub / Norfolk Adult Social Services

- 0344 800 8020 (24 hour number)

Community Learning Disabilities Teams:

- Norwich 01603 638520
- Southern (Attleborough) 01953 450800
- Northern (Kelling) 01263 676111

County Transport Officers:

- 01603 224365 / 224359

Signed and Authorised by:

Name:

Role:

Date:

Name:

Role:

Date: