



Critical Incident Plan For Learning and Support Venues

Including Evacuation and Lockdown Procedures

Most recent update: 02 September 2025

Scope

This Critical Incident Plan applies to all venues run by Cheshire West and Chester (CW&C) and covers all commissioned adult education or employment support delivery by the Skills and Employment Service. Each venue should adapt this plan for their own setting including other users of the centre.

Purpose

This document is to be used in the event of a critical incident at the centre. The plan outlines the responsibilities and actions of staff to deal with emergency situations at the centre and to carry out an evacuation or lockdown as required.

Name of learning venue	
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In the event of a critical incident key personnel at the venue and council include:

Role	Name	Department	Contact number
Critical Incident Coordinator			
Deputy Critical Incident Cdtr			
First Aider			
Fire Marshall			
<i>Extend as required</i>			
Cheshire West and Chester Major Emergency Response	Joint Cheshire Emergency Planning Team	58 Nicholas Street Chester CH1 1NP	01244 973869
Skills & Employment Manager	Matthew Smith	Skills & Employment	07990 532840
Other users of the building			



Evacuation Procedures For Venue

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Lockdown Procedures For Venue

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Date of last evacuation test	
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Types Of Incidents/Threats

- Fire
- Building collapse or damage
- Suspect parcel or package
- Violent individual or individuals
- Potential or actual extremist attack
- Any other activity that could cause loss of life or serious injury

Critical Incident Coordinator (CIC) Role

The role of the CIC is to ensure that this action plan is current and updated to ensure that all persons are aware of their responsibilities and the actions they should take in the event of a critical emergency. The CIC will identify the risks, liaise with other managers and contact the emergency service(s) relevant to any incidents listed above, outlining the following:

- Name of the person reporting the incident
- Emergency contact telephone number
- Address where the incident has taken place
- Nature of the incident
- Number of people involved



The CIC will respond to any requests made by the emergency services and cooperate with them to minimise any risks. In the event of the CIC not being on site the deputy named above would take on the role.

The following actions should be taken in the event of emergency incidents.

Fire

Any individual is able to raise the alarm by activating the button or switch at the indicated locations around the building.

On hearing the alarm, the appointed Fire Marshall(s) (as listed above) will conduct a sweep of the area to ensure that all persons have evacuated the building and made their way to the assembly points outside the building.

Each Fire Marshall will report to the CIC to ensure that all persons have evacuated the area safely and advise if any persons are left in the building.

In the event of persons still remaining in the building the CIC will inform the emergency services of any such cases.

No individual should return into the building until the emergency services have indicated to the CIC that it is safe to do so.

Building Collapse Or Damage

In the event of the building being damaged by storm, flood etc the CIC will initially assess the damage and risk to building users. If all building users need to be evacuated, they will be provided with clear instructions to leave the building and this evacuation will be checked. If there is immediate risk to building users the CIC will also contact the emergency services.

In the event of part of the building being damaged, building users will be relocated if possible to areas where there is no damage or risk.

The CIC must ensure that the building is secure and that no individual is able to enter the damaged area until it is made safe.

The CIC must inform CW&C Property Services.

Suspect Parcel Or Package

A suspect parcel or package might be one that is

- not expected by the service
- not clearly labelled or has unusual inscriptions
- heavy or unusual in size or smell, or
- leaking fluid or powder



In the event of a member of staff finding a suspect parcel or package the following procedure should be adopted:

- Do not move or try to open the package.
- Contact the CIC
- Evacuate the area to the opposite side of the building, closing all doors on the way if possible.
- CIC to assess the risks and inform team of the course of action which could include:
 - Evacuate the whole building to a designated area outside
 - Speak to Skills and Employment Manager
 - Contact the emergency services if required
 - Liaise with the emergency services upon arrival

Dealing With Violent Individual(s)

Staff should contact the CIC who will

- assess the situation and risks
- if necessary, evacuate building users as appropriate
- try to limit access to other building users as appropriate
- liaise with emergency services upon arrival

If there is an immediate threat to building users, staff should contact the emergency services to inform them of the incident by telephoning 999. For more details see Work-Related Violence Policy.

Extremist Attack Or Incident

In the rare event of an extremist attack, building users should:

- evacuate themselves to a place of safety where possible
- barricade themselves where the individual(s) cannot gain access
- contact the emergency services

In summary:

RUN to a place of safety. Scatter from others. Keep as low as practical. If it is not practicable to run,

HIDE Do not confront. Turn phones to silent and turn off vibrate. Barricade yourself in if you can and only when practicable,

TELL the police by calling 999



Emergency Kit

The following emergency kit should be available to support the CIC and emergency services in the event of a critical emergency.

Box containing the following:

- First Aid Kit
- Schematic plan for the building
- Manager telephone contacts
- Door code and building lock down information
- Building alarm information
- Cordon tape
- Flashlight
- 5 thermal blankets
- Hi-viz vest

In the event of all incidents, the CIC will complete an incident report and submit this to the Skills and Employment Manager at the earliest opportunity. This report will be recorded, reviewed, actioned and monitored for completion.