Terrorism (gunfire, knife attacks, chemical incidents and bombs)

Follow the national guidance. If you are caught up in/suspect a large-scale emergency – remain calm and

Run – ensure that you are able to do so with the group/person you are supporting. Remember that you cannot force an adult to go with you. Follow a buildings/areas evacuation procedures.

Hide – if you are unable to run (for personal or practical reasons) Think about what it is you are hiding from then find a safe location and stay there, this may be an alternative room or other suitable shelter. Keep quiet and switch phones to silent.

Tell – raise the alarm/call the emergency services and report exactly what is happening. Do not assume that someone else do it.

Remember – It is unlikely that mobile phones will work as networks will may be over loaded or down. Do not risk the safety of other group members or yourself. It may take a long time for the building/area/city to get back to normal.

Large scale emergency evacuation/incident

People Matters is a member of the Leeds Alert system. During office hours the office should receive information on any incidents that are occurring as soon as it is released.

If you are caught up in a large scale evacuation/incident in the city centre then you should remember

- Listen to and follow instructions from officials
- Evacuation will be on foot (this maybe to a different area of the city centre or completely out of the centre)
- Mobiles are likely to stop working
- Buses will leave without stopping
- Car parks will be closed and traffic is likely to stop
- If supporting people with mobility problems or a group, staff need to decide the most appropriate response to the circumstances including
    - Tell officials and local businesses – ask if they can communicate needs through ‘Bacil Radios’ or landlines.
    - Look out for Street Angels – trained members of the public
    - Involve officials and members of the public to support you to move the people you are supporting
    - Respond on the basis that key emergency services are unlikely to be available for an extended period
- Staff and members could be trapped at Barkston House or other venue for

an extended period. It is likely to be best to stay at any venue during the incident if not in an evacuation zone
- Listen to local radio for instructions and updates

Bad Weather (including snow, wind and flooding)

As part of the Leeds Alert System People Matters is informed about any bad weather affecting the city. We will use risk management to decide whether services will continue or be closed. Service information will be posted on Facebook and be available by telephoning the office for staff and members during office hours. Individuals should check travel conditions via local TV/radio or the internet to inform their decision making about safe travel from their location.

Infectious Disease
Where a significant infectious disease outbreak places People Matters staff, volunteers and members at risk the business continuity plan will be invoked. This provides guidance on the steps the organisation should take. National Public Health guidance, if issued, will be followed. Working practices may need to change significantly and risk management approaches will be used.

If infection is transmitted by touch hygiene practices will need to be addressed, if via droplets then social distancing would be implemented. The frequency of use of Personal Protective Equipment may need to be increased and your line manager will provide guidance to you on the changes in your practice needed. As part of managing infection control during a significant epidemic all staff should make themselves fully aware of the details of the People Matters Infection Control Policy and follow the guidelines in this policy.

Large Scale Pollution
If an emergency relates to harmful pollution to a critical level over a significant area People Matters will be informed via its membership of Leeds Alert. The emergency services will issue instructions on any precautions necessary. If action is needed it is likely that the instruction could include a request for the public, that would include People Matters staff, volunteers and members, to stay inside with all windows and doors closed. Those who may have been detrimentally exposed to the pollution should seek advice and care from Emergency Services.