


UHL Apprenticeship and Development Centre Lockdown Procedures

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Consultation	UHL Apprenticeship and Development Centre	
Version	V2	
Supersedes	V1.2	
Date of Original Approval	September 2020	
Next review Planned	December 2026	
Supporting Document(s)	<ul style="list-style-type: none"> • UHL Business Continuity Policy • UHL Emergency Planning Procedures • UHL Lockdown Policy • UHL Bomb Threat and Lockdown process • UHL Security policy • UHL Apprenticeship and Development Emergency Evacuation During Exams Centre Policy 	

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Document Amendment and Review Log

March 2023	V1.2 Change of name	27/03/2023	JS
December 2023	V2 Review of lockdown actions, implementation to support Martyn's Law and review of risk to learners	13/12/2023	JS

1. Rationale

- 1.1. University Hospitals of Leicester (UHL) Development and Apprenticeship Centre (hereon referred to as the Centre) is committed to providing a safe environment to all our learners and staff to operate in. A duty of care exists which means that education providers must ensure staff, learners and visitors are safe when on the premises. Positive pre-planning ensures everyone is aware of their responsibilities and actions, minimising the risks.
- 1.2. This procedure sets out to clarify a range of Centre lockdown options and business continuity plans. These build on the existing policies and plans the Trust has in place to ensure it meets education requirements. They have been reviewed against requirements nationally linked to the Public Space Act.
- 1.3. The Trust has a professional lead and a robust emergency planning and business continuity plans. A range of policies are in place, including a Lockdown Policy, which ensure the safety of learners, staff, services and visitors to the Trust (and its assets). This is required by NHS England's core standards for Emergency Preparedness, Resilience and Response (EPRR) and should be read in conjunction with this policy, therefore, to be always adhered to.

2. Scope of Procedure

- 2.1. The Centre is run by the Trust which means there are a team of specialists and significant business continuity and emergency plans already in place. This procedure looks to enhance these in terms of the education responsibilities of the Centre and provide guidance at local level for a range of situations to support keeping staff and learners safe. The Centre Lockdown Policy does not replace that of the Trusts. In the event of an incident, the Trust policies take precedent and will be the lead documents in guiding and ensure the safety of staff, learners and resources.
- 2.2. The safety of employees, patients, visitors and contractors at the Trust are solely covered through the Trusts emergency planning and business continuity teams and the Trust emergency planning responses. There is a separate policy for the emergency evacuation of learners during exams.

3. Definitions

- 3.1. Lockdown
The process of controlling movements and access (both entry and exit) of people (NHS staff, learners and visitors to the Centre) around an area, site or other specific building in response to an identified risk, threat or hazard that might impact upon the safety and security of individuals. A lockdown is achieved through a combination of security measures including the possible deployment of Trust security personnel and/or other suitably trained Trust staff. The Trust have specialist teams to ensure all sites are secure and provide guidance in any given situation.

- 3.2. There are typically 2 types of lockdowns:
- 3.2.1. Partial Lockdown
 - 3.2.2. Full Lockdown.
- 3.3. Partial Lockdown
- 3.3.1. Staff and learners should only enter the building when required, providing they can follow all existing Trust safety requirements such as PPE.
 - 3.3.2. It should be noted that as the Centre is part of a hospital, the Department of Health guidelines override the Department of Education guidelines in terms of working and learning. Continuation of physical teaching and learning activities will be conducted in support of the Department of Education guidelines.
 - 3.3.3. Where there is a disturbance or event occurring outside the immediate premises, staff and learners should remain in the building and lock all external doors where possible. It should be noted that as the Centre is part of a hospital this is not always immediately possible without Trust Security intervention. Entry or exit to the building is not permitted and should be restricted by Trust Security. Teaching and other activities can continue inside the building. This form of lockdown can be used when there is a disturbance or event occurring outside the immediate premises or within a certain area/zone within the building that may pose a risk to staff or learners e.g. fire at adjacent premises/building that poses no immediate risk to the room, building, environmental pollution incidents or local civil disturbances.
- 3.4. Full lockdown
- 3.4.1. This form of lockdown is used when there is an immediate threat to Centre learners, staff and visitors. An immediate threat may include intruder or armed person within the building and the lockdown will apply to the whole building/area. The aim of a total lockdown is to prevent more people entering the building and to contain the intruder. Where possible the aim would be to empty the building to avoid danger or hide to make rooms look empty to prevent interest from the intruder. A full lockdown may be an escalation of a partial lockdown event
 - 3.4.2. A lockdown can also be an evacuation of the site. It should be noted that the Centre will be expected to follow Trust guidelines for building closures and lockdowns due to the nature of the service.
- 3.5. There are a number of area types of lockdowns that the Trust can use to support the Centre.
- 3.5.1. Local area lockdown
The lockdown of an individual service area (e.g. a training room, training centre floor, ward, office, department). This includes securing through the Security team all entrances and exits into/out of a area (where this is possible), closing all windows and where available, closing all blinds.
 - 3.5.2. Building lockdown
The lockdown of an individual building on one of UHL's sites. The Centre typically uses a number of shared buildings and standalone buildings across all 3 sites. A building lockdown will include securing all external entrances and exits into/out of a building through the Trust Security team.
 - 3.5.3. Site lockdown

The lockdown of a whole UHL site. This includes securing all entrances and exits of a given site. This would be under the direct order of the Trust only.

4. Examples of Different Lockdowns

Full Lockdown; Immediate Threat	Partial Lockdown; Threat in Adjacent Vicinity	Partial Lockdown; e.g. Pandemic
<ul style="list-style-type: none"> Hazardous Materials Targeted Bomb threat Excess Flooding Violent intruder(Lone Wolf Attack) (Run/hide/tell) 	<ul style="list-style-type: none"> Lone Wolf Attack Intruder (Run/hide/tell) Flooding Gunshot Activity Stabbings and Wounds 	<ul style="list-style-type: none"> Global pandemic Local area lockdown Trust planned lockdown

5. Lockdown Actions

5.1. The Centre will ensure staffs are aware of the Centre Business Continuity plans, the Trust's emergency planning communication strategy and Trust's Lockdown Policy and procedures. These will be the primary documents to follow in case of an emergency. These procedures show local level actions that need to be undertaken in the event of an incident.

5.2. The actions taken within this policy should be taken until hearing further instructions from the Trust.

5.3. Should any member of staff believe there is a threat to the Centre, **CALL 2222** who will contact 999 or the Trust's onsite security.

Extension numbers for each sites security are as follows:

LRI: 16767

GH: 12999

LGH: 14292

5.4. Full Lockdown – Immediate Threat

5.4.1. Depending on the situation, and only if it safe to do so, those outside the Centre's buildings should be brought inside as quickly as possible or moved to the nearest building that can be secured.

5.4.2. If it is necessary to evacuate, those inside the Centre should escape quickly away from an immediate threat and seek a safe place to hide. Try not to hide in large groups, turn off the lights and remember to lock and/or barricade the door to prevent further access.

5.4.3. In the event of an active shooter or knife attacker, run and drop any bags as they will slow you down.

5.4.4. All persons must turn their mobile phones to silent and turn off vibrate. Office phones should also be unplugged.

5.5. Partial Lockdown

- 5.5.1. Depending on the situation, all teaching groups remain in own classroom and all Centre staff to remain in individual offices where possible
- 5.5.2. Centre staff to ensure the room they are in is locked down by checking external doors, fire doors, internal doors and all windows
- 5.5.3. All external windows to be closed and air vents to be closed (if it's a pollution issue)
- 5.5.4. Ensure the visitors log and registers are accessible.

6. Lockdown Planning

- 6.1. The lockdown plan for the Centre can be found on Appendix 1. This should be reviewed on an annual basis and should be sent for comment to the Trusts Lead for Business Continuity and Emergency Planning to ensure they comply with Trust requirements. There is a more detailed emergency plan for Learning and Development which has been agreed by the Trust and covers the department and Centre. Manual copies of this can be found on each site.
- 6.2. When planning, staff should be aware of and ensure:
 - 6.2.1. Learners, staff and visitors are aware of an exit point as part of their induction or when signing the Visitor Log
 - 6.2.2. If it is not possible to evacuate during a lockdown, people are encouraged to take action to increase protection via activities such as:
 - Locking all internal doors if on key latches
 - Blocking access points (e.g. move furniture to obstruct doorways)
 - Sitting on the floor, under tables or against a wall
 - Keeping out of sight
 - Drawing curtains/blinds
 - Turning off lights
 - Staying away from windows and doors
 - Using run/Hide/tell as an option (see point 9.4).
 - 6.2.3. When the need to evacuate occurs, individuals move as far away from the building as possible to ensure safety and allow access for emergency services. The Trusts Bomb Disposal Policy can be used for guidance.
 - 6.2.4. Until an all-clear has been given, individuals remain away from the building
 - 6.2.5. A roll call is conducted wherever possible and missing people escalated to the Trusts' Security Team
 - 6.2.6. When in an internal lockdown individuals remain inside until advised to evacuate by the emergency services. Once Police have entered the building, all comply with all requests from officers in relation to any evacuation.
- 6.3. These plans should be shared with all staff and learners who have access to Centre buildings and a test of these arrangements should be conducted annually. After testing the procedures, the Centre Governance team will review the exercise and discuss the outcome with the Health and Safety Lead at the next Health and Safety Governance Meeting.
- 6.4. Key contacts can be found on appendix 3.

7. Business Continuity

- 7.1. The Centre has a suite of Business Continuity Plans, as shown in Appendix 2 and a full emergency plan held by the Trust. Manually copies are available on each site.
- 7.2. These are reviewed and updated annually.

8. Wellbeing

It is imperative that, where applicable, employees at UHL seek wellbeing guidance following a major incident or traumatic event.

- 8.1. Employees can self-refer to Occupational Health or liaise with their line manager regarding a referral. This can support with any reasonable adjustments that are required in the workplace by the employees Line Manager, team and wider Trust.
- 8.2. The Trust hosts TRIM courses to support colleagues who have experienced or witnessed a traumatic event. These can be accessed via [Insite - Trauma Risk Management \(TRiM\) \(xuhl-tr.nhs.uk\)](https://insite-tr.nhs.uk)
- 8.3. Employees can also refer to the Chaplaincy Service.
- 8.4. The Trust employee assistance helpline can be used to obtain advice and help (including access to counselling) on a range of issues such as work related personal, emotional, financial, legal difficulties, marital, family, alcohol or drug problems and/or stresses. They can be contacted on 0116 2586752 (<http://www.amica-counselling.uk/counselling/telephone-contact/>)
- 8.5. There are a range of national support solutions and websites that can also help with anxiety and stress.

9. Supporting Documentation

- 9.1. UHL Lockdown Policy:
<http://insitetogether.xuhl-tr.nhs.uk/pag/search/Pages/results.aspx?k=Trust%E2%80%99s%20Suspect%20Package%20%20Bomb%20Threat%20%26%20Lockdown%20Plan&s=Policies%20and%20Guidelines>
- 9.2. UHL Bomb Threat and Lockdown process:
<http://insitetogether.xuhl-tr.nhs.uk/corp/CorpOperations/EP/Documents/Bomb%20Threat,%20Suspect%20Package%20and%20Lockdown%20Plan/Bomb%20Threat%20Suspect%20Package%20%20and%20%20Lockdown%20Plan%20V1.1.pdf>
- 9.3. Security policy:
<http://insitetogether.xuhl-tr.nhs.uk/pag/pagdocuments/Security%20UHL%20Policy.pdf>

9.4. Run/Hide/Tell:

<https://www.youtube.com/watch?v=WDiv-PwEde4>

9.5. Emergency Evacuation During Exams UHL Apprenticeship and Development Centre Policy:

<http://insitetogether.xuhl-tr.nhs.uk/Search/Pages/Results.aspx?k=emergency%20evacuation%20exam&s=All%20Sites>

9.6. Full Learning and Development Emergency Plans

[11 Apprenticeship and Development Centre UHL Business Continuity Toolkit V1.0.xlsx \(sharepoint.com\)](#)

9.7. Managers are asked to register for alerts. Staff at UHL can also register for these too on the following link. This would send notifications for a major / critical business continuity incident to them. Click [here](#) to register.

9.8. Check current UK Threat Levels

<https://www.mi5.gov.uk/threat-levels>

10. Risk to Learners

10.1. The Centre is aware of current potential situational risks to learners with being part of a hospital, including that at Leicester Royal Infirmary where the building is not confined to just Centre staff and learners.

10.2. Current mitigation to minimise the risks include the following precautions;

- Visitors to the Centre are asked to sign in and out
- Reminders of Run Hide Tell procedures
- Reminders of security numbers and procedures in case of emergency
- Learners are met by Learning and Development staff
- Contractors must show their approved lanyards
- Individuals found in corridors of the Centre are questioned by staff to ensure they should be there.
- ACT E-learning HELM

10.3. Future mitigation plans to minimise the risks.

- The Trust has plans to move the Learning and Development team, which hosts the Centre, to a an environment which enables a secure education centre with swipe card access. Timeframes for this are dependent on wider Trust teams but at present expected to be in 2024/25.

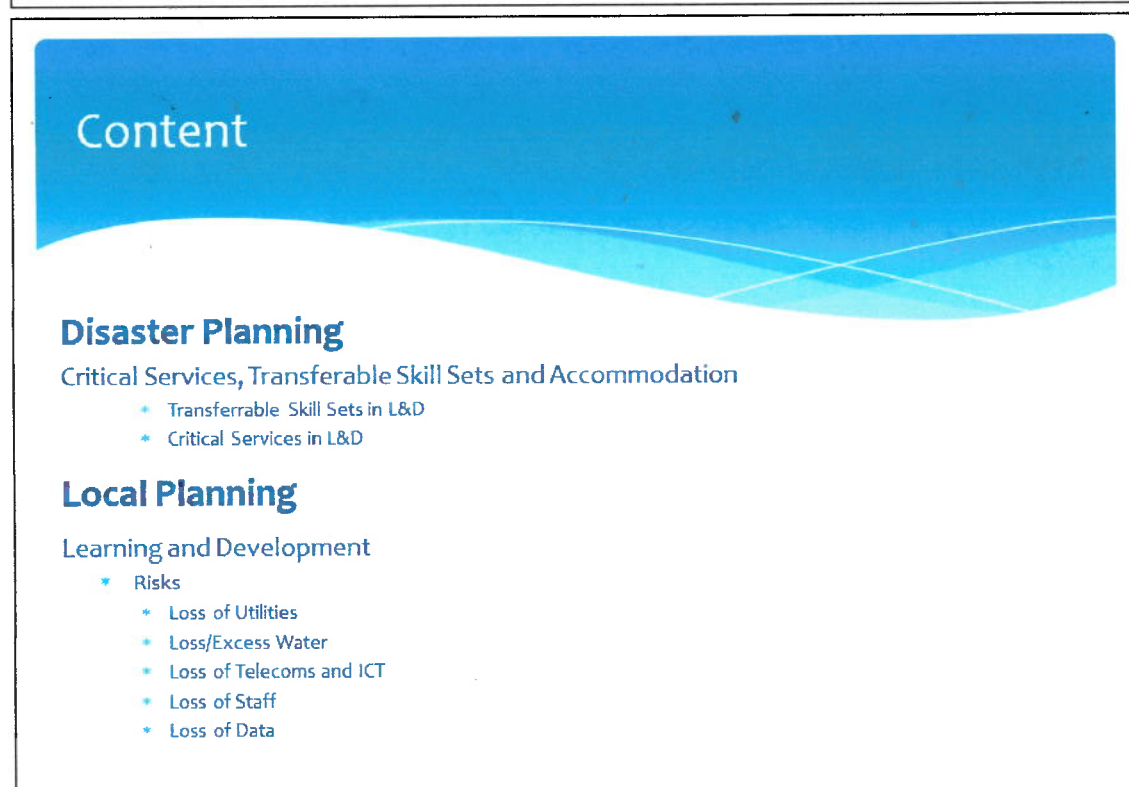
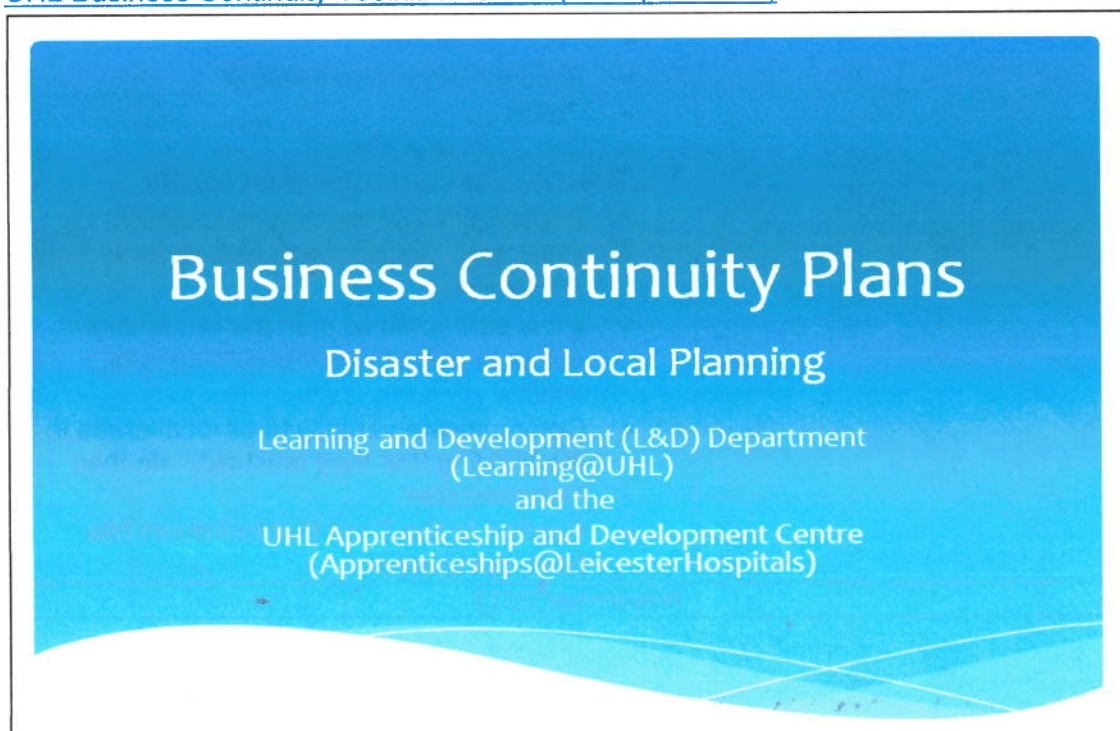
Appendix 1 UHL Apprenticeship and Development Centre Lockdown Procedure

Local Lockdown Plan	
Building	Centre premises across 3 sites
Lockdown Activation	<p>The building should be locked down and secured at the request of:</p> <ul style="list-style-type: none"> • Trust Leads • L&D Managers • Most senior clerk in charge at the time • L&D Centre staff • Security Officer/team leader • Police • UHL Duty Managers
Lockdown Priorities	<p>The Trust Security lockdown team should:</p> <ul style="list-style-type: none"> • Secure external doors to the building • Move staff, learners and visitors away from the windows • If it is safe to do so staff the entrance/exit points to prevent people coming in or leaving • Communicate verbally to all local areas in the building that they must activate their lockdown plan • Confirm to the Trust that lockdown has been completed.
Date Reviewed	November 2023

Appendix 2 Business Continuity Plans

UHL Apprenticeship and Development Centre Business Continuity Plans

NB: A full suite of Emergency Plans is held by the Trust for Learning and Development, including the Centre. A copy of these can be found in Head of Centre's office, in the Managers office at the Glenfield and the photocopying room at General Training Building. [11 Apprenticeship and Development Centre UHL Business Continuity Toolkit V1.0.xlsx \(sharepoint.com\)](#)



Critical Services, Transferable Skill Sets and Accommodation

Transferrable Skill Sets in L&D/ UHL Apprenticeship and Development Centre

- * The department would be able to support a number of activities
 - Phone call making
 - Phone call taking
 - Organisation of sign posting
 - Cover for desks e.g. ward reception
 - Liaison with the emergency services
 - Co-ordination of events/situations
 - Coaching and basic counselling of staff
 - Support network for staff involved
 - Any clinical staff released back into clinical areas
 - With some/minimal training support clinical areas e.g. Portering, patient records.
- * Accommodation and Equipment
 - L&D could vacate its office space and free up training space for other priorities
 - L&D could lend laptops/equipment to essential services.

Critical Services in L&OD / UHL Apprenticeship and Development Centre

- * Should a departmental disaster occur – local business continuity plans are in place
- * Should a hospital disaster occur – no critical services identified (Learning Management System is on an off site server).
- * Should a county/regional/national disaster occur – no critical services identified.

Loss of Utilities (Electricity, Heating)

Communication

- * A communication should be sent to
 - The Senior Learning and Development Manager, Training and Development Manager, Core Training Lead, the Administration Manager and UHL Apprenticeship and Development Centre Staff Leads to be informed of the loss of utilities
 - A job should be logged with Estates at the first instance to resolve the issue
 - An email should be distributed to the team and anyone that has booked a training room for the duration of the loss of utilities
 - The job should be chased until the issue is resolved.

Action

- Communicate the issue as above
- Complete a risk assessment online
- See if there is another area close by to relocate the team to
- Move team
- Instruct learners/apprentices to return to usual work area if no alternative can be found and rebook session
- Ensure the Learning@UHL team take their desk phones where possible to their temporary offices
- Communicate to the wider team to inform them of the move
- Ensure all team are ok with the move and have everything they need to ensure business continuity
- Print all communications with Estates for a log.

Loss/Excess Water (Flooding)

Communication

- A communication should be sent to
 - The Senior Learning and Development Manager, Training and Development Manager, Core Training Lead, the Administration Manager and UHL Apprenticeship and Development Centre Staff Leads to inform them of the issues to be informed of the loss of utilities
 - A job should be logged with Estates at the first instance to resolve the issue
 - An email should be distributed to the team and anyone that has booked a training room for the duration of the loss of utilities
 - The job should be chased until the issue is resolved.

Action

- If area is flooded switch off electricals in the surrounding area
- Communicate the issue as above
- Complete a risk assessment online for the area
- See if there is another area close by to relocate the team to
- Move team
- Instruct learners/apprentices to return to usual work area if no alternative location can be found and rebook session
- Ensure the Learning@UHL team take their desk phones where possible to their temporary offices or divert their number
- Communicate to the wider team to inform them of the move
- Ensure all team are ok with the move and have everything they need to ensure business continuity

Last updated 20180518
Print all Communications with Estates for a log.

Loss of Telecoms

Communication

- In the event of loss of all telecoms a member of staff should see the Senior Learning and Development Manager, Training and Development Manager or if not available the IT Training Manager, Training and Development Manager, Core Training Lead or the Administration Manager to inform them of the issues.
- Issues should be cascaded to L&D leadership team including the UHL Apprenticeship and Development Centre leads
 - A job should be logged with ICT at the first instance to resolve the issue
 - The team should be informed of the loss of telecoms
 - If it is an issue that is taking more than 30 minutes to resolve the team should be relocated so they are able to carry on with their duties
 - The job should be chased until the issue is resolved.

Action

- Communicate the issue as above
- See if there is another area close by to relocate the team to
- Move team
- Ensure the Learning@UHL team take their Helpdesk phones where possible to their temporary offices
- Communicate to the wider team to inform them of the move
- Ensure all team are ok with the move and have everything they need to ensure business continuity

Last updated 20180518
Print all communications with ICT

Loss of Staff (Gap in skills, short staffed)

Communication

- In the event of a member of staff leaving the team Senior Learning and Development Manager or a relevant deputy will inform the rest of the team that a member of staff will no longer be working for them
- In the event of staff being unable to attend their duties due to ill health/emergency leave the team will be sent a communication and will be advised that if there are any tasks the member of staff is working on that need picking up they will need to advise the persons manager
- Managers have the responsibility of reviewing the skills mix within the team in appraisals, team meetings and one to one's to ensure there are contingencies in place.

Action

- If planned loss of staff then the Senior Learning and Development Manager/ Training and Development Managers/Core Training Lead/Administration Manager will work with the existing staff member to ensure that a hand over of all relevant work has been undertaken. If for what any reason something could not be covered then the Administration Manager would ensure the relevant parties had been informed and this may require the support of the Administration team
- If the loss of staff is not planned then a review of their current commitments would take place and were possible these would be covered by other member of the team. If this was not possible then a member of the team will contact the relevant parties and inform them of the situation and re-arrange if possible
- Transfer of skills.

Loss of Data

Communication

- In the event of losing data a member of the Administration team will log the call with IM&T and consult with the GDPR Privacy team
- An email should be distributed to the team / learners/ apprentices/managers of apprentices to ensure that everyone is aware
- The incident will be raised formally with the GDPR team
- The job should be chased until the issue is resolved.

Action

- All relevant information to be saved on the relevant shared drives by the whole team and not on personal drives or desktops
- Communicate the issue as above
- Annual review of shared areas and data audit with GDPR team
- Record on Datix.

UHL Apprenticeship and Development Centre

- * There are separate UHL Apprenticeship and Development Centre policies in place to support learners/apprentices who may be taking an exam or assessment at the time of an incident. These should be followed to ensure any relevant external bodies are informed in the appropriate manner and the qualification guidelines are adhered to.

Employee Wellbeing following a major incident or traumatic event

It is imperative that employees at UHL seek wellbeing guidance where applicable following a major incident or traumatic event whilst identifying and assessing organisational stressors

See the box on the right for further details and policies to consider as a line manager and employee.

- Line managers to refer to the Psychological Wellbeing at Work and Wellbeing and Attendance Management policy where applicable to ensure employees are supported in the case of a major incident/traumatic event
- Employees to self refer to Occupational Health or liaise with their line manager in regards to a referral where applicable to support with any reasonable adjustments that are required in the work place and support required by the line manager/team/Trust.
- Employees to refer to the Chaplaincy Service that is accessible to them should they require it.
- Employees to contact the Trust employee assistance helpline. This can be used to obtain advice and help (including access to counselling) on a range of issues such as work or career related problems, personal or emotional problems, Financial or legal difficulties, marital or family problems, alcohol or drug problems or stress. They can be contacted on 0116 2586752
- <http://www.amica-counselling.uk/counselling/telephone-contact/>

Appendix 3 Key Contacts

1. Hospital Security Contacts

Emergency Line UHL	2222
Leicester General Security	Extension 4292
Glenfield Security	Extension 2999
Leicester Royal Infirmary Security	Extension 6767

2. Centre

Head of Centre	Julie McCarthy	07950 864185
Head of Centre Safeguarding and Prevent – Welfare Officer	Judith George	07760414537
Learning and Development Operational Managers (Appointed Person(s))	Lauren Copland Sharon Norris Edward Thurlow Elizabeth Allison Sandra Wain Julie McCarthy	07921545706 07966556762 07929835624 07966556759 07929777992 07950 864185