



Incident Response and Crisis management policy 2025/26

At Orlando Village, the safety and wellbeing of our residents, staff, and wider community are our highest priorities. In line with our commitment to student welfare and in compliance with updated UK legislation for Purpose-Built Student Accommodation (PBSA) as of 2025, this policy outlines our response to emergency and critical incidents.

This document has been updated to reflect:

- Fire Safety (England) Regulations 2022, effective from 2023.
- Building Safety Act 2022, with requirements on accountable persons and building safety risks.
- Health & Safety at Work Act 1974 (as amended).
- Mental Health and Wellbeing Provisions outlined by the Student Minds University Mental Health Charter.
- General Data Protection Regulation (UK GDPR) for data handling in emergencies.

1. Introduction

1.1 What constitutes an emergency at Orlando Village?

An emergency is any accidental or deliberate incident that could threaten the safety or wellbeing of our tenants, staff, property, or environment. This may include:

- Death or life-threatening injury on-site.
- Widespread illness or mental health crisis.
- Structural damage or fire affecting the building's safety.
- Power failures, water outages, gas leaks, or major cyber incidents.
- Security incidents including protests, intrusions, or violence.
- Events likely to cause reputational damage (e.g., viral social media content, press coverage).
- Any situation defined as a "building safety risk" under the Building Safety Act 2022.

Residents are expected to review the emergency contact details and fire evacuation procedures in their Welcome Pack and on posters displayed across the site.

2. Policy Purpose

2.1 Objectives

This policy is designed to:

- Provide a clear emergency response structure.
- Protect life, property, and the environment.
- Comply with UK statutory requirements for PBSA providers.
- Maintain operational continuity and reputation.
- Ensure clear escalation pathways based on the severity of the incident.

2.2 Flexible Response

This policy includes scalable responses—ranging from minor incidents managed by the duty team to full **Crisis Team deployment**, including Directors, third-party contractors, and emergency services.

3. Key Contacts

3.1 During Office Hours

- Contact the Management Office via the phone number in your Welcome Pack.

3.2 Outside Office Hours

- Call the on-call staff member or security officer, who will initiate appropriate steps as outlined in this policy.

In the event of a fire or serious threat to life, always call 999 first.

4. Incident Escalation Procedure

4.1 Immediate Priorities

When a report is received, our first responder will:

- Ensure there is no immediate danger to life.
- Evaluate the severity of the situation.
- Contact emergency services if required.
- Decide whether escalation is required (i.e., involving senior managers)

4.2 Staff Coordination

The most senior staff member on duty will:

- Assign roles to other team members.
- Liaise with emergency services.
- Provide support to affected tenants (e.g., transport, temporary accommodation, emotional support).
- Implement any required fire safety reporting protocols, including checks under the Fire Safety (England) Regulations 2022.

4.3 Director Notification

Where an incident is considered major or has reputational consequences, the Director(s) will be informed and assume oversight.

5. Collaboration with External Agencies

5.1 Possible Involvement

Depending on the incident, we may involve:

- **The University of Greater Manchester (student welfare or safeguarding teams).**
- **Police and emergency services.**
- **NHS/GP or Mental Health Crisis Teams.**
- **HSE or Building Safety Regulator (if there's a structural safety risk).**
- **Student support charities or international embassy contacts if applicable.**

5.2 Tenant Hospitalisation

If a tenant is hospitalised:

- A staff member may attend the hospital to offer support.
- We will help provide phone chargers, return transport, and access to support contacts.
- With the tenant's consent, we will inform relevant parties (e.g., family, the university, flatmates).

6. Information Sharing and Confidentiality

6.1 Under UK GDPR and Safeguarding Protocols:

- Only relevant and proportionate information will be shared with external organisations.

- We comply with UK GDPR for data processing and storage.
- For under-18s, a parent or legal guardian will be contacted immediately in the event of any emergency.

7. Review and Training

This policy is reviewed annually and after any major incident. All staff are trained in:

- Fire safety and evacuation protocols.
- First aid and mental health first aid.
- Building safety awareness under the Building Safety Act.

For any questions or clarification, tenants are encouraged to contact the office or speak with a staff member at the Lodge.