Emergency Response Plan

including emergency-services contact procedures

Policy owner	Jake Payne, Operations Manager
Version	5th August 2026
Status	01/09/2026
Review	August 2027 and after any activation, exercise, serious incident or material site change
Immediate-action rule: Any staff member must call 999 without waiting for a manager when life is at risk, a serious incident is unfolding, a crime is in progress, or urgent police, fire or ambulance attendance is needed.	

1. Decision and document status

The Emergency Response Plan (ERP) and the former Emergency Services Contact Policy should operate as one controlled document. This plan therefore incorporates the ambulance, fire and police contact procedures and supersedes the separate Emergency Services Contact Policy when formally approved. Maintaining a single source reduces duplicated or conflicting instructions.

This is the overarching response plan for Peopleton Brook Care Farm (PBCF), a non-school alternative education provider. It applies alongside the more detailed Fire and Evacuation, First Aid, Emergency Lockdown, Safeguarding, Adult Safeguarding, Behaviour, Restrictive Intervention, Two-Way Radio, Lone Working, Educational Visits and Business Continuity arrangements. Where emergency services give an instruction, their instruction takes priority.

2. Purpose, scope and principles

The plan supports a prompt, proportionate and coordinated response to emergencies affecting children, adult participants, staff, volunteers, visitors, contractors, animals, premises, transport or off-site activities. It applies during operating hours and, where relevant, outside normal hours.

1. Protect life first; property, animals, records and continuity are secondary.
2. Use dynamic risk assessment: do not move people through a greater danger to follow a pre-planned route.
3. Do not delay a 999 call to obtain permission, complete paperwork or continue de-escalation.
4. Maintain direct supervision, account for the people actually present and make reasonable adjustments.
5. Share the minimum information needed for safety, safeguarding and emergency response; record decisions afterwards.
6. Plan for loss of power, mobile signal, internet, radios, normal access routes and key personnel.

3. Emergency leadership and responsibilities

Role	Core responsibilities
Person in Charge	Usually the Operations Manager or most senior competent person present. Establishes command, selects evacuate/shelter/lockdown, allocates tasks, coordinates accounting and liaises with responders.
999 caller	Calls from a safe place; gives exact location and factual information; follows the call handler's questions and instructions; remains contactable.
Activity/group leads	Protect and supervise their group, take the safest action, account for all people, provide essential support and report missing, injured or additional persons.
First aider	Provides immediate help within competence when safe, uses individual medical plans and hands over to ambulance clinicians.
Access/liaison lead	Meets responders only when safe, controls the access route, provides keys, maps, hazards, casualty and missing-person information.

Role	Core responsibilities
Safeguarding lead on duty	Advises on child or adult safeguarding, referrals, commissioner notification, family communication and secure records.
All staff and volunteers	Raise the alarm, call 999 when necessary, follow instructions, supervise, do not take avoidable risks and preserve evidence.
No single point of failure: If the usual lead is absent, incapacitated or unreachable, the most senior competent person present assumes control. Any person may take immediate life-saving action.	

4. Choose the safest protective response

Response	Use when	Immediate action
Evacuate	The building or local area is unsafe and a safer route away is available.	Raise the alarm, leave by the safest route, go to the applicable rendezvous/alternative location and account for everyone.
Shelter	A non-hostile external hazard makes indoor protection safer, such as severe weather, smoke, gas or an environmental incident.	Move to the safest internal area and follow emergency-service advice about doors, windows, ventilation and relocation.
Lockdown	A hostile, violent or criminal threat means movement or visibility increases danger.	Use the Emergency Lockdown Policy: secure, conceal, silence, supervise and account; obtain an emergency-service-authenticated all-clear.
Partial closure / relocation	The site can no longer operate safely but no immediate life threat exists.	Stop affected activity, contact commissioners and families, use the continuity plan and maintain safeguarding arrangements.

5. Universal first actions

7. Recognise and warn. Raise the appropriate alarm or use plain language. Do not investigate a dangerous situation alone.
8. Protect people. Move away from immediate danger only when the route is safer; supervise children, adult participants and visitors continuously.
9. Call for help. Dial 999 for an emergency. State the service required, then answer the operator's questions. Send a radio message to the Person in Charge if safe, but do not let radio contact delay 999.
10. Account. Use live session, staff and visitor information. Report anyone missing, injured or additional and their last known location.
11. Control hazards where safe. Stop machinery, isolate an area, close a gate or move animals only if doing so does not delay escape or expose anyone to danger.
12. Handover. Give responders site details, access, hazards, casualties, missing persons, individual medical information and actions already taken.
13. Recover and record. Maintain safeguarding, notify relevant parties, preserve evidence, complete records and review lessons learned.

6. Contacting emergency and urgent services

Contact	Use	Rule
999 (or 112)	Police, fire, ambulance or other emergency service	Use for life-threatening illness or injury, fire, immediate danger, a crime in progress, serious collision or another incident needing an emergency response.
101	Police non-emergency	Use to report a non-urgent crime, damage or information when nobody is in immediate danger and the crime is not in progress. Online police reporting may also be suitable.
NHS 111	Urgent medical help	Use when medical help is needed now but the situation is not life-threatening, or when unsure whether 999 is required. Follow 111's advice.

Contact	Use	Rule
Utility / vet / specialist	Operational or animal emergency	Use the controlled contact list. Call 999 as well whenever people are in immediate danger.

A manager may support a call but cannot cancel or postpone an emergency call made in good faith. Staff must not transport a seriously ill or injured person in a private vehicle instead of calling 999 unless directed by a healthcare professional or emergency service and it is safe and appropriate.

7. The 999 call and responder handover

The person with the clearest first-hand information should make the call where possible. Speak calmly and do not end the call until the operator says to do so. Give:

14. the service required and your callback number;
15. Peopleton Brook Farm, Mill Lane, Old Sodbury, Bristol, BS37 6SH;
16. the exact incident location within the 18-acre site and the safest access gate/route;
17. what happened, when it happened and whether danger is continuing;
18. the number, age group and condition of casualties and any first aid in progress;
19. missing persons, last known location and relevant communication, mobility or medical needs;
20. hazards including animals, machinery, water, chemicals, fuel, gas cylinders, electricity, fire, smoke, blocked access or aggressive persons;
21. the name/call sign of the person who will meet responders, if this can be done safely.

8. Medical emergency and first aid

22. Call 999 for a life-threatening or serious emergency, including unresponsiveness, absent or abnormal breathing, severe breathing difficulty, suspected stroke or heart attack, severe bleeding, anaphylaxis, serious head/spinal injury, prolonged or atypical seizure, major trauma or any rapidly worsening condition.
23. Start first aid within training and competence when safe. Send for the AED and emergency medication where applicable; follow the individual's healthcare plan and 999 instructions.
24. Do not move a seriously injured person unless they face a greater immediate danger. Protect dignity and keep the person warm and supervised.
25. For urgent but non-life-threatening concerns, seek advice from NHS 111, the person's clinician or an appropriate service. Escalate to 999 if their condition deteriorates.

26. Notify parents/carers or an adult's nominated contact as soon as practicable, unless doing so would create a safeguarding risk or emergency services advise otherwise.
27. Record the event, treatment and handover. Review first-aid needs and consider RIDDOR, safeguarding, commissioner, insurer or regulator reporting according to the applicable threshold.

9. Fire, smoke, gas and explosion

28. Raise the fire alarm, get out and call 999. Do not delay evacuation to investigate or collect belongings.
29. Use the safest available exit and applicable personal emergency arrangements. Close doors behind you if safe; do not lock them.
30. Move to the designated fire assembly point or an alternative upwind location if the normal point is unsafe. Account for everyone.
31. Do not fight a fire unless trained, the fire is very small, the correct equipment is available and there is a clear escape route. Life safety takes priority.
32. Tell the Fire and Rescue Service about missing persons, animals, gas cylinders, fuel, chemicals, solar/electrical systems, water supplies and restricted access.
33. Do not re-enter until Fire and Rescue Service personnel confirm it is safe. Preserve the scene unless action is necessary to prevent further harm.

10. Police, violence, crime and missing persons

Call 999 when someone is in immediate danger, a serious crime is in progress, a weapon is present or suspected, an intruder or violent person presents an immediate threat, or urgent police attendance is otherwise required. Use 101 or online reporting for non-emergencies.

34. Do not confront, pursue, restrain or search a person unless immediate action is lawfully necessary and proportionate to prevent imminent harm and staff are competent to act.
35. Use approved de-escalation and individual support plans only while this remains safe. There is no fixed 15-minute rule: call police immediately if risk becomes acute; do not call solely because a timer expires.
36. Behaviour related to SEND, distress or mental ill health is not by itself a reason to call police. Base decisions on actual danger, suspected crime, safeguarding risk and the need for specialist help.
37. For a missing child or adult at risk, begin the Missing Person procedure immediately, check known information without sending staff into danger, inform the Person in Charge and call 999 where risk is immediate or high. Notify the commissioner and safeguarding lead.

38. For a hostile incident, suspicious item or credible threat, follow the Emergency Lockdown Policy and police instructions. Do not touch or move a suspicious item.

11. Farm, animal, machinery and environmental emergencies

Incident	Response
Dangerous or escaped animal	Move people to safety, isolate the area, call trained animal staff and the vet. Call 999 if a person is injured or the public is in immediate danger. Do not ask children or untrained staff to capture an animal.
Machinery or vehicle incident	Stop equipment only if safe, prevent further movement, call 999 for serious injury or entrapment, preserve the scene and use trained rescue services rather than improvised extraction.
Chemical, fuel or gas release	Do not enter the contaminated area. Remove ignition sources only if safe, move upwind, call 999 where there is danger and consult the safety data sheet/emergency supplier.
Flood, storm, snow, heat or wildfire/smoke	Monitor official warnings, assess travel and site conditions, protect medication and water, choose shelter/closure/evacuation, secure animals only where safe and coordinate early collection with commissioners and families.
Power, water, heating, communications or structural failure	Cordon hazards, stop unsafe activity, use the utility contact list and continuity plan, and close or relocate if welfare, sanitation, supervision, fire detection or safeguarding cannot be maintained.
Cyber or data incident affecting safety	Use offline registers and contacts, protect systems from further damage, follow the Data Protection and Business Continuity procedures, and call emergency services if the incident creates physical danger.

12. Accounting, supervision and individual needs

Activity leads must account for the people actually with them, not rely only on the planned register. Report present, missing, injured and additional people, their last known location and any essential

needs. No person should leave a safe area to search into danger unless emergency services direct this or an immediate, dynamically assessed life-saving necessity exists.

39. Keep current attendance, staff, visitor, contractor and vehicle records available in paper and secure electronic form.
40. Plan reasonable adjustments for SEND, disability, sensory, communication, mobility, trauma, mental capacity, medication and personal care needs.
41. Use familiar staff, one-step instructions, visual prompts, communication aids and low-arousal support where helpful.
42. Take essential emergency medication, care plans and mobility/communication equipment when immediately available; never delay escape to retrieve them.
43. Safeguarding and lawful restrictive-intervention rules continue during an emergency. Any physical intervention must be necessary, proportionate, least restrictive, recorded and reviewed.

13. Communications, families and information sharing

44. The no-phone rule has an emergency exception: authorised staff may use a work or personal phone when necessary to protect life, call for help or maintain essential coordination.
45. Use short, factual radio messages and call signs. Avoid names, diagnoses and precise protected locations on open channels unless essential.
46. Only the authorised spokesperson gives wider updates. Staff must not post, livestream, photograph, speculate or speak to media about an incident.
47. Parents/carers and commissioners receive verified information as soon as practicable. They must not be asked to attend an unsafe site; use controlled reunification arrangements.
48. Relevant information may be shared without consent where necessary to protect vital interests, safeguard a child or adult at risk, prevent serious harm or support emergency services. Record what was shared, with whom and why.
49. Preserve relevant CCTV, messages, radio logs, photographs, access records and documents without circulating them unnecessarily.

14. Off-site activities and transport

Every off-site activity and PBCF-controlled journey must have an adapted emergency plan, live participant information, contact and medical details, competent first-aid cover based on risk, a means of summoning help and an alternative communication method. The trip or vehicle lead assumes initial control and informs the PBCF Person in Charge and commissioner as soon as safe.

50. Call 999 for a serious collision, fire, entrapment, life-threatening illness or immediate danger; give the road, direction, landmarks and exact location.
51. Keep the group in the safest location, away from traffic, water, animals, machinery or other hazards. Do not move casualties unless necessary for immediate safety.
52. Where a vehicle cannot safely continue, use approved recovery and reunification arrangements; do not improvise unassessed transport.
53. If mobile coverage is unreliable, record the nearest help points, planned check-ins, radio coverage and overdue-action procedure before departure.

15. Recovery, reporting and business continuity

54. Confirm safety and welfare. Continue first aid, safeguarding supervision, medication support and controlled reunification.
55. Notify. Inform families, commissioners, safeguarding services, insurers, regulators and authorities where required, using verified facts.
56. Record. Preserve the incident timeline, decisions, attendance, injuries, interventions, calls, instructions, communications and evidence.
57. Support. Offer trauma-informed check-ins and appropriate support; do not require detailed group disclosures.
58. Restore. Assess premises, staffing, transport, animals, utilities, data and education continuity before reopening or resuming activity.
59. Learn. Debrief, identify root causes and good practice, assign actions with owners and deadlines, and update this plan and related risk assessments.

The Operations Manager will obtain competent advice before deciding whether RIDDOR, safeguarding, commissioning, insurance, data-protection, fire-safety or other statutory/contractual reporting thresholds apply. Not every emergency-services attendance is automatically reportable, but every significant incident must be recorded and reviewed.

16. Preparedness, equipment, training and exercises

60. Maintain grab information with live registers, key contacts, site map, access details, individual emergency information, keys, torch, radio and basic stationery. Store it securely but make it quickly accessible.
61. Inspect first-aid supplies according to use and risk, not only termly; maintain fire equipment and alarms under the Fire Safety arrangements; check radios and emergency contact information routinely.

62. Give all staff and volunteers induction and annual refresher training, with role-specific first aid, fire, safeguarding, radio, animal/machinery and lockdown training as required.
63. Test fire procedures at the frequency set by the fire risk assessment and conduct proportionate tabletop/practical exercises for other scenarios. Exercises must be trauma-informed and adapted for SEND and adult participants.
64. After every exercise or activation, document attendance, observations, failures, actions, owners and completion dates. Re-test material corrective actions.

17. Staff quick-reference guide

Prompt	Action
DANGER	Warn others and protect people. Do not investigate alone.
DECIDE	Evacuate, shelter or lock down according to the safest available route and location.
CALL	Dial 999 immediately when required; do not wait for permission. Say which service, exact location and what is happening.
SUPERVISE	Keep children, adult participants and visitors together, calm and supported; take essential medication only if immediately available.
ACCOUNT	Report present, missing, injured and additional people and last known locations.
HANDOVER	Give responders access, hazards, casualty information, individual needs and actions already taken.
RECOVER	Use verified all-clear/re-entry instructions; notify, record, preserve evidence, support and review.

18. Appendix A - Site Emergency Information Card

Controlled operational record: Keep a completed current copy at agreed call points, in the emergency grab information and with authorised off-site access. Review it after any site, access, contact or hazard change.

Field	Controlled information
Site name	Peopleton Brook Care Farm
Postal address	Peopleton Brook Farm, Mill Lane, Old Sodbury, Bristol, BS37 6SH
Emergency services	999 (or 112)
Police non-emergency	101
Urgent medical advice	NHS 111
Operations Manager	Peopleton Supervisor or Manager – 07301 061157
Primary emergency access gate	Front Gate
Who meets responders / call sign	Operations Manager or Supervisor
Fire assembly point	Refer to current Fire and Evacuation Plan – Path towards log cabin, half way on the track on the first field.
Key hazards and isolation points	Animals; machinery; fuel/chemicals; gas cylinders; electricity; water; restricted/seasonal access - attach current map
Utilities / emergency maintenance	Maintain on controlled contact list; do not publish personal numbers unnecessarily
Commissioner / safeguarding contacts	Use current placement and safeguarding records; remove all obsolete named staff contacts

19. Policy links and current guidance

65. Department for Education, Emergency planning and response for education, childcare and children's social care settings (updated 10 May 2023; current at 5 August 2026).

66. Department for Education, Protective security and preparedness for education settings (current at 5 August 2026).

67. Department for Education, First aid in schools, early years and further education (updated 14 February 2022; current at 5 August 2026).

68. NHS, When to call 999 and When to use NHS 111 (current at 5 August 2026).

69. GOV.UK, Contact the police: 999 for emergencies and 101 for non-emergencies (current at 5 August 2026).

70. Health and Safety Executive, Emergency procedures and RIDDOR guidance (current at 5 August 2026).

71. Regulatory Reform (Fire Safety) Order 2005; Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999; Equality Act 2010; UK GDPR and Data Protection Act 2018 as amended.

72. Keeping Children Safe in Education 2026 (information version; effective 1 September 2026) and Working Together to Safeguard Children 2026, where applicable.

20. Approval and revision record

Approved by	Jake Payne
Role	Business Manager
Signature	Jake Payne
Approval date	06/08/2026