



St Chad's College

Critical Incident Plan

This document should be read in conjunction with

- the College's Incident Response Guidelines
- the information contained in the incident box in College reception
- if appropriate, the College's Major Incident Plan

NB - None of these documents can be totally comprehensive. There will always be situations where you need to use your judgement. You should always err on the side of caution/safety

Re-assess the incident at intervals and consider whether it should be escalated to a Major Incident

CONTACT

Always contact the on-call College Officer if not already present

Consider contacting the University

- ALWAYS if a Major Incident is declared
- Consider contacting University Security ext. 42222 / 43333, who can contact the on-call University Business Resilience Officer, who can provide additional support.
- Marketing and Communications may need to be informed ASAP to deal with press enquiries. (On call list held by University Security ext. 42222 / 43333).
- If the incident impacts on a student in any way, the Academic Registrar ext. 46136 or Deputy ext.46120, should be informed, when appropriate.
- University Security may need to be briefed on dangerous situations, missing students, incidents affecting neighbouring Colleges. 42222 / 43333

Consider contacting the Emergency services

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Definitions

- **Near Miss:**
An event not causing harm or damage, but with the potential to do so.
- **Incident (Damage):**
A separate, identifiable, unintended incident, that causes damage to property, which could result in injury or ill health. This specifically includes actions of Criminal Damage.
- **Incident (Minor Injury):**
A separate, identifiable, unintended incident, that causes minor injury to a person. This specifically includes incidents of non-consensual violence.
- **Critical Incident:**
An unexpected event confined to one area of business i.e. a single building or section, which has the foreseeable potential to seriously disrupt the normal activities in that area of business; and may cause, or has caused;
 - Serious harm to a single occupant of that area;
 - The potential for harm due to damaged equipment or structures;
 - Reputational damage;
 - Significant damage to a building in that area;
 - Significant financial loss confined to that area of business;
 - Loss of information or data systems confined to that area of business;
- **Major Incident:**
A Major Incident is any actual or anticipated event, or series of events, which significantly affects a number of St Chad's College students, staff or operations and where normal management arrangements are unlikely to be sufficient. The event may have resulted in a single death or an injury likely to lead to death or multiple major injuries and it will (or could) have a fundamental impact on personnel; on operating or research capability through financial consequences or serious regulatory breach; or an impact on the reputation of St Chad's College / Durham University.

Minor Injury:

This is where due to an injury sustained on College property or College business a student, staff member or visitor requires the intervention of a First Aider.

And includes (but is not limited to):

- Minor fractures to fingers, thumbs or toes;
- Contamination of the eye(s) that require an eye wash;
- Minor burns (covering between 2% & 10% of the body);
- Concussion caused by a head injury;
- Cut, graze or contusion caused by slips, trips, falls or other working practise.

Serious Harm:

This is where due to an injury sustained on College property or business a student, staff member or visitor is unable to perform their normal daily activity for a period of more than seven consecutive days (not counting the day of the incident).

Or

Where the injured person is taken from the scene to hospital for treatment to that injury.

And includes (but is not limited to):

- A significant fracture that could lead to long term or permanent disability;
- Amputation of an arm, hand, finger, thumb, leg, foot or toe;
- Permanent loss of sight or reduction of sight;
- Crush injuries leading to internal organ damage;
- Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
- Scalping (separation of skin from the head) which requires hospital treatment;
- Unconsciousness caused by head injury or asphyxia;
- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

Reputational Damage:

Reputational damage is the risk of loss resulting from damage to the College reputation, either in standing or revenue, through increased operating capital or regulatory costs; or a reduction of stakeholder confidence.

Safety Triggers for Responders

'STEP 1-2-3'

STEP 1 – Single casualty, **with no logical explanation or cause.**

Deploy as normal for a collapsed casualty.

STEP 2 – Two casualties, **with no logical explanation or cause.**

Approach with caution and report using METHANE (see below).

STEP 3 – Three or more casualties, **with no logical explanation or cause.**

Do not attend the scene, await emergency services advice.

Unless there is identified saveable life and a dynamic risk assessment has been undertaken, designate a safe rendezvous point for further resources and Command and Control. METHANE (see below) information must be provided to the Emergency Services.

Initial Response to a Critical Incident:

METHANE is now the recognised common model for passing incident information between ant to the Emergency Services and their control rooms.

- M** Major Incident declared?
- E** Exact Location
- T** Type of Incident
- H** Hazards present or suspected
- A** Access – routes that are safe to use
- N** Number, type, severity of casualties
- E** Emergency services present and those required

1.0 When a Critical Incident is discovered

The person discovering the incident should immediately inform their manager or a member of the Critical Incident Team (CIT) (listed below). The Incident Manager, their Deputy or the most senior member of the CIT available, will then activate the Critical Incident Plan (CIP).

It is important that the person who discovers the incident tries to recall as clearly as possible the details of how they came across the incident and sequences of events leading up to and following the discovery. Where possible the mnemonic METHANE should be used.

1.1 Inform College Officer (usually the Bursar, if available)

In the event of an incident which would require the activation of the CIP, the Incident Manager must inform a College Officer

Giving details of the severity of the incident any significant risks involved. (Use METHANE as a prompt).

College Officer will contact the Emergency Services if necessary and direct them to the incident location.

In addition, the College Officer will advise and assist in any necessary evacuation or restriction of access

The College Officer will inform the Chair or Vice-Chair of Governors:

Chair:	Mark Woodruff	07710 024505
Vice-Chair:	Paul Chandler	07801 364491

2.0 Critical Incident Team

Consisting of members appointed by the Management of the College the CIT is responsible for drawing up and maintaining a Critical Incident Plan and will operate autonomously in the event of an incident in their area of business.

Specialist staff can be co-opted onto the CIT as necessary

2.1 Members

The membership list must be reviewed regularly and any changes passed on to the Business Resilience Team.

Position	Name	Role	Contact details
Main Team			
Principal	Margaret Masson	Roles to be assigned	
Vice-Principal & Bursar	Alistair Jenkins	on the day depending	See Appendix B
Vice-Principal & PG Director	Ashley Wilson	on members present	
Vice-Principal & Senior Tutor	Eleanor Spencer-Regan		
Clerk of Works	Ian Henderson		
Assistant to the Bursar	Vicki Hinds		
Hospitality Manager	Darryl McNary		
Deputies			

Immediate Checklist

- Undertake a fast initial assessment of the risks involved
- Inform College Officer
- Confirm that the Emergency Services have been alerted if appropriate
- Consider evacuation if necessary
- Call together as many CIT members as possible
- Note names of any missing members of the CIT
- Arrange for an Incident Room to become operational

- Incident Manager to brief members of CIT and allocate tasks
- Start a log book as outlined in **Appendix A**

3.0 Managing Incidents

Instruct emergency services and staff quickly and accurately

The emergency services will need to know about entrances and exits, evacuation routes, potential hazards (ie materials in store), as well as the facilities. Floor plans containing this information are available in **Appendix C** and in the incident box located in College reception

There will also be a great need for ongoing information from staff and students. The press and relatives of those who may have been involved may also want information quickly.

NB: Only nominated members of staff are authorised to issue media statements on behalf of the College (consider contacting the University Marketing & Communication Office via the Business Resilience Team). However, in certain circumstances i.e. when it is in the immediate interests of public safety or security, an initial press statement should be simple, confirming only that an incident has occurred and that a full statement will be released as soon as possible by the University Marketing and Communication Office or senior staff who have been designated as spokespersons.

3.1 Evacuation Plan

- 3.1.1 Evacuation Routes and Assembly Points** - The Incident Manager should liaise with a College Officer to consider the necessity of evacuation.

All staff to be briefed of the evacuation routes and assembly points on induction and procedures practised through annual fire drills.

Building Plans can be found at Appendix C and in the incident box located in College reception

3.1.2 First Aid providers

Name	Tel.
Zoe Davison	43343
Stuart West	43343
Ashley Wilson	43362
Chris Henderson	07557 564332
Anthony Cooper	07557 564332
Susan Bell	43358

3.1.3 Provision for Staff and Students - If staff and students are required to remain in the vicinity of the incident for an indefinite period, they should be provided with appropriate facilities (toilet facilities, rest rooms and refreshments). The CIT should identify a suitable location considering the potential number of staff and students and the normal use of the location.

Depending upon the circumstances of the incident and likely time frames involved, consideration should be given to instructing staff and/or students to go home and await further communication.

3.2 Open an Incident Room and Assemble the CIT

3.2.1 Incident Room - In the event of a local incident the designated Local Incident Room will be:

3.2.2 CIT - The Incident Manager should arrange for the members of the CIT to report to the Incident Room. Once the team is assembled, the Incident Manager should brief the members on the situation and allocate tasks as appropriate, ensuring he/she know who is liaising with:

Member of CIT	Responsibility
Principal or College Officer	Incident Manager Overall coordination of the Critical Incident team, Liaison with University (if necessary).
Appointed from available staff	Secretary Recording details of the incident using the Incident log including details of the incident as it develops and decisions made by the Critical Incident Team.

Appointed from available staff	<p>Communications Coordinator Establishing lines of communication with staff, students and stakeholders via email, website, social media etc in liaison with Marketing and Communications Team.</p>
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This list is not exhaustive and additional responsibilities may be required depending on the nature of the incident.

3.3 **Keep a Log**

The Secretary will be responsible for maintaining a log of events including the timing of instructions issued, follow-up actions and when instructions were carried out. **(See Appendix A)**

3.4 **Inform Reception**

The first point of contact for most external stakeholders will be the College Reception. The Communications Coordinator should as necessary inform Reception of the incident and the extension number in the incident room that they are using.

3.5 **Review the situation; is it necessary to escalate to the Major Incident Team**

Any College Officer or Section Manager can escalate the incident and declare a Major Incident. The College’s Major Incident Plan should then be followed

3.7 **Inform the Health and Safety Consultants**

Any incident that affects health and safety should be notified to Ellis Whittam as soon as possible:

www.elliswhittam.com 0845 226 8393

As our “responsible person”, Ellis Whittam will act as liaison between the College and official bodies such as the Health and Safety Executive, Environmental Health, Occupational Health, etc.

3.8 Inform the College Insurers

Jelf Beaumonts
Rob Winter Director - Tel: 0345 040 0002

3.10 Inform Third Parties

3.10.1 **Computing & Information Service** – General CIS Helpdesk -
Ext. 41515

3.10.2 **Key personnel in other areas which may be affected by the incident** - Please use the table below to record the contact details for key personnel outside your area of business who may be affected by the incident and the details of any other occupiers who share the use of your building ie third parties, commercial tenants and key suppliers who may have scheduled or daily deliveries.

Contact Name	Day-time contact details	Out of hours contact details
Martin Clayton	Music 43140	
Laura Leante	Music 43140	

3.10.3 Inform Official bodies, Customers, Suppliers, Tenants & Landlords

Kitchen Suppliers



3663 now Bidvest

Waste Collection

O'Brien's waste, Aaron House, Potter St, Wallsend, NE28 6UE
0800 1691243

Housekeeping suppliers

Ashbank Laundry Centre

Forty House
Earlsway
Teesside Industrial Estate
TS17 9JU

Telephone:

01642 763847

Email:

info@ashbankgroup.co.uk

Bunzl – cleaning and hygiene supplies

BCHS Tyne & Wear Tel: 0191 419 6300 Fax: 0191 418 7187	Unit 5A Follingsby Avenue Follingsby Park Gateshead NE10 8YF
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Junior Common Room – President

Middle Common Room – President

Bar President & committee

Chair of Governing Body

Tutors

3.11 Managing and responding to an on-going incident

Once lines of communication have been established it is important that the CIT gather as much accurate and relevant information as possible. They can then make informed decisions on how to deal with developments as they arise. The log should be kept up to date and the situation must be kept under constant review.

4.0 Summary Checklist

4.1 Take time to step back and assess

The team should be able to assess who is doing what, and the actions that still need to be taken.

• Has a College Officer been informed?	
• Have danger areas been evacuated?	
• Have all staff, students and visitors been accounted for?	
• Have all staff been contacted and briefed?	
• If appropriate, have the Emergency Services been called?	
• Are the Incident Room and CIP in use?	
• Has a Secretary been appointed to maintain the Incident Log and has it been maintained fully and accurately?	
• Have necessary building plans been made available?	
• Are the Emergency Services getting all the help they need?	
• Has Reception been informed?	
• Should the Major Incident Team be informed? • If so, has the MIT been fully briefed of the situation?	
• Have Marketing and Communications Office been informed?	
• Have Ellis Wittam (H&S consultants) been informed	
• Have the College insurers been informed	
• Have third parties been informed?	
• Have lines of communication between the incident location and Incident Room been established and are they working effectively?	
• Can business be continued? • Is additional support required?	

The above list is not exhaustive and other steps may be required depending on the nature of the incident.

5.0 Immediate Post Incident Procedures

5.1 Handover

Prior to final closure of the incident responsibility for managing repairs, restoration of operations etc should be handed over to the relevant areas of business.

5.2 Invoke Business Continuity Plan

Refer to College's Business Continuity Impact Analysis which will facilitate smooth restoration of operations.

A copy of the College or Department Asset Register is attached at Appendix F, so that missing/damaged items can be easily identified for insurance and replacement purposes.

5.3 'Hot' Debrief

The Incident Manager should ensure that the appropriate senior staff receive an initial report on the incident and the response together with copies of the log and other relevant documents as soon as possible after the incident is shut down.

The debrief is to establish what worked well and what could be improved.

5.4 Communication

Ensure staff and students are briefed on the current situation and what will happen in the next few days and how they may be affected.

The Marketing and Communications Office should also receive a statement from the Incident Manager in case of media interest (if appropriate).

6.0 Second Debrief

No more than one month after an incident has taken place, the Incident Manager must conduct a second debrief with the CIT and check that all follow-up tasks have been completed and questions answered.

• Was the plan deemed to be effective?	
• Did all members of the CIT respond?	
• If not, have the reasons why been established?	
• Did all aspects of the plan work as expected?	
• If not, have reasons why been established?	
• Similar danger areas elsewhere in the College have been inspected and/or upgraded (you may have to do this via the Health and Safety consultants)	
• Faulty parts have been replaced.	
• Did the call-out system work?	
• Were there sufficient people on hand?	
• Which lessons were learned?	
• Have appropriate external agencies or other statutory bodies given their views?	
• Have all suggested improvements been implemented or if not has a system been put in place to ensure their completion?	
• Has the Incident Plan been amended to take these lessons into account?	
• Has the Log Book been fully and accurately completed?	
• Has a Business Recovery Team been established?	
• Have arrangements been made where building/physical works are required?	

The above list is not exhaustive and other steps may be necessary as the situation warrants.

It is important to learn lessons from the incident and the response. The CIP should be reviewed and amended as necessary and further training requirements considered where appropriate.

The Incident Manager must prepare a final report on the incident for the Principal, including a critical appraisal of the management of the situation and an examination of the lessons learned.

Log Book / Register of Events

Incident / Crisis Record

Date	Time (accurate)	Details of Event (full details about how the event became known, contact details for person finding the event, witness information, full details of chemical, organism etc involved)	Location (as precise as possible including room numbers etc. If the event spread use the 'specific details' section overleaf to indicate the changes in status)	Signed/logged by

Appendix B

St Chad's College Telephone Directory

0191 33.....

College Office	Linda Hyde	43358			chads@durham.ac.uk
College Fax		43371			
Duty Officer Mobile		07930 623050			
Principal	Margaret Masson	43354	0191 3866793 (h)	07454 260267 (m)	m.j.masson@durham.ac.uk
VP & Bursar	Alistair Jenkins	43365	01434 633319 (h)	07870 488841 (m)	chads.bursar@durham.ac.uk
VP & PG Director	Ashley Wilson	43362	01388 606446 (h)	07932 394264 (m)	ashley.wilson@durham.ac.uk
VP & Senior Tutor	Eleanor Spencer-Regan	43345	01388 731453 (h)	07880 154182 (m)	chads.seniortutor@durham.ac.uk
Chaplain	David Rushton	43352		07939 578926 (m)	chads.chaplain@durham.ac.uk
Director of Music	TBC				
Accountant	Marjorie Brough	43351			chads.accounts@durham.ac.uk
Financial Controller	Catherine Theobald	43330			chads.accounts@durham.ac.uk
Catering Manager	Darryl McNary	43343	01207 583163	07950 534512 (m)	Darryl.mcnary@durham.co.uk
Assistant to the Bursar	Vicki Hinds	43317	07738 933005		chads.asstbursar@durham.ac.uk
Conference Office		43344			
Librarian	Jenny Parker	43350			jenny.parker@durham.ac.uk
Director of Development	Mark Roberts	43325		07881 800451 (m)	m.r.i.roberts@durham.ac.uk
Development Office Administrator	TBC	43326			
Academic Office Administrator	Susan Mather	43357			susan.mather@durham.ac.uk
College & Conference Administrator	Lesley Foster	43337			chads.commercial@durham.ac.uk
Clerk of Works	Ian Henderson Chrissy Henderson	43341	01388 811767 (h)	07901 816927 (m) 07557 564332 (m)	

Anthony
Cooper
Lee Whatcott 07557 564233 (m)

Porters (24 hours)

07968 690830
Geoff Burgess 07885 428909 (m)
James 0191 374 0601 (h) 07711 709914 (m)
Patchcott
Gerald Pollitt 01388 766907 (h) 07436 000821 (m)
Graeme

chads.porter@durham.ac.uk

Night Porters

Morgan
Chris Corbett **43358** 07968 690830
James **43358** 07968 690830
Renwick-
Dodds

Research Groups

Tony Chapman **43327**
Fred Robinson **43361**

Music Department

Martin Clayton **43346**
Laura Leante **43143**

Bar 43347

Gym 43353

Outside Research 43367

Library

Trinity Hall 0191 384 3516

For external calls please press 9 before dialling the number, i.e. 9999 for police

EMERGENCY CONTACTS

Electricity SSE 0345 6002006
0292 0249457

Gas - Northern Gas 0800 111999

Water – Northumbria Water 0800 393084

University Security 42222 – 24hrs
43333 – Emergency

Police (University) 0345 6060365

Police university liaison 9101 extn 732920
officer

Fire 999

Police 999/101

CIS Helpdesk 41515

Expert Fire Solutions 0333 2027199

St Chad's College, 18 North Bailey, Durham, DH1 3RH

Telephones: 0191 334 3358 Fax: 0191 334 3371

<http://www.stchads.ac.uk>

Floor Plans

Available in the incident box located in College reception

Also in Major Incident folder on S-drive

Risk Profile – College / Department

Appendix E

Refer to General Risk Assessment in H&S documentation (Ellis Wittam)

RISK LEVEL		Likelihood of Occurrence			
		Very Unlikely Little or no chance of occurrence	Unlikely A rare combination of factors would be required for an incident to result.	Possible Not certain to happen but an additional factor may result in an accident	Probable More likely to occur than not
Hazard Severity	Minor No or minor injury (first aid)	CARE	CARE	CARE	CAUTION
	Moderate Off-site medical treatment or DAFW*	CARE	CARE	CAUTION	ALERT
	Serious More than one DAFW, long-term absence	CARE	CAUTION	ALERT	STOP!
	Major Permanent disability or harm, fatality	CAUTION	ALERT	STOP!	STOP!

*DAFW – Day Away From Work

CARE	Minor harm possible, serious harm very unlikely to occur; implement controls and ensure care is taken when performing activity.
CAUTION	Minor harm probable, major harm unlikely to occur; follow all control measures, increased level of competence required and ongoing self-assessment of risks identified.
ALERT	Moderate degree of harm probable but major harm unlikely; critically assess the risks and appropriate controls. Specific competence required and ongoing assessment of risks by individual and/or supervisor.
STOP!	Serious or major harm will probably occur; stop the activity and critically assess the risks, review safety aspects of activity and implement further, appropriate controls. Consider referencing HSE or other Best Practice, consider involving HSS.

CIT Responsibilities**Incident Manager (or Deputy)**

Overall responsibility for managing the strategic response to the incident. Where possible ensure the continued operations of the College / Department during the incident.

Incident aide memoire:

<input type="checkbox"/>	Locate personal copy of CIP
<input type="checkbox"/>	Inform College Officer(s)
<input type="checkbox"/>	Open an incident room
<input type="checkbox"/>	Contact and assemble CIT
<input type="checkbox"/>	Assess situation and brief CIT members
<input type="checkbox"/>	Direct and allocate tasks to the members of the CIT
<input type="checkbox"/>	Appoint a secretary to complete log of events
<input type="checkbox"/>	Continue regular briefings to key staff
<input type="checkbox"/>	Consider possible evacuation – in part or in whole
<input type="checkbox"/>	Are communication channels open with: <ul style="list-style-type: none"> • University • Emergency Services • Staff • Students • Media
<input type="checkbox"/>	Consider possible escalation of the incident
<input type="checkbox"/>	Liaise with Major Incident Team if necessary
<input type="checkbox"/>	Consider own domestic situation
<input type="checkbox"/>	Consider future requirement for shift working, rest periods and refreshments for all staff

Following conclusion of incident:

<input type="checkbox"/>	Provide report including logs and other information to Principal as soon as possible.
<input type="checkbox"/>	Attend and contribute to the 'hot' debrief
<input type="checkbox"/>	Ensure responsibility for all repairs etc have been handed over to the appropriate persons
<input type="checkbox"/>	Invoke Business Continuity Plan
<input type="checkbox"/>	Arrange full review of incident response within one month

Members of CIT

The primary role of CIT members is to support the Incident Manager in their response to the situation and to provide technical knowledge specific to their area of expertise within the Unit.

Incident aide memoir:

<input type="checkbox"/>	Locate personal copy of CIP
<input type="checkbox"/>	Report to Incident Room as directed
<input type="checkbox"/>	Undertake tasks as allocated by the Incident Manager
<input type="checkbox"/>	Obtain full details from any messages/telephone calls and request further information as required
<input type="checkbox"/>	Report developments to the Incident Manager as necessary
<input type="checkbox"/>	Consider own domestic situation

Following conclusion of incident:

<input type="checkbox"/>	Attend and contribute to 'hot' debrief
<input type="checkbox"/>	Attend and contribute to full review

Critical Incident Grab and Go Sheet

The Incident Manager is responsible for maintaining and circulating copies of our Critical Incident Plan. Copies of the plan are located in the management folder on the S-drive and in reception

Incident Room(s) will be determined by the nature and location of the incident.

Contact details for CIT members and key staff are held by College reception. It is the responsibility of each member of the CIT to ensure that their contact details are up to date.

In the event of an incident the Incident Manager will:

- Undertake a fast initial assessment of the risks involved
- Inform College Officer
- Confirm that Officer has alerted the emergency services if appropriate
- Consider evacuation if necessary
- Call together as many CIT members as possible
- Note the names of missing staff, students and visitors
- Arrange for the Incident Room to become operational
- Appoint a secretary to start logging events
- Inform University Security regarding Incident Room and contact details

Once the CIT is assembled they must ensure that:

- Danger areas have been evacuated and secured
- Staff, students and visitors have been accounted for
- The Critical Incident Plan and Incident room are in use
- Building plans have been made available
- Emergency Services are getting all the help they need
- Any additional support has been requested
- College Insurer has been notified
- Incident Log Book is in use and is accurate
- An assessment of the damage has been undertaken

Does this incident need to be escalated to Major Incident?

At all times be clear:

- Who is liaising with College Officer and the emergency services?
- Who is dealing with the Press and Marketing & Communications Office?
- Who is communicating with staff and students?
- Who is liaising with owners or occupiers of neighbouring properties?
- Who is responsible for co-opting and liaising with key staff?
- Who is briefing the MIT?
- Who is briefing the Business Recovery Team?

Plan Distribution List

Job Title	Name	Section	Date of Issue
Principal	Margaret Masson	College Officer	
Vice-Principal & Bursar	Alistair Jenkins	College Officer	
Vice-Principal & PG Director	Ashley Wilson	College Officer	
Vice-Principal & Senior Tutor	Eleanor Spencer-Regan	College Officer	
Clerk of Works	Ian Henderson	Maintenance	
Assistant to the Bursar	Vicki Hinds	Housekeeping & Reception	
Hospitality & Conference Manager	Darryl McNary	Kitchen & Conference	