

# STOCKTON-ON-TEES BOROUGH COUNCIL

## MAJOR INCIDENT RESPONSE PLAN



Version	July 17 Draft V3
Author (name & role)	Peter Snowdon Emergency Planning Officer
Date issued	
Review date	
<p>Amendments:</p> <p>It is the duty of all plan holders to inform the Emergency Planning Officer of any information concerning changes which will consequently impact upon this plan.</p>	

Major Incident Plan Appendix Draft v3 September 2017

## CEPU Plan sign off

<b>1) Need for plan and lead officer identified</b>		
Title / Need; Stockton-on-Tees Borough Council Major Incident Plan / solace Guidance CCA 2004	Lead; Peter Snowdon	
<b>2) Discussed with CEPO type of plan, content etc</b>		
Purpose of plan	To guide SBC response to a Major Incident	
Format of plan	Paper, electronic on Resilience direct	
Planning group	CEPU / SBC	
Training needs	Annual	
Exercising issues	Annual	
Lifespan / review	Annual	
<b>3) Plan drafted by lead officer</b>		
Lead Officer Peter Snowdon	Signed <i>P. Snowdon</i>	Date 31/7/17
<b>4) Plan checked by second officer (grammar, clear English, spelling, readability for audience)</b>		
Second Officer <i>ROBIN BEACH</i>	Signed <i>R. Beach</i>	Date 2/8/17
<b>5) Plan consultation with SBC and amended</b>		
		Date 27 July 2017
<b>6) Final plan issued to partners</b>		
Distributed date	Distribution checked	Signed
<b>7) Plan added to tracked plans folder</b>		
Checked	Signed off	Date
<b>8) Plan added to Resilience Direct if required</b>		
Uploaded	Signed off	Date
<b>9) Review period</b>		
Review period Annual	Next review required August 2018 <i>P.S.</i>	

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# 1 ADMINISTRATION

## DISTRIBUTION

<b>Full Versions of this plan have been issued to the following;</b>
Chief Executive
Corporate Directors
Borough Coordination Officers
Borough Emergency Centre Municipal Buildings
Local Authority Store Police Headquarters, Ladgate Lane
Cleveland Emergency Planning Unit
Elected Member Portfolio Lead

## REVISION HISTORY

2016 April	Full re write
2017 July	Annual review

## EXERCISE HISTORY

November 2014	Exercise Zebedee Table top based on Road Traffic Incident (involving hazardous material)
November 2015	Exercise Jaguar- Major Live Play based on chemical release
November 2016	Exercise- Methuselah Table Top based on Borough wide flooding incident

## Declared Major Incidents

24 <sup>th</sup> October 2012	Flooding Lustrum
5 <sup>th</sup> December 2013	Tidal Surge Port Clarence
4 <sup>th</sup> January 2014	Potential tidal surge
14 <sup>th</sup> May 2014	Fire Seal Sands
5 <sup>th</sup> March 2015	Chemical fire Eaglescliffe

## INTRODUCTION

This overarching major incident plan outlines roles and responsibilities and details the procedures which should be adopted by Stockton Borough Council in order to achieve a co-ordinated response to a major incident. It has been compiled in compliance with the latest good practice guidance (Local Authorities' preparedness for civil emergencies, DCLG / Solace October 2014), particularly ensuring the Local Authority:

- Has emergency plans in place (including business continuity arrangements), that fit clearly with Local Resilience Forum (LRF) plans, are regularly reviewed and include resourcing plans
- Is clear to residents on what they can and cannot expect from the Local Authority in a local level civil emergency; and how the Local Authority can be contacted in- and out-of-hours
- Demonstrates visible leadership in an incident or emergency and senior staff and local councillors are clear about their roles and responsibilities locally and within the LRF
- Ensures its website has up-to-date emergency contact information and clear communication plans are in place for warning and informing residents and businesses

This major incident plan is not intended to include day-to-day emergency activities of local authority Service Groups for which there are established protocols in place, but only those situations where support is requested by the Emergency Services, or two or more Council Service Groups are likely to be involved through significant need as determined by the Local Authority Emergency Planning Lead (the Director of Community Services) or nominated Deputy.

This does not preclude the Emergency Services requesting facilities/ services/ assistance listed in the plan when there has been no declaration of a Major Incident.

However due to its generic nature systems within this plan are scalable to fit Critical Incidents that have not been declared major incidents.

## TERMINOLOGY

The terms Major Incident and Major Emergency are often used interchangeably.

A major incident can be defined as: *An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies.*

- a) 'emergency responder agencies' describes all Category one and two responders as defined in the Civil Contingencies Act (2004) and associated guidance;

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- b) a major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security;
- c) a major incident may involve a single-agency response, although it is more likely to require a multi-agency response, which may be in the form of multi-agency support to a lead responder;
- d) the severity of consequences associated with a major incident are likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally;
- e) the decision to declare a major incident will always be a judgement made in a specific local and operational context, and there are no precise and universal thresholds or triggers. Where LRFs and responders have explored these criteria in the local context and ahead of time, decision makers will be better informed and more confident in making that judgement.

A Major Emergency as defined by the Civil Contingencies Act 2004;

“An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK.”

### **LOCAL AUTHORITY’S EMERGENCY PLANNING DUTY**

It is the responsibility of the Local Authority to prepare emergency plans to detail its’ response to a major incident or emergency. The basis for this obligation lies under the following:

1. Civil Contingencies Act (2004)
2. Control of Major Accident Hazards Regulations, (2015)
3. Pipeline Safety Regulations (1996)
4. Our general duty of care as a local authority

Therefore this Major Incident Plan has been prepared in accordance with section 5 of Emergency Preparedness - Guidance on Part 1 of the Civil Contingencies Act (2004,) its associated Regulations and non-statutory arrangements.

Specifically this plan aims to:

1. Allow for flexible management and adaptability to a wide range of circumstances.
2. Provide a means of coordinating the activities of all council staff and partners engaged in responding to major emergencies.



## **IDENTIFIED RISKS**

Under the Civil Contingencies Act (2004) the Local Authority has a duty to undertake risk assessments to identify the types of hazards that may impact on the community. These are undertaken by the Cleveland Local Resilience Forum Risk Assessment Working Group.

The full risk assessment is available from Cleveland Emergency Planning Unit. A public summary is available online at [www.clevelandemergencyplanning.info/](http://www.clevelandemergencyplanning.info/).

## **THE LOCAL AUTHORITY'S RESPONSE**

The primary roles and responsibilities of Stockton Borough Council during a Major Incident or Emergency are to:

1. Provide support to the initial responders
2. Maintain essential services
3. Leading on the post incident recovery

The local authority will operate to the standard UK response framework commonly referred to as Strategic, Tactical and Operational. Formally known as Gold, Silver and Bronze. Further information can be obtained from: Cleveland Emergency Planning Unit

## **SUPPORTING PLANS**

A number of hazard or function specific plans are referred to in this document, copies of these plans can be requested via the Cleveland Emergency Planning Unit, or are available on resilience direct. A brief summary of each is given in section 7.

## **THE WELFARE OF EMPLOYEES**

All staff and employees are reminded of their responsibilities under the Health and Safety at Work Act (1974) and other relevant legislation including the EU Working Time Directive.

## **UPDATES AND AMENDMENTS**

All errors and amendments should be forwarded to the Stockton Emergency Planning Officer, Cleveland Emergency Planning Unit 01642 301529.

This plan will be annually reviewed and updated as necessary, or after an exercise or an incident which has highlighted areas of the plan requiring updating. Amendment and version control will be led by Cleveland Emergency Planning Unit on behalf of Stockton Borough Council.

## **2 ALERTING & CALL OUT PROCEDURES**

The following Section outlines how the council will recognise that an incident is occurring and how to mobilise staff both during and out of office hours.

### **RECOGNITION OF AN INCIDENT**

Recognition of a major incident or emergency is likely to come simultaneously from a number of sources:

1. Members of the public contacting the Council switchboard / Security Surveillance Centre
2. Notification to the authority via the CEPU Duty Officer
3. Reports to line managers from front line staff
4. Notification and requests for assistance from the emergency services

It is essential that if a Major Incident occurs, may have occurred or it is felt is likely to occur, the Emergency Planning Unit (office hours) or Duty Emergency Planning Officer (outside office hours) must be alerted.

Upon receiving such a request(s), the Borough Co-ordination Officer will be contacted for advice on any response to the request. Under no circumstances will the private telephone numbers of call-out staff be disclosed by the Security & Surveillance Centre.

The notification process is outlined. Note that certain officers could be strategic or tactical dependant on incident. BCO's are usually tactical level officers however it is unlikely that certain officers will attend Ladgate therefore they are not on the tactical level list.

### **INCIDENT NOTIFICATION PROCEDURE**

See figure 1-Dashed lines equate to varying levels where notification process may terminate or continue. At each stage, the EPO / BCO as appropriate will decide who should be notified at the next stage of the flowchart, according to the nature of the incident.

For identified (minor) instances Cleveland Police will contact SBC Surveillance Centre direct and direct call outs of SBC staff will take place.

\* Duty Officer will make decision whether to inform BCO or contact Surveillance Centre for direct call outs.

\*\* BCO in conjunction with CEPU Duty Officer will make decision regarding need to inform Tactical / Strategic Officer.

BCO will make decision whether to call out staff direct, or through relevant manager.

\*\*\* Tactical Officer in conjunction with BCO will decide whether to activate major incident plan

Fig 1 NOTIFICATION PROCESS

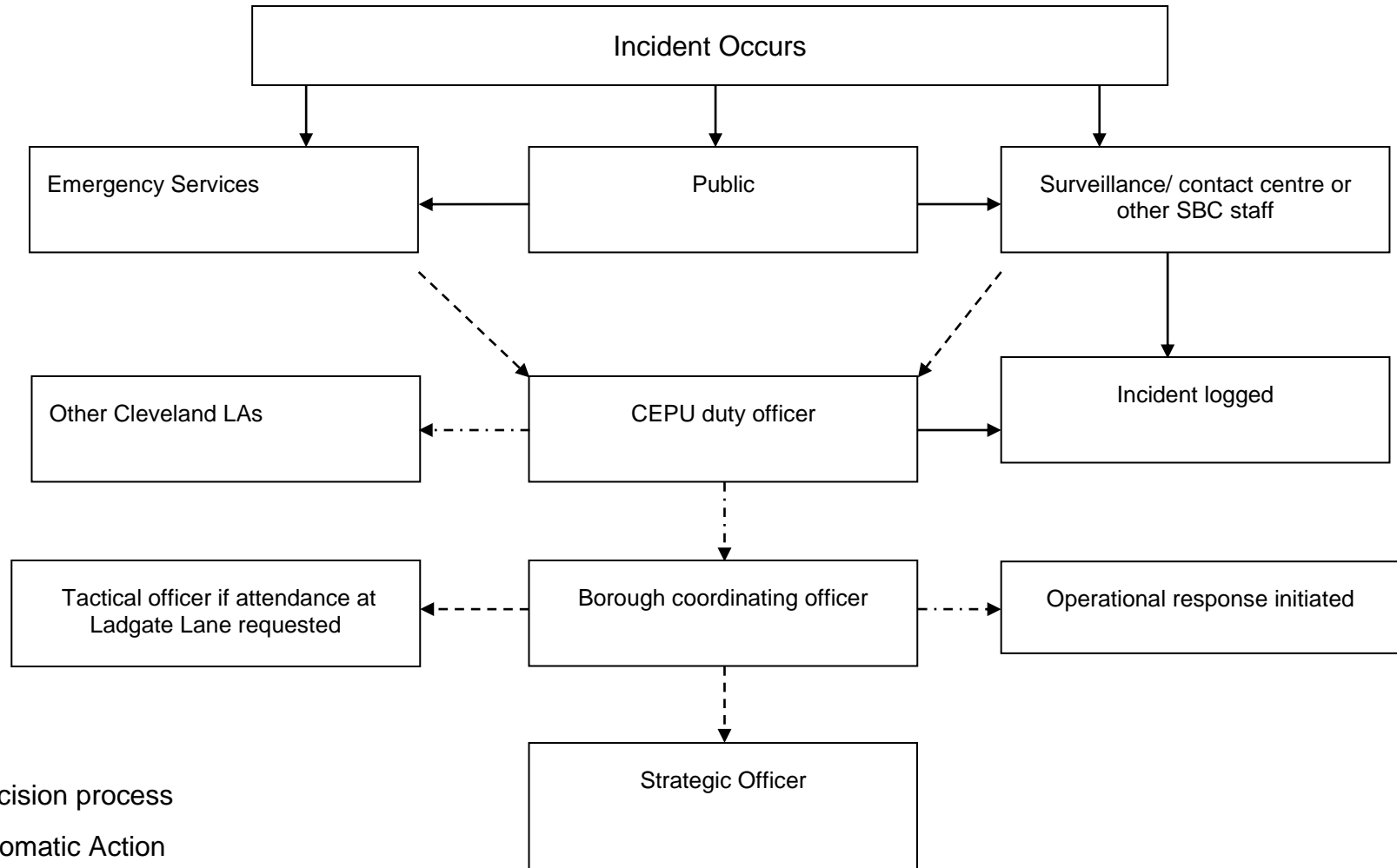
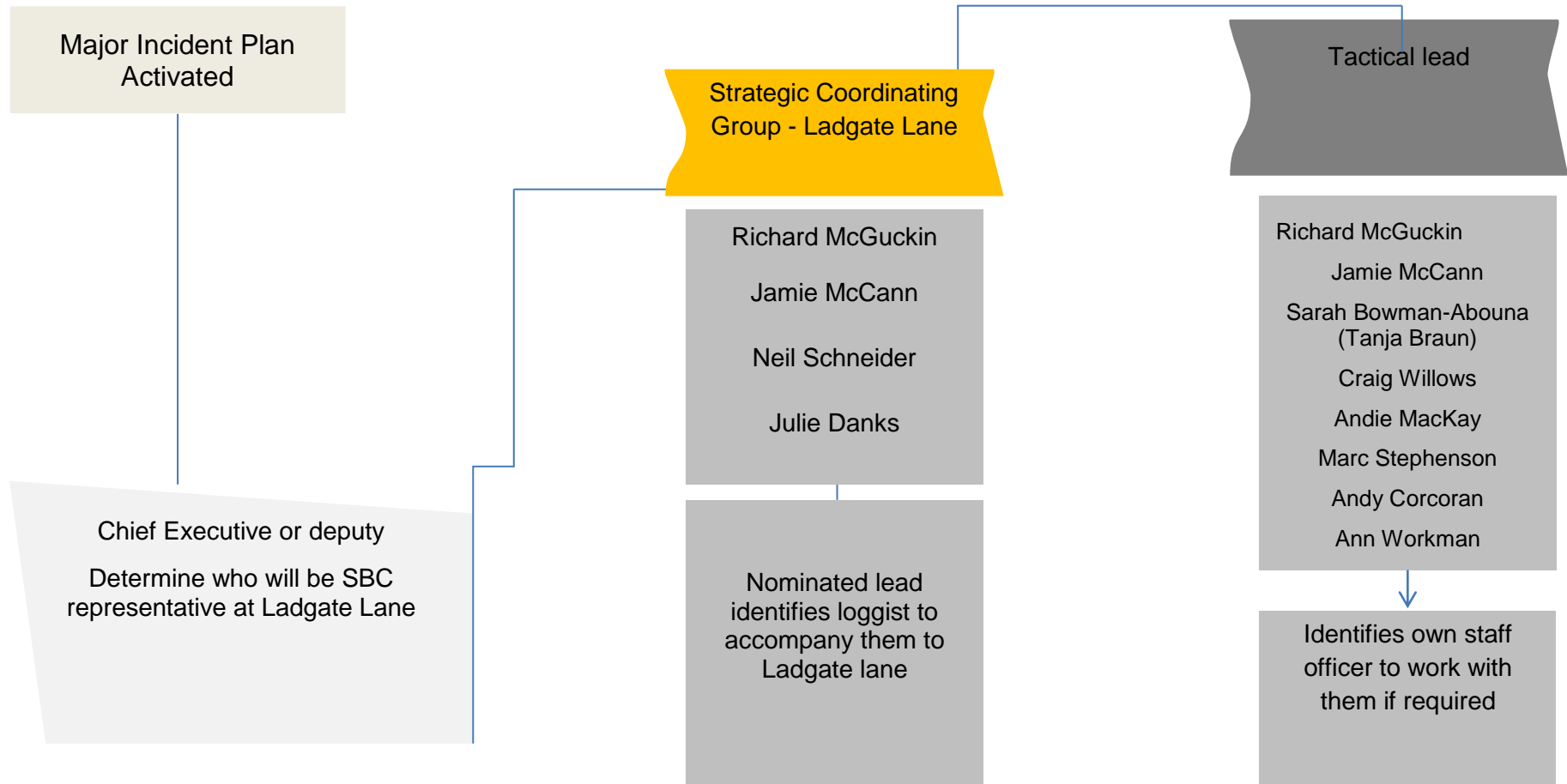


Fig 2 Lead Officers



## **3 THE BOROUGH EMERGENCY CENTRES**

### **THE ROLE OF THE BOROUGH EMERGENCY CENTRE**

The Borough Emergency Centre will be opened when it is not practical for an incident to be controlled by officers working remotely from home outside of office hours or from discreet offices during the working day.

This decision will be made by the BCO in conjunction with the EPO and tactical / strategic officer Emergency Services when there is a need for:

1. A single focal point for the Borough response
2. Local authority resources to be coordinated
3. Service groups to be co-located

It is recognised that in certain circumstances that not all service areas may be able to attend the BEC due to either geographical reasons or access to technical information in these circumstances a “virtual” BEC may operate.

If the incident involves more than one Borough, the Borough Emergency Centre should establish and maintain contact with neighbouring authorities Borough Emergency Centres. The contact route for coordination with neighbouring authorities will be through the Borough Coordination Officer. The key contacts in neighbouring authorities are kept by the duty emergency planning officer.

The Borough Emergency Centre will stay open until the incident is declared closed or is of such low consequence that the normal day to day operations of the Borough Council can cope or an individual Service Group Incident Room can deal with the remaining issues surrounding the incident.

### **BOROUGH EMERGENCY CENTRE STAFFING**

The nature of the incident will determine the composition of the team to be assembled at the Borough Emergency Centre. Corporate Directors or their deputies are expected to ensure appropriate representation from their teams at the Borough Emergency Centre. Staff will be contacted on a call-off basis, with CEPU holding staff lists and lists of team leaders and managers. All Corporate Directors are responsible for ensuring their staff lists are up-to-date and reviewing them on a 6-monthly basis, including provision of holiday dates.

The Centre manager will be responsible for ensuring arrangements are in place to continue to staff the Centre over extended periods of time (In line with EU working directives). They should begin to plan for the next cohort of staff to take over the Centre as soon as it is realised the event will extend beyond eight hours, staff should not work more than twelve hours.

## **EQUIPMENT**

The designated Borough Emergency Centres is a basic conference room with an additional level of equipment including, maps, stationery, additional network points and phone points.

Any staff requested to attend the Borough Emergency Centre should, wherever possible, bring with them additional equipment they may require e.g. Mobile phone and charger, Laptop computer, service specific plans/documents.

Out of hours welfare facilities are available at Cowpen, Kingsway House and the primary Borough Emergency Centre.

## **BOROUGH EMERGENCY CENTRE LOCATIONS**

The ground floor conference room in the Municipal Buildings is equipped to act as the Primary Borough Emergency Centre. Post code (for sat nav) is TS19 1UE

In exceptional circumstances the Borough Emergency Centre may be relocated to any other building deemed more appropriate eg Kingsway house Cowpen depot.

### **Access Arrangements**

The designated Borough Emergency Centres is accessible in normal office hours, outside these Stockton Surveillance Centre (01642 618946/528989) holds keys and alarm codes for the building.

## **4 SERVICE AREA RESPONSIBILITIES**

The responsibilities of each service area are as follows. However all areas will work together to achieve a seamless unified SBC response to any incident.

### **CHILDREN'S SERVICES**

In the event of a major incident it is the duty of staff and services with Children's Services, to provide specific services to support local residents or others who have suffered from the impact of the incident. These are primarily based upon the provision of support particularly to children and families and support to nurseries and schools.

### **COMMUNITY SERVICES**

Due to the areas of responsibilities within Community Services, this service group is likely to be one of the main 'front line' responders in an operational capacity to any major incident and may have to respond in a variety of ways in both assisting the emergency services and ensuring core business is continued by deploying staff and equipment accordingly. The Stockton surveillance centre is part of this directorate and can provide vital services in the event of a Major Incident.

### **ADULTS AND HEALTH (INCLUDING STATUTORY PUBLIC HEALTH)**

In the event of a major incident it is the duty of staff and services within the Adults and Health Directorate in conjunction with the Science and Technical Advice Cell (STAC) to provide specific Public Health advice to local residents or others who have suffered from the impact of the incident. Adults and Health will ensure essential services are maintained by liaising with service providers. The social care department within adults and health will play a prominent role to ensure identification of vulnerable residents, links to the care home sector and provision of social care services as requested.

The director of Adults and Health has responsibility for several other units that could have a role in response, including Environmental Health.

### **HUMAN RESOURCES, LEGAL AND COMMUNICATIONS**

The service groups within Corporate Resources may have to respond in various ways to a major incident and deploy staff accordingly. Service groups include human resources, ICT, customer services, policy performance and communications.

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## **FINANCE AND BUSINESS SERVICES**

In an event of a Major Incident Finance and Business support will offer financial advice business support and support on welfare / housing benefits. They will also advise on cost recovery and Health and Safety.

## **ECONOMIC GROWTH AND DEVELOPMENT**

In the event of a Major Incident Economic Growth and Development can provide advice on buildings local critical infrastructure. They can provide engineers and other suitably qualified staff, that can advise on flooding, traffic management in partnerships with other agencies.

## **5 PARTNER AGENCIES**

### **THIRTEEN**

Thirteen Limited is the largest registered provider of social housing in Stockton. The company owns and operates a variety of housing including sheltered accommodation and multiple occupancy flats.

In addition to this Major Incident Response Plan, Thirteen have developed in-house procedures for incident handling; these are outlined in their Business Continuity Plan. Thirteen are likely to be involved in any response by the Council to a major incident in one or more of the following circumstances:

1. Large amounts of housing stock is affected, both social or privately owned
2. There is an evacuation of parts of the Borough
3. There is a need to house homeless persons, both on a long or short term basis.

### **TEES ACTIVE**

Tees Active is a charitable leisure management organisation established as a non-profit distributing company.

Tees Active's main role in an incident is to support the council with the provision of;

1. Facilities including leisure centres for use as temporary accommodation.
1. Staff with knowledge of the sites including management front of house staff and maintenance staff.
2. Provision of advice on the use of open spaces, sports fields, etc.

Key facilities include that may be utilised are;

1. Billingham Forum
2. Splash Stockton
3. Thornaby Pavilion

## **CLEVELAND VOLUNTARY EMERGENCY LIAISON GROUP**

In the event of most emergencies the request to call on one or more of the voluntary organisations represented on the Cleveland VELG lies with the Cleveland Emergency Planning Unit. There will be exceptions to this when an Emergency Service needs the direct and immediate support of an organisation such as the Ambulance Service requiring the assistance of St John Ambulance or British Red Cross and Cleveland Police requiring the assistance of Cleveland Mountain Rescue, however mobilisation of the Cleveland VELG members to an emergency situation will be co-ordinated by the Emergency Planning Unit's Duty Officer.

Members of the VELG include:

- British Red Cross
- Raynet
- The Salvation Army
- St John Ambulance
- Cleveland Mountain Rescue
- Royal Voluntary Service
- Victim Support

Contact details for all partners are available through the CEPU Duty Officer. The relevant Directorate along with other statutory agencies will engage with the third sector to coordinate the most appropriate assistance.

## **6 FINANCIAL RESOURCES**

### **THE BELLWIN SCHEME**

The Bellwin Scheme administered by the Department for Communities and Local Government can provide cost recovery for the response to a major incident. An outline of the scheme is included in the CLRF Recovery Plan.

## **7 COMMUNICATIONS**

Any major incident will inevitably attract large numbers of local, national and international media representatives. Every effort must be made to co-operate with the media in order to establish good working relationships; the way in which the media are handled and the response to the situation will have a vital bearing on subsequent public perception of the incident. Social media should be monitored and pro actively managed as far as is reasonably practical. Good relationships are essential in order to minimise:-

1. Inaccurate information being broadcast or published which then leads to unnecessary public alarm and concern.
2. Intrusion into the privacy of involved members of public.
3. Excessive demands for media access being placed on those agencies dealing with the emergency.

Most major incidents will require a multi agency response therefore a joint approach from all responders is vital. The Cleveland LRF communication strategy should be invoked.

## 8 TRAINING

Key staff groups will need to be trained and updated to ensure they are prepared to support the incident response and recovery. The Borough Coordinating Officer will hold the list of staff trained and dates. Corporate Directors are responsible for ensuring their staff are up-to-date in their training. Cleveland Emergency Planning Unit may facilitate training for Council staff. Cleveland Emergency Planning Unit (Emergency Planning Officer) holds the Training and Exercise Calendar, which is a regularly updated, living document and is available on request. Specific training for Council staff roles is set out below.

<b>Training</b>	<b>Council staff roles</b>	<b>Frequency</b>	<b>Location</b>
Loggist training	All loggists	Three yearly	CEPU
Managing conflict	Rest centre staff	Three yearly	CEPU
Media training	Borough Coordinating Officer	On appointment	SBC
	Corporate Directors	On appointment	SBC
	Elected Members	On appointment	SBC
Major incident exercises	All key staff including BCO, Borough Emergency Centre staff, Corporate Directors and Deputies	annually	CEPU
Tactical/Strategic Training	All key staff including BCO, Borough Emergency Centre staff, Corporate Directors and Deputies	On appointment	CEPU

## 9 SUPPORTING PLANS

There are numerous incident or task specific plans that compliment the SBC Major Incident Plan some of which are outlined below-

### **CLEVELAND EMERGENCY ACCOMMODATION PLAN (REST CENTRE)**

Commonly referred to as the rest centre plan this details the local authority led provision of basic shelter and warmth through a number of designated centres. The Cleveland Emergency Accommodation Plan is available on the local section of 'Resilience Direct'. A hard copy is also included in the pack for key individuals and will be included in the packs kept in incident rooms. The following points outline the principles contained in the full plan.

The BCO will decide if a rest centre is required and, the most suitable location. If accommodation is required the Cleveland Emergency Plan will be activated by CEPU Duty Officer.

1. Where practical Council Policy is to encourage people to go and stay with friends or family or provide hotel/B&B accommodation.
2. A number of designated rest centres have been identified in each borough which would be more suitable for a longer duration incident 5-48 hours. Each centre can accommodate between 100 – 400 people. Often rest centres are requested by the emergency services when they may not be the best option. As per the Emergency Accommodation Plan Local Authority also have responsibility for providing (if required):
  - Temporary Accommodation; Hotels, B&B, Social Housing etc.
  - Rest Centre – Short term temporary
  - Survivor Reception
  - Friends & relatives reception
3. In order to move evacuees from the scene/holding area to the Rest Centre the council will provide transport this can be accessed either through "normal" channels or via the emergency transport plan stored on Resilience direct.

## REST CENTRE SUMMARY

Rest Centre	Capacity		Normal Use	Notes
	Short Term (less than 8 Hrs)	Sleeping		
Thornaby Pavilion Town Centre Thornaby TS17 9EW	2000	400	Leisure Centre	Large building with good facilities
Billingham Forum The Causeway Billingham TS23 2LJ	1200	95	Leisure Centre	Within Billingham complex PIZ
Splash Church Road Stockton-on-Tees TS18 1TY	200	95	Leisure Centre	Small rest centre. Suitable survivor reception centre for town centre incident
Conyers School Green Lane Yarm TS15 9ET	400	166	School	Only rest centre for Yarm that does not require river crossing
Eaglescliffe School Urlay Nook Road Eaglescliffe TS16 0LA	400	210	School	Involves crossing bridge from Yarm
Stockton SRC Billingham Site Marsh House Ave Billingham TS23 3HB	300	115	FE College	Within Billingham complex PIZ

Three of the rest centre's in the Unitary Authority of Stockton on Tees are operated as Leisure centers by Tees Active who have agreed that they can be used during an emergency as rest centres. The others are schools or Education buildings and may not be owned or operated by Stockton Council. The rest centers have been chosen to give as wide a geographic spread as practical taking into account risks as identified by the community risk register. An assessment will be taken at the time of which building to use taking into account varying factors i.e. whether in term time, exam time, events etc.

It should be recognized that there are buildings that have previously been identified as rest centre's that could be utilised although they are not the preferred option. These buildings have not been assessed on the same



criteria as the designated centre's therefore a full risk assessment should be carried out prior to use.

The sleeping area for the rest centres are based on the Building Regulations 2000 (fire) for dormitory accommodation. Full calculations and risk assessments for the use of building designated as rest centres are held by Cleveland Emergency Planning. These calculations are based on information supplied by the owners / operators of the building.

Other potential sites that have been visited and are aware they may be used if the designated rest centres are unavailable or at capacity include.

Grangefield School (approximately 110 capacity)

Thornaby Community School,

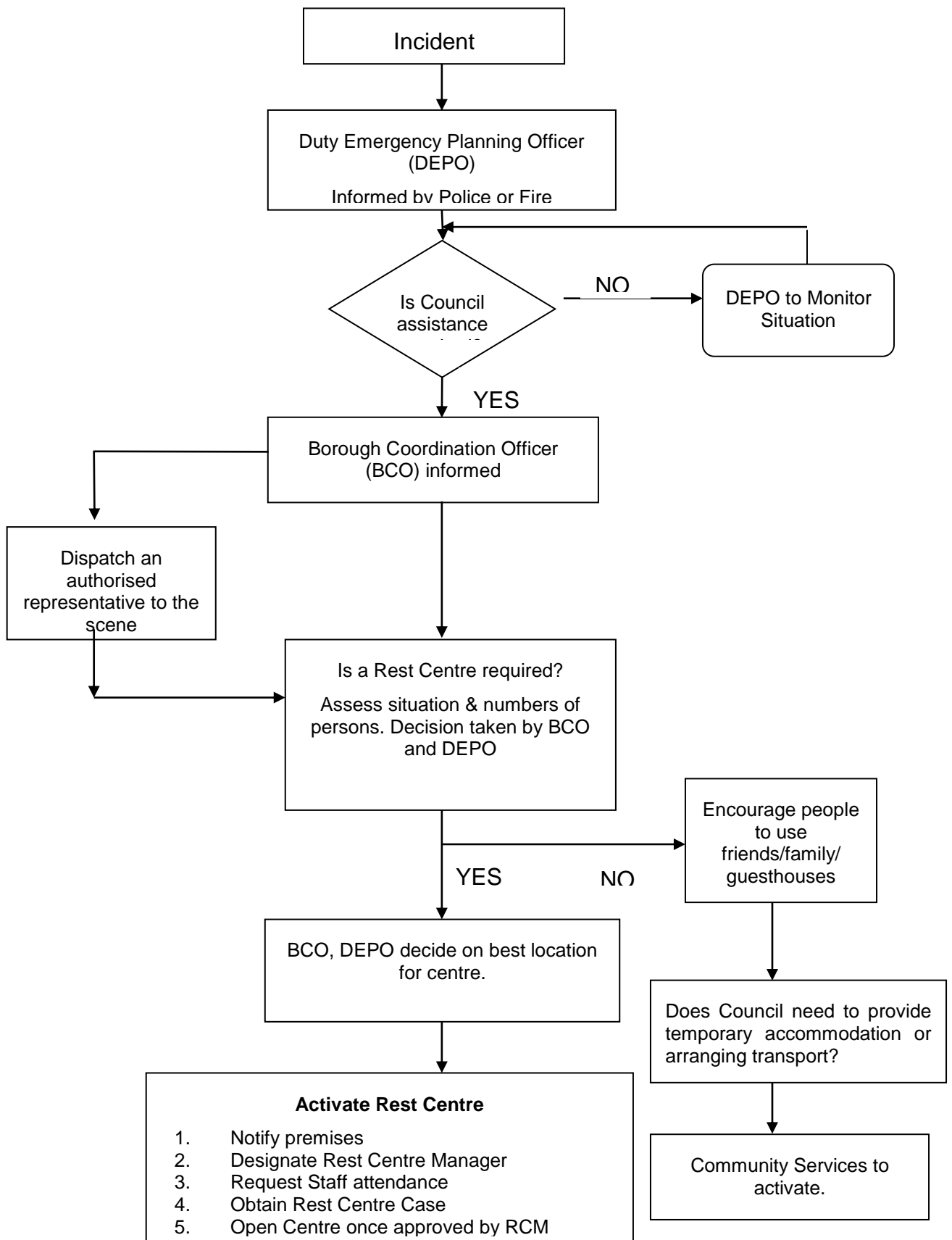
Billingham South Primary School

Northfield School

Queens Campus (217 capacity)

**Suitable risk assessments at these sites should be carried out prior to use.**

## Flow Chart for opening a Rest Centre



## **NORTH EAST SCIENTIFIC AND TECHNICAL ADVICE CELL**

Produced by the Public Health England on behalf of the LRFs this plan provides a joint source of information for decision makers e.g. in the event of an incident where there are public health concerns or environmental concerns. The cell will be established when advice is required by the Strategic Coordination Group (SCG). The composition of the group will vary with scenario but will draw on expertise within agencies such as the Met Office, Environment Agency and Public Health England.

## **CLRF INCIDENT RECOVERY PLAN**

The CLRF Incident Recovery Plan outlines the recovery process following an incident. Based upon national guidance it details the role of the Recovery Coordination Group (RCG), a multi-agency group that will be established to tackle all aspects of recovery.

A number of sub-groups are likely to be established to look at specific areas of recovery including; Communications, Finance and Legal, Environment and Infrastructure, Business and economic recovery, Health and Welfare and Community Recovery Committee.

The plan identifies the local authority as the Chair of the Recovery Working Group (RWG) they will also provide a secretariat to the RWG, bear the initial costs of establishing a RWG and provide representation at the RCG and associated sub-groups.

## **COMAH, PIPELINE AND REPPIR PLANS**

The Control of Major Accident Hazard Regulations, Pipeline Safety Regulations and Radiation Emergency Public Preparedness Information Regulations; place statutory duties upon the local authority to prepare plans for the Chemical Sites, Pipelines and Nuclear power stations respectively. These plans detail the specific considerations for each site the likely impact on the community in the event of an incident and responses required.

Plans are stored at Police Headquarters and are available electronically on Resilience Direct.

## **HUMANITARIAN ASSISTANCE CENTRES**

Humanitarian Assistance Centres will act as the focal point for those affected by an incident. They will be implemented in the recovery stage and provide a one stop shop for anyone affected by the incident.

A CLRF protocol outlining the role of the Humanitarian Assistance Centre is available from the Emergency Planning Unit.

The Local Authority will play a lead role in the establishment and management of these facilities this is likely to include:

1. Provision of the Building to be used as a Humanitarian Assistance Centre
2. Chair the HAC Management Group (Borough Coordination Officer)
3. Provide administration support to the HAC
4. Coordinate all attending organisations, ensure that staff are appropriately qualified and fully briefed on the centre and its operation.
5. Monitor usage of the centre and ensure that it is fulfilling its purpose.
6. Ensure welfare services to 'at risk' clients are continued along with the identification of new clients created by the incident.
7. Provision of short- and longer-term accommodation, if required.
8. Working closely with health partners to ensure a joined up service for clients.
9. Setting up and running telephone help lines.
10. Advising on responding appropriately to short-term psychological distress and arranging longer-term counselling support services where necessary.

Other Agencies likely to be involved in the HAC include;

Local Authorities	Victim Support	British Red Cross
Police Family Liaison	CRUSE Bereavement Care	Salvation Army
Housing Providers	Faith Communities	NHS
Department for Work and Pensions	Samaritans	RVS
Company/Operators involved in incident	Legal Advisors	Insurance Advisors
Citizens Advice Bureau	St John Ambulance	Local Community Groups

## **LRF MULTI-AGENCY FLOOD PLAN**

This plan outlines the coordinated response to flooding from intense rainfall, tidal, fluvial and surface water flooding. The plan contains a generic front end outlining activation and response procedures and the remainder of the plan details the specific impacts on communities at risk and the actions to be taken.

## **TEMPORARY MORTUARY PLAN**

When an incident has occurred involving large numbers of fatalities, normal public or hospital facilities may be ill-equipped and ill-suited to deal with the prolonged mortuary work, forensic investigations and other associated activities that would be required to take place on-site or in the near vicinity.

In such a situation, HM Coroner, in consultation with the Police and the Supervising Pathologist, will decide if a temporary mortuary should be established.

A separate temporary mortuary plan has been prepared by the CLRF. Copies are held in emergency centres. Activation will be initiated by the Police after consultation with HM Coroner and the Supervising Pathologist. The Council's representative of the SCG will be briefed regarding the implementation of the mortuary plan.

The local authority has a number of responsibilities and the following departments have roles identified in the plan Environmental Health Department, Community Services, Health and Safety Team.

## **NORTH EAST CBRN FRAMEWORK**

The North East CBRN framework details the response to a suspected/actual malicious chemical, biological, radiological or nuclear incident. Additional information is available from CEPU.

# 10 RECOVERY

## INTRODUCTION TO RECOVERY

The long-term recovery of a community or area following a major emergency is likely to be led by the Local Authority. There is a definite requirement for the Recovery Co-ordinating group (RCG) to be established as soon as possible in order to influence the decisions made at SCG so they do not compromise recovery whenever possible.

The recovery process is a vital element of overall emergency response. There are services that the Local Authority has a statutory duty to provide and restoration of these will be crucial. There will also be other services that the Local Authority will lead on which can be summarized under the following headings:

- Rebuilding the Community
- Managing the Financial Implications
- Managing Resources
- Responding to Community Welfare Needs
- Developing Strategic Issues

The Cabinet Office publication: “**Recovery: An Emergency Management Guide**” provides a comprehensive overview of issues to be considered during this phase of emergency response.

The Cleveland Local Resilience Forum have produced an Incident Recovery Plan outlining the key considerations and mechanisms of recovery, this document is available in the Borough Emergency Centre.

## REBUILDING THE COMMUNITY

Local authorities should engage fully with the local community and elected members at all stages of the recovery process. During an incident consideration should be given to a community impact assessment, this should assist in highlighting the issues for the recovery group to consider. During the recovery phase the role of the voluntary organisations and community sector will be important, but will also need to be managed by the lead agency to ensure support is appropriate and directed.

## MANAGING THE FINANCIAL IMPLICATIONS

The Local Authority will be under pressure to be seen to be taking action following a major emergency. It is important that during the response and recovery phase all costs (including labour) are recorded, this will aid financial recompense if applicable.

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Central Government may, in exceptional circumstances, provide special financial assistance to Local Authorities who, as a consequence of an emergency, would otherwise incur an undue financial burden in providing relief and carrying out immediate works to safeguard life or property or prevent the suffering or severe inconvenience to affected communities.

The Government would not however be expected to contribute towards normally insurable losses.

It is important to differentiate between current expenditure, eligible for 'Bellwin', and 'aftermath' costs, such as housing, where a quick decision on aid is less essential and Central Government may wish to consider bids for special assistance in slower time. These may be included in future annual grant bids, or considered in a 'boost' in specific pre-determined allocations

It is difficult to make a definitive list of what matters could be considered to be of financial concern, however some items which may attract attention include:

1. Clearing the area
2. Making structures safe, ground surveys, pollution containment, etc.,
3. Rebuilding
4. Payment for contracted services, which may need early settlement,
5. Staff overtime payments,
6. Local proceedings,
7. On-going 'tied up' staff,
8. Future housing/rehousing projects,
9. Replacing broken, lost or damaged equipment,
10. Lodging for those homeless as a result of the incident,
11. Loans given to disaster victims,
12. Payments for services from other authorities
13. Administration of any appeal fund and contributions thereto.
14. Health and wellbeing support

The Local Authority will initially pay out, even though the Local Authority may get help with the final bill, e.g. Government grant. Another aspect could be 'instant loans' to the public as this keeps options open before a full policy on grants is established.

## **INSURANCE**

Accurate records of expenditure will be vital, albeit difficult, especially in the early stages of a disaster, as there will be substantial insurance claims that will need precise information

The Local Authority should seek advice from its own insurers regarding its own claims and the extent of cover relating to the incident. Insurers will link into the multi-agency command via nominated contacts at an early stage. In addition the public may seek advice from the Local Authority on making their individual claims.

The Association of British Insurers (ABI) represents 450 insurance companies and can make available to the Local Authority, at the scene of a disaster, a 'Mobile Disaster Unit', comprising of a purpose built caravan, with generating and catering facilities, designed to accommodate eight people. It is equipped with desks, partitions and mobile telephones.

The primary function of this unit is to provide the local insurance community with an advisory outlet to the public. However the ABI has offered its use in disaster situations, even where no significant insurance implications are anticipated. The Local Authority must designate a suitable parking location for its arrival. The ABI will cover the costs arising from its deployment.

Advice with insurance issues is likely to be initially handled through telephone helplines, and then throughout the extended recovery period by a Humanitarian Assistance Centre.

The varying responses and policies and practices by the different insurance companies have previously had adverse impacts on those affected as follows:

Differing policies on when damaged household goods and possessions can be disposed of can cause major problems for waste collection teams and environmental health.

Loss adjusters are likely to be in great demand.

Much of the insurance companies' response is through call centres. Previously this has added to homeowners frustrations as they were not dealt with on an individual basis and frequently had to repeat information several times, had to make frequent calls etc.

Victims may be already stressed / traumatised and consequently may find insurance problems beyond their capacity to cope with, requiring additional support from local authority centres and voluntary sector partners.



## **DISASTER APPEALS**

It is common following an incident for members of the public to send money and cheques to organisations in authority for the benefit of those affected. This can lead to concern regarding transparency and accusation of mismanagement.

Preference should be given to activating the British Red Cross Society Disaster Appeal Fund as oppose to running a disaster fund in house. The use of an independent, experienced third party has been cited by several authorities as being beneficial.

This is a package designed to provide a set of procedures which any local authority could use promptly to establish an Appeal Fund. Model forms; press statements; legal guidelines etc. are provided; together with temporary BRCS trustees who are already in place to establish the trust until local appointments can be made. The cost of management of the appeal will be deducted from the Appeal Fund and comprise approximately 1% of the total fund assets.

## **MANAGING RESOURCES**

The Strategic Co-ordinating Group must ensure that the long-term recovery issues are given early consideration. This is particularly important because staff and resources are often limited and the day-to-day business of the Council still has to be delivered in many areas of its responsibility.

The Local Authority will need to establish a **Recovery Co-ordinating Group**. This may be similar in composition to the **Strategic Co-ordinating Group** but will focus solely on recovery.

## **DEVELOPING STRATEGIC ISSUES**

The Recovery Co-ordinating Group is a strategic group and should therefore clearly prioritise actions and record its justifications. A guide to prioritisation widely accepted is the PEAR principle (people, environment, assets reputation.)

Full copies of the publication "Recovery: An Emergency Management Guide" are available from CEPU and the BEC and will be provided following any emergency to key strategic managers and members of the Recovery Co-ordinating Group when convened.

# 11 LEGAL ASPECTS

## BACKGROUND

Many points with legal ramifications may be raised post incident. One worth pursuing may be that of vicarious liability, for example, even though the local highways department may be responsible for maintaining a road under an agreement with the Department of Transport, is the Department of Transport still liable?

Representation is needed for the local authority at any enquiry but this need not preclude joint discussions between officers and members prior to the proceedings where detailed criticisms may be made. Officers may wish to consider the advantage of separate representation for themselves since criticism regarding performance is an issue separate from criticism of the council, e.g. failing to plan adequately.

External legal assistance may also be necessary, e.g. a Solicitor from another Council may be retained to lead on legal problems associated with the disaster.

The impact on staff of an enquiry should be monitored, and additional support be made available if appropriate.

## HM CORONERS INVOLVEMENT

Coroners are public officials, appointed by the Crown, responsible for initiating investigations into the cause of any violent, sudden, or suspicious deaths. Enquiries are undertaken by 'Coroners Officers' appointed by the Police for the area within the Coroners jurisdiction.

All fatalities involved with an incident would come within the jurisdiction of the Coroner and bodies should not be moved, removed or otherwise disposed of, unless to facilitate rescue operations, without express authority.

An inquest would be opened to allow the body to be released for committal, and then perhaps adjourned in order to allow investigations to be completed.

Coroners' inquests are held in a Coroners Court, to determine the cause of death. These are civil although judicial proceedings, and oral evidence and testimony by witnesses is presented under oath. The verdicts reached at inquests may have repercussions at any criminal proceedings.

## PUBLIC INQUIRY

It is becoming likely that in the aftermath of any disaster, circumstances will dictate that a Board of Inquiry be held into the mishap. Public Inquiries are held, irrespective of whether casualties are sustained, to establish:-

1. the circumstances under which the incident occurred
2. investigate the cause of the disaster

3. Make recommendations to prevent such a circumstance recurring.

Ministers of State for the relevant Department involved may direct that an Inquiry be undertaken and appoint an eminent member of the judiciary to conduct the hearing.

The inquiry is conducted in public, although not in a Court of Law. Nevertheless, Counsel are retained by all parties, submissions of evidence made either written or oral, witnesses called, (although there is no compulsion to attend), recommendations made, a report on its findings issued and submitted to Parliament.

The Findings of the Inquiry may form part of the legislative process, to prevent any recurrence of the situation.

### **STAFF INVOLVEMENT**

It should be recognised that staff called to give evidence to any Inquest or Public Inquiry are likely to feel under increased personal pressure. Particularly where there normal duties do not involve evidential / investigative processes. An impact assessment should be undertaken to identify what support can be provided by the authority.

## 12 GLOSSARY

BCM	Business Continuity Management
BCO	Borough Coordination Officer
BRC	British Red Cross
Bronze	Operational level of management
CBRN	Chemical Biological Radiological and Nuclear
CCA	Civil Contingencies Act
CCS	Civil Contingencies Secretariat
CEPU	Cleveland Emergency Planning Unit
CFB	Cleveland Fire Brigade
CLRF	Cleveland Local Resilience Forum
COBR	Cabinet Office Briefing Room
COMAH	Control of Major Accident Hazard Regulations.
CSU	Command Support Unit (Vehicles)
DEFRA	Department for the Environment and Rural Affairs
EA	Environment Agency
EMARC	Environment Monitoring and Response Centre
EPO	Emergency Planning Officer
FCP	Forward Command Post
Gold	Strategic level of management
HAC	Humanitarian Assistance Centre
LA	Local Authority
MBC	Media Briefing Centre, Ladgate Lane
MCA	Maritime Coastguard Agency
(M)ECC Room)	(Major) Emergency Control Centre (Chemical Operators Incident
Met Office	Meteorological Office
NEAS	North East Ambulance Service
NHS	National Health Service
PCP	Portable Command Post
PHE	Public Health England
PRO	Public Relations Officer
RCG	Recovery Coordination Group

RED	Resilience and Emergency Division
RNLI	Royal National Lifeboat Institution
SAR	Search and Rescue
SCC	Strategic Coordination Centre
SCG	Strategic Coordinating Group
SIC	Site Incident Controller (Chemical Operators operational)
Silver	Tactical level of management
SIM	Senior Identification Manager (police)
SERM	Scene Evidence Recovery Manager (Police)
SIO	Senior Investigating Officer (Police)
SMC	Site Main Controller (Chemical Operators tactical level )
STAC	Scientific Technical Advice Cell
RVS the RVS	Previously the Woman's Royal Voluntary Service now known solely as the RVS

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# 13 APENDECIES

## UK RESPONSE FRAMEWORK

### SECTION 5: LOCAL RESPONSE TO AN EMERGENCY IN GREAT BRITAIN

The local response is the basic building block of the response to any emergency in Great Britain, reflecting the fundamental distinction between the independent role of the police and other statutory authorities, and the strategic direction/support provided by Government. It is based around the delivery of individual agencies' responsibilities coordinated, where appropriate, through a multiagency Strategic Coordinating Group chaired in most cases by a senior police officer.

These arrangements are underpinned by the statutory framework for emergency preparedness set out in Part One of the Civil Contingencies Act 2004 focused on multiagency Cooperation through local resilience forums which bring together senior representatives of the emergency services, local authority partners, NHS bodies, and other Category One and Two responders. In the event of an emergency occurring within its area, most members of the LRF will attend meetings of the local Strategic Coordinating Group overseeing and coordinating the local response.

#### **Strategic Coordinating Groups**

If the scale and nature of an incident is such that it requires strategic guidance, this will be provided through a Strategic Coordinating Group (SCG), a multiagency body that will be formed in the Strategic Coordination Centre (SCC).

The SCG is made up of senior representatives with executive authority from each of the key organisations involved in the local response. It will normally be called and chaired by a senior police officer during the response phase, although on occasions, particularly where there is no immediate threat to life, a senior local authority official or other appropriately trained and experienced individuals may assume the role. The SCG will take strategic decisions on managing the emergency locally. Operating alongside but separate from the SCG will be individual agencies' own command structures, in many cases headed up by each agency's own 'Strategic Commander'.

A number of subgroups may be convened at the request of the chair of the SCG. These usually include a Recovery Coordinating Group, led by the relevant local authority, to prepare for the recovery phase and advise the SCG on response decisions that can potentially affect longer term recovery activity; and a Science and Technical Advisory Cell (STAC), led by the relevant expert organisation with representation from other leading scientific and technical organisations.

Once the initial crisis response is complete, leadership of the incident will normally transfer to the Recovery Coordinating Group and the relevant local authority to oversee the recovery phase. In most scenarios, police response and local authority led recovery groups will work in parallel within a single police force area until the SCG is stood down.

Organisations and agencies that may be involved with the local response will all work on the following common objectives:

- i. saving and protecting human life
- ii. Relieving suffering
- iii. protecting property
- iv. providing the public with information

- v. containing the emergency – limiting its escalation or spread
- vi. maintaining critical services
- vii. maintaining normal services at an appropriate level
- viii. protecting the health and safety of personnel
- ix. safeguarding the environment
- X. facilitating investigations and inquiries
- xi. promoting self-help and recovery
- xii. restoring normality as soon as possible
- xiii. evaluating the response and identifying lessons to be learned.

Operating below the local (multiagency) Strategic Coordinating Group are three levels of command at a single agency level – operational (Bronze), tactical (Silver) and strategic (Gold). Often these will be implemented without the need for a multiagency response.

Coordination through the SCG with any necessary coordination taking place at tactical or operational level. The need to implement one or more of these response levels will depend on the nature of the incident, but normally incidents will be handled at the operational level, moving to the tactical or strategic level if required depending on the scale or nature of the incident.

### **Operational Command**

The operational level is where the management of the immediate work is undertaken at the emergency site(s) or other affected area. Personnel first on the scene will take immediate steps to assess the nature and extent of the problem and concentrate efforts and resources on the specific tasks within their area of responsibility. For example, police will concentrate on establishing cordons, maintaining security and managing traffic. Agencies retain control of resources and personnel deployed at the scene but each agency must also liaise and coordinate with other agencies.

### **Tactical Command**

The purpose of the tactical level is to ensure that the actions taken by operational Command are coordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency. Tactical Command will usually comprise senior officers of each agency committed within the area of operations and will assume tactical command of the event or situation.

### **Strategic Command**

The purpose of the strategic level of local emergency response management is to establish a framework to support officers operating at the tactical level of command by providing resources, prioritising demands from officers and determining plans for the return to normality.

More information on the local response can be found in the Cabinet Office publication 'Emergency Preparedness

## **EMERGENCY PLANNING OFFICER ROLE**

During office hours this role will be filled by Cleveland Emergency Planning Unit (CEPU) outside of office hours this role will be filled by the CEPU Duty Emergency Planning Officer.

On receipt of an alert message the receiving EPO will:

- Start a log.
- Request further information if required.
- Make an assessment of the situation.
- Where appropriate follow written protocols
- Decide if further action is likely / required.

### **If further action is not required**

The Borough Co-ordination Officer, Chief Emergency Planning Officer and if appropriate the relevant service Director will be informed at the start of the next working day. CEPU will produce and file an incident report which will be made available.

### **If further action is required**

The EPO will inform and brief the Borough Co-ordination Officers.

The Duty EPO will try to contact the EPO responsible for Stockton-On-Tees Borough Council and provide a thorough brief on the situation. If the incident affects another Local Authority area, they will ensure that the EPO for that authority is immediately notified so that appropriate call out procedures can be enacted.

If available, the EPO responsible for Stockton Borough Council, or an alternative EPO will then carry out the following tasks:-

- Establish contact with the Emergency Services, the Borough Co-ordination Officer and/or Strategic Officer.
- Open and maintain an incident log.
- Inform the Chief Emergency Planning Officer.
- Call out sufficient additional Emergency Planning Officers to assist with the incident (bearing in mind that if the incident is of a protracted nature, a working roster will need to be established).
- Maintain a watching brief on the situation, gathering and recording as much information as possible to pass over to the Borough Emergency Centre if opened.
- Hand over 'control' of the incident to the Borough Co-ordination Officer and/or Borough Emergency Centre when requested.
- Continue to act as a tactical advisor as appropriate.



**The Emergency Planning Officer's functions include:**

- Provision of information, briefings, situation reports and guidance on emergency planning related matters to the Chief Executive/ Strategic Officer, Directors.
- Advising on the measures as set out in additional emergency plans and procedures.
- Assisting with the establishment and maintenance of a Borough Emergency Centre. Establishing and maintaining contact with neighbouring Unitary Councils or County Emergency Planning Officers as required.
- Attending the scene or Police Tactical Command, if requested to do so. Mobilisation of CEPU emergency facilities and resources.

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## **BOROUGH CO-ORDINATION OFFICER ROLE (TACTICAL ROLE)**

### **Responsibilities of the Borough Coordination Officer (BCO):**

- To be contactable both inside and outside of office hours.
- To notify and keep the Chief Executive/ Strategic Officer informed
- To alert other Directorates to their role in a particular incident and co-ordinate the activities of Directorates on behalf of the Chief Executive/ Strategic Officer and in liaison with CEPU
- To open and prepare the Borough Emergency Centre where circumstances justify the need.
- Represent Stockton Borough Council at Multi Agency Tactical Command group where circumstances justify the need

### **BCOs Equipment:**

BCOs are expected to have available at all times a mobile telephone and a paper copy of the key contacts list issued quarterly.

### **Once contacted and briefed by the EPO, the Borough Co-ordination Officer will:**

- Start a log.
- If the initial alert did not originate from the Duty EPO, establish contact with him/her.
- Make a further assessment and request any further information required and decide upon the appropriate course of action. If required inform the Chief Executive/ Strategic Officer.
- If not a major incident requiring the full Emergency Management Team, the BCO will contact and brief the relevant Director.

### **If the incident requires a fuller response or is likely to escalate the BCO will:**

- Contact the Chief Executive/ Strategic Officer
- Initiate the call out of all Directors who will have an active role to play in the Borough response to the incident.
- Make the decision whether to open a Borough Emergency Centre and if so which one.

The order of call-out and numbers of Officers is distributed through the 'Key Initial Contacts' list maintained and distributed as a controlled document on a quarterly basis is available through the CEPU Duty Officer.

There is an expectation that once senior staff are notified by the BCO/EPO that they will be able to notify and mobilise sufficient staff within their departments.

### **If the Borough Emergency Centre is opened the BCO will:**

- Liaise with the Surveillance Centre to open the Municipal Buildings/Cowpen Depot
- Establish and maintain contact with the Emergency Planning Officer, the Emergency Services, not located at the Borough Emergency Centre and any external organisations that need to be informed.
- Obtain frequent updates from staff within the command structure (e.g. liaising with Tactical Coordinating Group) and fully brief the Chief Executive/ Strategic Officer.

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## **CHIEF EXECUTIVE/ STRATEGIC OFFICER ROLE**

The Chief Executive (or deputy) will be the strategic officer for the incident. They will be responsible for formulating the strategy for that response and subsequent recovery. Whilst in the majority of incidents the authority will initially be working under the coordination of the Police, all Local Authority resources remain under the control of the Local Authority.

The Chief Executive/ Strategic Officer will require initial notification and regular communication with the Borough Coordination Officer in the event of;

- Any major incident,
- Any incident that has the potential to escalate into a major incident
- Any incident that is likely to raise significant public or media concern.

### **Upon being notified the Strategic Officer will:**

- Ensure that a strategic log is started and that all decisions and rationale are recorded.
- Assess the situation and decide upon the course of action.
- Decide on their involvement in the response and any support that they require e.g. administration.
- Decide if a full response is required i.e. if all Directors should be notified or if only selected directors require notification.
- Decide in conjunction with the Borough Coordination Officer if a Borough Emergency Centre should be established.
- If required by the nature of the situation; attend either the Strategic Coordinating Group (Police HQ, Ladgate Lane) or the Borough Emergency Centre.

Ensure a Council Officer and/or the Emergency Planning Officer, where necessary, attend the Police Tactical Command located either at Police Headquarters or at or near the scene of the incident, to monitor events, reinforce communication and offer advice and assist.

Representation of the Strategic Officer's role at both locations should be covered supported by a loggist, either in person or by the assignment of a pre-agreed deputy; representation over a sustained period will be provided by prearranged representatives detailed in the key initial contact list.

In the event of a protracted incident consideration shall take place to ensure if necessary for twenty four hour staffing of the role at either or both locations.

### **The responsibilities of the Strategic Officer are:**

- Assess the information received and determine the strategy and level of response required in conjunction with the Borough Co-ordination Officer.
- Receive regular situation reports in order to keep the situation and response under constant review.

- If established ensure Senior SBC representation and liaison at the Strategic Coordination Group, Police headquarters (Ladgate Lane).
- Ensure that the recovery implications are considered early in the incident, where appropriate delegate staff to undertake initial recovery work as per CLRf recovery plan available through the CEPU Duty Officer.
- If appropriate delegate control and co-ordination of the incident to the respective Director(s).
- Receive briefings from the Head of Communications regarding information and advice issued to staff, the general public and elected members.
- If required and appropriate approve requests for assistance from or to Neighbouring Local Authorities, Emergency Services, Military or voluntary agencies.
- Maintain financial control of the Council's operations Section 138, Local Government Act 1972 and the Local Government Housing Act, 1989.
- When appropriate prepare detailed reports for submission as necessary to the Borough Council Members and other appropriate Bodies. Upon termination of the incident, call for final reports.
- Ensure all actions and messages associated with the incident are logged. Ensure maintenance and storage of essential records relevant to the incident
- Be aware of any proposals for Disaster Appeal Funds, ensure local authority legal and financial officers are made aware of any such funds and that guidance is sought before accepting responsibility for such funds.
- Chair recovery group as appropriate

### **LOGGIST ROLE**

The loggist role is predominantly to record information, decisions and rationale They will be expected to:

- Familiarise themselves with the facilities and room management
- Use and answer telephone / on behalf of Strategic Officer
- Act as prompt for the Strategic officer
- Ensure information flow to SCG / TCG / BEC
- Ensure actions for SBC as agreed by Operational/ Tactical or SBC strategic officer are carried out

## **LOCAL AUTHORITY DIRECTORS ROLE**

Once notified by the Borough Coordination Officer or Emergency Planning Officer of an incident, the Directors/nominated deputy will:

- Start a log ensuring all decisions and actions are recorded.
- Act upon the information and instructions received.
- If requested attend the Borough Emergency Centre.
- Assess the situation and initiate the call out of sufficient members of staff to ensure an effective response to the incident. Relief staff and rosters may need to be taken into account.

Upon arrival at the Borough Emergency Centre:

- Receive a briefing of the situation, raising any queries or additional information needs.
- Establish and maintain communications between any Control Point and the Borough Emergency Centre.
- If the incident is likely to be of a protracted nature establish a robust shift system.
- Take responsibility for the wellbeing of staff under their control and for ensuring that the staff have the resources and support to enable them to operate.

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## **OPERATIONAL STAFF ROLE**

### Local Authority Representatives at the Scene

Representatives may be tasked with attending the scene of an incident. Should this be the case then the following points should be considered prior to attending the scene.

- Ensure that they understand what is being asked of them.
- Ensure they have appropriate identification
- That they have adequate and appropriate safety personnel protective equipment. This should take into account both the hazards and the weather conditions
- Ensure that they can be easily identified
- Ensure that their location, time of arrival is recorded and that a relief time is organised.
- Those welfare arrangements are available.

### **On arrival at the scene of an incident**

Ensure that the representative:

- Starts a personnel log and maintains a log of events and actions taken.
- Books in with or reports to the senior emergency services officer at the scene.
- Obtains a full safety brief and has the necessary PPE before proceeding.
- Makes a dynamic personnel risk assessment ensuring that they and all other SBC employees are safe.
- Makes a detailed assessment of the situation and reports back (via radio or mobile phone) on the level of response that is felt would be appropriate in the circumstances.
- Ensure the operations of all Service Group staff under the control of the senior representative are correctly directed at the scene.
- Make contact with the representatives of other staff present at the scene to establish common working objectives and procedures.
- Send regular situation reports back to your line manager.
- Report the outcome of actions taken by your line manager at the scene immediately after the completion of each task.

Ensure contact is maintained at all times with the Borough Emergency Centre. In the event of a communications failure the use of whatever means possible to re-establish communications should be made. Make the necessary arrangements to have the faulty equipment replaced as soon as possible.

Do not leave the scene unless officially relieved or stood down.

**If relieved:**

Ensure that your senior manager is aware that you have been replaced and that the relief person is fully briefed on:

- The current situation
- Actions taken
- Actions in hand

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## **ELECTED MEMBERS' ROLE**

Elected Members have an essential role in the event of an incident, they often play a role in the Authority's response particularly as a source of information for the local community.

The following is intended as a guide to what elected members can do on hearing of an incident;

- Receive a briefing from the communications team
- Pass on information on the incident to the emergency centre team
- Check e-mail accounts
- Positively represent the Local Authority's response
- If approached by the Media please refer to the communications team to ensure a coordinated response

The communications team will work to keep you updated.

Once an incident has entered the recovery phase the Local Authority will generally take the lead. During this phase the role of Elected Members changes, as the need for closer engagement with the community, advocacy and links with third sector organisations need to be supported. Elected members networks at a local level and their standing in the community play a vital role in ensuring the council and its partner agencies are able to execute and communicate the management of the recovery phase to support its safe and efficient conclusion.

## **STAND DOWN**

The order to stand down, individual Service Groups must, in each case, originate from the Chief Executive/ Strategic Officer or Borough Co-ordination Officer, who will make the decision upon consultation with the relevant Director. The Director will inform the Line Managers.

Line Managers will check that all staff called to duty have acknowledged and actioned the stand down.

The Director will inform the Chief Executive/ Strategic Officer when all of the staff under their control have been stood down, and may then stand down. It is vitally important that no supervisor or manager stands down before ensuring that all of the staff under their control has been released from duty.

The Borough Emergency Centre must be kept informed of the stand down.

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**INCIDENT MESSAGE FORM**

STOCKTON ON TEES BOROUGH COUNCIL

.....SERVICE GROUP EMERGENCY INCIDENT  
MESSAGE FORM

Ref. No.			
Time (24 hr. Clock)		Date	
Message Taker:-			
From (Name and Location)			
Telephone:-			
Message Instruction /			
Time/Date	Action Taken	By Whom	

Received by ..... Date ..... Time .....
---

## TESTING MATRIX

The following matrix identifies the key actions to be tested under this plan.

<b>Notification and roles</b>	
1. The notification of an incident to the emergency planning unit	
2. Communication of incident to the Borough Coordination Officer	
3. Notification of an incident to senior staff	
4. Relay of notification to departmental Staff	
5. Notification to Elected Members	
<b>The Borough Emergency Centre</b>	
6. Establishment of a Borough Emergency Centre	
7. Messaging systems within the Borough Emergency Centre	
8. Log Keeping	
9. Timeouts	
<b>Liaison with partner agencies</b>	
10. At Strategic level	
11. At Tactical level	
12. In the Scientific Technical Advice Cell	
13. Joint Media Cells	
14. Coordination at the Scene	
<b>Recovery</b>	
15. Establishment of a Recovery Coordination Group	
16. Handover from response to Recovery	
17. Formation of Recovery Coordination Group sub-groups	

