



Major Incident Plan

2023-2026

<i>Document Control</i>	4
Document Distribution	5
Revision History	5
Past Declared Major Incidents	5
<i>Introduction</i>	6
Overview of Risk	7
Plan Objectives	7
Definitions	8
<i>When a Major Incident is declared</i>	8
Types of Major Incidents	9
<i>Major Incident Response</i>	13
JESIP	13
<i>Stockton Borough Council</i>	15
Stockton Borough Council Response	15
Stockton Borough Council Coordination	16
Record Keeping and Audit	19
<i>Directorate Roles in a Major Incident</i>	20
Other Partners	21
<i>Local Authority Plans Summary</i>	22
Emergency Accommodation	22
Excess Deaths / Mortuary Provision	23
Mutual Aid	23
Communications	23
<i>Role Cards</i>	24
Strategic Officer (CMT Member)	25
Emergency Planning Officer (EPO)	26
Borough Coordinating Officer (Tactical Officer)	27
Emergency Centre Manager	28
Communications Manager	29
The Welfare Manager (Adult Social Care)	30
Emergency Works and Support Manager	31
Public Health	32
Loggist	33

Elected Member	34
Recovery Lead	35
<i>Appendices</i>	<i>36</i>
1 Suggested Agendas	36
2 Contact Numbers	38
3 Training	38
{END}	39

Document Control

BCM	Business Continuity Management
BCO	Borough Coordination Officer
BRC	British Red Cross
CBRNe	Chemical Biological Radiological and Nuclear “explosive”
CCA	Civil Contingencies Act
CCS	Civil Contingencies Secretariat
CEPU	Cleveland Emergency Planning Unit
CFB	Cleveland Fire Brigade
CLRF	Cleveland Local Resilience Forum
CMT	Corporate Management Team
COBR	Cabinet Office Briefing Room
COMAH	Control of Major Accident Hazard Regulations
DEFRA	Department for the Environment and Rural Affairs
DHSC	Department of Health and Social Care
DHLUC	Department of Levelling Up Housing and Communities
EA	Environment Agency
EPO	Emergency Planning Officer
Gold	Strategic level of management
HA	Human Aspects
UKHSA	Health Security Agency
LA	Local Authority
MBC	Media Briefing Centre, Police HQ
MCA	Maritime Coastguard Agency
NEAS	North East Ambulance Service
NHS	National Health Service
RCG	Recovery Coordination Group
RED	Resilience and Emergency Division (DHLUC)
REPIR	Radiation Emergency Preparedness and Public Information Regulation
SBC	Stockton Borough Council
SCC	Strategic Coordination Centre
SCG	Strategic Coordinating Group
Silver	Tactical Level of Management
STAC	Scientific Technical Advice Cell
TCC	Tactical Coordination Centre
TCG	Tactical Coordinating Group

Lexicon of UK civil protection terminology can be accessed from:

<https://www.gov.uk/government/publications/emergency-responder-interoperability-lexicon>

Document Distribution

Full Versions of this plan have been issued to the following:
Corporate Directors (CMT)
Borough Coordination Officers
Borough Emergency Centre
Cleveland Emergency Planning Unit
Elected Member Portfolio Lead
Available on Resilience Direct

Revision History

2016	Full re write
2018	Adapted to fit Cleveland Local Authorities generic template
2021	Full re write to incorporate lessons from COVID Pandemic
2023	Re write reflecting new management structure of SBC

The plan will be formally reviewed on a three-yearly basis, or as incidents, exercises or notified changes demand. It is the duty of all plan holders to notify the Emergency Planning Officer of any changes or amendments required. Notification should be by email to: peter.snowdon@hartlepool.gov.uk.

Please note the most up to date plan will be available on resilience direct and SBC Teams major incident folder and only valid on the date of printing

Past Declared Major Incidents

24 th October 2012	Flooding - Lustrum Beck
5 th December 2013	Tidal Surge - Port Clarence
14 th May 2014	Seal Sands - Chemical fire
5 th March 2015	Eaglescliffe - Chemical fire
20 th March 2020	Covid-19 Pandemic

Stockton Borough Council is committed to fulfilling its responsibilities under exercising and testing, with the aim to cover all elements of the plan on a three-year cycle. Further information regarding training can be obtained from the Emergency Planning Unit: EPUTraining@hartlepool.gov.uk.

Introduction

This plan outlines the emergency management arrangements for Stockton on Tees in response to a potential, or actual, major incident which occurs in or affects the residents of Stockton.

The Civil Contingencies Act places a duty on Local Authorities as Category 1 responders to prepare for and respond to major incidents in Stockton on Tees. The Act divides local responders into two categories depending on the extent of their involvement in emergencies.

As a category 1 responder, Stockton Borough Council is at the core of emergency response and as such has a number of key duties that should be considered during any major incident:

- Assess the risk of emergencies occurring and use this to inform contingency planning
- Put emergency plans in place
- Put business continuity management arrangements in place
- Put arrangements in place to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
- Share information with other local responders to enhance co-ordination
- Co-operate with other local responders to enhance co-ordination and efficiency
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only)

Category 2 organisations are "co-operating bodies" who, while less likely to be involved in the heart of planning work, but will be heavily involved in incidents that affect their sector. This includes the, HSE utility companies, critical infrastructure and others.

The Local Authority have emergency planning duties under other legislation including;

- [The Pipelines Safety Regulation \(1996\)](#)
- [The Radiation \(Emergency Preparedness and Public Information\) Regulations \(2019\) \(REPPiR\)](#)
- [Control of Major Accident Hazard \(COMAH\) Regulations \(2015\)](#)

Further information on these duties can be obtained from the Emergency Planning Team:

emergency.planning@hartlepool.gov.uk

Overview of Risk

There are numerous other detailed, specific plans; that exist based on governmental review of risk and the Cleveland Risk Register. These can be found.

<https://collaborate.resilience.gov.uk/RDService/home/165205/06.-Plans> please note if viewing this document in word the hyper link does function and the link will need copying and pasting into your browser.

Plan Objectives

This major incident plan is designed to be an overarching document to aid responsible officers in the initial management of emergencies and major incidents within, or affecting the unitary authority of Stockton on Tees. The plan is scalable, enabling sections of the plan to be initiated without the entirety of the plan being initiated.

Having a major incident plan in place also satisfies a range of legal duties on the authority. The main objectives of this major incident plan are to:

- Prioritise the preservation of life and minimising harm
- Mitigate the effects on the Environment
- Protecting assets
- Maintaining normal services at an appropriate level
- Maintaining public trust
- Facilitate the recovery of the community, local economy and environment.
- Provide warning and informing the public before, during and after an incident
- Promote emergency preparedness by all participants in the Major Incident Plan through the planning and exercise process.

A widely used acronym to aid prioritisation of resources is the PEAR principle, **P**eople, **E**nvironment, **A**ssets, **R**eputation

Definitions

Emergency

“An event or situation that threatens serious damage to human welfare, the environment and/or the security of a place in the United Kingdom” (Civil Contingencies Act (2004)).

Major Incident

“An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies” (Cabinet Office (2016)).

Further information on emergency and major incident response can be available from the HM Government: [Emergency response and recovery - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/topics/emergency-response-and-recovery)

When a Major Incident is declared

In most instances, a major incident would be declared by one of the three main emergency services. The power to declare a major incident however is reserved for any agency. All information relating to the initial declaration of an emergency that can lead to a major incident is gathered and shared using the METHANE mnemonic. This method is used by all agencies in the response to an emergency and should also be used by the Local Authority.

M	MAJOR INCIDENT	Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)	<i>Include the date and time of any declaration.</i>
E	EXACT LOCATION	What is the exact location or geographical area of the incident?	<i>Be as precise as possible, using a system that will be understood by all responders.</i>
T	TYPE OF INCIDENT	What kind of incident is it?	<i>For example, flooding, fire, utility failure or disease outbreak.</i>
H	HAZARDS	What hazards or potential hazards can be identified?	<i>Consider the likelihood of a hazard and the potential severity of any impact.</i>
A	ACCESS	What are the best routes for access and egress?	<i>Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.</i>
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?	<i>Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.</i>
E	EMERGENCY SERVICES	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	<i>Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.</i>

Types of Major Incidents

Whilst there are many types of Major Incident most will fall into one of the two following categories.

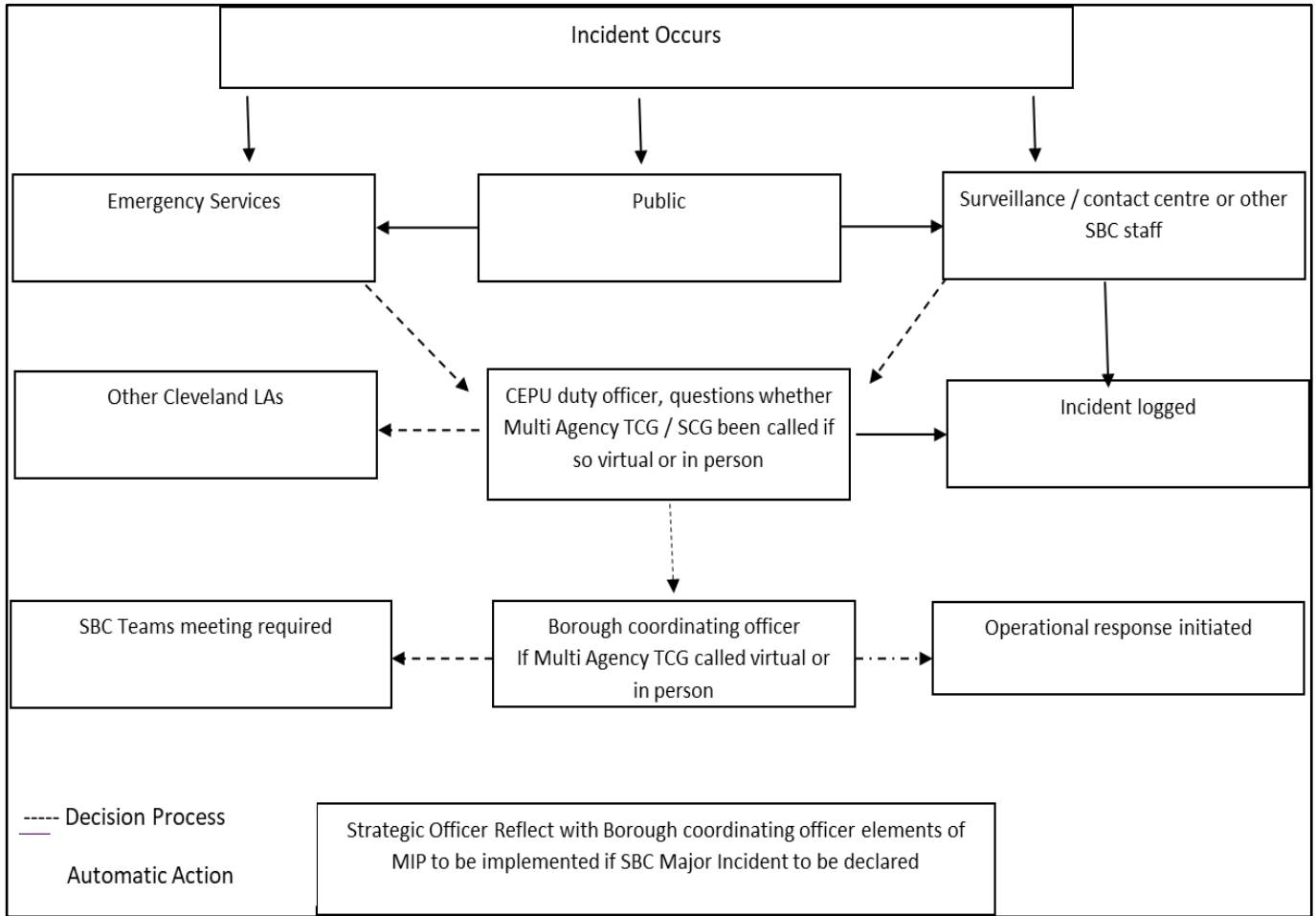
Slow Burn Incidents

A slow burn incident is one that slowly gathers pace over a protracted period. An example of a slow burn incident is the response to Covid-19. In these types of events, the declaration of the major incident may not be time critical. If the incident involves multi-agency partners, it is likely that a full CLRF strategic coordinating group will be held in order to share information and consider strategies for communication to the tactical and operational levels.

Rapid Onset Incidents

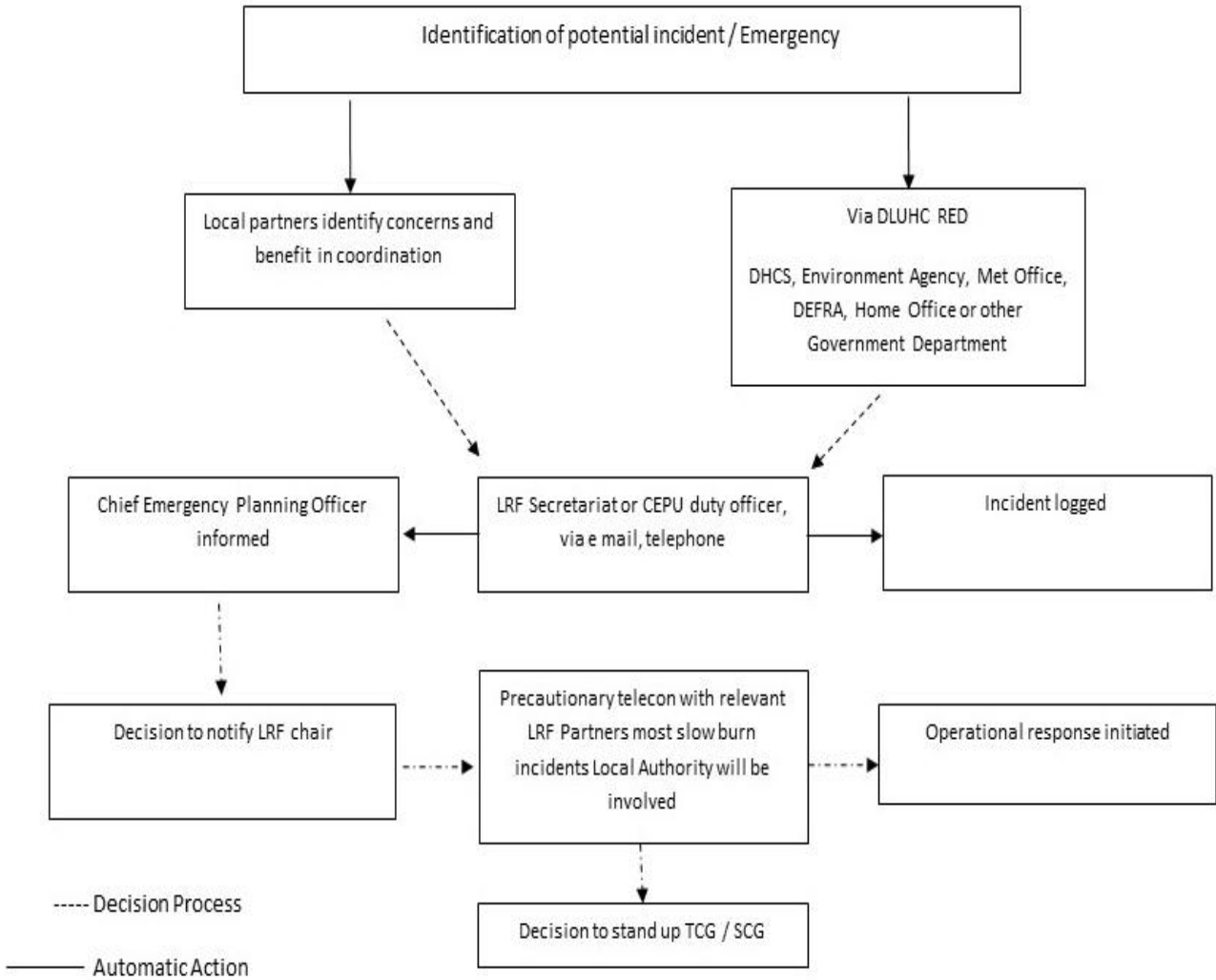
Rapid onset incident are emergencies that may occur suddenly, examples of these are major fires, serious road traffic collisions. In these types of events one of the Emergency Services will usually be the agency to declare a Major Incident informing partners via the Cleveland Emergency Planning Unit Duty officer. Who in turn will notify the BCO the decision will then be taken whether the situation merits informing the Strategic Officer (Gold) whom in turn makes the major decisions within the council linking closely with the corporate management team.

Standard Notification Process (Rapid Onset Incident)



Standard Notification Process Slow Burn Incident

Notification in office hours, could be for a number of potential incidents that are not imminent e.g. severe weather, escalation in threat level, some Cyber Incidents, east coast flood, pandemic disease, animal disease potential large scale repatriation of UK nationals etc. The Emergency Planning Officer will inform the SBC emergency planning lead who will decide the most appropriate officer to lead from a council perspective.



Major Incident Response

Multi Agency Planning

The Cleveland Local Resilience Forum (LRF) is a multi-agency partnership which is made up of representatives from local services, including the emergency services, local authorities, the NHS, the Environment Agency and others category 1 and 2 responders. The LRF's aim is to collectively plan and prepare for localised incidents and catastrophic emergencies. When an incident occurs relevant members of the CLRF will be requested to participate in the multi-agency response at both strategic and tactical levels.

Multi Agency Response

In a multi-agency Incident UK doctrine defines three levels of incident management which should be formed as soon as possible. These are; strategic (gold), tactical (silver) and operational (bronze).

In a multi-agency response, these will be called the Strategic Coordinating Group (SCG), and Tactical Coordinating Group (TCG). These groups will usually be located at Cleveland Police Headquarters in Hemlington or held virtually via Microsoft Teams. Any operational coordination will take place at the scene of the incident. Stockton Borough Council will be required on request to supply officers that are suitably trained, and experienced to participate in these multi-agency coordination groups.

Cleveland Emergency Planning Unit Officers will be on hand to provide advice and guidance to the Stockton Borough Council Officer at TCG and/or SCG, however final decision making and deployment of Stockton Borough Council personnel and assets will be a decision for Stockton Borough Council. Therefore SBC representatives must have suitable authority to make decisions on behalf of the authority.

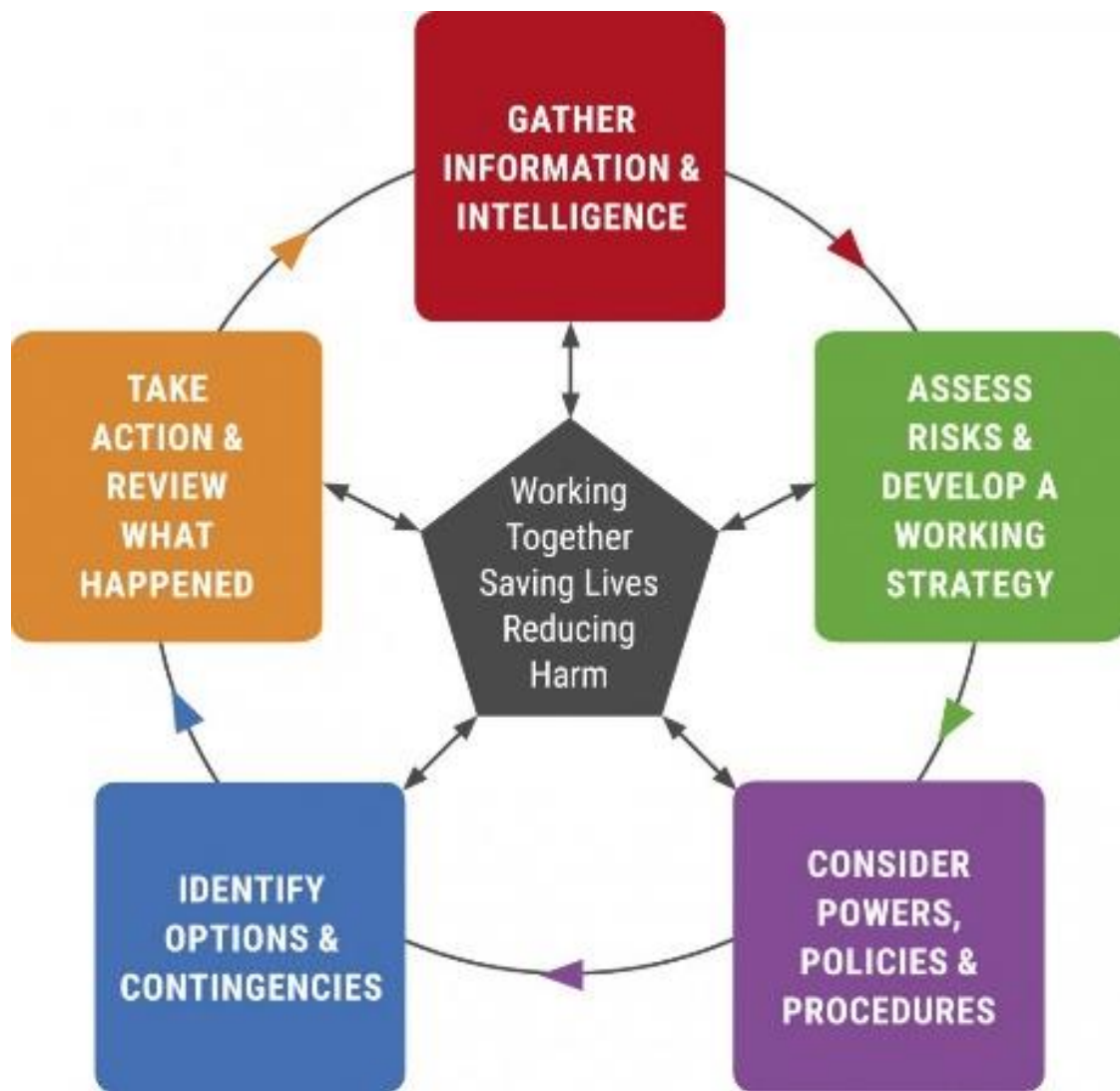
Cleveland Police will usually coordinate the initial multi-agency response and keep an overall log of key events and decisions. A separate log of key decisions and any deviation from policy must also be kept by all Stockton Borough Council Officers involved in this incident. The Cleveland Multi Agency Incident Procedures (MAIP) gives guidance on response to multi agency incidents.

JESIP

JESIP models and principles have become the standard for multi-agency working during major incidents in the in the UK. The JESIP [Joint Doctrine: the interoperability framework](#) sets out a standard approach to multi-agency working, along with training and awareness products for responding agencies to train their staff.

Whilst the initial focus was on improving the response to major incidents, JESIP is scalable, so much so the [five joint working principles](#) and [models](#) can be applied to any type of multi-agency incident. The approach is known as the 5 JESIP principals, these are:

- Co locate (may be virtual at Tactical or Strategic level)
- Communication (Common Terminology)
- Coordination
- Joint understanding of risk
- Shared situational awareness



Further reading and learning on JESIP can be found here: <https://www.jesip.org.uk/home>

Stockton Borough Council

Local Authorities usually have three key roles during and following a Major Incident, which they can be called on to support in and/or carry out. These roles are:

- A supporting role in the multi-agency response phase;
- Maintaining essential services at an appropriate level;
- Leading on Recovery

Stockton Borough Council Response

The Stockton Borough Council response will largely mirror the same structures as multi agency coordination. This is important as it allows for more efficient cross working with partners in the event that additional support is required. In Stockton the Corporate Management Team (CMT) will be responsible for providing strategic direction (gold), Senior Managers who are trained, empowered, and have the relevant experience will form the tactical level (silver) and operational staff (bronze) will be deployed by them as required.

The Corporate Management Team (gold) will:

- Keep a strategic overview of the incident
- Define strategic objectives
- Ensure Business Continuity across the Council
- Ensure Elected Members are briefed
- Identify strategic goals for recovery as the incident progresses

Tactical (silver) will:

- Define tactical objectives which will be used to achieve strategic goals
- Identify relevant resources required to achieve defined goals
- Inform strategic teams of any obstacles in achieving strategic objectives
- Direct operational (bronze) teams

Operational Teams (bronze) will:

- Ensure task directed by Silver team are carried out
- Work cooperatively with other agencies on scene
- Ensure all work is carried out safely
- Ensure work is carried out to reflect positively on Stockton Borough Council
- Inform Stockton Borough Council Silver team of any issues in achieving tasks

It is the duty of all to ensure the welfare and safety of all staff involved in the response. Safeguarding, working time directives and all aspects of Stockton Borough Council's Safe Working Policy must be followed regardless of the incident.

In the event of an exceptional circumstance, the Chief Executive can delegate the responsibilities of a strategic (gold) officer onto a trained and competent tactical (silver) officer where required.

Stockton Borough Council Coordination

In the event of a major incident, Stockton Borough Council will be required to manage their own assets and resources whether it be part of the multi-agency response or as a single agency responding to an incident or event.

It is vital that any officer involved in a multi-agency tactical (silver) or Strategic Coordinating Group (gold) keeps the internal supporting structures within SBC informed, including communications and Elected Members.

The traditional manner of coordinating the Council response would have been via a physical "Borough Emergency Centre", however the Covid-19 pandemic has proven that other options are available to coordinate the Council response, such as online meeting or a hybrid approach of the two. It is recognised that these differing options each have benefits dependent on the type of emergency and time of day and a decision must be taken by the Tactical Officer on how best to co-ordinate the initial response. No matter which option is chosen, accurate recording (logging) should take place from the beginning with all actions and decisions recorded on a regular basis.

Accommodation

If physical in-person coordination (Borough Emergency Centre) is required any suitable sized conference room can act as a coordinating (Emergency) centre. The centre should be of sufficient size for those called to attend with access to suitable IT systems. The default location for Stockton Borough Council is:

- **Jim Cooke Conference Room 1, Ground Floor, Municipal Buildings, Stockton on Tees**

The secondary Borough Emergency Centre for use if the default location is unavailable is:

- **Management Conference Room, Cowpen Depot, Cowpen Lane, Billingham**

These locations have been chosen due to their suitable size with available break out rooms and suitable IT. Both locations also have an "emergency cupboard" containing plans, blank log books, maps and other resources. If required, additional copies of specific plans can be obtained from Cleveland Emergency Planning Unit.

The use of either room, or indeed a suitable alternative, is the decision of the Tactical Officer. Depending on the incident eg in power loss the surveillance centre may be used due to it having an independent power source.

Virtual Coordination

If virtual coordination is deemed the best option for coordination, Microsoft Teams is the default system for Stockton Borough Council. Stockton specific documentation is kept on the Microsoft teams channel SMT- Major Incident-F-SBC. Relevant multi agency plans including maps and important multi agency plans are stored virtually on Resilience Direct. All strategic, tactical officers can host Microsoft Teams meetings.

Likewise all relevant staff have access to Resilience Direct, which can be found here: <https://www.resilience.gov.uk/>.

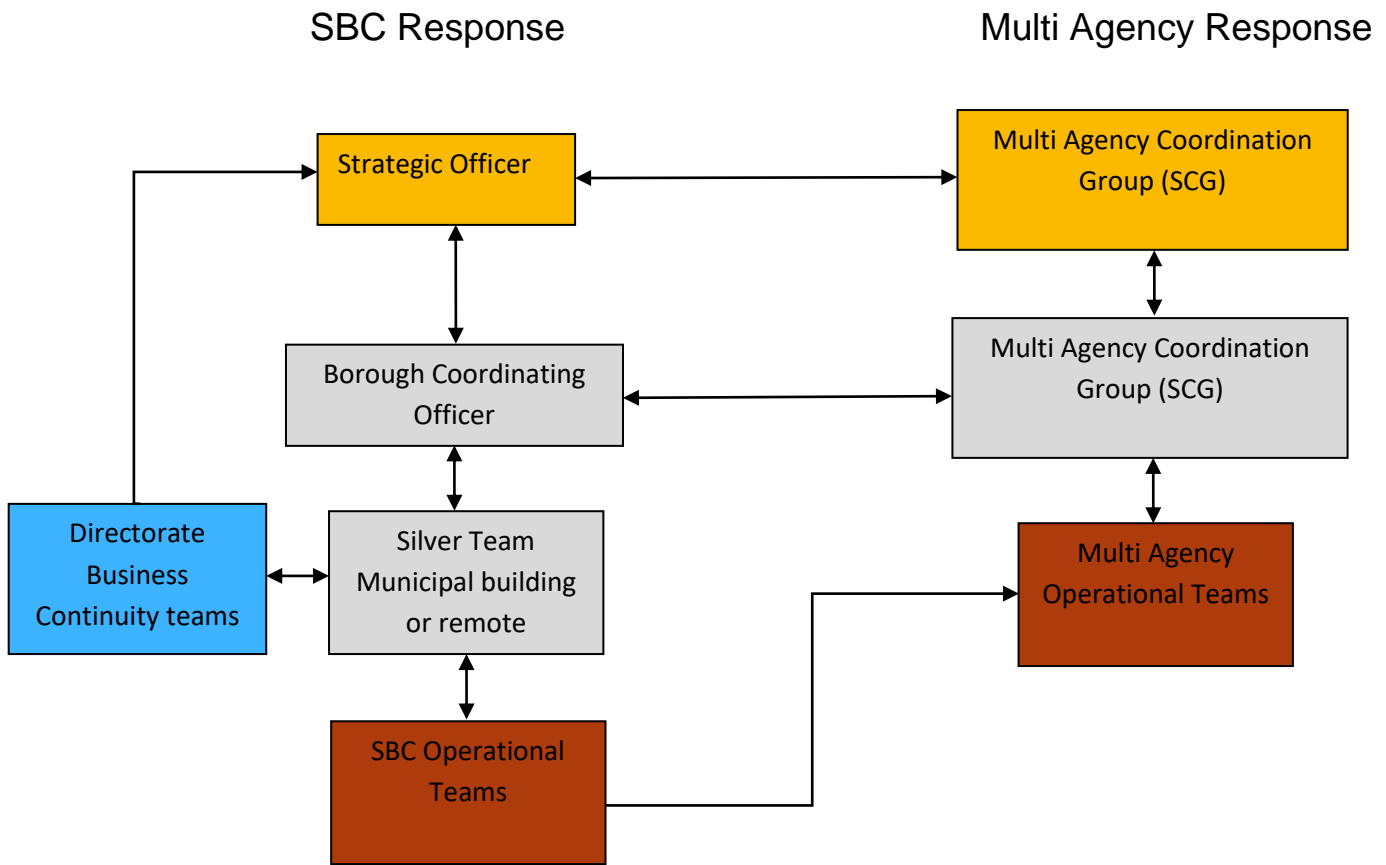
Meetings whether physical or virtual should be structured a suggested agenda for meetings is in appendix 2.

Stand Down

The decision to stand down the response will be taken by the most senior person either silver group or CMT dependant on the incident.

At this time no matter what coordination methods have been used a hot de brief should take place. Dependent on scale of incident and perceived learning a full de brief should take place within 28 days.

Coordination structures diagram



Record Keeping and Audit

It is vital that accurate record keeping takes place during any incident whether this has been formally declared a major incident or not. This is to enhance both individual and corporate reflection and learning alongside accountability and individual protection. In addition to this, any formal inquiries will review in detail any actions carried out and the rationale behind these actions. Accurate and detailed record keeping allows for accurate accountability post incident and long in to the future. All records should be kept safe and in line with the councils document retention policy.

Personal Logs

All personnel who make decisions or authorise actions should keep a log of every decision, action and consideration which is made during an incident. Ideally the log entries should be made at the time of the incident however it is recognised that this may not be practical in a fast-moving environment. If this is the case the decision log should be completed as soon as reasonably possible after the decision has been made to ensure accuracy. Wherever possible individuals in both a strategic and tactical role should have a trained and competent loggist allocated to them, recording decisions on their behalf. All officers at both strategic and tactical level have both chronological logbooks and decision logs supplied both in the physical format and electronically.

Collective Logs

All information received during an incident, as well as a record of those attending an emergency centre (physical or virtual) should be kept in a chronological log. This may be digital or handwritten and can be called on to inform any future inquiry into how a major incident has been handled.

No matter what method is used to coordinate the response by Stockton Borough Council, it is vital that an accurate record is kept of any actions decided by the key personal dealing with the incident, this is true whether at strategic or tactical level.

Any decisions should be recorded using decision logs, actions should be tracked using an action tracking system and all meetings should be recorded for future reference.

Training

Cleveland Emergency Planning Unit keep a record of training that is bespoke to an emergency. Providers for this training include the Emergency Planning College, The College of Policing and other third party providers. An annual training needs analysis will be carried out by Stockton Borough Council Emergency lead and the Stockton Emergency Planner.

Directorate Roles in a Major Incident

Dependant on the nature, scale, and impact of a major incident, it's conceivable that a range of directorates within the council will be called on at the same time to respond and help in both the response and recovery phases. Some directorates will have a more direct role than others however all should be clear on their potential roles and responsibilities.

Corporate Services

Clear and effective communication during a major incident is vital, for a range of reasons and pre-determined objectives. In Stockton communications comes within this directorate.

Continual monitoring of the media (including social media) promotes effective countering of any misinformation in the public domain. If a media report is perceived as damaging to the reputation of the authority then it will require an appropriate response, in line with the Council's Communications Strategy.

Information should also be passed to the media to promote effective warning and informing of the public. If relevant, those within rest centres should also be kept fully apprised of the developing situation. Due to their roles Elected Members, the Leader and Managing Director should be included in any media engagement in line with agreed communication arrangements.

Stockton Borough Council communications team will also be expected to liaise directly with other multi-agency communication teams to ensure a single communication plan for any given incident is agreed and supported.

Community Services, Environment and Culture

A quick and efficient response to a major incident in support of the set aims and objectives is vital to controlling the impact of these events on our communities.

The Local Authority will be required to arrange the provision of resources and practical support to those responding to the emergency, which includes technical and safety advice, expertise in engineering, construction and building repairs, and maintenance of highways, drainage and other structures. Many of these technical experts sit in this directorship, as do most of the Borough coordinating officers.

Adult and Health

During most major incidents, the protection of both the wider community and those vulnerable residents within is key. Community safety and legislative services sits in this directorship with an assistant director taking direct responsibility for Emergency Planning.

The Local Authority will provide temporary shelter and accommodation to those people who have been evacuated from their homes or made homeless as a direct consequence of the incident. Details of designated rest centres are given in the CEPU Emergency Accommodation and Shelter Plan.

In an emergency, the safety of the vulnerable is an important consideration for the local authority. Both Adult Social Care and Children's Services have great expertise in this, as well as having links with relevant partners such as the NHS. In a multi-agency incident information sharing will be carried out in line with Cleveland Local Resilience Forum information sharing agreement.

Stockton Public Health team are also part of this directorate and may also be involved dependent on the nature of the incident, giving advice in conjunction with national bodies and undertaking an important role in an advisory sense around key health issues that must be considered during the response and recovery.

Other Directorates

The other two directorships within SBC are Children's Services and Finance, Development and Regeneration these directorships will still play a major part in any emergency dependant on the emergency it may be in a support role or the services may be directly contributing.

Other Partners

In addition to category one and two responders that have statutory duties in respect emergency response, there are many agencies and partners who may be involved in a major incident in the Stockton area and can provide vital support and capacity. There include but are not limited to:

Catalyst

Although a registered charity in its own right, Catalyst is the umbrella organisation for a number of Stockton based charities within the third sector. In an emergency Catalyst has previously been used to coordinate the response from the voluntary sector in the Stockton area and acted as a single point of contact to those organisations involved in a community response to an emergency or disaster.

Catalyst is a member of the Cleveland LRF Voluntary Emergency Liaison Organisations Group.

Cleveland Voluntary Emergency Liaison Group (VELG)

This group encompasses a wide range of voluntary organisations that are mainly national or regional based. Members of this group can be activated by the Cleveland Emergency Planning Unit to assist in a range of major incidents to supplement core resources and provide specialist skills.

Thirteen Group

Thirteen Group is the largest registered provider of social housing in Stockton on Tees. The company owns and operates a variety of housing including sheltered accommodation and multiple occupancy flats. Thirteen group has a significant amount of resources on hand that could help support during a major incident, especially in areas and communities that are often hard to reach via conventional means.

Tees Active

Tees Active is a charitable leisure management organisation established as a non-profit distributing company and a key partner of Stockton Borough Council.

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

- Facilities including leisure centres for use as temporary accommodation.
- Staff with knowledge of the sites including management front of house staff and maintenance staff.

The majority of the pre-identified locations that could be used as a borough rest centre are operated by Tees Active and consideration should be given to ensuring they are kept updated during a major incident should the use of a rest centre seem likely.

Local Authority Plans Summary

Emergency Accommodation

The Housing Act 1996 imposes a statutory duty upon Local Authorities to give a priority need for accommodation to “a person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster”.

In accordance with this duty, Stockton Borough Council has designated “rest centres” to provide temporary accommodation until a more suitable long term arrangement can be sourced. Dependant on the incident, it may be more practical to use hotels or similar depending on the scale of the evacuation. The “Cleveland Emergency Accommodation Plan” provides more information however as a quick guide the table below outlines locations and capacities of pre-determined centres.

Rest Centre	Capacity		Normal Use	Notes
	Short Term (less than 8 hours)	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	Close to Billingham PIZ if chemical incident
Splash Church Road Stockton-On-Tees TS18 1TY	200	95	Leisure Centre	Suitable survivor reception centre for town centre incidents
Stockton SRC Billingham Marsh House Ave Billingham TS23 3HB	300	115	FE College	

Excess Deaths / Mortuary Provision

In a multi-fatality incident there may be the requirement for the Local Authority to provide additional mortuary space. In the Cleveland area the mortuary provision is through the available NHS mortuaries with a potential resilience mortuary at Hartlepool. In the event the death toll exceeds this capacity, the Local Authority does have a contact with a private company (Kenyon) that can provide support in a mass fatality incident.

Mutual Aid

The Councils that make up the Cleveland area have supported each other in emergency situations, to this end they participate in joint training. An example of this was in the tidal surge of 2013 when Hartlepool staff assisted SBC staff in a rest centre that was set up at Billingham Forum.

If military aid is required, a request can be made to the Ministry of Defence via a Military Aid to Civil Authorities (MACA) request. Military aid to the civil authorities (MACA) is the collective term used by the Ministry of Defence of the Government of the United Kingdom to refer to the operational deployment of the armed forces of the United Kingdom in support of the civilian authorities, other government departments and the community as a whole. In the event that this is being considered, further guidance can be provided by Cleveland Emergency Planning Unit who will advise on how this should be requested.

Communications

The Civil Contingencies Act (2004) places a legal duty on Local Authorities, in their capacity as Category 1 responders, to ensure the public are warned and provided with information and advice before any incident occurs, as necessary at the time of an emergency and also following an incident.

Cleveland LRF has an Emergency Communications strategy that should be followed in a major incident. Usually, Cleveland Police will coordinate this however all relevant agencies should be involved. It is vital that social media is monitored and elected members kept up to date.

Role Cards

This section contains role Cards for the roles and responsibilities of key staff during a Major Incident.

The role cards are intended to support the officer undertaking the role, they are not set out in a chronological order and can be referred to throughout the incident.

Referring to the role specific card at the outset of the incident will provide the officer with an overview of their key considerations and priorities.

If an action on the role card is deemed unnecessary in the circumstances a N/A should be entered in the time box and the reason why this action was not necessary recorded in the decision log.

Strategic Officer (CMT Member)		
Action	The Managing Director or their nominated deputy will be in overall command of the Local Authority response to a major incident.	Time
1.	Assess the information received and determine the strategy and level of response required in conjunction with the Borough Co-ordination Officer	
2.	Start and maintain a Policy and Decision Log, to record decisions made and rationale behind those decisions	
3.	Contact a trained loggist (available in the Emergency Contact List) to support if required	
4.	Receive regular situation reports in order to keep the situation and response under constant review	
5.	If established, attend the Strategic Coordination Group, most likely set up at the Cleveland Police HQ	
6.	Ensure that the recovery is considered early in the incident, where appropriate delegate staff to undertake initial recovery scoping work	
7.	If appropriate, delegate control and coordination of the incident to the respective Director or Assistant Director(s)	
8.	Receive briefings from the Communications Team regarding information and advice issued to staff, the general public and elected members	
9.	If required and appropriate approve requests for assistance from or to Neighbouring Local Authorities, Emergency Services, Armed Forces or Voluntary Organisations	
10.	Maintain financial control of the Council's operations	
11.	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	
12.	Ensure all actions and messages associated with the incident are logged. Ensure maintenance and storage of essential records relevant to the incident	
13.	Be aware of any proposals for Disaster Appeal Funds, ensure local authority legal and financial officers are made aware of any such funds.	
14.	Chair the initial Recovery Coordination Group (RCG) if required, or delegate to most appropriate officer	
15.	Provide a handover to the most appropriate Director to chair future RCGs	

Emergency Planning Officer (EPO)		
Action	During the response to a Major Incident the Duty EPO may be required to carry out some or all of the following actions:	Time
1.	Ensure that the Tactical Officer is aware and briefed of the current situation and the likely impact on the Local Authority(s)	
2.	Act on behalf of the Tactical Officer/Strategic Officer as a liaison and coordinating officer during the initial stages of an emergency (particularly if it occurs outside usual office hours) and until otherwise directed	
3.	Endeavour to alert the designated Stockton Emergency Planning Officer, and chief Emergency Planning Officer of the situation,	
4.	Establish initial contact and liaison between the Council and the Emergency Services, Borough Councils, the Armed Forces, Voluntary Organisations, Government and other Agencies.	
5.	Facilitate arrangements to allow effective communications between the Local Authority, partner agencies and other services	
6.	Ensure requests for additional resources required by partner agencies are forwarded to the Borough Emergency Centre (BEC)	
7.	Advise on the activation and management of support centres e.g. Voluntary Organisation support at a rest centre	
8.	Provide access to shared CEPU resources including camp beds, sleeping bags & bedding, etc	
9.	Establish and maintain contact with neighbouring Councils and Emergency Planning Officers as required	
10.	Attend the scene or TCG/SCG if requested and considered safe to do so	
11.	Advise on the measures as set out in the specific plans e.g. COMAH Offsite Plans, Pipeline Plans, Multi Agency Flood Plan etc.	
12.		
13.		
14.		
15.		

Borough Coordinating Officer (Tactical Officer)

Action	The Tactical Officer will act on behalf of the Managing Director /Strategic Officer to take overall control of the Local Authority response to an emergency. They will act as a decision maker and coordinating officer during the emergency, until otherwise directed. Initially this will be the on call BCO however this may transfer to the SBC Emergency Planning lead dependant on incident.	Time
1.	Receive notification from the CEPU of the incident and request a briefing on the current situation	
2.	Start and maintain a Policy and Decision Log, to record decisions made and rationale behind those decisions	
3.	Confirm required response from the Council	
4.	Have Council teams/resources already deployed?	
5.	Consider if there is a potential for escalation	
6.	Has a multi-agency Tactical Coordinating Group (TCG) been called?	
7.	Consider whether the Managing Director or members of the CMT, if so notify	
8.	Is there a need to contact other managers	
9.	If Teams meeting required decide composition and arrange meeting	
10.	If physical borough emergency centre to be opened arrange opening and staffing	
11.	Promote effective communications and interaction between all participants	
12.	Minimise the disruption to the critical work of a response to a Major Incident by establishing a coordinated media bureau or assisting any other lead agency in so doing	
13.	Have regard to the Council's critical services, and raise awareness to Director's in relation to their Business Continuity Plans if required.	
14.	The Local Authority will take the lead in recovery, so early planning in preparation for establishing a Recovery Coordinating Group (RCG).	

Emergency Centre Manager

Action	The Tactical (Silver Officer) may carry out this role or appoint another Suitably trained officer. This role will normally be carried out a senior manager dependant on the incident this could come from any directorate	Time
1.	Call out of operational staff (e.g. loggists) to staff the BEC	
2.	Opening and establishing the BEC or organising teams meeting	
3.	Start and maintain a Policy and Decision Log, to record decisions made and rationale behind those decisions	
4.	Briefing staff on arrival or at start of meeting	
5.	Ensuring that staff understand their roles	
6.	Ensure staff have access to relevant plans	
7.	Check on staff welfare hours of work	
8.	Ensuring that log books / decision logs are collected and filed when completed ensure actions are recorded	
9.	Ensure the response of all the Council Directorates and acts as the focal point for the Council's response	
10.	Ensure that the Tactical (Silver officer) is kept informed of developments	
11.	Liaising with the CMT and other Officers on any requirements	
12.	Ensure that contact is maintained at all times with the Emergency Services, individual directorates and external agencies involved with the response	

Communications Manager

Action	The Communications Manager will be a senior manager from the communications team they are responsible for ensuring that the Local Authority supports a coordinated communications approach across responding agencies including the emergency services:	Time
1.	Ensure that communications are established and maintained between all centres of activity	
2.	Start and maintain a Policy and Decision Log to record decisions made and rationale behind those decisions	
3.	Coordination and administration of media services in partnership with other responders	
4.	Information collection, collation, interpretation and dissemination of information	
5.	Ensure social media sites are monitored both during and after the incident	
6.	Provision of press and media liaison, in close co-operation with the Police Press Officer, if required	
7.	Provide an information service to deal with enquiries from the CMT and Elected Members	
8.	Establishment of a Press and Media Briefing Centre, if required	
9.	Provision of public information and advice working closely with Police	
10.	In liaison with Legal Democratic Services, arrange/assist with visits by VIPs	
11.	Provision of regular detailed briefs on the current situation from all concerned with the incident	
12.	Liaison with the Public Relations Officers of other agencies, the emergency services and the Managing Director prior to the release of any press statement	
13.	Close liaison with representatives of the press and media	
14.	Identify other means of disseminating information to the public during an incident, such as telephone hotlines and helplines.	

The Welfare Manager (Adult Social Care)

Action	The Welfare Manager will be a senior manager from adult or children's social care they are responsible for coordinating the Councils welfare arrangements for all those involved in an incident both directly and indirectly.	Time
1.	Start and maintain a Policy and Decision Log to record decisions made and rationale behind those decisions	
2.	Caring for evacuees and the tactical management of Rest Centre's as per the Rest Centre Plan, including those made homeless by the incident.	
3.	Ensure the Emergency Planning Officer is contacted if Voluntary Organisation support is required	
4.	Ensure practical assistance to those in need including clothing, grants, comfort, counselling and psychological support is sourced	
5.	Arrange for the establishment and management of a Humanitarian Assistance Centre (in conjunction with the EPO), to provide a one-stop-shop for information and advice to those affected, if required.	
6.	If the Police have set up a Survivor Reception Centre and/or a Family & Friends Reception Centre, source support from LA staff if required.	
7.	In the event that several emergency centres (rest centre, SuR centre etc) have been opened, the number of trained staff on the emergency contact list will be exhausted. Further support will be required from the wider Council and mutual aid from neighbouring authority. Any request for assistance should be passed to the BCO to inform the Strategic Officer	
8.	Ensure support and advice to be offered to an individual or community suffering from bereavement	
9.	Ensure provision of welfare arrangements for staff ensuring they take sufficient rest breaks and work no longer than the maximum period allowed. Organise second shifts when required.	
10.	In line with protocols ensure necessary information is shared regarding vulnerable people and relevant Agencies contacted.	
11.	Liaise with NHS, and Social Care providers	
12.	Liaise with Children's services	

Emergency Works and Support Manager

Action	The Emergency Works and Support Manager will be a manager Community Services Environment and Culture	Time
1.	Ensure that the BEC is adequately staffed and operational	
2.	Start and maintain a Policy and Decision Log (using the LRF template), to record decisions made and rationale behind those decisions	
3.	Provide essential services such as immediate repairs and maintenance	
4.	To assist in the establishment of diversionary routes and provision of barriers and signs	
5.	Provision of staff, plant, equipment, and expertise in engineering, construction, highways and buildings	
6.	To coordinate the response to environmental pollution with other organisations such as the Environment Agency	
7.	Coordinate cleansing and sanitation operations	
8.	Provide technical and safety advice in conjunction with the Health and Safety department where required	
9.	Assist in the establishment of a Humanitarian Assistance Centre/Rest Centre and/or Temporary Mortuary by providing any adaptation works as necessary	
10.	The design and construction of emergency building or engineering works	
11.	The provision of supplies, materials, food and fuel in response to identified requirements	
12.	Arranging the provision of transport of all kinds	
13.	Procuring operational accommodation including heating, portable toilet facilities, lighting, ventilation and cleaning services	
14.	Allocating personnel required in excess of participants own resources, including contractors and voluntary organisations	

Public Health		
Action	The Director of Public Health (DPH) will ascertain and advise on the potential risks to health and wellbeing of residents. In order to ensure business continuity, the DPH will facilitate for the local authority to be able to utilise the North East DPH on-call arrangements for specialist support and advice during absences. They will work in close conjunction with the Health and Security Agency	Time
1.	The Welfare Manager will work in conjunction with the Director of Public Health to ensure that appropriate arrangements are put in place to minimise/mitigate any adverse impacts on health and wellbeing for residents.	
2.	If activated, the DPH will in addition, liaise with the Health Security Agency regarding the establishment of an Outbreak Control Team.	
3.	Membership or Chair of the Scientific and Technical Advice Cell (STAC) if established at the Police Community Safety Hub to provide coordinated scientific and technical advice to the SCG commander. In this capacity the DPH will also be an informed link to other national or regional health bodies and specialist professionals.	
4.	Commit resources to the management of the incident as appropriate. E.g. Intelligence analysts, health promotion etc	
5.	Lead on the provision of joined up support e.g. counselling and health/public health messages with the other health care partners.	
6.	Lead on an approach to assessment, evaluation and learning lessons.	

Loggist

Action	Suitably trained loggists may be drawn from any of the directorates across Stockton Borough Council. Loggists will ensure the staff responding to an incident, have the information they require and information coming into the BEC is recorded and actioned. A loggist may be required to update the central electronic log or record the action of responding officers.	Time
1.	Record Actions	
2.	Key decisions are recorded	
3.	Major events are recorded	
4.	Record the decisions taken at meetings between the BCO and Functional Managers	
5.	Record why a certain course of actions was or was not taken	
6.	The time at which decisions were taken	
7.	Record requests for assistance	
8.	Record delivery of resources	
9.	Record casualties	
10.	Critical information such as casualty numbers, rest centres opened, roads closed etc to also be recorded on white board.	
11.	If logging for an officer ensure counter signature	

Elected Member		
Action	The following are intended as a guide to what Elected Members can do to assist the response on hearing of an incident that affects their ward, they hold the portfolio for emergency planning or are a lead for the council.	Time
1.	Receive a briefing from the Communications Team	
2.	Pass on information regarding the incident to the Borough Emergency Centre team	
3.	Check designated e-mail accounts for updates	
4.	Positively represent the Local Authority's response	
5.	Provide reassurance to constituents regarding the response	
6.	Feedback constituents issues to the relevant persons within the Council	
7.	If approached by the Media contact the Communications Team, ensure that you are up to date on the situation and response before making comment to media.	

Recovery Lead

Action	It is likely that Stockton Borough Council would be the lead organisation for the recovery from a Major Incident in Stockton. To support this function, a member of the CMT should be appointed lead as soon as possible to promote decisions benefiting the overall response and long term recovery to the Incident.	Time
1.	Refer to the Cleveland LRF Recovery Plan	
2.	Provide the basis for a Community Impact/Needs Analysis and begin to scope the strategy for the recovery phase, including Expectations vs Likely Reality	
3.	Identify suitable chairs for groups that will require LA lead	
4.	Identify suitable attendees for groups that require LA support	
5.	Promote shared objectives between the response and recovery phases	
6.	Ensure CMT are briefed on the likely recovery considerations	
7.	Support the handover process	
8.	Liaise with Central Government departments as required	

Subsequent Meetings

2 nd and subsequent meetings)	Date	Incident
	Time	
	Chair	
1. Introduction of new members		Chair
2. Situation update from TCG / SCG		All
3. Situational Update from Operational		All
4. Review actions and task list from previous meeting		All
5. Prioritise outstanding actions		All
6. New Actions and prioritise		All
7. Review any other outstanding issues from members		All
8. Confirm media message(s)		All
9. Summarise decisions		All
10. Agree update to elected members		All
11. Identification of future staffing requirements		All
12. Hand-over arrangements (If required)		All
13. Dependent on type timeframe of incident discuss exit strategy		All
14. Next meeting (If required)		Chair

2 Contact Numbers

A list of contact numbers is available on resilience Direct

<https://collaborate.resilience.gov.uk/RDService/home/116802/Contact-List>

Please note if reading this plan in Microsoft word cut and paste the link into your browser rather than using hyperlink.

This list will be reviewed as a minimum on a six monthly basis and includes emergency contact numbers of key staff. This list will be also sent out to all staff who will be part of the Strategic or Tactical response it is their responsibility to print it and keep it with their emergency pack.

In addition to this the Cleveland Emergency Planning duty officer has a comprehensive phone book of number that may be needed in a Major Incident.

3 Training

Stockton Council is committed to providing relevant training to all those who will be asked to respond to a Major Incident or Emergency. The training will be provided by a mix of LRF members and external providers. In the past Stockton Borough Council has used the College of Policing, the Emergency Planning College and other bespoke providers as well as Cleveland Emergency Planning Unit.

Cleveland Emergency Planning Unit holds training records of Stockton staff who have attended training and or exercises that are relevant to an emergency or Major Incident. These records can be accessed on request by contacting EPUTraining@hartlepool.gov.uk

Training of officers will be reviewed on an annual basis by the Stockton Resilience Manager and the Senior Emergency Planning Officer, with recommendations for the upcoming year taken to the quarterly Emergency Planning meeting for sign off.

[END]