



The London Borough of Havering Major Emergency Plan

Version 5 (February 2021)

- It is ESSENTIAL that information in this plan is kept up to date.
- It is the responsibility of all plan holders to inform the London Borough of Havering Corporate and Community Resilience Team of any details that have been changed which will impact on this Major Emergency Plan.
- Details of all changes should be recorded on the 'Advice of Change Major Emergency Plan Update Form' and then forwarded directly to the Havering Corporate and Community Resilience Team via email.
- The London Borough of Havering Corporate and Community Resilience Team will issue amendment sheets as required.

The following internal documents should be read in conjunction with this plan:

- Havering Corporate Business Continuity Plan
- Havering Borough Emergency Control Centre Plan



**Advice of Change
Major Emergency Plan Update Form**

The London Borough of Havering Corporate and Community Resilience Team will update the master document. Please complete this form with your recommendations:

Contact Name..... Tel No/Extension.....

SECTIONS REQUIRING AMENDMENTS:

REASON FOR UPDATE:

REVISED INFORMATION: (List below using a separate sheet if necessary)

PLEASE PHOTOCOPY THIS FORM

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THE STRUCTURE OF THE DOCUMENT: HOW TO USE THIS PLAN

This document is divided into four distinct sections plus an introduction.

The introduction contains planning obligations including the plan purpose, aims, objectives, and plan activation details.

SECTION 1 : An informative, multi agency section

SECTION 2 : A Havering specific, action card section

SECTION 3 : Communications section

SECTION 4 : Appendices including contact information and sources for further reading

This format allows the user to easily and quickly extract information.

Whilst the whole document contains useful information pertaining to major emergency situations, section two could be used by Havering Council as a stand-alone, quick reference guide for council responder's roles and responsibilities during an emergency.

SECTION ONE

This is intended to provide an overview of the roles and responsibilities of all organisations involved in a major emergency, multi agency response.

This section describes how all organisations interact together to provide a coordinated response to a major emergency and includes the command and control structure of an on scene response. Section one also contains details of preparedness arrangements and includes council membership and participation in local, pan-London and national planning and preparedness arrangements.

SECTION TWO

Section two is a council specific, action based document that delivers information on what to do in an emergency and the specific roles and responsibilities of council employed responders.

Roles and responsibilities are made clear through individual action cards for each responder.

Section two also provides a concise, Havering specific, command and control structure and an easy to follow, overall action plan for Havering Council. .

SECTION THREE (COMMUNICATIONS)

Section three was compiled by the Communications Department and contains all communication- specific information required during an emergency.

The section outlines the role and responsibilities of the Communications Department and also the information that the department will require from responders during a major emergency.

SECTION FOUR (APPENDICES)

This section provides a range of information to support the Major Emergency Plan including pertinent Havering Borough information, necessary forms, logs and information documents. This section also includes useful contact details and provides information on where to obtain legislative documents and additional plans for further reading.

INTRODUCTION

DEFINITION OF AN EMERGENCY

Part I of the Civil Contingencies Act 2004 ('the Act') defines an emergency as an event or situation which threatens serious damage to human welfare, the environment, or war or terrorism, which threatens serious damage to the security of the UK. In other words, an emergency is an event that seriously affects the community or obstructs the normal functions of the Council or demands that action is taken, requiring a special deployment of resources.

PURPOSE OF THIS PLAN

The purpose of the Havering Council Major Emergency Plan is to provide a framework for managing the council's response to a major emergency, which cannot be dealt with through normal procedures. The plan outlines:

- The roles and responsibilities of the various responders within the authority and (where necessary) provides a management structure;
- The roles and responsibilities of Havering's partner agencies and other lead emergency responders;
- Details how Havering will work with its partner response agencies;
- Details how Havering will perform its functions and fulfil its obligations;
- Information pertaining to warning and informing

Havering Council Business Continuity Plans may need to be activated at the same time as this plan.

AIM OF THIS PLAN

The aim of this Major Emergency Plan is to facilitate an effective and co-ordinated Council response during a major emergency.

OBJECTIVES OF THIS PLAN

- To provide a framework for clear leadership during a major emergency
- To provide a framework for an efficient, co-ordinated response to a major emergency
- To ensure transparency and accountability
- To ensure as far as practicable the maintenance/restoration of essential services
- To ensure that the health and safety of all involved is maintained at all times

PLANNING OBLIGATIONS

This Major Emergency Plan fulfils the requirements of the 2004 Civil Contingencies Act which places a statutory duty upon Local Authorities to prepare for and respond to emergencies. The Act divides local responders into two categories, Category 1 and Category 2, and imposes a set of duties on each. The London Borough of Havering is a Category 1 responder.

Category 1 responders are:

- Local Authorities
- The Emergency Services
- The Health Services (except the Clinical Commissioning Group who are Cat 2)
- The Environment Agency
- British Transport Police
- HM Coastguard

Category 1 responders are required to:

- Put in place emergency plans
- Put in place business continuity management arrangements
- Assess the risk of emergencies occurring and use this to inform contingency planning
- Co-operate with other local responders to enhance co-ordination and efficiency
- Share information with local responders to enhance co-ordination and efficiency
- Put in place arrangements 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
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only).

Category 2 responders are:

- Utilities providers (Water, Gas, Electricity, Telecommunications)
- Transport providers (Network Rail, Transport for London, Bus and Rail)
- Health and Safety Executive
- Voluntary Organisations

Category 2 responders are:

“Co-operating bodies;” are less likely to be involved in the heart of planning work but heavily involved in incidents that affect their sector. The London Borough of Havering is required to cooperate and share information with these organisations.

In addition to 2004 Civil Contingencies Act obligations, the London Borough of Havering is also required to link its Emergency Plan with pan-London arrangements. These arrangements require mutual aid between London local authorities during a major emergency. Local Authorities across London are also measured upon their performance through the Resilience Standards for London.

HOW RISKS ARE IDENTIFIED

Risk assessment is the first step of the emergency planning process. Whilst this plan takes into account that emergencies come in many forms and variations and that no emergency is the same, risk assessments are conducted to ensure anticipation of and preparedness for an emergency.

The risk assessment process is a standardised process utilised by Category 1 emergency responders throughout the UK. This ensures a uniform basis from which risk values can be quantified, compared, and most importantly appreciated.

Whilst the London Risk Register satisfies the risk assessment requirements of the Civil Contingencies Act, it does not adequately reflect the specific risks faced by individual boroughs. As a statutory requirement and to improve resilience, the London Borough of Havering has produced and maintains its own Borough Risk Register. This focuses upon the specific likelihood and impact of hazards and threats in the Havering Borough area.

Below is a colour co-ordinated key which assigns a colour to the likelihood and impact of an incident occurring (within a 5 year period)

Catastrophic (5)					
Significant (4)					
Moderate (3)					
Minor (2)					
Insignificant (1)					
	Rare (1)	Unlikely (2)	Possible (3)	Probable (4)	Highly Probable (5)

Key:		High	
	Medium		Very High
			

The impact of risks are divided into the following categories:

Health Direct health impacts (numbers affected, fatalities, injuries, human illness or injury) and indirect health impacts that arise because of strain on the health service.

Social The social consequences, including availability of social welfare provision; disruption of transport; damage to property; disruption of the supply of money, food, water, energy or fuel; disruption of communication systems; homelessness, evacuation and public disorder.

Economic The net economic cost, including both direct e.g. loss of goods, buildings, infrastructure and indirect, e.g. loss of business, increased demand for public services

Environmental Contamination or pollution of land, water, or air with harmful biological, chemical, radioactive matter or oil, flooding, or disruption or destruction of plant or animal life

(See Table Below)

Levels 1 and 2 of the impact scale are likely to fall below the threshold for an emergency. Consequently, there may be no statutory requirement to plan for events that score 1 or 2 on the impact scale.

The identification of the Borough’s risks sets a benchmark from which the Major Emergency Plan can be formulated.

Details of both Risk Registers can be obtained from the Havering Corporate and Community Resilience Team

Level	Descriptor	Categories of Impact	Description of Impact
1	Insignificant	Health	Insignificant number of Injuries or impact on health
		Social	Insignificant numbers of people displaced and insignificant personal support required. Insignificant disruption to community services, including transport services and infrastructure.
		Economic	Insignificant impact on local economy
		Environment	No impact on environment.
2	Minor	Health	Small number of people affected, no fatalities, and small number of minor injuries with first aid treatment
		Social	Minor damage to properties. Minor displacement of a small number of people for < 24hrs, and minor personal support required. Minor localized disruption to community services, including transport services and infrastructure < 24hrs.
		Economic	Minor impact on local economy with no lasting effects.
		Environment	Minor impact on environment with no lasting effects.
3	Moderate	Health	Sufficient number of fatalities with some casualties requiring hospitalization and medical treatment and activation of MAJAX, (the automated intelligent alert notification system), procedures in one or more hospitals.
		Social	Damage that is confined to a specific location, or to a number of locations, but requires additional resources. Localized displacement of > 100 people for 1-3 days
		Economic	Limited impact on local economy with some short-term loss of production
		Environment	Limited impact on environment with short-term or long-term effects.
4	Major	Health	Significant number of people in affected area impacted with multiple fatalities, multiple serious or extensive injuries, significant hospitalization and activation of MAJAX procedures across a number of hospitals.
		Social	Significant damage that requires support for local responders with external resources. 100 to 500 people in danger and displaced for longer than 1 week. Local responders require external resources to deliver personal support. Significant impact on and possible breakdown of delivery of some local community services.
		Economic	Significant impact on local economy with medium-term loss of production. Significant extra clean-up and recovery costs.
		Environment	Significant impact on environment with medium- to long-term effects
5	Catastrophic	Health	Very large numbers of people in affected area(s) impacted with significant numbers of fatalities, large numbers of people requiring hospitalization, with serious injuries with longer-term effects.
		Social	Extensive damage to properties and built environment in affected area, requiring demolition.
		Economic	Serious impact on local and regional economy with some long-term, potentially permanent, loss of production with some structural change. Extensive clean-up and recovery costs.
		Environment	Serious long-term impact on environment and/or permanent damage.

BEING ALERTED TO AN INCIDENT

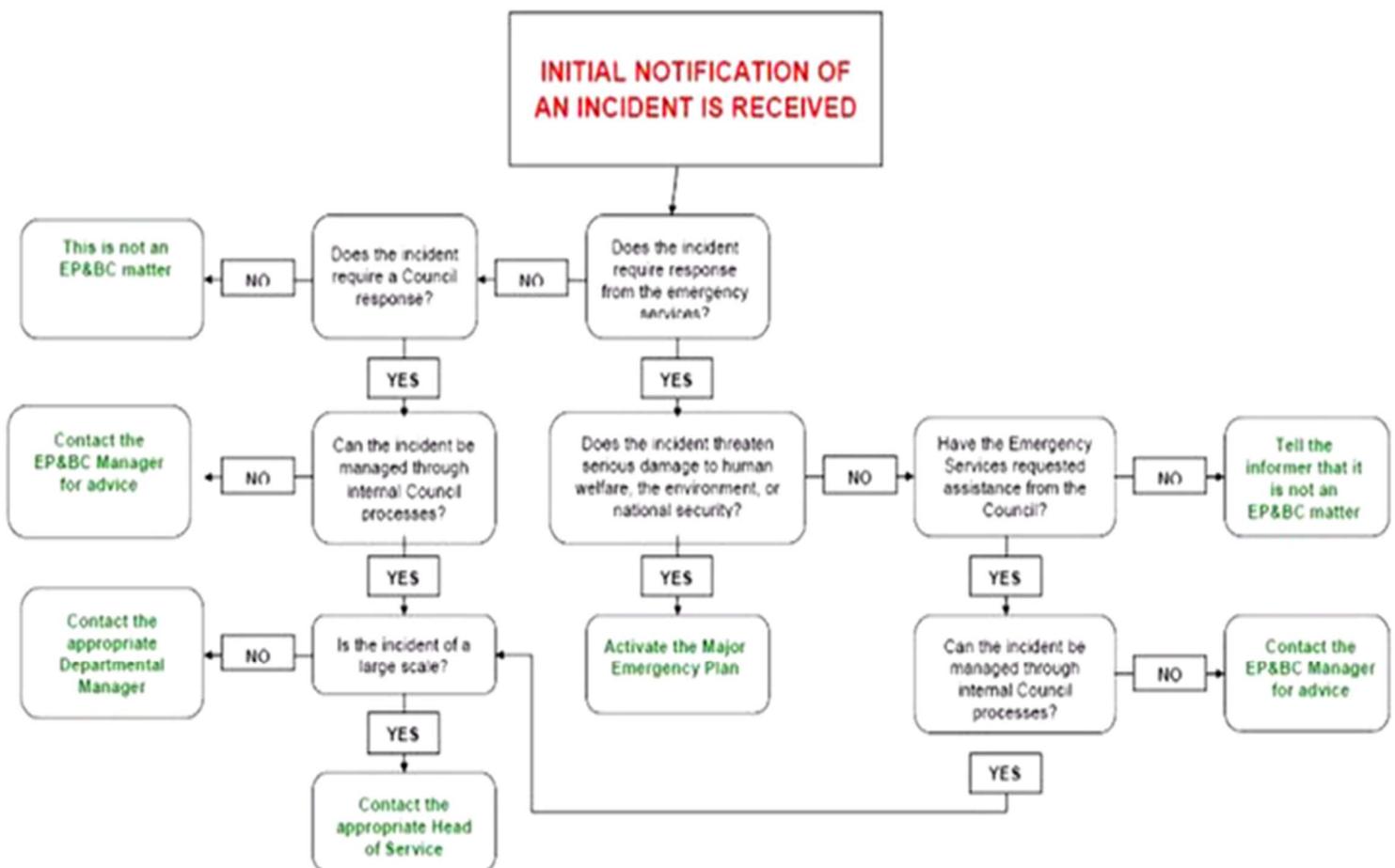
A call informing the London Borough of Havering of an emergency can come from any person or organisation at any time. The call may be received by any section of the Council, regardless of whether or not they are involved with emergency response. In most cases the call will be received by an 'initial responder'.

Initial responders could be:

Pinnacle (The Council Out of Hours Service)
 Contact Centre
 Local Authority Liaison Officer
 Corporate and Community Resilience Team
 Service Manager

Upon receipt of notification, the department/person notified will contact the Corporate and Community Resilience Team (CCRT) who manage the Emergency Planning and Business Continuity function referred to as EP and BC in the organogram below.

The CCRT will decide whether the incident requires the activation of the Major Emergency Plan. Activation will primarily fall to the Corporate and Community Resilience Team or the LALO attending especially in terms of escalation of an initial minor incident.



ACTIVATING THE MAJOR EMERGENCY PLAN

TRIGGER POINTS

The trigger for a major emergency can be decided by following the above organogram. As the term 'major emergency' may be applied to an incident for different reasons by one or more of the emergency services, the Corporate and Community Resilience Team will make the final decision if clarification is sought for the activation of the Council's Major Emergency Plan.

MINOR / INTERNAL INCIDENTS

In the event that a minor emergency or internal council incident is reported, the Major Emergency Plan should not be activated.

In order to determine whether or not the incident warrants activation of the Major Emergency Plan, the organogram should be consulted.

All arrangements for a minor incident should be reported to and handled by the appropriate Director/Assistant Director, or, if the matter is internal, by the appropriate 3rd Tier/Service Manager.

STANDBY

If an incident does not require immediate activation of the Major Emergency Plan, but may if it escalates, the Borough Emergency Control Centre may be put into standby mode.

Standby requires one of the Corporate and Community Resilience Team including the LALO on call to set up a communications link with the emergency services in order to monitor the incident and at the same time through the SLT on call Officer to SLT/Members as appropriate. Where the incident does escalate then both sections are in a position to activate the Borough Emergency Control Centre (BECC). The Corporate and Community Resilience Team will also monitor the BECC email system

SECTION ONE RESILIENCE AND EMERGENCY PLANNING

RESILIENCE AND EMERGENCY PLANNING

In line with Civil Contingencies Act obligations, Havering has a role and responsibility to anticipate and mitigate, as far as practicable, the effects of a major emergency through planning and preparedness efforts. Both independently and in joint collaboration, Havering Council seeks to ensure this by undertaking preparedness work within the borough, locally with neighbouring and bordering boroughs, as well as working with London boroughs across the capital. Havering is involved with resilience and emergency planning groups across the capital that support local and pan-London arrangements.

This diagram illustrates the five resilience groups that Havering Council is involved with. The diagram outlines their relationship to one another.

Whilst The London Emergency Services Liaison Panel is a separate panel, all other preparedness groups inter-relate and report to one another as is indicated in the diagram below.

London Emergency Services Liaison Panel



London Emergency Services Liaison Panel (LESLP)

The London Emergency Services Liaison Panel consists of representatives from:

Metropolitan Police Service
City of London Police
British Transport Police
London Fire Brigade
London Ambulance Service
Local Authorities
Port of London Authority
Marine Coastguard Agency
Armed services

The role of the London Emergency Services Liaison Panel is to establish agreed procedures for collaborative working during multi-agency response in a major emergency within London. LESLP has the ability to invite representatives from other agencies into the group when required, dependent on the nature and type of incident. The group meets on a quarterly basis and produces a Major Incident Procedures Manual which forms the backbone of emergency response throughout London.

London Resilience Forum (LRF)

The London Resilience Forum retains strategic oversight of the work of the London Resilience Partnership. It evaluates resilience arrangements and provides strategic direction to emergency planning in the Capital. The London Resilience Forum also facilitates co-ordination between central and regional government, ultimately reporting to the home secretary. The Forum meets quarterly and is chaired by London Assembly Member Fiona Twycross.

The Forum is supported by a number of panels which allow representatives in relevant sectors to concentrate on particular aspects of London's preparedness.

These panels include:

- The Business Sector Panel (representing the general business community)
- The Voluntary Sector Panel (improving the effectiveness of the voluntary sector contribution to emergency response)
- The Utilities Sector Panel (dealing with matters affecting the key utilities such as water, electricity, gas and telecommunications)
- The Faith Sector Panel (representing the faith organisations)
- The Transport Sector Panel (representing transport organisations)
- The London Health Resilience Partnership (dealing with matters related to the health sector)
- The Local Authorities Panel (representing the London Boroughs)
- The Communications Sector Panel (making arrangements for warning and informing the public)
- The Blue Lights Panel (dealing with matters related to the emergency services)

(See: PART 1 HOW RISKS ARE IDENTIFIED PG 13)

Whilst collectively all members of a Local Resilience Forum are responsible for maintaining the Community Risk Register, in the London region this register is known as the London Risk Register and is collectively owned by the Category 1 Responders (as defined by Schedule 1 of the Civil Contingencies Act 2004) within the London Resilience Forum area. The custodian and publisher of the London Risk Register is the London Resilience Group (LRG).

London Resilience Group (LRG)

The LRG is the centre of excellence that helps the London Resilience Partnership do its work. It supports the development of the capital's resilience by:

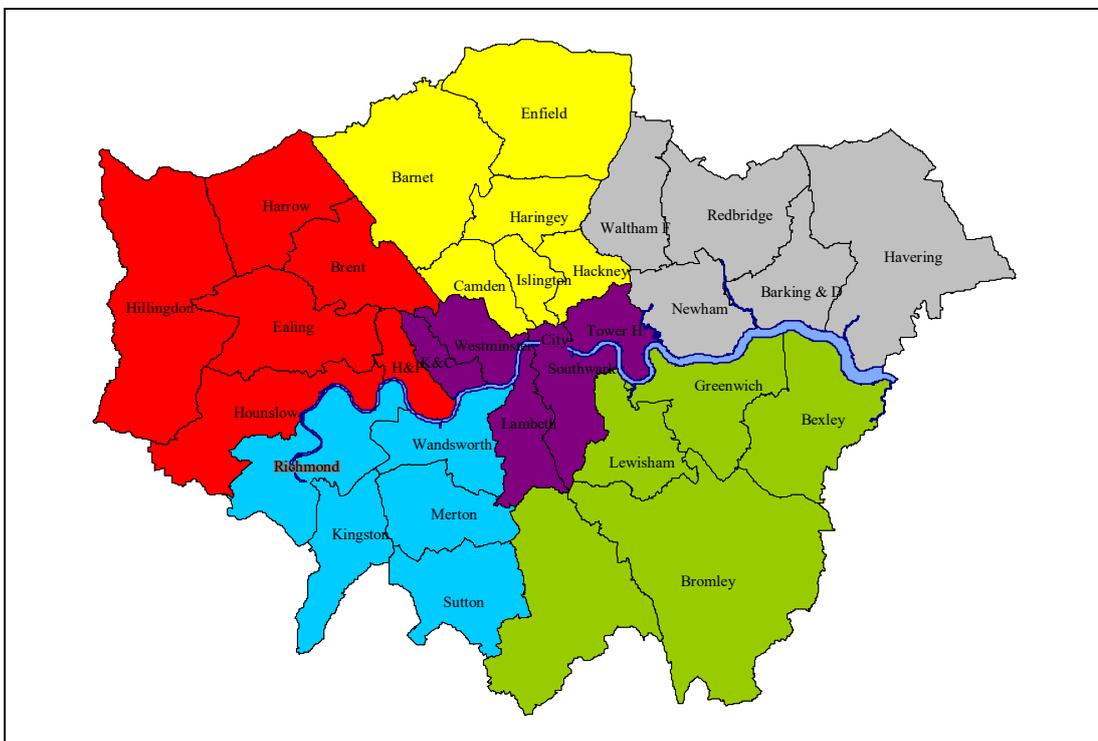
- Helping provide a secretariat to regional forums, coordinating the development of plans and capabilities.
- Supporting local authority emergency planning and response.
- Leading the planning process for agencies to respond to accidents at major industrial sites.
- Supporting pan-London arrangements if there is major incident in the capital.

Sub Regional Resilience Programme Board (SRRPB)

This Boards main function is to bring together Borough Directors who lead on resilience with the Emergency Planning Managers from each borough, and the London Local Authority Resilience Support Team to provide sub-regional planning, communication and information sharing through the discussion and resolution of common resilience related issues, in order to promote comprehensive and consistent resilience arrangements.

The NE London Sub Regional Resilience Programme Board is chaired by Local Authority Directors, which is shared around the Boroughs.

The map below shows the organisation of these Boards across London.



In London there are six Sub Regional Resilience Programme Boards
Each reports to the Local Authorities Panel who report to the London Resilience Forum,.

Other boroughs that are members of this North East London SRRPB are:

Waltham Forest
Redbridge
Barking and Dagenham
Newham

The primary responsibilities of Sub Regional Resilience Programme Boards are to:

- Ensure appropriate plans, procedures, training and exercises are in place to address identified or foreseeable hazards
- Work collaboratively to ensure that outstanding gaps are identified and addressed
- Co-ordinate the individual approaches and responsibilities of each organisation to ensure that they complement each other and dovetail with partners' arrangements
- Consider the implications of legislation, national initiatives and decisions of the Local Resilience Forum and the impact upon the Sub Regional Resilience Programme Board area.

As a Category 1 responder, Havering is able to undertake its Civil Contingency obligations independently or in collaboration with others. This allows Havering and other members of Sub Regional Resilience Programme Board to:

- Agree with partner agencies to act under the leadership of a lead responder
- Make joint arrangements with other Category 1 and 2 responders
- Delegate all tasks to another Category 1 or 2 responder

The North East London Sub Regional Resilience Programme Board meets quarterly.

Havering Borough Resilience Forum (HBRF)

In addition to being a member of the North East London Sub Regional Resilience Programme Board, Havering has its own Borough Resilience Forum. The Havering Borough Resilience Forum consists of representatives from the Council, Emergency Services, Health Agencies, Environment Agency, and Category 2 reps from the Clinical Commissioning Group, St Johns Ambulance, British Red Cross and others as required. The Lead Member for Emergency Planning also attends.

The Havering Borough Resilience Forum meets to discuss matters from a borough perspective and in this way is able to report issues of concern to the North East London Sub Regional Resilience Programme Board and the London Resilience Forum. In addition to working to identify local borough issues, the Havering Borough Resilience Forum also continues to review risk using its own Borough Risk Advisory Working Group and Borough Risk Register. This links to the London Risk Register, but focuses upon the specific likelihood and impact of hazards and threats in the Havering Borough area.

The Havering Borough Resilience Forum and Risk Advisory Working Group meet quarterly.

(See: PART 1 HOW RISKS ARE IDENTIFIED PG 13)

RESPONSE ROLES OF EMERGENCY SERVICES AND OTHER LEAD AGENCIES

In accordance with local agreements, during an emergency within the London Borough of Havering the affected Local Authority will be tasked with response and the provision of relief. In accordance with Civil Contingencies Act legislation, such efforts will be supported by 'blue light responders'.

The roles and obligations of all response agencies are outlined below:

Role of Local Government - Havering Council

Havering Council has 7 duties under the Civil Contingencies Act 2004:

- To co-operate with other local responders to enhance coordination and efficiency
- Ensure information is shared with other local responders to enhance coordination
- Carry out risk assessments
- Have emergency plans in place
- Have business continuity management arrangements in place
- Have arrangements in place to be able to warn and inform the public in the event of an emergency
- Provide advice and assistance to businesses and voluntary organisations regarding business continuity management

Notification and immediate response

Local Authorities can be contacted 24/7 to initiate a response capability

Local Authority Gold and the LLACC

Where an incident has pan-London implications, the London Local Authority Gold structure may be invoked. This will involve the on-call Chief Executive attending Gold on behalf of all London Local Authorities. The London Local Authority Coordination Centre may be invoked in support of LA Gold and to coordinate the response of all Borough Emergency Control Centres (BECCs).

Local Authority Liaison Officer (LALO)

The LALO is a trained representative of the affected borough who is able to react to requests for local authority assistance and is the on-scene Tactical Silver liaison point for the Council. The LALO is:

- Required to attend Tactical (Silver) meetings or the FCP if established, to represent the Council
- The link between the incident and the BECC
- In possession of effective communications with senior levels of the local authority

Havering Council Functions

It is in the later stages of a major incident (the recovery period and return to normality) that the local authority's involvement may be prolonged and extensive. The services and staff the local authority may be able to provide are based upon a wide range of skills and resources drawn from its day-to-day operations such as:

Professional: technical and engineering advice, building control, highways services and public health and environmental issues.

Physical resources: provision of reception centres, re-housing and accommodation needs and transport.

Caring: social services, psychosocial support, help lines and welfare and financial needs.

Recovery

As the incident progresses towards the recovery phase, the emergency services will need to consider a formal handover to the local authority in order to facilitate the authority's leading role in the return to normality, the rehabilitation of the community and restoration of the environment in accordance with non-statutory guidance to the Civil Contingencies Act 2004 (Emergency Response and Recovery).

Role of the Police

The Police will normally co-ordinate the activities of those responding at and around the scene of a land-based sudden impact emergency. In the event of a terrorist incident the police will take additional measures to protect the scene by assuming overall control of the incident.

The primary areas of police responsibility at a major incident are:

- The saving of life together with the other emergency services
- The co-ordination of all emergency services, local authorities and other organisations acting in support at the scene of the incident
- To secure, protect and preserve the scene and to control sightseers and traffic through the use of cordons
- The investigation of the incident and obtaining and securing evidence in conjunction with other investigative bodies where applicable
- The collection and distribution of casualty information
- The identification of the dead on behalf of Her Majesty's (HM) Coroner
- The prevention of crime
- Short-term measures to restore normality after all necessary actions have been taken
- Family liaison

The Police operate a C3 command and control system with control rooms based at Bow, Hendon and Lambeth. In addition the Special Operations Room based at Lambeth would operate for Pan London Incidents.

Role of the British Transport Police

Major incidents occurring on railway and underground premises are the responsibility of the British Transport Police although initial attendance will be responded to by the Metropolitan Police until sufficient British Transport Police arrive. The Metropolitan Police will continue to have 'ownership' of major incidents involving terrorism. This is in accordance with the agreed procedures identified by the Association of Chief Police Officers.

Role of the London Fire Brigade (LFB)

The primary responsibilities of the London Fire Brigade at a major incident are:

- Life-saving through search and rescue
- Fire fighting and fire prevention
- Rendering humanitarian services
- Detection, identification, monitoring and management of hazardous materials and protecting the environment
- Provision of qualified scientific advice in relation to HAZMAT incidents via their scientific advisors
- Salvage and damage control
- Safety management within the inner cordon

- To maintain emergency service cover throughout the LFB area and return to a state of normality at the earliest time.

Although the National Health Service (NHS) is responsible for the decontamination of casualties the London Fire Brigade will, where required, undertake mass decontamination of the general public in circumstances where large numbers of people have been exposed to chemical, biological, radiological, or nuclear substances. This is done on behalf of the NHS and in consultation with the Ambulance Service. Mass Decontamination Units are based within the Havering Area at Wennington Fire Station.

Role of the London Ambulance Service (LAS)

The primary responsibilities for the Ambulance Service at a major incident are:

- To save life with the other emergency services
- To provide treatment, stabilisation and care of those injured at the scene
- To provide appropriate transport, medical staff, equipment and resources
- To establish an effective triage sieve and triage sort system to determine the priority evacuation needs of those injured and to establish a safe location for casualty clearing i.e. triage sort area
- To provide a focal point at the incident for all National Health Service (NHS) and other medical resources
- To provide communication facilities for NHS resources at the scene, with direct radio links to hospitals, control facilities and any other agency as required
- To nominate and alert the receiving hospitals from the official list of hospitals to receive those injured and inform the other agencies
- To arrange the most appropriate means of transporting those injured to the receiving and specialist hospitals
- To maintain emergency cover throughout the LAS area, and return to a state of normality at the earliest time
- To act as a portal into the wider health services including the Public Health England Regional Health Emergency Planning Advisors (HEPA's), and in the event of a chemical, biological, radiological or nuclear(CBRN) incident, advise on the convening of the Scientific and Technical Advice Cell (STAC) which will be able to advise and lead as health advice is concerned
- To provide a Mobile Emergency Response Incident Team

Ambulance services may seek support from voluntary aid societies (e.g. the British Red Cross and St John Ambulance) in managing and transporting casualties

The Scientific and Technical Advice Cell (STAC)

The STAC is a strategic group chaired by the NHS, composed of representatives from a range of organisations and specialities who are able to give co-ordinated authoritative advice on the health aspects of an incident to the Police Incident Commander, the NHS and other agencies. The STAC is activated through Public Health England (PHE) via LAS Control.

Role of the National Health Service (NHS)

For the NHS a major incident is defined as the following:

- When the number and type of casualties overwhelm or threaten to overwhelm normal services, special arrangements are needed to deal with them
- When an incident may pose a threat to the health of the community
- The Health Service itself may suffer serious internal disruption.

Role of Acute Hospitals

In the event of an emergency, ambulance services will designate hospitals with major accident and emergency departments as casualty-receiving/acute hospitals. These acute hospitals provide a clinical response to the emergency, including the provision of general support and specialist healthcare to all casualties. When called upon to do so, they will also provide a mobile medical team.

Role of the Coroner

The role of the coroner is defined by statute. In an emergency, the coroner will be responsible for establishing the identity of the fatalities and the cause and circumstances of death. Essentially, they will determine who has died, how, and when and where the death came about. The coroner will be supported by a deputy and an assistant deputy. Current legislation dictates that a body lying in a coroner's district (irrespective of where death has occurred) will trigger and determine jurisdiction, provided the deceased has died from violence or sudden death of an unknown cause. If an emergency spans across more than one district, a lead coroner may be established to deal with all fatalities.

Role of the Environment Agency

The Environment Agency is the leading public body for protecting and improving the environment in England and Wales. As an environmental regulator, it responds to incidents affecting the natural environment, human health or property.

The primary responsibilities for the Environment Agency at a major incident are:

- To assess the risk of the incident to people, environment and property
- To prevent or minimise the impact of the incident on human health, the environment and property particularly where the risk is serious or immediate
- To investigate and gather information and evidence for possible enforcement, legal action and cost recovery in accordance with their role as regulator
- Ensure the owner/operator/polluter takes responsibility for the appropriate remedial actions
- Where the source is not identified or the required action is not instigated by the owner/operator/polluter, consider what action to take in respect of remedial actions
- Regulate and provide advice and support on waste disposal issues

Health and Safety Executive

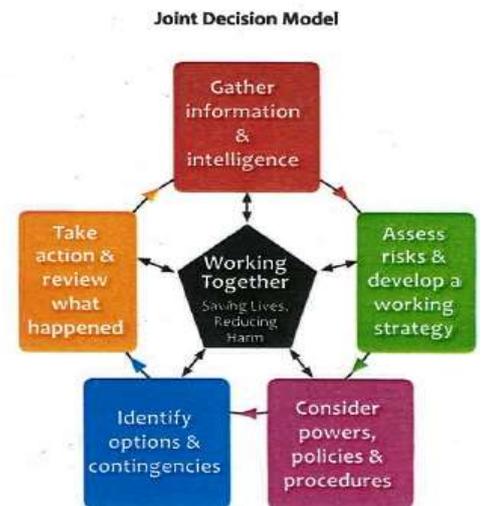
Whilst the Health and Safety Executive are not emergency responders, they do have a role to play in emergency response. All responding agencies are responsible for their own health and safety in accordance with Health and Safety at work Act, 1974 as amended.

Managers should ensure risk assessments are completed and recorded on all operational requirements, before initiating work. In addition, all staff have the responsibility for their own Health & Safety, whilst also having a responsibility for the Health & Safety of those that they are working with, along with the general public. The Council's Health & Safety policies should follow health and safety protocols, as set out, combined with specific service area policies.

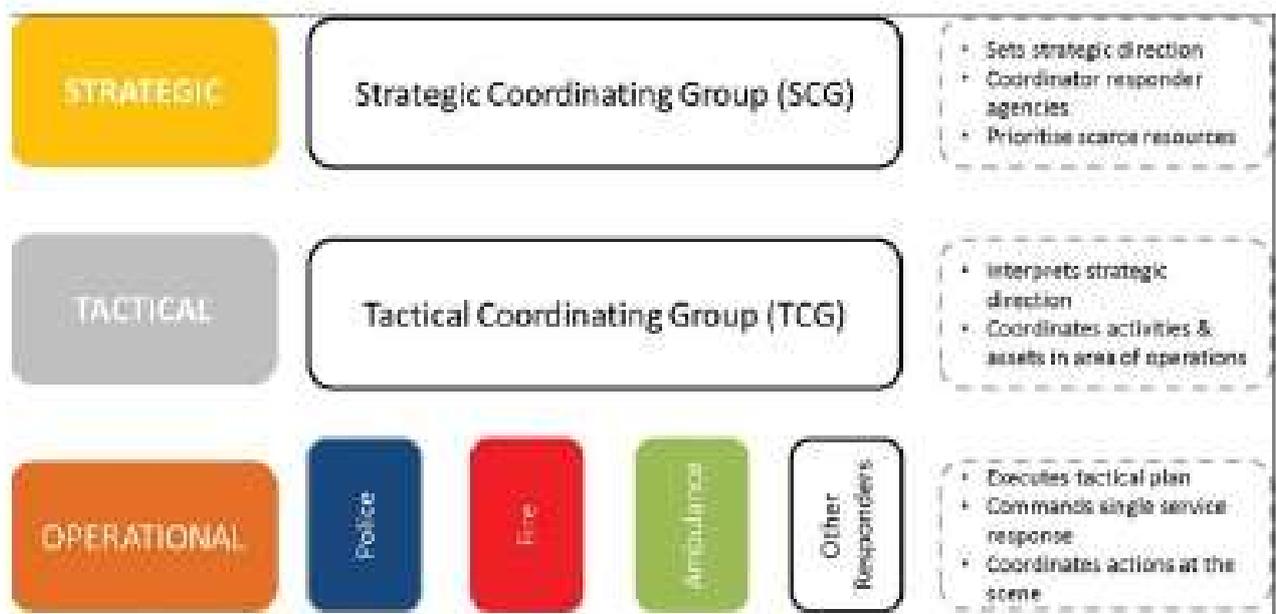
COMMAND AND CONTROL STRUCTURE

Joint Doctrine – The Interoperability Framework

A new framework has been introduced for the emergency services called the Joint Emergency Services Interoperability Programme (JESIP). Its purpose is to provide emergency service commanders with a framework to respond together as effectively as possible, and Council responders will need to link into this. Principles for Joint Working, Shared Situational Awareness and a Joint Decision Making Model have been introduced as below:



Levels of Command – Overarching Response Structure



During an incident, responding agencies will assume a structure of command that will govern the process of dealing with the incident. The following command and control structure is adopted:

- **Strategic (Gold)**
- **Tactical (Silver)**
- **Operational (Bronze)**

These are titles and functions that will be adopted across all responding agencies. These titles are not rank related.

By the use of this universal structure, responding agencies are better able to communicate with each other and understand each others' functions and authority. Integrity of command is recognised in that each agency remains in command of their personnel and appoints appropriate responders to the most appropriate role at strategic, tactical and operational level as required.

The Strategic Commander for the police will ultimately take charge of the whole incident and coordinate other organisations that may attend. Limited exception to this occurs if the incident involves a fire or other dangerous hazard, in which case the fire service will have overall charge of the area inside the inner cordon where firefighting or rescue is taking place. It is usual for the police to retain control of all other areas.

STRATEGIC LEVEL

The Strategic Commander is in overall control of their own organisation's resources at the incident. Each Strategic Commander consults with Strategic Commanders from other agencies, to formulate a strategy. Strategic Commanders may liaise with central government and other bodies, provide additional resources to the scene and will maintain a strategic overview of the ongoing operations.

Strategic Command is usually located away from the incident. Strategic Commanders may, however, need to visit the scene in order to receive on-the-spot briefings, assess the situation first hand and support their personnel employed at the incident. If the Strategic Commanders for various organisations during an emergency are not co-located, they will regularly communicate to determine on-going strategy.

The roles and responsibilities of Strategic Commanders are:

- Protect life, property and the environment;
- Set, review, communicate and update the strategy, based on available intelligence and the threat and risk;
- Attend and possibly Chair a Strategic Co-ordinating Group (SCG), if established, or consider the need to request a SCG is set up;
- Consult partner agencies and community groups when determining strategy;
- Become involved in making tactical level decisions, where appropriate;
- Consider setting tactical parameters within which the Tactical tier can work;
- Become involved in briefings where appropriate;
- Remain available to other agency Strategic or Tactical tiers of command, to ensure that appropriate communication mechanisms exist at a local, regional and national level;
- Ensure that, where appropriate, command protocols are set, agreed and understood by all relevant parties;
- Secure strategic resources in order to resolve the incident and prioritise the allocation of resources, where appropriate;
- Ensure that there are clear lines of communication between Category 1 and Category 2 responders and appropriate agencies;
- Review and ensure the resilience and effectiveness of the command team, identify the requirements for assistance from the wider resilience community and manage them accordingly;
- Plan beyond the immediate response phase for recovering from the emergency and returning to normality;
- Have overall responsibility within the command structure for health and safety, diversity, equality and human rights compliance and ensuring that relevant impact assessments are completed;

- Identify the level of support needed to resolve the incident or operation and resource your agency's response;
- Have responsibility for the development of communication and media strategies;
- Carry out a post-incident hot debrief.

TACTICAL LEVEL

The overarching aim of the Tactical Commander is to ensure rapid and effective actions are implemented that save lives, minimise harm and mitigate the incident. The Joint Decision Making Model (JDM) should be used as the standing agenda for Tactical Co-ordinating Group (TCG) meetings.

The Tactical Commanders operate from the Forward Control Point, usually near the scene. Tactical Commanders are responsible for formulating a tactical plan to carry out the strategy of the Strategic Commander. The co-ordination of the combined response to a major emergency may be extremely complex and involve arranging facilities and resources in relation to numerous activities beyond the immediate incident site. As such, the Tactical Commander will not become directly involved in delivering operational response itself but rather will give the appropriate level of direction to the Operational Commanders. As with the Strategic Commanders, each responding agency will appoint its own Tactical Commander. These Tactical Commanders will also liaise with one another and work together.

The roles and responsibilities of Tactical Commanders are:

- Be aware of and understand the multi-agency command structure, commander roles, responsibilities, requirements and capabilities (including gaps) and monitor the operational command structure including functional roles;
- Determine whether the situation merits the activation of the strategic level of co-ordination and recommend accordingly;
- Establish a common view of the situation between the responder agencies. Initiate (if appropriate) and identify a chair of multi-agency TCG meetings at the earliest opportunity, and then at regular intervals, to ensure shared situational awareness;
- Construct and agree the overall joint intent, objectives and concept of operations for their achievement within a joint plan. At regular intervals assess and disseminate, through the appropriate communication links, the available information and intelligence to properly evaluate threats, hazards, vulnerabilities and own actions in order to establish and maintain multi-agency shared situational awareness and promote effective decision making;
- Provide accurate and timely information to inform and protect communities, working with the media and utilising social media through a multi-agency approach;
- Understand how continually changing threats and hazards affect each organisation and work with multi-agency colleagues to conduct joint dynamic risk assessments, putting in place appropriate mitigation and management arrangements to continually monitor and respond to the changing nature of emergencies for your organisation;
- Ensure your legal and statutory responsibilities are met and doctrine considered in relation to the health, safety, human rights, data protection and welfare of individuals from your organisation during the response;
- Share and co-ordinate operational plans to ensure multi-agency compatibility and understanding of both the initial tactical priorities and on-going tactics;
- Identify and agree a common multi-agency control point for all Operational Commanders and remain suitably located in order to maintain effective tactical command of the incident or operation and maintain shared situational awareness;
- Manage and co-ordinate where required, multi-agency resources and activities, providing a joined up and directed response;
- Liaise with relevant organisations to address the longer term priorities of restoring essential services, and help to facilitate the recovery of affected communities;
- Ensure that all tactical decisions made, and the rationale behind them are documented in a decision log, to ensure that a clear audit trail exists for all multi-agency debriefs and future multi-agency learning;
- Facilitate or make available debriefing facilities (supporting the Operational Commander and debriefing them).

OPERATIONAL LEVEL

Operational Commanders may work at the scene or may work away from the scene, undertaking the tactical work that has been devised by the Tactical Commander. Unlike with Strategic and Tactical Commanders of which there are only one per responding agency, there are likely to be many Operational Commanders per each responding agency. The Operational Commander becomes directly involved with the incident and is unlikely to work closely with other agencies in the same way as the Strategic and Tactical Commanders because they will be implementing the tactics as decided by their own responding agencies. The overarching aim of the Operational Commander is to ensure rapid and effective actions are implemented that save lives, minimise harm and mitigate the incident

The roles and responsibilities of Operational Commanders are:

- Make an initial assessment of the situation and ensure appropriate resources are requested and where appropriate, that a declaration of a major incident takes place;
- Have an understanding of the role of each agency in the effective management and co-ordination of victims, survivors and relatives;
- Use the JDM to establish shared situational awareness by agreeing a common view of the situation, its consequences and potential outcomes and the actions required for its resolution;
- Carry out briefing at the earliest opportunity. Ensure the message is clear and commonly understood, at regular intervals;
- Convene joint meetings and use the JDM to share and co-ordinate information, intelligence and operational plans, to ensure multi-agency compatibility and a clear understanding of the initial tactical priorities and on-going tactics;
- Using the JDM, maintain shared situational awareness through effective communication to all multi-agency organisations, to assist in the implementation of the operational plan;
- Using the JDM, construct a joint action plan, and priorities necessary for its execution, in sufficient detail for each service to have a clear understanding of the other responders' future activities by nature, location and time. Understand all the multi-agency Operational Commander roles, core responsibilities, requirements and capabilities (including gaps);
- Identify and agree the triggers, signals and arrangements for the emergency evacuation of the scene or area within it, or similar urgent control measures;
- Using the JDM, conduct, record and share on-going dynamic risk assessments, putting in place appropriate control measures with appropriate actions and review;
- Understand how continually changing hazards/risks affect each organisation and work with your multi-agency colleagues to address these issues;
- Ensure your legal and statutory responsibilities are met and action them in relation to the health, safety and welfare of individuals from your organisation during the response;
- Make and share decisions within your agreed level of responsibility, being cognisant of consequence management. Disseminate these decisions for action to multi-agency colleagues;
- Using the JDM, identify and action the challenges your organisation's operational plan may cause multi-agency partners;
- Determine whether the situation requires the activation of the next level of command support (Tactical Co-ordinating Group) and make appropriate recommendation;
- Update the Tactical Commander on any changes, including any variation in agreed multi-agency tactics within their geographical/functional area of responsibility;
- Ensure appropriate support at the scene by your organisation, in terms of communications operatives and loggists - if available NILO support or equivalent should be provided. The amount and type of support will be determined by the incident;
- Consider organisational post-incident procedures.

The Combined Response



THE EMERGENCY SCENE

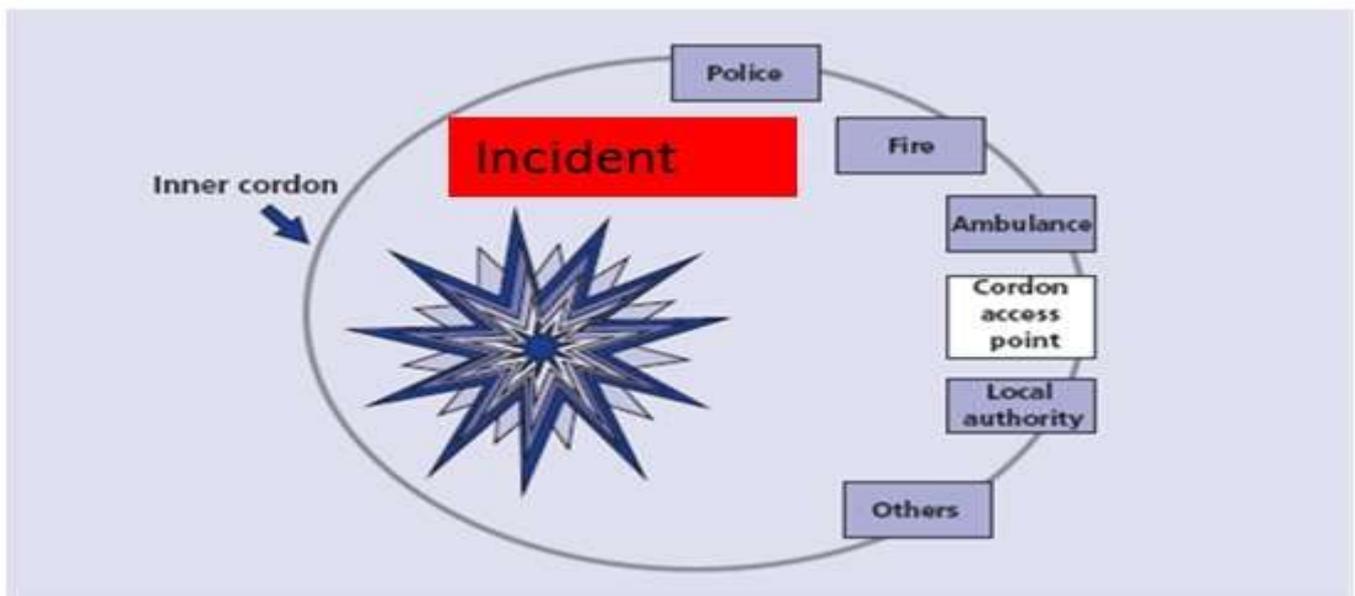
In the event of an emergency, the emergency area will be sealed and cordoned as soon as possible. This ensures security, protects the scene (and the public) and also provides an area for the co-ordination of individual agencies and a measure of protection for working personnel.

The first diagram below shows how an inner cordon will operate.

All entering the inner cordon will report to a designated cordon access point. This ensures that they can be safely accounted for should there be any escalation of the incident. It also provides an opportunity for an informative brief about the incident including control measures, hazards and further communication arrangements.

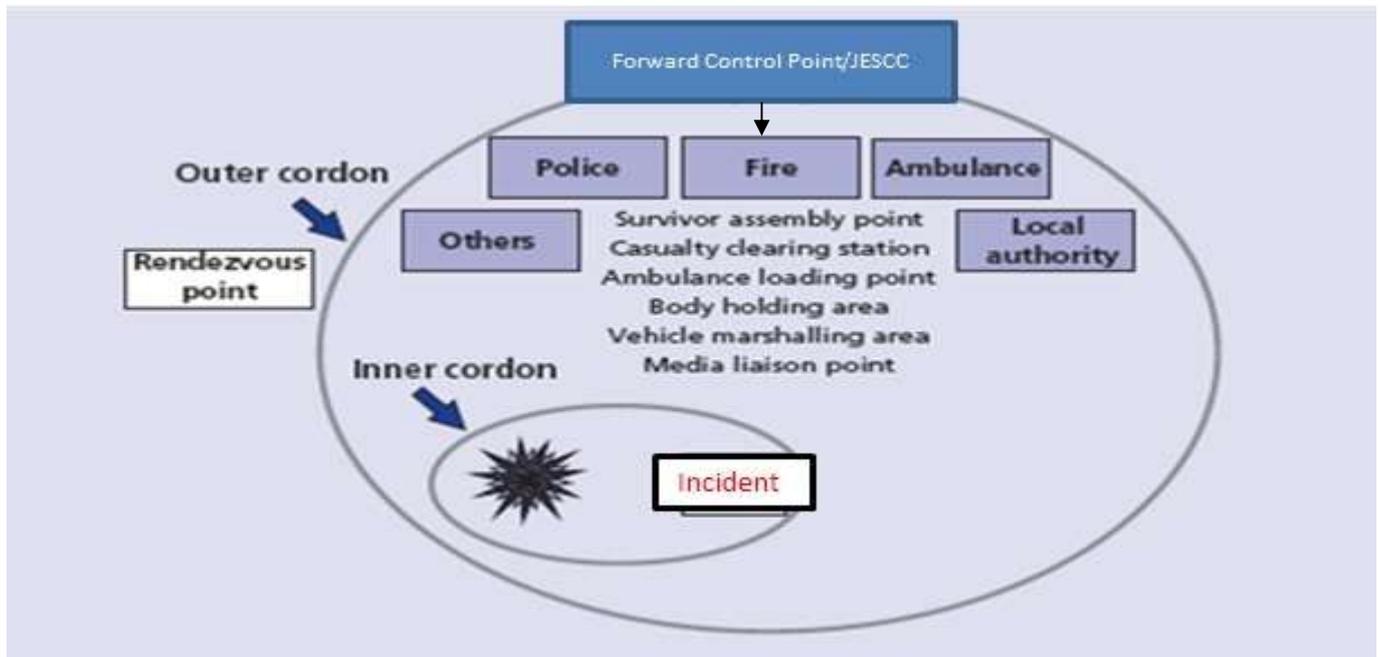
London Fire Brigade Staff are trained and equipped to manage gateways into the inner cordon – if requested to do so by the Police – liaising with the Police to establish who should be granted access (particularly where terrorist action is the suspected cause) and recording entry and exit. Health and safety issues will be addressed collectively at multi-agency meetings on the basis of a risk assessment.

Inner Cordon



The second diagram below shows how an outer cordon could be established around the vicinity of the incident to control access to a much wider area around the site. An outer cordon will allow the emergency services and other agencies to work unhindered and in privacy. Access through the outer cordon for essential non-emergency service personnel will be by way of a scene access control point. The outer cordon may then be further supplemented by a traffic cordon.

Outer Cordon



Other main site components may include:

- Establishing internal traffic routes for emergency and other vehicles
- The location of key functions or facilities, for example: casualty clearing stations to which the injured can be taken
- An ambulance loading point for those who need to be taken to hospital
- A collection/assembly point for survivors before they are taken to a Survivor Reception Centre
- Possible helicopter landing site
- A rendezvous point for all responding personnel
- A marshalling area for assembling vehicles and equipment
- A body holding area that is under cover and protected from public view
- A media liaison point
- A Forward Control Point / Joint Emergency Services Control Centre located between the inner and outer cordons, from which Tactical Commanders operate.

These functions will vary in location depending upon the nature of the emergency and the extent of the cordon. They will be managed by the Tactical and Operational Commanders.

In addition to these arrangements, the following emergency related facilities may also be made available:

MAJOR EMERGENCY FACILITIES

Facilities	Description	Location	Agency
Survivor Reception Centre (SRC)	An SRC is to provide survivors, who do not require hospital treatment, a place to be directed to, where they can be met by police and other services to obtain initial information and support in the immediate aftermath of the incident and give details to police investigating officers.	A pre-determined or a dynamic venue or place, depending on the location of the major incident	Police
Rest Centre	A Rest / Reception Centre serves as a place of safety for those who have been evacuated from their home, work or other place or are unable to return to that place, but who are uninjured and not directly affected by the incident. Personnel from the local authority and voluntary agencies will staff the rest centre, which will provide security, welfare, communication, shelter, catering and medical facilities as required. Accommodation including overnight may be required.	Location made in conjunction with LA where possible, as there may already be pre-defined facilities in the affected area	Local Authority (LA)
Family and Friends Reception Centre (FFRC)	A FFRC provides a secure comfortable area where family and friends of casualties and missing persons can be directed for information. It helps people to be reunited, and a place for practical and emotional support including response arrangements.	A secure comfortable area	Police
Casualty Bureau	Casualty Bureau is established to collate details on all dead persons, casualties, survivors and evacuees. Telephone enquiries from family and friends are received and details passed as appropriate. All casualty figures are routed through here for accuracy.	Central Police location	Police
Humanitarian Assistance Centre (HAC)	An HAC acts as a focal point for humanitarian assistance to bereaved individuals and families, survivors and impacted communities. It offers access to a range of facilities that will allow people to make informed choices according to their needs. The HAC is generally used in the immediate aftermath of an incident with specific purposes and a broader remit.	No LRF pre-determined HAC sites in Havering, so refer to Rest Centre Plan	Local Authority after a request from the Gold Coordinating Group
Community Assistance Centre (CAC)	A CAC provides advice and support to affected people and to support the recovery of the community in a local setting. A CAC may be used when an HAC has not been activated, and is used where people are affected significantly but the intensity of the impact is of a lower order (e.g. there are not mass fatalities)	Appropriate publicly accessible building within easy reach of the affected people	Local Authority

SECTION TWO

LONDON BOROUGH OF HAVERING OPERATIONS DURING MAJOR EMERGENCY RESPONSE

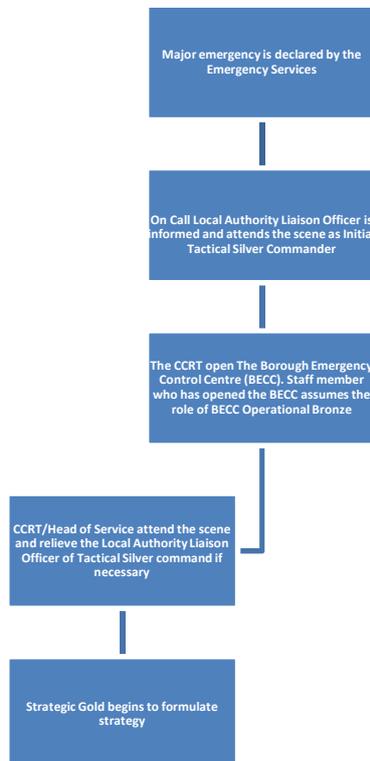
HAVERING COUNCIL COMMAND AND CONTROL.

During an incident, Havering will adopt the recognised Strategic Gold, Tactical Silver and Operational Bronze chain of command. Whilst there can only be one Strategic or Tactical Commander there are likely to be multiple Operational Bronzes operating both at the scene, within the Borough Emergency Control Centre and within any other required operational capacity.

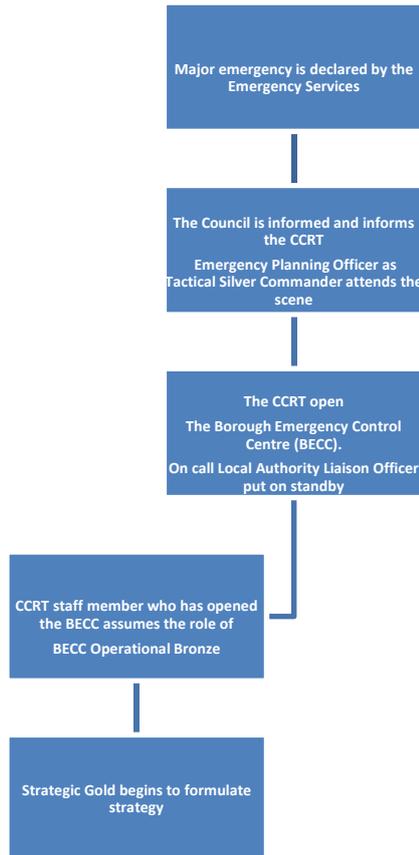
Strategic Gold	Chief Executive or Deputy (Director or SLT on call Officer)
Tactical Silver	CCRT/CLT Officer/Local Authority Liaison Officer
Operational Bronze	CCRT /Local Authority Liaison Officers/Service Managers

The above roles are likely to deliver the Strategic, Tactical and Operational responses. As these roles are not rank related, it is possible for a Service Manager to be the most appropriate person to deliver an Operational Bronze response. Such decisions are incident dependent, though the above are the likely roles for the Strategic, Tactical and Operational chain of command.

INCIDENT NOTIFICATION: OUTSIDE OF OFFICE HOURS SCENE RESPONSE PROTOCOL



INCIDENT NOTIFICATION: DURING OFFICE HOURS SCENE RESPONSE PROTOCOL



HAVERING COUNCIL STRATEGIC GOLD COMMAND

As soon as a major incident has been declared by the emergency services, the role of Strategic Gold Commander will be adopted by the Chief Executive or nominated replacement. During minor incidents it is common for the CCR Manager or a Service Manager to adopt the role of Strategic Commander with the Chief Executive receiving timely updates regarding the incident. During a major emergency however, it is essential that the Chief Executive (or nominated replacement) is informed and involved from the outset. This is to ensure that strategic decisions can be made in a timely fashion.

The role of the Strategic Gold Commander will be to devise the overall strategy for the management of the local authority's response to the incident, and consider and devise an exit strategy. Business Continuity will play an important role within the formulation of strategy and will be an important factor for incidents that may require a prolonged council response. All strategic decisions made will form the basis for tactical response.

SLT/CLT ON CALL ROTA

Currently various SLT and CLT Officers make up the SLT/CLT on call rota. These officers provide a Gold contact facility 24/7 when they are on call, and have the responsibility to update the rest of SLT, The Leader and Members as appropriate about the situation. They will make Gold level decisions where necessary and in the absence of the Chief Executive become initial Council Gold. The on call officer will be contacted by the CCRT.

BUSINESS CONTINUITY RESPONSE TEAM

In the event of a major emergency affecting the London Borough of Havering, The Business Continuity Response Team will operate in a supporting capacity to the Strategic Gold Commander. This team will have a responsibility to ensure that Business Continuity issues (maintaining services to the community provided by Havering Council) are addressed. This will be done in accordance with the Corporate Business Continuity Plan which will also be activated at this time. ***Additional information about the Business Continuity Response Team can be found in the Corporate Business Continuity Plan.***

LONDON LOCAL AUTHORITY GOLD

Whilst the above format is the recognised Command and Control Structure for the London Borough of Havering, in the event of a regional emergency within London, circumstances may require the London Local Authority Gold to take command. A regional emergency is an emergency that affects more than one borough and therefore impacts London across multiple regions. The term London 'Local Authority Gold' is the term for one Local Authority Chief Executive who manages the response of all 33 London Local Authorities to a regional emergency. They do this alongside senior representatives from the emergency services and other organisations. The London Local Authority Gold along with their support team, operate from the Special Operations Room at Lambeth.

The appointee for the position of London Local Authority Gold is preidentified using a rota system.

HAVERING COUNCIL TACTICAL SILVER COMMAND

The first responder to the scene will adopt the role of Tactical Silver Commander. This is to allow attendance at the Tactical Co-ordinating Group meetings which will likely have begun to take place at the scene. If the incident occurs outside of office hours, in the immediate aftermath of an incident, a Local Authority Liaison Officer is likely to be the first at the scene and will therefore adopt this role. A Service Manager, the Emergency Planning Officer or the Corporate and Community Resilience Manager could also adopt the role of Tactical Silver Commander though this is more likely during office hours (as the above diagrams illustrate).

The first responder to the scene must remain at the scene as Tactical Silver Commander until relieved. This is important because initial details from scene meetings will need to be recorded and communicated to allow for Strategic Gold to begin formulating strategy. (When The Borough Emergency Control Centre is open these must also be fed back to the Borough Emergency Control Centre for entering into the incident Log.)

The role of the Tactical Silver Commander will be to ensure that details from the scene are communicated in a timely and accurate fashion. Tactical Silver Command is also responsible for tactical decisions and coordinating the local authority response at the scene in line with the strategy devised by Strategic Gold Command.

HAVERING COUNCIL OPERATIONAL BRONZE COMMAND

Upon receiving notification of a major emergency as declared by the emergency services, a member of the CCRT or a LALO will open the Borough Emergency Control Centre. This is essential as the BECC must be opened within 2 hours of an incident being declared. In doing this, the BECC responder will adopt the role of an Operational Bronze, and will coordinate communications and any requests made to and received by the Tactical Silver Commander at the scene.

Other Operational Bronze roles are also likely to be required during a major emergency. These roles are incident specific but may include Operational Bronze structural engineers, transport services, scene support (etc). Generally, the role of an Operational Bronze is to implement the tactics as defined by the Tactical Silver Commander. They will be set direction from the Tactical Silver Commander who will translate tactics into operations. The Tactical Silver Commander will rely on Operational Bronze officers as they themselves do not become involved in the delivery of operational response.

HAVERING COUNCIL BOROUGH EMERGENCY CONTROL CENTRE (BECC)

Upon declaration of a major emergency, Havering Council will operate its own emergency control centre known as the Borough Emergency Control Centre (BECC).

The Borough Emergency Control Centre is located in Room MH3a on the 3rd floor, Mercury House.

The back up Borough Emergency Control Centre is located in Training Room 1 in the Town Hall.

Opening the Borough Emergency Control Centre will allow for better co-ordination and management of the emergency and ensure the ready flow of information from and to the scene.

Opening the Borough Emergency Control Centre will also ensure that the BECC can coordinate the flow of information so that services to the community can be maintained and that support to the emergency site is given.

The use of the Borough Emergency Control Centre should allow for quick and informed decisions to be made both by Havering Council and by other responding agencies.

This centre will:

- Collect information
- Collate information
- Disseminate information within the council and to emergency responders
- Co-ordinate the work of the council to maintain community services
- Act as a central liaison for the council's service units
- Advise about the availability and deployment of council resources
- Record all actions taken and requests made

The Borough Emergency Control Centre is managed at the Bronze level

ROLES AND RESPONSIBILITIES WITHIN THE BOROUGH EMERGENCY CONTROL CENTRE

The numbers of staff within the BECC may fluctuate depending upon the nature, status and time scale of the incident.

In accordance with the new Standardisation arrangements, The Borough Emergency Control Centre should be staffed with the following roles:

Council Silver

BECC Manager

BECC Message Handler

BECC Information Officer (including LLACC link)

BECC Loggist

BECC Officers

BECC Link Officer (Comms and Service)

Within Havering we use these roles as a guide and ensure the following are represented within the BECC:

- BECC Manager
- BECC Message Handler
- BECC Loggist
- BECC Link Officer

As roles may be interchangeable, due to staffing arrangements and the unique nature of each incident within Havering these roles may be performed by the same person.

In addition to these nominated roles it may also be appropriate to have a member of staff with an unassigned role to perform additional duties if required.

Council Silver

The Council Silvers primary role is to provide a link between the BECC and Strategic Gold Command. They will attend Strategic Gold meetings and provide up-to-date situation reports to and from the BECC. It is the Council Silvers responsibility to ensure that the BECC is responding to any actions issued by the Strategic Gold Commander.

BECC Manager

The BECC Manager's role is not only to co-ordinate the Council's response to an incident but also to ensure the flow of information within the BECC. As a result, the BECC Manager will provide regular situation reports (SITREPS) to the most appropriate departments within the council, informing them of the incident and its progression. The Communications Department will assist, disseminate SITREP's throughout the council (via email, intranet etc) to ensure that all staff and concerned parties are aware of the incident.

Depending upon the nature of the incident, the BECC Manager may nominate a deputy in order to assist with running the BECC and providing welfare support to staff. A loggist working directly alongside the BECC Manager may be useful particularly if a deputy has not been appointed.

The BECC Manager is responsible for keeping the Status Board up to date with information to ensure a real-time view of the incident.

The BECC Manager should provide staff within the BECC regular updates/briefings of the current situation and outstanding issues.

BECC Deputy Manager

The BECC Manager may consider appointing a Deputy to support them in their decisions and in managing the BECC.

Their role will be to facilitate effective communication between areas of the BECC and to ensure requests and queries into the BECC are approached on a priority basis. They will also deputise in the BECC Manager's absence and fulfill the roles as stated above.

BECC Loggist

A BECC Loggist will work directly alongside the BECC Manager, particularly if a Deputy Manager has not been appointed. The BECC Loggist role assists in the following:

- Record all incoming information and requests for assistance / resources
- Recording all actions and decisions made by the BECC Manager into an Incident Log Form
- Screening people waiting to talk to or see the BECC Manager
- Documenting any meetings the BECC Manager is involved in

BECC Link Officer

If LLAG has been activated, a BECC Link Officer will need to be appointed to provide a means of direct communication between the BECC and the London Local Authority Co-ordination Centre (LLACC). Their primary role is to provide a point of contact for all information originating from the LLACC and to send messages to the LLACC from the BECC in the form of an update, request or response.

Recording Information

All entries should:

- Be made at the time of the event or as soon as practicable thereafter
- Have separate pages for each operation, task or incident
- Include the date, time, place, people involved
- Not contain assumptions/comment/opinion unless based on facts
- Be made chronologically

If the material is sensitive:

- The space underneath the previous entry should be ruled through to the end of the double page and signed, dated and timed
- The sensitive information can then be recorded on the ensuing page(s)
- Once this sensitive recording has ceased any blank space at the end of these notes should be ruled through to the bottom of the page, signed, dated and timed
- Normal recording will continue on the next available blank double page

Business Continuity Response Team (BCRT)

Whilst the Business Continuity Response Team (BCRT) will not operate from the Borough Emergency Control Centre, this team will likely be set up upon activation of the Major Emergency Plan. This team is

internally facing, consisting of the appropriate Service Managers. This team covers the Business Continuity aspect of an emergency and has a role to maintain and coordinate the council's critical services. This team will need to use the Business Continuity Plan for much of their work. This team is likely to liaise with the Corporate Leadership Team as they also have a role in the delivery of Business Continuity.

(See: Corporate Business Continuity Plan for Additional Details)

ACTION CARD

FIRST RESPONDER AT THE SCENE

Role and Responsibilities during a Major Emergency

You are the first responder at the scene

You should attend the Forward Control Point (FCP) / Joint Emergency Services Control Centre (JESCC) designated for the incident immediately

Your role is to be the link between the scene and Borough Emergency Control Centre

Upon receiving notification of an incident you must:

- Use the Major Incident & Communication Message Forms - log the Call
- Ask and record 'what is the incident'
- Ask and record 'where is the location'
- Ask and record 'what is the scale of the incident'
- Ask and record 'is there an evacuation in progress'
- Ask and record 'are there hazardous materials'
- Ask and record 'are there route restrictions/road closures'
- Ask and record 'what are the immediate requirements of the Council'
- Ask and record 'where is the location of the Rendezvous Point (RVP)'
- Ask and record the contact details for the Police Liaison Officer
- If a major emergency has been declared by a responding agency, verify by which agency

Or use **METHANE** for shared situational awareness: **M**ajor Incident declared, **E**xact location, **T**ype of incident, **H**azards, **A**ccess, **N**umber of casualties, **E**mergency Services present and required

You will then:

- Inform Pinnacle / Contact Centre / CCRT as necessary
- Activate the Major Emergency Plan if necessary
- Attend the scene as the initial Tactical Silver responder until relieved by Council Silver

When at the scene:

- Report to the on scene Incident Commander at the FCP/JESCC at Tactical (SILVER) Command
- Represent the London Borough of Havering at the scene
- Advise on the Authority's response capabilities
- Keep written records of your activities
- Provide BECC with an initial situation report (SitRep) and Strategic Gold
- Maintain information flow between the scene to Strategic Gold/ The BECC until relieved

ACTION CARD

THE BOROUGH EMERGENCY CONTROL CENTRE

Setting Up The Borough Emergency Control Centre BECC

The BECC is the location from which the Council's response to an emergency is co-ordinated
The BECC must be opened within 2 hours of an incident being reported
The current BECC is located on 3rd Floor Mercury House, Romford RM1 3SL

Responding Officers in the BECC will be:

Council Silver
BECC Manager
BECC Loggist
BECC Link Officer
BECC Message Handler

Setting up the BECC

- Open access routes to the BECC – ensure the building is accessible
- Open BECC
- During out of hours access, use 24hr access pass to enter the building
(Keys for BECC held by the CCRT or can be obtained by breaking glass of red box located in the corridor outside the BECC)
- Ensure that the entrance is clearly sign-posted
- Ensure that all entering and exiting the BECC are logged
- Set up desks with telephones, computers and general office equipment
- Supply each desk with "Major Incident & Communication Message Forms"
- Identify the phone numbers for each incoming and outgoing telephone and fax machine
- Ensure copies of the major emergency plan, business continuity plan and emergency contact details are easily accessible and available within the BECC
- Ensure all persons entering the BECC are aware of fire exits etc
- Ensure that refreshments are available
- Gather together additional resources as deemed necessary
- Inform LLACC and other response agencies that Havering's BECC is operational
- Inform the Havering's communication department

**See: Borough Emergency Control Centre Plan
located within the BECC**

Major Incident & Communication Message Forms

Complete Using
Blue or **Black**
Ink only

London Borough of Havering Major Incident & Communications Message

Incident No.	Message	Date: DD/MM/YY	Time of Call (24hr)	Priority: High / Medium / Low	In Response to Message Ref. No.
<u>Original Message Received From:</u> Name: Organisation / Rank: Phone No./Call Sign/Email: Transmission Means: Phone / Fax / Email / Other (Please State):		<u>Original Message Received by:</u> Name: Organisation / Rank: <hr/> F.A.O: Organisation / Rank:		<u>Message Forwarded To:</u> Name: Organisation / Rank: Phone No./Call Sign/Email: Transmission Means: Phone / Fax / Email / Other (Please State): Time/date Message Forwarded: (24hr)	
<u>Subject:</u> (Incident details including location, timescales, people and resources involved etc)					
Authorising Signature		Printed Name		Date & Time	

PLEASE PHOTOCOPY THIS FORM

ACTION CARD

OPERATIONAL BRONZE

Role and Responsibilities during a Major Emergency

At the scene of a Major Incident there may be a number of Operational Bronzes with specific functions (e.g. Local Authority could have Bronze Transport, Bronze Social Care, Bronze Highways) so each Bronze is leading their own team of specialists.

- You are the Operational Bronze Commander for your functional area
- Your role is operational. You will be given instruction by the Tactical Silver Commander
- You are to manage your required function at the scene

Upon being appointed an Operational Bronze :

- Ensure you are aware of your responsibilities, if not, ask.
- Carry out your function to the best of your ability;
- Maintain liaison with the Tactical Silver Commander

You have a responsibility:

- To deliver the function identified
- To manage your staff
- To Identify requirements of your staff including, welfare, health & safety etc

When at the Scene:

- Ensure communication medium is arranged between your team and Tactical Silver especially anything which could impede the delivery of your service
- Ensure a log is commenced to record decisions and actions within your specific function
- Brief your staff and ensure they are aware of their role within your area of responsibility
- Liaise with Tactical Silver Command frequently

ACTION CARD

TACTICAL SILVER COMMANDER

Role and Responsibilities during a Major Emergency

- You are the Tactical Silver Commander
- Your role is tactical. You will devise the tactics to implement strategy and assign work to Operational Bronzes
- You will be located at the scene at the FCP/JESCC or remotely as Council Silver
- You should not become involved in the operational side of emergency response but remain detached

Upon receiving notification of an incident you must:

- Confirm with Pinnacle/CCRT/The BECC that Strategic Gold has been informed
- Confirm with the first on-scene responder that the Major Emergency Plan has been activated
- Confirm that the BECC has been opened
- Confirm that a log has been started
- Relieve the first responder at the scene (if required)

You will then:

- Liaise frequently between FCP/JESCC and BECC

When at the Scene:

- Provide the BECC with an initial situation report (SitRep)
- Attend the FCP/JESCC
- Report to the on scene Incident Commander at Tactical (SILVER) Command
- Represent Local Authority at Tactical Co-ordination Group meetings
- Advise on the Authority's response capabilities
- Request council staff if expertise is required in a particular service area (e.g. structural engineers)
- Maintain a log of decisions of your activities
- Maintain information flow between Tactical Silver Command and the BECC
- Maintain information flow between Tactical Silver Command and Strategic Gold via BECC
- Maintain information flow between Tactical Silver Command and Operational Bronzes

During Cross Boundary Emergency Responses:

- Utilise mutual aid agreements where necessary
- Introduce communication arrangements between the affected Boroughs
- For Pan-London response, ensure that contact details are available for all Strategic Gold Commanders
- London Local Authority Co-ordination Centre may be operating with the Duty London Local Authority Gold

ACTION CARD

STRATEGIC GOLD COMMANDER

Role and Responsibilities during a Major Emergency

The Strategic Gold Commander will be the Strategic policy maker for the Council in the event of a Major Incident unless London Local Authority Gold Arrangements have been activated in the event of a regional emergency. For that reason the following apply only if LLAG has not been implemented:-

- You are the Strategic Gold Commander
- Your role is to determine the London Borough of Havering's strategic course of action
- You may be co-located at Strategic Gold Command as identified by the Police Service and or you may be requested to attend multi agency meetings on a regular basis
- If the incident requires a Pan London response, verify who the responding London Local Authority Gold is.

Upon receiving notification of an incident you must:

- Ascertain the seriousness of the incident and whether one or more Boroughs are affected
- Where the incident is only affecting the LB Havering, attend the BECC in Mercury House initially
- It may be necessary to attend the Strategic Gold Command set up by the Police Service locally
- Attend Strategic Gold Meetings with Gold's from responding agencies where necessary
- Appoint a loggist to record decisions and actions

You will then:

- Decide upon a strategy and record a strategy statement
- Inform the communications department
- Ensure that all strategic decisions adhere to corporate policy
- Ensure that all strategic decisions take into account business continuity obligations
- Make executive decisions about the use of Council resources
- Relay all strategy information to Tactical Silver for implementation
- Introduce emergency spend protocol
- Agree with other Strategic Gold representatives a communications statement

When at the Scene:

- Do NOT attend the scene unless absolutely necessary
- If you must attend the scene DO NOT become involved with Tactical Decision making process

HAVERING COUNCIL EXIT STRATEGY

An exit strategy will have begun to be developed from the outset of the incident in order to plan for and allow for the eventual stand-down and return to normality.

Whilst each incident is different, this strategy will encompass movement from the following identified levels:

- a) Initial response
- b) Full scale response
- c) Investigation
- d) Recovery
- e) The return to normality

Strategy will be agreed between all the agencies represented at the Strategic Gold multi agency meetings where the overview of all elements is managed.

As an organisation directly involved in Recovery, The London Borough of Havering will have a lead role in the formulation of an exit strategy and longer term elements of recovery operations.

THE DEBRIEF PROCESS

To ensure that The London Borough of Havering identifies and learns lessons from the incident, two forms of debrief take place.

Hot Debrief

This takes place immediately after the incident has ended, usually at the scene. The hot debrief process allows for all responders – those present at the scene and those operating away from the scene – to discuss and share lessons learnt and ask questions. Many debrief processes may happen simultaneously depending upon the location of various responders and the various teams that may be operating at the site. A debrief involving all responders may also take place as they come together at the end of an incident. The hot debrief process ensures that support and information is shared amongst responders and allows learning points to be recorded for future reference and inquiry. It also allows for staff to take the opportunity to identify any further help and support that they themselves may require as a result of the incident. The hot debrief also allows for any safety issues or actions requiring immediate introduction of new systems to avoid similar mistakes occurring.

Cold Debrief

A cold debrief does not take place immediately after the event but at a time and place after and away from the incident scene. Holding a cold debrief allows incident responders and those involved with the incident to reflect upon the incident management and to consider other factors involving the emergency. A debrief that takes place a little while after an incident also ensures that personal issues that the event may have triggered can be identified.

Multi Agency Debrief

A multi-agency debrief takes the form of a joint debrief and may take place as a Hot debrief at the scene or a Cold debrief after the incident – possibly in the form of a Havering Borough Resilience Forum meeting. A multi-agency evaluation of the incident allows for 'lessons learnt' to be shared and discussed and also ensures that best practice can be applied to future response work. A multi agency look at the incident also allows for amendments to procedures and for critique to be given.

HAVERING COUNCIL RECOVERY OPERATIONS

Recovery is an integral part of the emergency management process. It can be characterised as the process of rebuilding, restoring, and rehabilitating the community once the immediate responses to save life, property and recover evidence have concluded. Multi-agency recovery operations should start as soon as possible after the onset of an emergency – ideally in tandem with the response itself.

As the incident progresses towards the recovery phase, the Police Strategic Gold will formally handover to Havering Council. This handover will facilitate the authority's leading role in the return to normality, the rehabilitation of the community and the restoration of the environment in accordance with the Civil Contingencies Act.

In the aftermath of a major emergency, the principle concerns of the Council will be:

- Ongoing business continuity management
- Further support to the emergency services
- Continue normal support and care for the local and wider community
- Use resources to mitigate the effects of the emergency
- Co-ordinate the response by organisations other than the emergency services

Recovery allows for the exploration of opportunities afforded by emergencies

- Establishing what happened
- Identifying improvements
- Applying lessons learned

The return to normality should also comprise of actions that take steps to adapt systems, services, and infrastructure to meet future needs in the event of a future emergency.

The exit strategy is just one part of recovery operations following an incident and in order to give momentum and focus to overall recovery operations, Havering Council Strategic Gold Command may set up a multi-agency Recovery Working Group, (RWG).

This group may be comprised of Havering Council employees who are involved in the provision of a service that may have been impacted as a result of the incident and may also involve representatives from agencies that responded to the incident. The voluntary sector, prominent community members and councillors may also be members of the group.

The group's composition will be dictated by the nature of the incident and the impacts that the incident has had. Generally, a Recovery Working Group will seek to:

- Ensure that longer-term recovery priorities are reflected in the planning and execution of the response
- Ensure that relevant organisations in the public, private and voluntary sectors are engaged in recovery efforts from the earliest opportunity
- Ensure continuity of the management of the emergency once response has concluded

They will also seek to address the principle concerns of the Council as listed above.

COUNSELLING SUPPORT

All those involved within the incident and all staff and organisations that provide a response in whatever way, can be affected. Support to victims, relatives and staff in the form of counselling, should be remembered at every stage as a requirement of the response to a major incident. It must also be remembered that long-term support may be necessary and therefore offered as psychological and psycho-social needs do not necessarily present themselves until long after the event. Counselling is an essential service that must be offered to aid recovery.

MEMORIALS

Memorials, ceremonies or memory activities following a traumatic experience serve an important function in the healing process. A memorial helps to bring closure to a period of grieving and serves as a point from which to move on with regular activities. When considering memorials it is important to proceed slowly and involve victim's families, staff and the community in the planning and decision making process.

Follow up activities are particularly important after events that will have no real closure for an extended time (i.e. because recovery efforts will be slow, identification of the perpetrators may not be resolved quickly or the impact of the event has long-term consequences). In these instances, victims, families, staff and the local community may require on-going support to cope with anniversaries. Periodic memorial services along with the building of a permanent memorial are options that should be considered.

In many instances 'books of condolence' which contain photographs of the victims and messages from friends and relatives (including those left immediately following the disaster) could be produced – these provide the bereaved with a keepsake of their loved ones.

FLORAL TRIBUTES

Floral tributes are becoming more commonplace and as such it is important that an appropriate space is provided for tributes to be laid. It is also important that the removal of tributes is done sympathetically and that timing is also considered. Such considerations can only be made at the time of an incident.

SECTION THREE COMMUNICATIONS

In the event of an emergency, the London Borough of Havering is required both through statutory agreements and through service agreements to fulfil emergency and business continuity management objectives.

During a major emergency Havering must put in place arrangements to warn, and provide information and advice to the public if an emergency is likely to occur or has occurred

ON SITE MEDIA COMMUNICATION

During a major emergency, The Metropolitan Police Press Officer will lead all external communication briefings. Whilst press officers from other responding agencies may be at the scene, the Police Press Officer will have overall authority regarding the release of information. The Police Press Officer will liaise with partner agencies to ensure a joint approach to media briefing and a co-ordinated effort will allow for a holding statement to be produced. This holding statement is an 'earliest opportunity message' that will be delivered to the media regarding the emergency situation.

A media briefing centre will be set up away from the scene of the incident so as not to interfere with the rescue and treatment operation. This centre will deal with all joint and individual agency press releases. Members of the press and media will be present outside the outer cordon and will be allowed police escorted access to the inner cordon as part of the 'pool' process agreed between all press agencies. To maintain consistency, press officers from responding agencies should liaise regularly with the police and each other.

If the major emergency is or believed to be as a result of terrorism, no information will be released to the media without the approval of the Counter Terrorism Command.

CASUALTY FIGURES

The Police will co-ordinate casualty figures through the Casualty Bureau. This Bureau liaises with the Hospitals, Ambulance Service, Survivor Reception Centre and other centres to ensure that numbers are accurate and not subject to speculation.

OFF SITE MEDIA COMMUNICATION

Whilst a holding statement is likely to be the first message delivered to the media, the incident may necessitate a more formalised approach to media management. The council chamber is identified as one off site location for press briefings, conferences and all other press liaison. The decision to initiate use of this facility will be made by Strategic Gold.

The communications department in liaison with other agencies will have a responsibility for the management of this facility.

VIP VISITS

Depending on the scale of the incident, there may be visits by VIPs, such as the Royal Family or Members of Parliament. LBH will assist the Police with these arrangements. Visits will involve additional work and may cause some disruption; however, they can be extremely beneficial to the morale of those affected by an incident and the staff dealing with the emergency response.

INTERNAL COMMUNICATION

It is important for all staff to be kept informed of developments. This ensures engagement, understanding and reduces the spread of misinformation. The Communications Department are responsible for ensuring that all internal staff are briefed appropriately via the intranet and through the use of global email. Staff without access to a computer should receive the Communication's Department message via their Line Manager.

Dependent upon the nature of the incident, radios and the telephone are additional communication tools that can be used. The external Council internet page may also be updated by the Communications Department.

KEEPING THE PUBLIC INFORMED

During any emergency the demand for information from the public will be intense. Whilst the public will be informed via the media, it is important that Havering Council also provides accurate and timely information regarding the emergency. This information must be updated on a regular basis and must be consistent.

Havering Council will inform the public via:

Website

Local Radio

Local Media including social networking sites

Living magazine

Leaflets

COUNCIL WEBSITE

The Communications Department will be responsible for ensuring that the website is kept updated with new information.

LOCAL RADIO

During an emergency, the following local radio stations will be contacted:

- BBC London 94.9 FM
- Time FM 107.5 FM
- BBC Essex 103.5/95.3 FM and 1530 MWBBC London
- Heart FM 106.2 FM
- Capital Radio 95.8 FM

CONTACT CENTRE AND THE PUBLIC ADVICE CENTRE (PASC)

In the event of an emergency the Contact Centre and the PASC (if open) may experience a surge of interest from the public. Both the Contact Centre Operators and PASC will be provided with relevant, incident specific information by the Communications Department. Both services will in turn relay this information to the public as well as providing additional useful information. These details may include diversion routes for buses, new public transport timetables, evacuation points and the location of the Rest Centre (etc)

HAVERING COUNCIL MEDIA OFFICERS

All enquiries received by any member of staff should be referred to one of the following:

AD Customer Services	01708 431375
Head of Communications	01708 434964
On Call Media Officer	07773 210102

COMMUNICATING WITH THE DISABLED AND HARD OF HEARING

Deaf and disabled people rely on a wide range of communication methods, and communication responders should take into consideration that access to existing communication and support systems employed by deaf and disabled persons may be disrupted by the emergency itself. This could make deaf and disabled people more vulnerable to harm, therefore attention should be paid to ensure that these communication mediums are not affected.

SECTION FOUR APPENDICES

LONDON BOROUGH OF HAVERING PROFILE

- The London Borough of Havering was created in 1965 as a result of the merger of the former Romford Borough and Hornchurch Urban District Councils.
- The Borough covers 11,235 hectares (43 square miles) and is London's third largest borough.
- Havering has 6010 hectares of Green Belt. (54%)
- Bordering the north and east: Essex County Council
Brentwood District Council and
Thurrock Unitary Authority
- Bordering the south: 5 km or 3 miles of River Thames frontage
- Bordering the west: Boroughs of Redbridge and Barking and Dagenham

Romford has a traditional and wide range of town centre activities and is ranked amongst the top five shopping centres of Greater London, outside London's West End. Romford also has a street market which trades on Wednesdays, Friday's and Saturday's. The Brewery Development is the biggest town centre redevelopment scheme within the M25 and in combined with The Liberty and The Mercury. Romford is now bigger than Bluewater and Lakeside in terms of retail floor space.

Rail Transport Infrastructure

Havering has the following over ground railway stations:

Romford Station
Emerson Park Station
Rainham Station
Gidea Park Station
Harold Wood Station
Upminster Station

Hornchurch Station, Upminster Station, Upminster Bridge, and Elm Park are all underground stations.

The Channel Tunnel Rail Link also runs through the borough, alongside, but not stopping at Rainham Station.

Road Transport Infrastructure

The A12, A13, A127 and M25 main trunk roads run out through or into the Borough, providing access to Essex, Central London, the Channel and East Coast ports, the national motorway network, (M11 and M25) and nearby Stansted and City Airports, (both of which have routes that

over fly the Borough). Major improvements have been made to the A13, which runs east - west through the south of the Borough, and has been re-routed south of its previous A1306 route.

Population & General Demographics (2019)

- The estimated population of the London Borough of Havering is 259,552.
- Havering has the oldest population in London, with 18% of the population over 65
- 14.6% of Havering residents were born outside the UK
- Following a net population loss of 6.3% from 1983 (240,200) to 2002 (225,100), the population of Havering has increased year on year from 2002, with a 14.5% increase from 2002 to 2018. By 2041 Havering's population is expected to grow to 324,800
- Havering has experienced the largest net inflow of children across all London boroughs in recent years. In a six year period (from 2012 to 2017), 4,343 children have settled in the borough from another part of the United Kingdom

Schools

The Borough has 65 primary, 20 Secondary, 4 Special schools, a 6th Form College and a college of Further Education. Details of these can be accessed via the Havering Borough Council School's department.

Police Bases

There are currently three operational police bases within Havering Borough, and ward based Safer Neighbourhood Teams. These are:

Romford Police Station

19 Main Road
Romford, Essex
RM1 3BJ

Hornchurch Police Station

74 Station Lane
Hornchurch, Essex
RM12 6NA

Romford Patrol Base

Jack Brown House
Unit 22
Falcon Business Centre
Spilsby Road
Harold Hill
RM3 8UR

Fire Stations

There are four fire stations within Havering Borough:

Romford Fire Station

198 Pettits Lane North
Romford, Essex
RM1 4NU

Hornchurch Fire Station

42 North St
Hornchurch, Essex
RM111SH

Wennington Fire Station

Wennington Road
Rainham, Essex
RM13 9EE

Harold Hill Fire Station

Units 8&9 Falcon Business Centre
Ashton Road
Harold Hill
RM3 8UN

Ambulance Stations

There are two ambulance stations in Havering Borough:

Romford Ambulance Station

Oldchurch Road
RM7 OAD

Hornchurch Ambulance Station

Suttons Lane
RM12 6RS

Medical Facilities

The available medical facilities are listed below:

The Hospitals are:-

- Queens Hospital, Romford – Full A & E Facility.
- Victoria Hospital, Pettits Lane, Romford – X Ray, Breast Clinic
- King Georges Hospital, Goodmayes – This hospital has an agreement in place to act as a backup hospital to Queens and vice versa.
- Harold Wood Polyclinic – for minor injuries

There are no private hospitals within Havering.

In addition to the Hospitals outlined above, there are 10 Health Clinics. Mental Health requirements are met through the North East London Foundation Trust, who also manage Community Health Services.

CCTV

CCTV is located within Mercury House on the 3rd Floor. The unit has links to Romford Police Station control room which can take over use of cameras when required.

Borough Transport Facilities

The London Borough of Havering has the following transport services available:

- 7 x 76 seater double decker buses (all have disabled access)
- 3 x 40 seater coaches (all have disabled access)
- 3 x 34 seater coaches (all have disabled access)
- 3 x 32 seater coaches (all have disabled access)
- Havering also has a number of people carriers and courier vans

Rivers

The Rivers Rom, Ravensbourne and Ingrebourne run north – south in the Borough.

The Rom joins the Ravensbourne at the boundary with Barking & Dagenham to become the River Beam and the Ingrebourne runs along the Havering- Essex Boundary.

All rivers cross the London – Tilbury – Southend line and are featured on the EA Flood Maps

The River Thames forms the southern boundary of the borough.

Control of Major Accident Hazards (COMAH)

There is one designated COMAH site in the London Borough of Havering:

Flogas, Marsh Way, Rainham (LPG Supply Depot)

LB Havering is not the Emergency Planning Authority for COMAH sites but will deal with consequences, typically setting up temporary rest centres.

FINANCIAL APPENDICES

EMERGENCY SPENDING

It is recognised that in cases of emergency, goods and services will need to be purchased under circumstances where normal administrative arrangements may not be appropriate. Whilst recognised suppliers should be used wherever possible because existing contracts ensure that goods can be readily procured within the Financial Framework, it is recognised that this may not always be practicable. As such, the Council has an Emergency Spending Protocol in place to manage such occasions. The Emergency Spending Protocol assigns specific codes to each major incident. Purchases should continue to be made in the normal way as the Emergency Spending Protocol Code will be assigned by the Corporate and Community Resilience Team.

Where expenditure is not made by Purchase Card (the preferred method of payment), and an invoice is received by the spending department, they should be forwarded to the Corporate and Community Resilience Team, with all receipts.

For all purchases, the 'Emergency Spend Pro-Forma' Form should be completed.

Written confirmation of the cost of goods or services should also be sought and requested from the supplier within 24 hours. A receipt will be required in all circumstances

EMERGENCY SPEND PRO-FORMA

Personal Details	
Officer Name	
Designation	
Service Area	
Directorate	
Extension	
Emergency Incident FIS Code	
Project Code	

Details of Expenditure				
Date	Goods or Services	Supplier	Estimated Cost	Invoice Ref
# Indicate whether estimated or quoted by supplier				
(Signed)				
(Date)				

THE BELLWIN SCHEME

The Bellwin Scheme is a discretionary scheme that provides central government financial assistance to affected local authorities in the event of a major emergency. Traditionally this scheme has been seen as a response to incidents caused by bad weather. Whilst law does not rule out other types of incidents, it is assumed that the scheme will predominantly apply during these circumstances. It must also be noted that financial assistance through Bellwin is only available for immediate costs incurred or in connection with safeguarding life and property to preventing inconvenience following an emergency. Bellwin does not cover costs for any recovery operations post incident.

PUBLIC DONATIONS

After a major emergency, the Chief Executive may wish to set up an appeal fund to assist the victims and their dependants. Similarly, the public may respond generously and Havering Council may find itself in receipt of spontaneous donations.

The British Red Cross has a published disaster appeal scheme manual and operates a 24-hour duty office service to advise local authorities in these instances. In the event that an appeal is launched, the Director of Legal Services should make the necessary legal arrangements. The Director of Finance will be responsible for all involved administration.

For further information about the British Red Cross disaster appeal scheme, please contact the Corporate and Community Resilience Team who hold copies of the scheme.

DISASTER APPEAL FUND PLAN

The Disaster Appeal Fund Plan was developed by the Greater London Authority for an incident occurring in the Greater London area. The plan is based upon the experience in setting up an appeal fund following bombings in London on 7th July 2005.

Whilst this does not necessarily mean that an incident affecting Havering would qualify, a major emergency could affect an area greater than Havering and therefore invoke the plan.

The plan sets out:

- What circumstances are likely to trigger a disaster appeal fund and how it will be launched
- How to manage the Fund in its early weeks

The decision to launch an appeal fund is made by the Mayor who will make public its purpose and how donations can be made.

The fund will be run as an independent Charitable Trust and, as an initial temporary arrangement, the Trust will be run and managed by a group of interim trustees who will be senior officers of the Greater London Authority.

The plan is not a public document and is held by the Greater London Authority. It is endorsed and supported by the London Resilience Forum.

EVACUATION CENTRE APPENDICES

REST CENTRES

In the event of an incident (major or minor), local authorities have statutory obligations to ensure the welfare of all citizens affected (regardless of whether or not they are borough residents). As such, the London Borough of Havering has a generic Emergency Rest Centre Plan, as well as specific Emergency Rest Centre Plans, detailing local arrangements and agreements for the provision of rest centres in the event of an incident.

NON - NATIONAL CASUALTIES

In some incidents an emergency may involve significant numbers of non British casualties. In such circumstances if the nationality of the victims is known, the relevant embassy should be notified. The Department of Justice should also be approached if assistance is required in obtaining interpreters from private sector providers. The Department of Foreign Affairs (which operates an out of hours Duty Officer System) should also be approached for appropriate assistance and for liaison purposes.

VEHICLE EVACUATION CENTRES

There are a number of large car parks within the Borough which could be used as vehicle evacuation centres. In all circumstances the 'set up' for each of the centres will take approximately 1 hour.

Car Park Name	Car Park Location	Maximum capability.
Town Hall	Main Road, Romford	315
Liberty	Western Road, Romford	800
Mercury Mall	Junction Road, Romford	585
Angel Way	Angel Way, Romford	500
Como Street	Como Street, Romford	190
Rear Town Hall car park	Park End Road, Romford	123
Market Place	Market Place, Romford	482
High Street, Romford	High Street, Romford	42 (Disabled)
Brewery Flat level	Brewery Site (Waterloo Rd)	589
Brewery Multi-storey	Brewery Site (Waterloo Rd)	1089
TOTAL		4715

COMMUNICATION APPENDICES

MOBILE TELEPHONE PRIORITY ACCESS SCHEME (MTPAS)

This is an authorised telephony scheme in which service providers can, in the event of a major incident, limit access to their respective networks and permit emergency services, local authorities and other users with suitably enabled mobile telephones to have exclusive access to have exclusive access to available channels.

This facility is expensive to implement and can cause inconvenience to other responders, such as Transport for London. As a result it should only be initiated after careful consideration and on the authority of Police Strategic Gold. In an extreme or urgent situation Police Tactical Silver may request the implementation of MTPAS

The system works by using MTPAS-enabled SIM cards. These SIM cards are supplied by respective service providers. In Havering specifically, there are 5 holders of MTPAS phones.

It should be noted that the Cabinet Office is the authorising body for MTPAS registration and the number allowed on the scheme is strictly limited to preserve its operational benefits.

