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# Glossary of terms/abbreviations used in this document

<b>CARE CALL</b>	Emergency Telephone Information Service (formerly ETIS) Community Based Services. 24 hour call out arrangements. Used as a contact/co-ordination point for Major Incidents
<b>CEPO</b>	Chief Emergency Planning Officer Tyne and Wear Emergency Planning Unit (EPU).
<b>CBRN</b>	Chemical, Biological, Radiation or Nuclear Incident.
<b>COMAH</b>	Control of Major Accident Hazards Regulations 1999
<b>DEFRA</b>	Department for Environment, Food and Rural Affairs
<b>EPU</b>	Tyne and Wear Emergency Planning Unit.
<b>FSA</b>	Food Standards Agency.
<b>HQ</b>	The established control centre for a major incident is located at the Major Incident Room, 1st Floor, CBS, Civic Centre.
<b>ICP</b>	Incident Control Point Established by Police/Emergency Services at scene. Focus for all on site activities.
<b>ICT</b>	Incident Control Team Group Director of Local Environmental Services (lead officer) Director of Development and Enterprise Head of Cultural Services, CBS Head of Planning Performance & Support, CBS
<b>MIO</b>	Medical Incident Officer
<b>NAIR</b>	National Arrangements for Dealing with Incidents Involving Radioactivity (Police invoke)
<b>NEIL</b>	North East Information Line set up by Northumbria Police
<b>NHS</b>	National Health Service
<b>RIMNET</b>	Radioactive Incident Monitoring Network
<b>SIO</b>	Site Incident Officer, Council Officer attending scene of incident under the direction of the ICT

# Gateshead Council - Major Incident Plan

## Introduction

The purpose of this plan is to guide those officers of the Council who might be called upon in the event of a Major Incident.

**Your role is to act on behalf of the COUNCIL in providing support to the emergency services:**

- in the early stages of an incident
- during the incident as it develops and;
- at the end of the incident when the Local Authority will become involved in any restoration

**The major functions undertaken by the Council can include:**

- assisting the emergency services in evacuating an area
- the provision of rest centres
- help with transport
- provision of information and technical support or;
- other appropriate support as required to assist the emergency services

**In order to ensure the continued effectiveness of this plan:**

- The ICT will ensure that its general content will be reviewed on an annual basis and **when notified of changes by Group/Strategic Directors as they occur.**

- **Group/Strategic Directors** will arrange to ensure that the ICT is advised of **significant changes** to the plan **as they occur** (e.g. closure of a designated rest centre for major refurbishment)
- **Group/Strategic Directors** will arrange to ensure that all Major Incident Plans held in each group are kept up to date.
- **The EPU Principal Officer for Gateshead** will ensure that revised **Key Contact/Telephone numbers** will be **updated as they occur** and be forwarded to **Gateshead personnel for inclusion in the plan on a quarterly basis.**
- **The EPU Principal Officer for Gateshead** will circulate details of changes as they occur.

## 1.1 Major Incident

A major incident can be declared by the Emergency Services. When an incident becomes significant, usually the Police will notify the Local Authority about the situation and provide CARE CALL with a brief position statement:

*"Fire at... (stated location) may need to evacuate nearby residents..."*

This call will make clear the status of the situation:

1. **MAJOR INCIDENT STANDBY.** Formal request to be ready to respond

It **must not be assumed** that the next stage will automatically follow.

2. **MAJOR INCIDENT IMPLEMENT.** Full activation of plan
3. **MAJOR INCIDENT STAND DOWN.** Incident over/contained by the Emergency Services

## 1.2

- 'Emergency' is defined in the Civil Contingencies Act 2004 as:

1. An event or situation which threatens serious damage to human welfare, including loss of human life, human illness or injury, homelessness, damage to property, disruption of a supply of money, food, water, energy or fuel, disruption of a system of communication, disruption of facilities for transport and disruption of services relating to health.

2. An event or situation which threatens serious damage to the environment, including contamination of land, water or air with biological, chemical or radioactive matter and disruption or destruction of plant life or animal life.
3. War, or terrorism, which threatens serious damage to the security of the United Kingdom.

### 1.3 The aims of this plan are to:

- define the Council's expected central response and decision-making arrangements in a major incident.
- ensure that Local Authority staff can respond quickly when requested.
- provide a line of communication and command at the incident which co-ordinates Council activity on site.
- provide the Emergency Services with one point of contact for all Local Authority services.
- guide staff involved through the process of supporting the emergency services.

### 1.4 The Local Authority has two clear responsibilities, to:

- PRIMARY** take steps to minimise the impact of any situation that might arise from the definitions in paragraph 1.2.
- SECONDARY** undertake the co-ordination of advice and assistance from other agencies including public utilities and voluntary organisations.  
**NB** where the involvement of voluntary organisations is requested by either the Emergency Services or the Incident Control Team, the call out and ongoing co-ordination of this effort would be carried out by the Emergency Planning Unit.

## 1.4 Responsibility of Local Authority (cont...)

- During an incident, the ICT will act on behalf of the Chief Executive in determining an appropriate Council response. This team will also determine the need for any involvement of the Chief Executive, elected members or any other Group/Strategic Directors. Group/Strategic Directors will co-operate with any requests made by the team for assistance including access to employees or resources.

Expenditure incurred will be considered in relation to the incident response rather than local budgetary provision.

- Group/Strategic Directors who may become significantly involved in the Local Authority response to a Major Incident will be required to ensure that arrangements are made for a nominated Senior Officer to take responsibility for the daily services provided by that Group during the incident.
- The Council response will include the need for each Group/Strategic Director to ensure that they have adequate administrative support in place prior to, during and after the incident.
- Each Group/Strategic Director must ensure that adequate provision is made for the training and development of staff likely to be involved in a response to a Major Incident.

# Early Alert

## - Major Incident Standby

### SECTION 2

#### 2.1 Key Contacts

At this stage of the incident, the Police will be on site, possibly with other emergency services. In the case of a river issue the Coast Guard or Port of Tyne Authority could also be involved. It could be that an incident attended by the emergency services has started to escalate and in declaring a **MAJOR INCIDENT - STANDBY** the emergency services will consider that there is a strong chance that they will require assistance from the Council during the incident.

The Emergency Services, usually the Police will notify **CARE CALL** of the problem using the code words **MAJOR INCIDENT - STANDBY** or rarely (without any prior warning) **MAJOR INCIDENT - IMPLEMENT**.

**CARE CALL** will immediately advise those staff on the Key Contacts (HQ Co-ordinators) initial call out list who will determine the appropriate course of action to be taken by the Council

The purpose of the alert is to allow the Local Authority to consider the:

- potential consequences of the incident and likely response from the Council?
- which key personnel need to be made aware or might need to be involved?
- specific requests of the emergency services and how they might be met?
- which staff or agencies need to be aware of the situation?

## Major Incident Implementation - Declaration

This stage will usually follow the **MAJOR INCIDENT - STANDBY** but may not. The definitions outlined in the introduction of this document now apply. The emergency services have determined the need for Local Authority assistance in dealing with a situation.

- **Activation:**

The Police (usually) will notify **CARE CALL** of the problem. In this case in the form of a **MAJOR INCIDENT - IMPLEMENT**

**CARE CALL** will immediately advise those staff on the **Key Contacts (HQ Co-ordinators)** initial call out list who will determine the appropriate course of action.

The Local Authority should consider in more depth:

- how to **RESPOND** to any requests from the emergency services;
- **ASSESSMENT** of any other potential problems that may require a response; and
- which **KEY PERSONNEL** or agencies need to be aware of the situation or might need to be involved.

### 4.1 Command and Control

- The command and control of any Major Incident relies upon a co-ordinated and integrated multi agency approach. The Police will normally provide for the co-ordination of this response and will assume control at the scene of all incidents (but at any fire the Senior Fire Officer present will have sole charge and control of all fire and rescue operations). At a railway incident the Senior Railtrack or Metro/Nexus officer will be in charge of rail operations.
- The appropriate Senior Emergency Services Officer at the scene will be in charge until risk to people or property has passed. The Police will arrange to establish clear links between each Emergency Service Control point.
- There are three levels to the incident management structure:
  - **Operational Level - Bronze Command** (forward control point) at the scene which is the first tier of control, attended by Emergency Services personnel
  - **Tactical Level - Silver Command** situated at a location determined by the Police Commander away from the scene to provide overall management of the response. Local Authority Site Incident Officers will be deployed to this location.
  - **Strategic Level - Gold Command** located away from the scene, who will determine the strategic issues relevant to the incident, liaise with central government and other bodies and ensure that sufficient support and resources are available at the incident.

- A representative from the ICT team with delegated authority from the Chief Executive to act on his behalf may be asked to attend this location.
- A Council response will be managed by the ICT consisting of:
  - Group Director of Local Environmental Services (lead officer)
  - Director of Development and Enterprise
  - Head of Cultural Services, CBS
  - Head of Planning Performance & Support, CBS

Where an ICT officer is not available, their nominated representative will attend.

- Where appropriate, an ICT officer will attend the designated accommodation at the Civic Centre (Major Incident Room, 1st Floor, CBS) to manage the Council's response.
- The ICT will determine the specific activities undertaken by the Council and direct the HQ Co-ordinators in this respect. The HQ Co-ordinators will be responsible for the further co-ordination of practical responses and ensure that those managers identified undertake any necessary action.
- The HQ Co-ordinators will attend the designated accommodation (MI Room, 1st Floor, CBS) at the Civic Centre to co-ordinate the Council's response. In the event of denial of access to the Civic Centre, alternative incident room facilities are available at:

**Primary Back-up Facility**

Emergency Planning Unit, Washington  
 contact via Emergency Planning Unit Duty Officer (24 hrs)

**Secondary Back-up Facility**

MI Room, Newcastle Civic  
 contact via Emergency Planning Unit Duty Officer (24 hrs)

See Key Contacts List

- A member of staff from the Communications Service will be the first point of contact for all press in relation to the incident and will issue appropriate statements, co-ordinate Senior Officers for press interviews where appropriate and make arrangements to update the press/media as the incident develops. The Communications Service officer will maintain close contact with the ICT, providing other advice and assistance about public information where necessary and will liaise with press officers from any other services involved. This officer will also ensure that elected members are kept informed of progress.

## 4.2 Action by Northumbria Police

- The role of the Police Service at a major incident is to control and co-ordinate the total operation. This is a necessary pre-condition to enable all the other emergency service inputs to be brought into effect and cannot be over-emphasised. Therefore, it is essential that the police establish contact and liaison with all other key agencies at the earliest opportunity.
- The police are responsible for co-ordinating the activities of all those responding at and around the scene which must, unless the incident has been caused by natural phenomena, be preserved to provide evidence for subsequent enquiries and possible criminal proceedings. Primary Police responsibilities include:
  - Saving of life in conjunction with the other emergency services
  - Protection of property
  - Co-ordination of the emergency services and other support organisations
  - Protection and preservation of the scene
  - Investigation of the incident, in conjunction with other investigate bodies where applicable

- Collation and dissemination of casualty information
- Identification of the deceased on behalf of H.M. Coroner
- Restoration of normality at the earliest opportunity
- Co-ordinate the North East Information Line

## Action by Fire Services

### 4.3

- The primary functions of the Fire Service are to save life, save property, render humanitarian services and protect the environment. The Fire Service will therefore:
  - Take charge of search, rescue and fire fighting operations;
  - Control access to and ensure the safety of all persons entering and working within the Inner Cordon;
  - Prevent further escalation of the incident by tackling fires, deal with released chemicals and other hazardous situations and access information via chemical information schemes as necessary;
  - Implement radiation detection and monitoring procedures where radioactive substances are suspected or are known to be involved;
  - Gather information and make risk assessments in order to give advice to the Police and enable them to advise the public whether to evacuate or stay put;
  - Liaise with the Ambulance Incident Officer and the Medical Incident Officer with regard to providing assistance at Ambulance Loading Points and the prioritisation of injured persons;
  - Consider the effect the incident may have on the environment and take action to minimise this;

- Assist, if requested, the Police with recovery of the dead;
- Participate in investigations as appropriate and prepared reports and evidence for inquiries; and
- Standby during non-emergency recovery phase to ensure continued safety at and surrounding the site if necessary.

#### 4.4

### Action by North East Ambulance Service

- The Ambulance Service forms part of the National Health Service (NHS) response to major incidents and is principally geared to the immediate medical needs of those directly or indirectly associated with the incident and their subsequent transportation to established medical treatment centres.
- The Ambulance Service is primarily responsible for the alerting and mobilising of all NHS resources necessary to deal with the incident.
- The primary areas of Ambulance Service responsibility are summarised as follows:
  - To provide a focal point at the incident for all NHS and other medical resources;
  - The saving of life, in conjunction with other Emergency Services;
  - The treatment and care of those injured at the scene, either directly or in conjunction with medical personnel;
  - To establish effective triage points and systems, and determine with NHS medical support on scene, the priority evacuation needs of those injured;
  - Determine and alert the main 'Receiving' hospitals for the receipt of those injured;

#### 4.4 Action by North East Ambulance Service (cont...)

- Arranging and ensuring the most appropriate means of transporting those injured to the 'Receiving' hospitals;
- To provide transport to the incident scene for the MIO, Mobile Medical/Surgical Teams and their equipment;
- Ensuring that adequate medical personnel and support equipment resources are available at the scene;
- The provision of communications facilities for NHS resources at the scene;
- To maintain emergency cover throughout the operational area during the incident; and
- The restoration to normality at the earliest opportunity.

### 5.1

## Action to be taken by Group/Strategic Directors

- Group/Strategic Directors will need to ensure that an appropriate response is made when requested by the ICT. The action taken will be dependent upon the circumstances of the incident. Effectively, any officers involved in the incident must consider their role in ensuring an overall COUNCIL response rather than focus on individual preferences.

### 5.2

## Action to be taken by the ICT

- The ICT will need to ensure that:
  - the Local Authority responds in an appropriate manner
  - appropriate Group/Strategic Directors are involved and informed about current or potential implications e.g. financial, logistical.
  - Local Authority staff involved are supported by providing clear decisions.
  - there is sufficient information to make decisions e.g. financial.
  - clarification is sought about any uncertainties.
  - clear communication links are in place with the emergency services.
  - the Local Authority regularly contributes information for the emergency services at briefing meetings on site.
  - Chief Executive is made aware of situations when appropriate.
  - Leader of the Council is made aware of situations when appropriate.
  - Elected members are advised where applicable (NB use of Communications Services).
  - HQ Co-ordinators are kept informed

## Action to be taken by HQ Co-ordinators

- Despatch an appropriate officer to the scene.
- In the case of requests for temporary accommodation for persons rendered homeless the ICT should be informed of the numbers involved, details of any special categories and if possible an indication of the duration for which accommodation will be required.
- Secure the provision of temporary accommodation for persons rendered homeless either in Rest Centres or other premises to be made available (or Bed/Breakfast accommodation).
- Co-ordinate the Careline Counselling Service. In the event of mutual aid co-ordinate through the Emergency Planning Unit (Duty Officer 24 hours).
- Issues of Public Relations are effectively managed - making use of the Council's facilities where appropriate via the Communications Service.
- Suitable arrangements for continuity (including rotas) are in place in the event of a lengthy incident.
- In the event of denial of access to the Major Incident Room, ICT/HQ Co-ordinators will operate from the back up site on page 12.

Consideration be given to locating the mobile incident control unit (available via the Emergency Planning Unit) at the scene if it is determined that this would assist the Local Authority Site Incident Officers.

## 5.4

# Action to be taken by Development and Enterprise

- The Group Director Development and Enterprise will be informed of any incident, which involves the activities of the Group.

### 5.4.1

## Property Services

- The Head of Property Services will be informed of the nature of the incident where it involves damage to public or private sector buildings by storm, water, fire, or other external forces. Involvement can include.
  - inspection of the incident (liaising with the Site Incident Officer on-site)
  - call out specialist officers either from the Group, or from Local Environmental Services, where these have not already been called for by the ICT.
  - scale drawings of premises
  - advice on access points

### 5.4.2

## Transport and Highways Services

- The Head of Transport and Highways will be informed of all incidents requiring Engineering advice and/or incidents involving storm damage; flooding; damage to highways, structures, public sewers, watercourses and buildings.
- Senior Member(s) of Transport and Highways staff will be called out to inspect the incident and take charge of Engineering Operations if required.
- Transport and Highways Staff assigned to the incident will report to the Police Incident Officer and Local Authority Site Incident Officer at the Incident Control Point.

- The Senior Officer in charge of the Engineering operations will ensure that the Local Authority Site Incident Officer and the ICT are aware of key issues relating to the incident.
- Deployment of staff on site will be agreed between the Head of Transport and Highways Service and the Group Director of Local Environmental Services.
- If the requirements are judged to be beyond the resources of the Borough, Head of Transport and Highways, in consultation with the Group Director Development and Enterprise and the Group Director of Local Environmental Services should request assistance from neighbouring Local Authorities under MUTUAL AID, carried out through HQ co-ordinators, either directly or through the Emergency Planning Unit Duty Officer, giving an indication of the scale of assistance required.
- In the case of an incident involving damage to highways or the safety of bridges, the appropriate Authority and the owners of the bridge, if not Local Authority owned, will be informed and details given of the action taken or required, but only after the immediate need has been met.
- With incidents involving public sewers, Northumbrian Water will be informed and details of the action taken or required will be given when appropriate.
- Where these sewers or storm-drains discharge into rivers or other open watercourses, the Environment Agency should be similarly informed.
- It is the responsibility of the ICT, through the HQ co-ordinators, to advise and inform those agencies of the immediate action undertaken with regard to their property; and what may be required to restore the property involved in the incident.
- Other aspects might involve:
  - bridge records
  - digital plans
  - highways records

### 5.4.3 Regulatory Services

- The Head of Regulatory Services will assist at major incidents when requested by ICT or HQ Co-ordinators. This can include:
  - appropriate specialist personnel including Environmental Health and Building Control Officers
  - specialist equipment/advice e.g. Health & Hygiene, Food hygiene, Chemicals, pollution, animals, digital mapping, asbestos, water
  - non domestic property data base identifying owners/details of premises
  - securing analytical services
  - involvement with temporary mortuaries in accordance with the Temporary Mortuary Plan
  - animal rabies - implement the contingency plan formulated by the Authority in conjunction with the Police and DEFRA
  - Liaison with DEFRA and FSA in a situation where the incident has implications for food safety.
- For incidents involving the safety of a building, the owners of the building will be informed and details of the action taken or required will be given when appropriate.

### 5.4.4 Planning & Environmental Strategy

- The Head of Planning & Environmental Strategy may be asked to provide:
  - scale maps.
  - access to computerised mapping systems to enable closer scrutiny of the situation.

## 5.5

# Action to be taken by Community Based Services

The Group Director of Community Based Services will be informed of any incident, which involves the activity of the Group.

### 5.5.1

## Housing Services

- The Head of Housing Services will assist at major incidents when requested. This can include:
  - relocation of tenants
  - identification of "long-term" temporary accommodation
  - the utilization, if available, of "hostel accommodation", or other vacant housing stock (including the independent sector)
  - local knowledge of patch based staff
  - Computerised records in some locations of tenants, alarm systems and anticipated numbers of people in flats at any one time (identified through use of computer controlled door entry and pass key systems)
  - Housing Services will receive reports on action taken from the officers involved, and will ensure a report is provided for the ICT.
  - The Gateshead Housing Company will provide assistance at major incidents which can include the relocation of tenants and identification of "long term" temporary accommodation on behalf of the Council.

### 5.5.2

## Adult Services

- The Head of Adult Services will:
  - Arrange social welfare support for persons after their immediate needs have received attention.  
As appropriate, advising people on sources of financial assistance; and

- secure the provision of temporary accommodation for special categories of homeless for whom accommodation in the aforementioned premises would be unsuitable e.g. aged or disabled persons.
- In the case of general provision of Social Welfare support, the Head of Adult Services will arrange for appropriate officer/s to contact persons concerned and inform them of such details as are immediately available such as:
  - The location of person/s requiring assistance, with relatives or other persons concerned, their condition and needs;
  - Any general guidance as to how these relatives or friends might assist the persons concerned; and
  - The Meals Service can be accessed via CARE CALL/HQ Co-ordinators.

### 5.5.3 Cultural Services

- The Head of Cultural Services will identify:
  - provision of rest centres
  - appropriate personnel, to take charge of rest centres
  - emergency feeding arrangements (supplementary)
- The Head of Cultural Services will receive reports on action taken from the officers involved, and will ensure that these are provided for the ICT.
- A list of primary Rest Centre premises nominated for emergency accommodation is set out in Section 6.
- It might be necessary to utilise some of the available resources to disseminate information, which could involve the use of:
  - library buildings
  - mobile libraries
  - community centres

## 5.6

# Action to be taken by Learning and Children

- The Group Director of Learning and Children will be informed of any incident, which involves the activities of the group.
- In the case of requests from the ICT for additional temporary accommodation in schools the Group Director of Learning and Children also the Director of Learning and Schools will ensure the appropriate involvement of officers (including Head Teachers) as well as Chairpersons of Governing Bodies.

## 5.7

# Action to be taken by Central Services

### 5.7.1

## Chief Executive

- The Chief Executive may determine the need for direct personal involvement, depending upon the nature of the incident.

### 5.7.2

## Human Resources

### Corporate Procurement

- The Strategic Director will ensure that any necessary equipment is supplied within the required time scales wherever practicable.  
See action card - Equipment.

### Communications Service

- The Communications Team are trained to handle the media during a crisis. The services they provide includes:
  - Dealing with all media enquiries in conjunction with Police Media;

- Drafting responses and statements, providing key council messages;
  - Organising appropriate spokespeople;
  - Liaising with partner organisations to ensure a joined-up approach when issuing information to the media;
  - Providing on-site support at the scene of an incident, to help deal with any media who arrive on-scene;
  - Where necessary, set up a media centre at the scene of an incident/or the rest centre, to deal with the media in a co-ordinated and managed way; and
  - Provision of a page on Gateshead Council website supplying all relevant information.
- Human Resources Directorate will also provide:
    - Health & Safety advice
    - Personnel advice

### 5.7.3 Finance and ICT

The Strategic Director will:

- Ensure that financial resources are made available to cover whatever expenditure the Council, empowered by the **Local Government Act 1972, Section 138**, considers necessary when an emergency or disaster involving destruction of, or damage to life or property occurs, is anticipated or is imminent. This power, which can be used in the event of any major accident or natural disaster, includes the power to make grants or loans to other persons or bodies, subject to conditions determined by the Council.
- Ensure that the Secretary of State is notified as soon as practical, of any action taken or any grant or loan made, which involves the Council incurring expenditure under the **Local Government Act 1972, Section 138**.

- Ensure that all possible grant assistance is claimed from the Secretary of State under the **Local Government and Housing Act 1989, Section 155 - the BELLWIN Scheme**.

This may apply where:

- a) an emergency or disaster occurs involving destruction of or danger to life or property; and
  - b) the Council is taking action to prevent suffering and severe inconvenience; and
  - c) the costs are not insurable
- Ensure that accurate records are maintained of all expenditure qualifying under the BELLWIN Scheme. This expenditure must be net of any receipts (e.g. from the sale of trees felled by a storm).

5.8

## Action to be taken by Local Environmental Services

- The Group Director of Local Environmental Services will be alerted to the incident by the ICT or HQ Co-ordinators. In the Group Director's absence, contact with the Director, Environmental Services, Director Construction or an appropriate Head of Service will be the alternative. If contacted directly by the Emergency Services, the Group Director, Local Environmental Services will immediately advise **CARE CALL** who will initiate the Major Incident alerting procedures in case the incident escalates. If the situation can be contained, the Group Director of Local Environmental Services will advise **CARE CALL** so that officers alerted can be stood down.
- When requested to assist, the Group might be responsible for:
  - the provision of labour,
  - advice and guidance on construction and highways operational issues

- advice and guidance on street cleansing and related operational issues
  - the provision of plant equipment (if stocked) and materials required and will ensure they are deployed to the appropriate works depots where they will remain on standby until called to the incident
  - direct or hired provision of appropriate vehicles
  - debris or spillage clearance operations
  - emergency feeding arrangements
  - provision of weather information using existing systems/paid consultancy with MET Office.
  - provision of security services
- Deployment of these resources on site after consultation with the site incident officer, will be determined by the Group Director, Local Environmental Services possibly in conjunction with the Head of Transport and Highways, or as determined by the ICT.
  - It is essential that Local Environmental Services be notified of any incident involving substances suspected to be of a chemical or toxic nature. Where it has been determined that a toxic substance is present, arrangements will be made for staff to attend from the Environment Agency and liaison with the Director of Regulatory Services.
  - The Group Director, Local Environmental Services, following liaison with the Environment Agency, will determine the location for the final disposal of any toxic/hazardous substances or contaminated debris emanating from the incident and will arrange a suitable licensed waste carrier to convey this material.

### 6.1 Introduction

The responsibility for Rest Centre Management in Gateshead rests with the ICT in conjunction with Cultural Services from which the designated Rest Centre teams have been drawn.

### 6.2 Activation

The decision to evacuate an area will be communicated by the Police in the first instance to **CARE CALL**.

### 6.3 CARE CALL

**CARE CALL** will immediately advise those staff on the **Key Contacts (HQ Co-ordinators)** list who will determine the appropriate course of action to be taken by the Council.

Rest Centre activation will normally be at the request of the ICT, or one of the HQ Co-ordinators.

### 6.4 Primary Rest Centres

The primary rest centres to be used in an emergency by the Council are as follows:

- Gateshead Leisure Centre, Alexandra Road, Bensham (see map - Major Incident Room)
- Gateshead International Stadium, Neilson Road, Old Fold (see map - Major Incident Room)
- Dunston Activity Centre, Ellison Road, Dunston (see map - Major Incident Room)

**COMPREHENSIVE DETAILS OF REST CENTRES CAN BE FOUND IN THE REST CENTRE MANAGEMENT AND OPERATING PROCEDURES PLAN - A COPY OF WHICH IS HELD IN THE MAJOR INCIDENT ROOM.**

### 7.1

**To assist mobilisation of the LA response contact:**

- During office hours
- Duty Officer, out-of-hours (24 hours)

As listed in the key contacts/Major Incident Plan telephone directory

### 7.2

**The role of the EPU in a major incident is to:**

- Facilitate the provision of advice and assistance to the emergency services, local authorities and other agencies involved in a major incident.
- Activate and co-ordinate the voluntary agency response as appropriate.
- Identify resources within the private and voluntary sectors to assist the emergency services and local authorities in a major incident.
- An officer may be despatched to the Major Incident Room to provide advice and assistance during an incident.
- Provide and maintain the co-ordinating framework for a countrywide/wide area multi-agency response.
- Provide an agreed co-ordination role (eg. Shoreline Response Centre).
- Facilitate the deployment of the mobile Local Authority Incident Control Unit (if required) for use by the LA Site Incident Officer at an incident.

## Major Incidents Stand-down/ Transfer of Control to the Council

- The Police Incident Officer retains overall control of a Major Incident during the life saving and rescue phase, but will eventually transfer control to the Council in consultation with the ICT (on behalf of the Chief Executive).
- This transfer will occur after the incident has been contained and it is considered that there is no likelihood of further escalation. At this time, the Emergency Services may declare Major Incident Stand Down.
- The Council will, if necessary, continue with efforts to facilitate the recovery process and seek a restoration of normality in the community affected. However, the Police will retain control of the incident insofar as it relates to information concerning casualties.
- The ICT will involve the Head of Communications to make any appropriate public statements of fact and to ensure that any relevant elected members are kept informed of progress. This officer will liaise closely with the emergency services.

### 8.1 Closure of Incident

- It is difficult to provide a finite definition to assess when an incident can be closed. Generally, this would occur once the hazard has been neutralised and a semblance of normality has been restored.
- A semblance of normality is likely to arise once roads have been re-opened, residents allowed back into their homes, any welfare provisions such as temporary housing undertaken and any Rest Centres closed.

- In practice, the ICT will have initiated a phased withdrawal of services and resources from the scene as soon as circumstances permit. This will allow a restoration of normality at the earliest opportunity and withdrawal policy should be considered at an early stage to ensure appropriate adjustments are made.
- The ICT will initiate a full stand down when long-term measures to alleviate hardship and repair damage can be dealt with by normal Directorate procedures.
- All local authority officers alerted to the incident will remain available to the ICT until such time as the incident is declared a stand down by the ICT or ultimately the Chief Executive.
- Each Directorate and/or specialist function should collate copies of all logs, records and minutes of relevant meetings along with the findings of subsequent staff debriefing procedures for submission to the ICT at the earliest opportunity.

## Local authority/multi-agency de-briefing

The format for de-briefing after a major incident will be in three clearly defined stages; Stage 1 and 2 co-ordinated by the ICT and Stage 3 by the Police. However, depending upon the scale and nature of the Incident, the Chief Executive may determine the need for a separate arrangement with Group/Strategic Directors.

### 9.1 Stage 1 - Local Authority

At the soonest practicable opportunity (within 24 hours) after the emergency services have requested the local authority to stand down, the ICT will arrange for immediate consideration of the situation. This will take the form of an urgently convened meeting of appropriate Officers who been involved in the incident.

The discussions will address/clarify:

- summary of events
- immediate staff welfare issues
- effectiveness of call out arrangements
- specific activities undertaken by the Local Authority
- initial analysis of the complete Log of events
- any immediate implications for the Council
- ensure that the Local Authority response is completed

### 9.2 Stage 2 - Local Authority

Within 7 days of the incident, the ICT will arrange for more detailed consideration of the events at a similar discussion. This stage of the review will address:

The discussions will address/clarify:

- more detailed review of the Log
- an analysis of what worked well

- issues for consideration by/with other organisations (e.g. emergency services)
- areas requiring additional work
- summary of learning points
- staff development issues
- staff welfare issues
- proposed alterations to the Major Incident Plan

### 9.3 Stage 3 - Multi-agency

A Multi-Agency Post Incident De-brief will take place no sooner than two weeks following closure of the incident (completion of the life-saving and rescue phase) and no later than four weeks. This time-scale has been identified to allow each participating agency to undertake appropriate internal de-briefs prior to the Multi-Agency Post Incident De-brief. Where a Major Incident involves a significantly extended period of 'restoration of normality' under the co-ordination of Gateshead Council, it will be incumbent on the Council to ensure that a further be-brief is held on the conclusion of such actions.

The appointment of the Chair of any multi-agency de-brief will be dependent on the circumstances of the Major Incident as follows:

- Police as an extension of their overall co-ordination role;
- Other Emergency Service/Agency that declares an incident as major or determines need;
- Chair should be senior officer of lead organisation who was not directly involved in response to incident, where possible; and
- Chair will provide venue and administration.

The objectives of the Multi-Agency Post Incident De-brief are as follows:

- Agree on the basic principles of the actions taking during the incident;
- Identify the key lessons to be learnt;
- Identify any positive points that might establish 'good practice' for incorporation in the response to other incidents;
- Identify issues that may be required to be the subject of further review;
- Determine an 'Action Plan' identifying lead organisation(s) and relevant time-scale under which identified items are dealt with; and
- Production of an agreed statement for issue to the media on the findings of the multi-agency de-briefing process.

**COMPREHENSIVE DETAILS OF THE MULTI-AGENCY POST INCIDENT DEBRIEFING CAN BE FOUND IN THE NORTHUMBRIA LOCAL RESILIENCE FORUM PROTOCOL DOCUMENT, A COPY OF WHICH IS HELD IN THE MAJOR INCIDENT ROOM.**

- The issues covered here should be considered by the ICT as long-term objectives in the aftermath of a Major incident, and are neither in order of priority or exhaustive.
- It may be useful to establish specific working parties to address these ongoing issues separately to enable the ICT to stand-down from the incident and resume normal business. Examples of issues, which might need to be addressed, include the following:

### **WELFARE AND VICTIM SUPPORT:**

- initial response
- staff welfare
- de-briefing
- trauma counselling
- use of Care Line
- use of voluntary organisations

### **RECOVERY OF SITE:**

- appropriate Group/Strategic Directors
- community involvement
- damage to the environment
- disposal of hazardous wastes

### **FINANCIAL CONSIDERATIONS:**

- reimbursement of expenditure - available assistance BELLWIN Scheme
- insurance issues
- accurate records of expenditure

### **LEGAL ISSUES:**

- liabilities
- representation at Inquiries
- outside legal assistance

**A log of all events to be completed upon notification of an incident.**

Date:  Time:  am/pm

Message from   
Name:

Organisation:  Telephone   
(inc. std code):

CARE CALL/ICT/Site Incident Officer/HQ/Other   
(please specify):

**Message notes:**

*NB. Record time of incident/any issues for rest centres/transport/works/technical advice/pollution/heating/safety/other as relevant.*

*Details:*

Action required:

Decisions/action taken:

1.
2.
3.
4.

Signed (authority):  Name (print):

Signed (Note taker if different):  Name (print):

**ADMINISTRATION USE ONLY**

Input by: <input type="text"/>	Master log number: <input type="text"/>
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# Immediate Notification of Changes

## APPENDIX B

**Memo to:** Principal Emergency Planning Officer, Emergency Planning Unit  
**Subject:** Gateshead Council - Major Incident Plan

Subject:

Current page (if amendment):  Proposed page (if new/ additional information):

Details:

Contact Officer:  Telephone (& ext. no.):

Subject:

Current page (if amendment):  Proposed page (if new/ additional information):

Details:

Contact Officer:  Telephone (& ext. no.):

Group:	Service:
Signature:	Date:
Designation:	

**Notes:**

1. Use this form also for any suggested amendments you may have.
2. All notifications will be acknowledged/replacement forms issued.





