

Document 6.5

MAJOR INCIDENT PLAN

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(Include local and area mapping as appendices 3 & 4)

1. INTRODUCTION

- 1.1. Major incidents or emergencies can strike suddenly, unexpectedly and anywhere. Many agencies have a part in dealing with the response to the incident and its aftermath. The effectiveness of the total response will depend on how well the emergency services, local authorities and other emergency response organisations have prepared their arrangements and emergency procedures.

2. PURPOSE OF THE PLAN

- 2.1. To provide a framework to achieve a timely and efficient response by Hertford Town Council in assisting the multi-agency response to a major incident.

3. WHAT IS AN EMERGENCY/MAJOR INCIDENT?

- 3.1. An emergency can be defined as:

- ◆ An event or situation which threatens serious damage to human welfare
- ◆ An event or situation which threatens serious damage to the environment
- ◆ War, or terrorism, which threatens serious damage to security

Source: Civil Contingencies Act 2004

- 3.2. Major incidents are characterised by causing widespread disruption, injury to people and damage to property on a scale beyond the capacity of the emergency services, local authorities or the NHS operating under normal circumstances and requiring the special mobilisation and organisation of those services.

3.3. The aim of any emergency plan is to alleviate the effects of a major incident on the public, community and environment.

3.4. Major incidents/emergencies can be divided into four broad categories:

- ◆ **Natural** such as flooding, storms and snow
- ◆ **Accidental** where human error or technical failure causes the emergency such as an aircraft crash
- ◆ **Planned** where the emergency occurs as a result of terrorist or criminal action
- ◆ **Disruption** where, for some reason, essential services are not available for a significant length of time e.g. gas and electricity.

4. EMERGENCY PLANNING IN HERTFORDSHIRE

4.1. Disasters vary in their effects on society and the environment. They demand a combined response, which links the expertise and resources of the emergency services, local authorities and, if necessary, other agencies and voluntary organisations.

4.2. All services and agencies involved in a combined response will work to a set of common objectives which will help to:

- ◆ prevent escalation of the disaster
- ◆ save life
- ◆ relieve suffering
- ◆ restore normality as soon as possible
- ◆ protect property
- ◆ facilitate criminal investigation and judicial, public, technical or other
- ◆ inquiries as appropriate

4.3. The Police, Fire and Rescue and Ambulance Service will normally handle the immediate aftermath of any disaster. Their tasks will include life saving, rescue, body recovery,

investigation, the preservation of evidence and the maintenance of public order. Local authorities will be called upon to support them, making available their services and resources.

- 4.4. The role and structure of Hertfordshire Resilience reflects the value which is attached to co-ordinated, multi-agency planning and the importance of organisations being able to deliver a combined response.
- 4.5. Locally, the co-ordination of such arrangements is handled through the Local Emergency Planning Forum, which considers specific local issues and assesses risks. The Forum is made up of local representatives from the main Hertfordshire Resilience partners.
- 4.6. A command and control system is a vital element of any multi-agency emergency response. Most organisations involved in the emergency response will adopt the following management structure at one or more of the following three levels:
- ◆ Strategic (Gold) – based at Police headquarters
 - ◆ Tactical (Silver) – based in the vicinity of the incident
 - ◆ Operational (Bronze) – based at the incident site
- 4.7. The requirement to implement one or more of these levels will be very dependent on the size and nature of the incident.
- 4.8. The Hertfordshire Resilience Multi-Agency Management Structure for a Major Incident is shown in Appendix 2.

5. THE TOWN COUNCIL'S ROLE

5.1. The Town Council has an important role in supporting and contributing to the emergency response to the incident as follows:

1. Deploying resources held by the Town Council, to assist the response to the major incident.
2. Assisting the compilation and distribution of agreed information to the local population.
3. If required, assisting in the provision of local labour volunteers to help with tasks identified by the police and under the supervision of appropriate agencies.
4. Providing local information and knowledge to the emergency services and other organisations to assist the response to the incident.
5. If requested, assisting the district council in the identification of premises suitable to be used as a local rest/reception centre(s).
6. Assisting in the setting up, operation and participation of public meetings, which may be chaired by the Mayor, and record proceedings, as appropriate.
7. Assisting the local authorities, as appropriate, in the rehabilitation of the local community during the recovery phase.
8. Attending and contributing to the incident debriefing process, as appropriate.

6. OTHER ORGANISATIONS' ROLES

- 6.1. **The Police** assume the management and overall co-ordination of all the activities of those responding at and around the scene. (During the recovery stage, the local authority may undertake co-ordination at the strategic level).
- 6.2. **The Fire Service's** first concern is to rescue people and to prevent further escalation of the incident. They also assist the ambulance service with casualty handling and decontamination issues and assist the police with the recovery of bodies.
- 6.3. **The Ambulance Service** is responsible for co-ordinating effective emergency treatment at the scene and transporting the injured, in order of priority, to nominated hospitals.
- 6.4. **Health Services** ensure an effective medical response including requests from the ambulance service to accept casualties and provide trained staff to act as mobile medical teams.
- 6.5. **Local Authorities** provide support for the emergency services, and care for the local and wider community. When the emphasis of the incident switches to recovery, the local authority will lead the co-ordination of response in rehabilitating the local community and restoring the environment.
- 6.6. **Utility Companies**, including industrial and commercial organisations, may provide support and professional expertise to assist the overall emergency response to the incident.

- 6.7. ***The Voluntary Sector*** can provide support to the emergency and local authorities. They will assist local authorities operate reception centres and can help to provide social and psychological care. (Organisations include WRVS, St. John Ambulance, British Red Cross, Radio Amateurs Emergency Network, Salvation Army, The Samaritans and the clergy)

THE TOWN COUNCIL RESPONSE

7. TOWN COUNCIL LIAISON OFFICER (TOWN CLERK)

7.1. On receipt of an alert from the District Council, activate call out arrangements as follows:

- ◆ Advise the Mayor that an incident has taken place and confirm that they, or a nominated deputy, will be acting as Head of the Town Council emergency response.
- ◆ If appropriate, arrange for the keyholder to open up Town Council property, or suitable local venue, so that it is available to the emergency services as a possible location for the Joint Tactical (Silver) Command, if required.
- ◆ Establish the need for, and if necessary call-out suitable volunteers to assist in the emergency response.

7.2. Inform other key local contacts that an incident has occurred. (Key personalities may include the local clergy, auxiliary services such as St John Ambulance, Neighbourhood Watch and the Headteacher of the local schools).

7.3. Maintain a point of contact at all times.

7.4. Once the call-out phase is completed, move to the Town Council Office and assist in the response to the incident, if required.

7.5. If requested, attend Joint Tactical (Silver) Command meetings to:

- ◆ Offer support to the emergency services and other responding agencies.

- ◆ To represent the Town Council's interests, in consultation with the Head of the Town Council Emergency Response in relation to any other tasks, which the Police (Silver) Commander requests the Town Council to undertake.

NOTE: In consultation with the Head of the Town Emergency Response, decide who will attend the Joint Tactical (Silver) Command meetings and consider who will take over this role should the incident be a protracted one.

7.6. Attend post-incident multi-agency debriefing sessions.

8. HEAD OF THE TOWN COUNCIL EMERGENCY RESPONSE (MAYOR OR NOMINATED DEPUTY)

- 8.1. On receipt of an alert from the District Council or Town Clerk the Mayor or nominated Deputy (e.g. the Leader of the Council) will:
- 8.2. Exercise powers on behalf of the role of Chairman of the Town Council and take overall responsibility for the Town Council's response.
- 8.3. Form a Town Council Sub-Committee to consider and approve funding for specific items required in response to the incident.
- 8.4. Ensure that all Town Council resources and services have been activated or placed on standby.
- 8.5. Liaise with the District Council and other response organisations, as appropriate.
- 8.6. Deploy Town Council resources and obtain additional resources as appropriate, in liaison with the District Council.
- 8.7. If requested, provide information to the Police Press Officer to help ensure a coherent, multi-agency response to the media.
- 8.8. If requested, attend Joint Tactical (Silver) Command meetings to:
 - ◆ Offer support to the emergency services and other responding agencies.

- ◆ To represent the Town Council’s interests, in relation to any other tasks, which the Police (Silver) Commander requests the Town Council to undertake.

NOTE: In consultation with the Town Council Liaison Officer, decide who will attend the Joint Tactical (Silver) Command meetings and consider who will take over this role should the incident be a protracted one.

8.9. Provide regular briefings for Town Councillors.

8.10. In liaison with the Town Council Sub Committee, ensure that all monies spent by the Town Council in response to the incident are accurately identified and carefully recorded.

NOTE: Recovery of costs incurred by the Town Council should be actively pursued. However, it should be recognised that this could be a protracted process involving extensive consultation and liaison with a wide range of organisations.

8.11. Attend post-incident multi-agency debriefing sessions.

9. RESOURCES

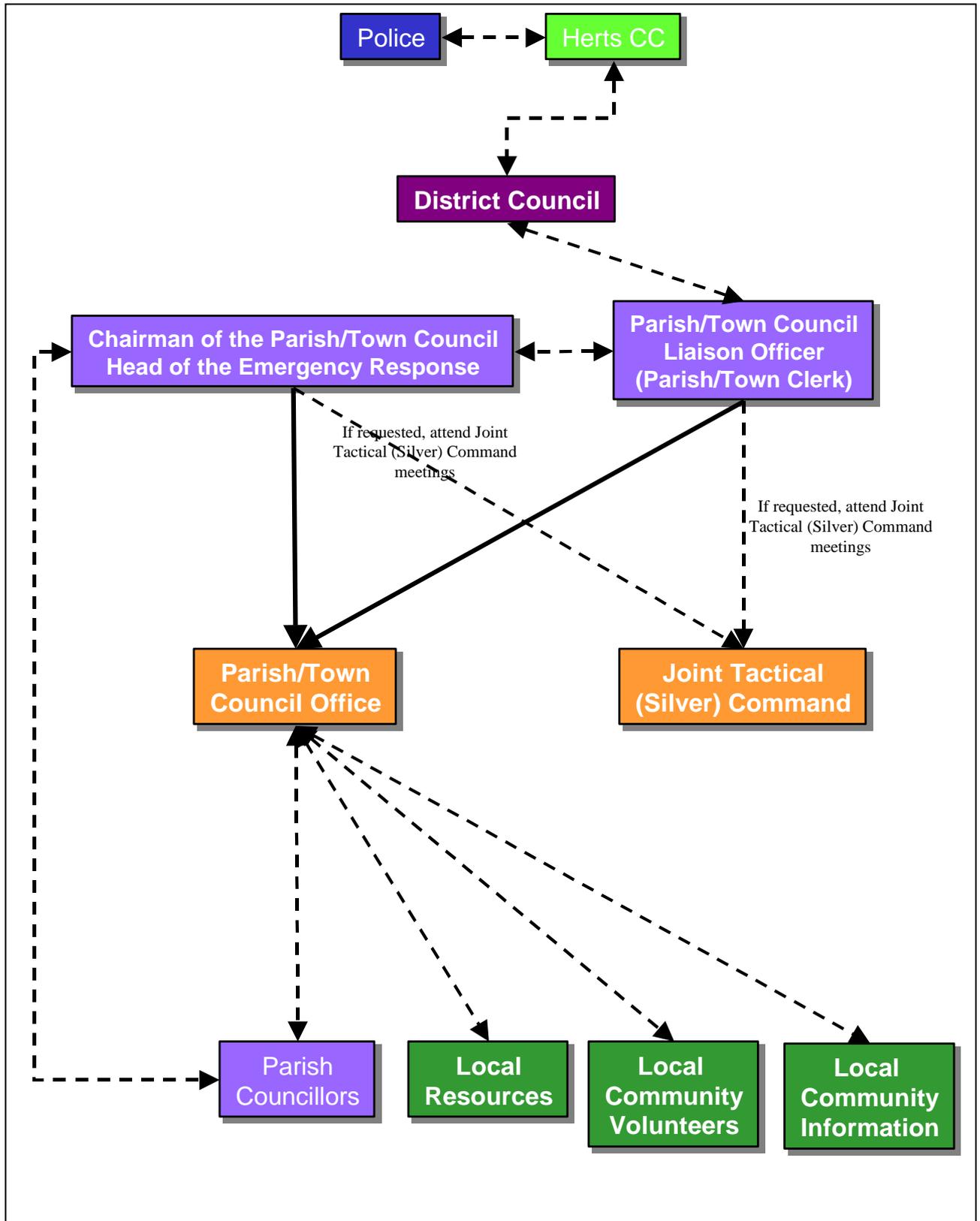
The table below shows the resources which can be offered by the Town Council in the event of a Major Incident

These numbers don't need to be published.

They do need to be shared with the various emergency services noted in this document

Resource	Contact
BUILDINGS	
Hertford Castle	Joseph Whelan – Town Clerk
Mill Bridge Rooms / Seed Warehouse	Ray Haddock Stewart Bray
Tourist Information Centre	Jenny Bullen
Hertford Cemetery	Stuart Baker
VEHICLES	
Transit Van	Stuart Baker

10. APPENDIX 1 – ORGANISATION CHART



11. **APPENDIX 2 – MULTI-AGENCY MANAGEMENT STRUCTURE**

