

London Borough of Merton



Major Incident Plan

ISSUE: 4:25/11/2016

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All amendments and versions of this plan will be approved by the **London Borough Merton.**

This document will be re-assessed on a bi-yearly basis by **LBM or as necessary.**

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Approval

This document is approved and signed by the London Borough of Merton Chief Executive



Ged Curran
London Borough of Merton Chief Executive.
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SECTION 1: LONDON BOROUGH OF MERTON MAJOR INCIDENT PLAN

1.1 Introduction

The Civil Contingency Act 2004 was introduced to ensure the United Kingdom had robust plans in place to deal with an emergency or incident that would pose a significant threat to the country either to human welfare, the environment or as an act of terrorism. Along with the emergency services all local authorities are classed as Category 1 responders, this means they have certain obligations they need to fulfil:

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

The London Borough of Merton (LBM) major incident plan provides information on the Council's response to an emergency affecting the LBM. It gives details of the responsibility of the council and the departments and how they fit in with the major incident plan. Under the Civil Contingency Act it is the Council's responsibility to ensure robust plans are in place to enable the staff to deal with any emergency, which affects the borough.

1.2 Definition of a Major Incident

This is defined in the Civil Contingencies Act 2004 as:

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

NB! Only the emergency services can declare an emergency a Major Incident. However, in respect of the local authority it can also be an event or an incident within the borough that stops the authority from performing its main functions and/or affects a corporate building.

1.3 Aim of the Plan

The aim of this plan is to ensure that in the event of a major incident Merton Council is able to maximise resources, (with assistance from voluntary organisations and neighbouring authorities, if required) and direct it towards the fulfilment of its emergency roles and responsibilities. These are:

- To provide support to the emergency services and help affected people, whilst maintaining council services.
- To co-ordinate the actions of the various organisations called upon by the council to give assistance

This plan is designed to enable the council to respond to any incident or emergency that might arise in or affect the borough, and requires the co-ordination of a multi-agency response.

The London Borough of Merton's **major incident plan** can be activated by:

- An officer of the emergency services if an incident occurs within the borough *or*
- An officer of the London borough of Merton if an incident affects a corporate building

This plan gives information relating to the activation of the plan in the event of a major incident within Merton. There are general day to day incidents the Merton emergency planning team deal with, which do not require the detailed arrangements to be noted in this plan.

1.4 The Role of the Local Authority

Local Authority response will vary according to the type of incident. This plan will be activated where an incident in the borough necessitates a response of two or more departments and the emergency planning section will assume a coordinating role for the duration of the incident

- To support and work with the emergency services.
- To provide immediate help and support to those people affected at the scene.
- To ensure the safety and well being of all staff who are deployed to the scene.
- To support the community in returning too normal as soon as possible.
- To provide mutual aid to other authorities if required.
- To ensure normal service is provided to the borough throughout the incident and after
- To take any lessons learned from the incident and incorporate them into future planning.
- To support the Director of Public Health in the event of an incident in the community that requires an emergency response.

SECTION 2: ROLES AND RESPONSIBILITIES WITHIN EMERGENCY PLANNING

2.1 Civil Contingencies Adviser (CCA)

This is a full time position within the authority. The Civil Contingencies Adviser (CCA) takes responsibility for planning and coordinating the authority's response to an incident or emergency in the London Borough of Merton.

The role of the CCA is;

- To co-ordinate the response of the authority following the decision by an authorised officer, to activate the Boroughs emergency response and management arrangements.
- To be responsible for contacting the BECC manager to enable the activation of the BECC, and to co-ordinate the recording and transmission of data and assisting in the management of the control room day to day operations.
- To work with the BECC Controller during the activation of the BECC to ensure the effective deployment of the councils response.
- To ensure the BECC Information officer is able to monitor requests for information during the incident.
- To ensure the BECC link officer is able to obtain required information to report to the London local authority coordination centre (LLACC) as required.
- Manage and maintain an out of hours' rota and Local Authority Liaison Officer (LALO) list.
- Manage and maintain the Councils out of hours call out directory (SOP 13)

2.2 Local Authority Liaison Officer (LALO)

This position is on a weekly rota basis from Wednesday to Wednesday. To act as a contact and liaison point between the local authority and the emergency services in the event of an incident within Merton, that requires the presence of an officer from the authority at the incident site. To arrange for, and take responsibility for, the deployment of resources requested from the local authority if necessary. *It may be necessary on occasions to deploy more than one LALO depending on the incident and location.*

In accordance with the minimum standards for London the LALO must arrive at the incident no later than 60 minutes after being activated.

2.3 BECC Manager

To activate and establish the Borough Emergency Control Room (BECC), located in the Civic Centre 6th Floor, by contacting the appropriate staff within the authority trained to cover the function coordinator roles. To monitor and supervise the effective set up and running of the BECC. To ensure the well being of staff within the BECC is maintained at all times. Maintain ongoing Corporate Health & Safety activities throughout the incident and activation of the BECC.

2.4 BECC link officer

To act as the liaison point between the LLACC and the BECC during a major incident that involves:

- The London borough of Merton
- A London wide incident
- Any neighbouring boroughs that may require mutual aid from other authorities.

The Liaison officer is required to take details of the information and pass over to the information officer for them to forward on to the necessary function coordinator. The BECC liaison officer role is usually covered by the CCA during a small-scale emergency, however in the event of an emergency as listed above the role would be covered by a specific member of staff.

2.5 BECC Information Officer

To coordinate all information received via the CCA/BECC controller. Issue information and requests to function coordinators and monitor response. Alert CCA/BECC controller to any actions outstanding. To keep records of all requests and transactions.

2.6 BECC GIS Mapping

To assist in planning a response and identifying critical areas at risk a number of maps have been created mapping council assets and areas of interest. These maps are available on Merton Maps and are:

Complete Asset Map
Education Services Map
Healthcare Services Map
Other Areas of Interest Map

2.7 Function Coordinators

This is a volunteer role to assist the BECC Manager/Civil Contingencies Adviser in the event of an incident within Merton that requires the activation of the Borough Emergency control centre. To act on requests received from the Information officer regarding information or resources as quickly as possible. To liaise with the appropriate departments regarding obtaining resources and information. To ensure all requests are dealt with and information passed on as quickly as possible. To keep records of all requests and transactions.

2.8 Rest Centre manager

To manage and run a designated rest centre within the borough in the event of an incident which requires the evacuation of residents and visitors to Merton. The rest centre manager will be activated by the CCA who will contact the designated rest centre to ensure all facilities are opened by the key holder.

2.9 Rest Centre staff

To assist in the running of the rest centre covering various duties i.e. registration, counselling, refreshments, reassurance or advice for the duration of the rest centre opening hours. The rest centre is primarily staffed by Community and Housing staff that will offer assistance with housing needs and welfare. Children's, Schools and Families will also supply staff if required to assist with child welfare needs. Staff from Merton Link may be required to assist with taking register and general council enquiries. The London borough of Merton has a memorandum of understanding (MOU) with the British Red Cross to provide assistance in a rest centre at the direction of the rest centre manager.

2.10 Levels of emergency management

Gold, Silver and Bronze are terms used by the emergency services and Local authorities to describe the different levels of management during an incident.

If a major incident is declared within London (or nationally) a Gold strategic group will be asked to convene. The Gold group consists of senior managers from agencies required to attend. This is predominantly from the emergency services, local authorities, transport groups, utility groups, health and any other agencies whose presence is required.

The London Local Authority Gold lead will be the on call chief executive from a nominated local authority. The CE will be expected to attend the strategic coordination centre to represent all London local authorities' response to the incident. All local authority CE have a requirement to act as Gold for a set timeframe throughout the year. London local authority Gold is activated by the London Fire Brigade-London Resilience Team Gold protocol.

Merton Gold strategy

Strategic group-'Gold'

Depending on the scale and type of emergency within the borough the Chief Executive may call together a strategic (Gold) team to deal with the long-term demands of the incident. The strategic team will decide what actions need to be taken in the short and long term recovery during and after an incident.

The Chief Executive may appoint a director to act as local authority Gold in the event of a local incident.

If the local incident requires a Gold team this will usually be senior managers from the departments affected or relevant responding departments.

Tactical group 'Silver'

The silver group is made up of operational staff that are based at the scene of the incident. In a local incident this is usually the LALO. The LALO will be required to attend meetings on behalf of the local authority with the responding agencies/emergency services. The Police will chair the silver meetings at the scene; all silver representatives will attend the meeting. The CCA operating from the BECC is also regarded as a Silver role as the role requires the coordination of resources and is managed remotely.

Operational group 'Bronze'

The Bronze team members are the operational staff who are sent to assist staff at the scene. This is likely to be staff that attend the rest centre, assisting with transport or building/housing assistance. The operational staff are determined depending on the incident and the requirements requested by the LALO/silver officer.

SECTION 3: ACTIVATION OF THE PLAN AND RESPONSE

3.1 Rising tide

'Rising tide' events can have a lead in time of days, weeks or possibly months. Health pandemics, flooding, extreme weather or animal diseases are all examples where a rising tide event could occur. The council will have to respond to these emergencies as they would to any other incident; however the response and lead up to the emergency may differ from other emergencies. If an event is identified which can be determined as a 'rising tide' incident a strategic management/Gold team may convene to determine the authority's response to the event, this will be determined on the scale and the likely impact of the event.

Merton has prepared a number of plans that are identified as a rising tide event. These are:

- Pandemic flu
- Merton Multi-Agency Flood plan;
- Severe Weather plan;
- Animal disease plan.

3.2 During office hours

During office hours the corporate emergency plan will be activated by a phone call from an officer within the emergency services to the Civil Contingencies Adviser. All the necessary information will be taken by the CCA. Information gathered at this time will determine the level of response required from the authority.

If the incident relates to a Merton corporate building the plan can be activated by a member of staff by contacting the CCA during office hours or the MASCOT

emergency out of hour's service. The activation process is detailed below and in the flow chart attached.

3.3 Out of hours

The **on call LALO** is the initial contact point for MASCOT when they are alerted by the Emergency Services.

The **on call LALO** will take the following action depending on the level of emergency.

3.4 Level 1 Response – Departmental Emergency

Note: It is the responsibility of all departments to ensure they maintain and control their own departmental call out and contact arrangements.

- Contact the emergency services and ascertain the nature of the incident and any relevant details. Also determine the location of the Joint Emergency Services Command Centre (JESCC), Controlled access points and who the LALO should report to.
- Advise the Emergency services of the estimated time of arrival at the JESCC.

Contact a member of the relevant department's Incident Management Team using SOP 13. Give the departmental contact all necessary information, including details of the LALO, so they can establish contact and provide the appropriate support and response.

3.5 Level 2 Response – Merton Council Emergency

Level 2 Response – Merton Council Emergency is defined as: two or more departments involved or a Merton corporate building affected.

- Contact the emergency services and ascertain the nature of the incident and any relevant details using appendix 1. Also the location of the JESCC, controlled access points and who the LALO should report to. Contact the authority's Civil Contingencies Adviser (CCA). LALO to attend the site, the EPO will provide advice and assistance if required. (The CCA will, if necessary activate the Emergency Management Team and open the Borough Emergency Control Centre).
- Advise the Emergency services of the LALO's name(s) and estimated time of arrival.
- The CCA will contact members of the Incident Management Team of each department involved using SOP 13. Give the departmental contacts all necessary information, including details of the LALO, so they can establish contact and provide the appropriate support and response.

3.6 Level 3 Response – Major Incident Declared within the Borough

- Contact the emergency services and ascertain the nature of the incident and any relevant details using appendix 1. Also the location of the JESCC, controlled access points and who the LALO should report to. Contact the authorities Civil Contingencies Adviser (CCA). LALO to attend the site, the EPO will provide advice and assistance if required. (The CCA will, if necessary, activate the Emergency Management Team and open the Borough Emergency Control Centre).
- Advise the Emergency services of the LALO's names and estimated time of arrival.
- The CCA will Contact members of the Incident Management Team of every department, putting them on standby, if not immediately required, using SOP 13. Give the departmental contacts all necessary information, including details of the LALO, so they can establish contact and provide the appropriate level of support and response.
- Contact the Transport Manager and request the Emergency Response/Reassurance Vehicle be deployed to the JESSC if required.

In the event of an incident to a corporate building, the building manager will phone the Duty LALO, who will follow the procedures relating to corporate building emergencies.

3.7 Out of Hour's Payment

All officers who have been allocated duty officer positions within emergency planning (i.e. LALO) are covered by a duty payment for each 7 days of duty, this covers the whole period of duty and for activation during and out of office hours.

All other local authority officers who respond to an incident which is beyond their normal hours of duty can claim usual overtime rates or time off in lieu as agreed by their departmental line manager. *All officers who receive an overtime payment will receive this from their own departmental budget specifically allocated for emergency response.*

3.8 Borough Emergency Coordination Centre

The London borough of Merton emergency coordination centre is located on the 6th floor of the Civic Centre. The emergency planning team have contingency plans that enable a coordination centre to be set up. e.g. if the Civic offices are unavailable. We also have mutual aid agreements with our neighbouring boroughs for the potential use of their facilities. If a decision is made which requires the opening of the BECC the BECC manager will make the necessary arrangements to contact the BECC staff.

In accordance with minimum standards for London the BECC will be activated and operational within 2 hours of being notified of an incident/emergency.

In the event of a communications failure, Merton has business continuity plans in place.

Information regarding activation of the BECC is attached at the end of this document. (Becc Manual).

3.9 Rest Centres

It may be necessary for the Council to provide temporary accommodation for those evacuated from their homes or businesses as a result of an incident within the borough. If an incident is likely to cause a disruption to the community for an extended period the Police will request the Council opens a Rest Centre. A rest centre is a designated building within the borough that is able to meet the temporary accommodation needs of evacuees.

In accordance with the minimum standards for London a rest centre must be opened within 3 hours of notification of requirement.

The purpose of the Rest Centre is to provide evacuees with:

- Shelter and warmth
- Food and water
- Hygienic conditions
- Advice and support.

The authority has identified a number of buildings throughout the borough that can be used as a rest centre if the need arises, these are:

- Youth centres
- Day centres
- Church halls

The authority is also able to use a number of corporate buildings if required. The location of the rest centre is dependent on the incident, access and number of evacuees and can be changed if it is deemed appropriate.

Further information regarding rest centres and the locations can be found in the LBM rest centre plans and is consistent with the National Evacuation & Shelter guidance.

The authority is responsible for setting up, running and staffing the rest centres. Assistance will also be given from local community groups and the British Red Cross.

Humanitarian Assistance

Humanitarian assistance centres (HAC) may be required if the incident is of a larger and long-term scale. All local authorities have identified premises where a HAC can be located. The HAC is a facility where all those affected by the incident can attend to receive information and appropriate support. A building has been identified for Merton where a HAC could be located if required. If this is required activation will be

through the Civil Contingencies Adviser as normal. The London HAC plan identifies sites within London where HAC's can be set up if a large-scale London wide incident. Merton's plan is consistent with the national HAC guidance and the London HAC Plan.

Staffing

Staff who are called to assist in the HAC should be aware and competent in their role. Adult and child social care staff are usually required to staff the HAC. If social care staff are required they will be activated via the Civil Contingencies Adviser who will contact the relevant head of service to arrange the deployment of staff. Staff from other agencies (Police family liaison, benefits assistance, voluntary sector) will also be required to attend and this will be arranged via the Local authority social care staff.

Community Assistance Centre

Post August 2011 and the revisions to the LESLP manual, a local authority may decide to establish a community assistance centre and undertake a detailed community impact assessment to provide support to the affected people and to support recovery of the community. Community assistance centres may be considered particularly where a Police led Humanitarian Assistance Centre has not been activated.

CAC may be appropriate when:

- The impact is concentrated in a particular area of the community
- If a number of areas are affected, several CAC may be considered.
- People are significantly affected and need advice or support but the intensity or impact of the event is of a lower order than would trigger a HAC.

A Community Assistance Centre should be located in an appropriate public building within easy reach of those affected and provide support relevant to the nature of the incident.

Family and friends assistance/reception centres

If a family assistance/reception centre (FFC) is required the local authority will usually be contacted by the Metropolitan police who will request a suitable location for the FFC. The FFC is set up for all family members and friends who require information regarding a loved one during an incident. These centres will be staffed from the local police; voluntary services and local authority social care staff.

Survivor reception centres

Survivor reception centres (SRC) are usually set up by the emergency services to deal with survivors who do not require hospital treatment but require minor first aid at the scene. The emergency services will run the SRC and will find a location as near to the incident site as safely possible. The local authority will assist with the activation if required. The SRC will only be opened for a short time when it will be replaced by the FFC.

In accordance with the minimum standards for London the HAC/FFC and SRC will be opened and active within 3 hours of request.

3.10 Warning and Informing

All local authorities have a duty under the Civil Contingencies Act to warn and inform the public before, during and after an incident. The emergency planning (EP) team work with the communications team during an incident to ensure all messages issued to the public and press are of a clear, consistent and honest nature. The EP team are responsible for raising awareness with the public before an incident. This can be done in a number of ways, via Internet, newsletters, advertising etc.

The communications emergency media plan is held by the Communications team and CCA.

Activation of the LBM communications/press officer is via the Civil Contingencies Adviser.

3.11 British Red Cross

The Emergency Planning team have entered into a 'Memorandum of Understanding' with the British Red Cross (BRC). This enables us to contact the BRC during an incident and ask for their assistance. This would mainly consist of assistance at the Rest Centre but they are also able to help with transport, food, clothing, minor first aid and counselling.

3.12 London Resilience Partnership, Pan London Plans and Frameworks

In accordance with the Civil Contingencies Act the London Resilience Partnership maintains an oversight of emergency planning for London. A number of plans and frameworks have been developed over the years that Merton uses in its planning arrangements, which together form the agreed Minimum Standards for London.

These included:

Mass Fatality Framework

Fuel Disruption Protocol

Resilience Partnership strategy

Structural Collapse response and Recovery Framework

Resilience Partnership Drought arrangements

Flood Response Framework

Multi Agency Flood Response Plan
Reservoir Inundation Guidance for MAFP's
CBRNE Response Framework
Recovery Management Protocol
Training and Exercising Framework
Voluntary Sector Capabilities document
Humanitarian Assistance Plan
Mass Evacuation Framework
Mass Shelter Framework
Excess Deaths framework
Adverse Weather Framework
Pandemic Influenza Framework
Water Supply Disruption Plan
Power Supply Disruption Plan
Identification of Vulnerable People Guidance
Borough Resilience Fora Guidance
London Lessons Protocol
Strategic Coordination Protocol
Scientific and Technical Advice Centre Plan

SECTION 4: DEPARTMENTAL ROLES

Each department within the authority has a role and a responsibility to assist the emergency planning team during an incident. The details regarding responsibilities are shown below. More detailed roles and responsibilities are shown in the Roles and responsibilities section within the appendices.

4.1 Chief Executive's Department

For information on the functions of the chief executive department please click [here](#).

In the event of an incident the department will provide the services listed below:

- Prepare and deliver information to the public.
- Coordinate and advise on media and press liaison.
- Monitor press statements and TV/radio broadcasts.
- Provide information to the relevant council members.
- Provide liaison with communications service providers' e.g. local press/radio as required.
- Provide sufficient officers and support staff for the BECC on request from the CCA

4.2 Corporate Services Department

For information on the functions of the corporate services department please click [here](#).

In the event of an incident the department will provide the services listed below:

- Assume overall control, activation & coordination of the council's response to the incident.
- Provide (out of hours cover) for access to the Civic Centre and other council buildings.
- Provide a management information system and service for the BECC.
- Ensure debriefing of council staff following an incident
- Gather, collate and retain all records pertinent to the incident
- Monitor facilities (e.g. Rest Centres) that have been implemented during an incident.
- Provide legal advice to the council for and at public and other enquiries.
- Provide interpreter services as required
- Arrange for the mobile emergency control vehicle to be deployed when required.
- Provide and staff a customer telephone information line for members of the public during the initial stages of an incident.
- Provide information relating to insurance claims during and after an incident.

- Provide sufficient officers and support staff for the BECC on request from the CCA
- Provide staff to assist in a rest centre location on a general and identified needs base.
- Assist in ensuring all relevant IT and communications equipment is activated and fit for use

4.3 Community and Housing Department

For information on the functions of the community and housing department please click [here](#).

In the event of an incident the department will provide or enable the services listed below:

- Provide monitoring, guidance & co-ordination between the local authority, Director of Public Health and central government departments in the event of a health emergency.
- Provide accommodation to those made temporarily or permanently homeless as a result of the incident **only** if they are unable to arrange own accommodation and their landlord is unable to assist.
- Provide welfare and counselling service for victims and staff involved in the incident
- Provide and obtain information relating to vulnerable adults as required during an incident ensuring liaison with partner agencies i.e. Clinical Commissioning Group (CCG), Voluntary services, utility companies.
- Liase with the Department for work and pensions to provide for any immediate special financial needs of those affected by the incident.
- Take responsibility for staffing the customer telephone helpline if the incident requires it.
- Provide staff to assist in a rest centre location.
- Provide specialist staff to assist in a rest centre location to help with traumatised evacuees.
- Provide sufficient officers and support staff to assist in the BECC on request from the CCA

4.4 Children's Schools and Families Department

For information on the functions of the Children's, Schools and Families department click [here](#).

In the event of an incident the department will provide the services listed below:

- Assist and activate (if necessary) designated rest centres (schools as a last resort)
- Provide staff to assist in rest centre location

- Provide sufficient officers and support staff to assist in the BECC on request from the CCA
- Provide catering facilities to assist at a rest centre within the borough
- Provide welfare and counselling staff within the rest centres as appropriate
- Provide and obtain information relating to vulnerable young people/children as required during an incident ensuring liaison with local partners i.e. Clinical Commissioning Group (CCG), voluntary services, utility companies
- Take responsibility for staffing the customer telephone helpline if the incident requires it.

4.5 Environment and Regeneration

For information on the functions of the Environment and Regeneration department please click [here](#).

In the event of an incident the department will provide the services listed below:

- Provide sufficient officers and support staff to assist in the BECC on request from the CCA
- Provide and maintain appropriate liaison links with Thames Water, Sutton & East Surrey Water, Environment Agency and other necessary stakeholders
- Assist the local police with any issues relating to highways and traffic control
- Provide advice on matters relating to health and hygiene during an incident
- Activate contractors as necessary to assist with an incident that is not within the council's capabilities
- Provide the capability to mobilise resources to conduct small-scale site clearance after an incident.
- Support the emergency services by providing advice relating to spillages and removals of hazardous substances
- Arrange for the removal and, if necessary, storage of any hazardous substances or cylinders within the borough
- Provide advice and expertise in structural safety and demolition
- Provide Geographical information systems, maps and advice
- Assist with the transport and evacuation of those affected by the incident including provision for wheelchair users (this may be in conjunction with social care teams).
- Provide access to council offices and areas within control of the department.
- Provide staff to assist in a rest centre location on a general basis and within the Safer Merton teams.
- Take responsibility for staffing the customer telephone helpline if the incident requires it.

Each department has produced their own Major Incident plan, which is attached at the end of this document. These plans give in depth information relating to an incident and the roles and responsibilities within each department.

5.1 Regional emergencies

In the event of a pan-London emergency pre-determined procedures are already in place. Any large scale incident that affects London or a large part of the city will be coordinated by the London Local Authority Coordination centre as it is likely that full government involvement may be necessary and the London strategic emergency plan may be activated.

5.2 Mutual aid

A mutual aid agreement exists within the London Authorities. This agreement exists for the provision of mutual aid to be requested or administered in the event of a major incident.

If mutual aid is requested from a local authority the request has to be made to either the CE or an authorised person (usually the civil contingencies adviser). If any initial request is made by telephone it needs to be followed by a written request within 4 hours of the initial request being made.

If a London wide or a number of boroughs are affected all mutual aid would normally be coordinated through the London local authority coordination centre. (LLACC)

SECTION 6: VULNERABLE PEOPLE

Vulnerable people are defined as: *'people who are less able to help themselves in the circumstances of an emergency'*.

The council will take all necessary steps to identify people who are made vulnerable in an incident.

As a local authority we can identify vulnerable people who are known to the authority via a number of departments and organisations. During an incident all Category 1 responders have a duty to plan and meet the needs of vulnerable people.

The CCA will contact the appropriate service managers within Community and Housing for adults and within Children's, Schools and Families for children and young adults.

The following organisations also hold information regarding vulnerable people:

- Energy supply companies
- Merton CCG
- Thames Water
- Voluntary organisations

The British Red Cross have the ability to be able to access this information from various organisations during an incident and contact should be made with them to enable this facility to be activated.

The neighbourhood watch organisation within Merton is also able to identify vulnerable adults through the scheme.

SECTION 7: OTHER ORGANISATIONS

Merton is able to call on the assistance of a number of other organisations to assist during an incident, these organisation are listed below:

- British Red Cross (details as shown previously)
- Merton Clinical Commissioning Group
- WRVS/Salvation Army (usually activated by the Silver faith group or the London fire Brigade)
- Merton Voluntary Services Council-to assist during an emergency to provide a range of services, which could include transport or assistance in caring, or counselling of the community.

SECTION 8: UTILITIES

In the event of a major incident within the borough there may be a need to liaise with utility and transport services that could be involved in the incident.

There are various utility groups that can assist in an incident. Dependent on the incident and the location determines what action is taken and who to contact.

Here in Merton we liase and meet regularly with the local utility companies that serve the borough.

Attached is a list of utility and transport companies that we can contact during an incident. The contact details are located in SOP 13 the councils emergency out of hours contact list.

- UKPN
- British Gas (Southern Gas Networks)
- Sutton and East Surrey water
- Thames Water PLC
- Transport for London (street management/bus routes)
- TFL-London Underground
- British Rail (National Rail)

SECTION 9: TRAINING AND TESTING OF PLAN

All staff involved in emergency planning either as part of their usual duty or as a volunteer will receive training related to the role they undertake.

The Corporate management team have all undertaken emergency planning awareness training at the Emergency planning college in York. Any new members of

the team will be placed on the training at a suitable time once they have taken up their posts.

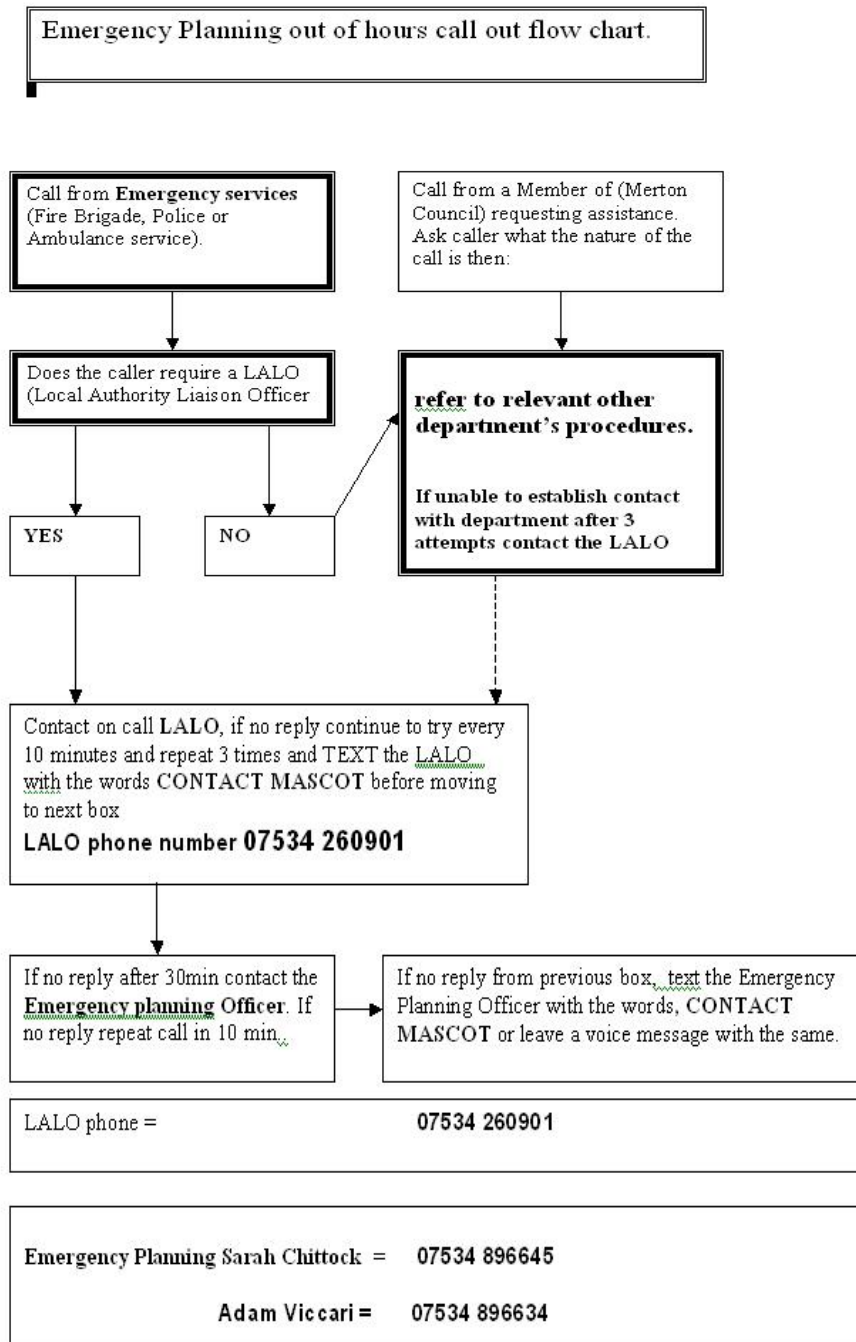
The CCA will ensure all volunteers involved in the LALO, BECC and rest centre roles will receive training to ensure they are able to fully deliver their duties.

All departments' senior managers receive an emergency planning briefing that details the roles and responsibilities of their team and department during an incident. These will be tested either corporately or departmentally on an annual basis; this can be done through a local exercise or a wider exercise where Merton participates on a London wide level.

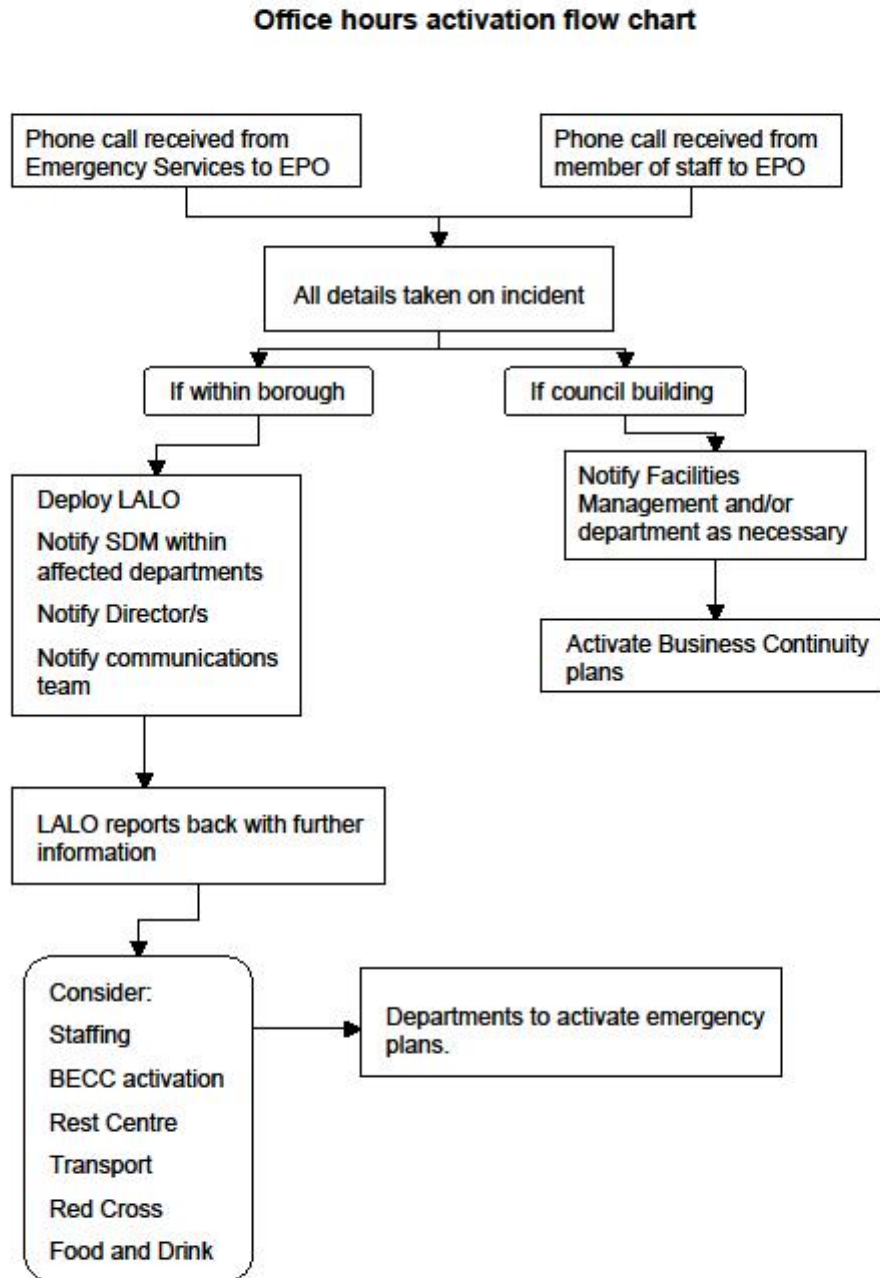
SECTION 10: GLOSSARY OF ABBREVIATIONS AND ACRONYMS

CCA	Civil Contingencies Adviser
LALO	Local Authority Liaison Officer
RC	Rest Centre
RCM	Rest Centre Manager
RCS	Rest Centre Staff
BRC	British Red Cross
BECC	Borough Emergency Control Centre
FC	Function Coordinator
CCG	Clinical Commissioning Group
CE	Chief Executives
CS&F	Children's Schools & Families
C&H	Community & Housing
E&R	Environment & Regeneration
CS	Corporate Services
LFB-EP	London Fire Brigade-Emergency Planning
LAS	London Ambulance Service
LFB	London Fire Brigade
MPS	Metropolitan Police Service
JESCC	Joint Emergency Services Control Centre
LLACC	London Local Authority Coordination Centre

SECTION 11: OUT OF HOURS ACTIVATION FLOW CHART



SECTION 12: OFFICE HOURS ACTIVATION FLOW CHART



SECTION 13: BOROUGH EMERGENCY CONTROL CENTRE ACTIVATION

Activating and setting up the Borough Emergency Coordination Centre will be co-ordinated by the Civil Contingencies Adviser (CCA) if it is deemed necessary. In a major emergency the Safety Services section in the Civic Centre will be converted for use as the Borough Emergency Coordination Centre (BECC). It is estimated that this can be converted and functional within one hour and in accordance with the Minimum standards for London at least 2 hours.

13.1 Activation

The decision to activate the BECC may be made by the Civil Contingencies Adviser, the Safety Services Manager, the Chief Executive or his deputies. This will be in response to an incident within the Borough or in response to an external incident that activates the Pan-London emergency arrangements.

During office hours the Safety Services Manager will arrange for H&S and Emergency Planning staff to be recalled to the office. Outside office hours MASCOT will initiate the Emergency Call Out Procedures following the agreed protocols. The BECC Manager has responsibility for notifying the relevant staff that the BECC has been activated.

13.2 Staffing

The Emergency Management Team operates the BECC. The Management team are officers from the Corporate Services department, made up of the Safety Services Manager (who will manage the staffing and operation of the BECC), the Chief Executive or his deputies, (as Borough Controller) and the Civil Contingencies Adviser. The Emergency procedures allow the BECC manager to second specialist staff from within the council's departments to staff the BECC for the duration the BECC is activated. 'Function co-ordinators' will be drawn from the council departments; these officers represent the core functions of the Council's emergency management process. Staff from the departments will provide administration support to them.

Additional staff may be drawn as necessary.

13.3 Communications

There are Emergency Planning dedicated telephone lines and email addresses which will be connected when the BECC is activated. A directory listing BECC numbers and addresses is provided in a separate document. External agency numbers will be issued to users after the BECC has been set up. There is a facility for Press and Publicity to attend the BECC if necessary during an incident.

APPENDIX A: ROLES & RESPONSIBILITIES

Part 1: COMMUNITY & HOUSING

Introduction

In a council emergency or major incident all departments will have a role to play during and after the incident. During an incident Adult Social Care have a vital role in responding to an emergency within the borough.

Activation

Once a major incident has been declared the Civil Contingencies Adviser will notify the on call duty manager from Community & housing who will activate the Community & Housing Emergency Plan part 1 and part 2 which details the roles.

1.2 Community Care

Responsibilities

- Provide trained staff (Social workers/Social support workers) to assist in a designated rest centre to provide assistance and welfare to residents as required.
- Provide and maintain information relating to location of vulnerable adults within the community and issue this information when necessary to assist in the care and possible evacuation of vulnerable residents.
- Supply and maintain an out of hours contact service in relation to emergencies within the borough.

These responsibilities and actions are detailed in the Community & Housing/Community care emergency plan. .

1.3 Housing Needs

Responsibilities

- To assist in the supply and the provision of shelter and practical support in rest centres. As above e.g. Rest Centre Manager and staff to provide advice as necessary
- To provide and arrange the provision of temporary housing for those displaced residents who cannot find temporary accommodation themselves as required.

These responsibilities and actions are detailed in the Community & Housing/Housing services emergency plan.

Part 2: CHIEF EXECUTIVE'S

2.1 Communication, Press and Publicity

Introduction

In a major incident, the requirements of the media for fast early information will cause extreme pressure on all agencies involved. This pressure will be immediate and sustained and will be exacerbated by the sheer numbers of media who will arrive at the scene within a very short time of an incident occurring. The Media Plan has, therefore, been developed to minimise the pressure on those operational staff directly involved in the incident and to ensure the optimum possible response to media requirements in order to assist the Media in achieving the best and most accurate reporting possible.

Activation

Once a major incident has been declared the Civil Contingencies Adviser will notify the manager/on call officer of the Press & Publicity team who will activate the [Corporate Major Incident Media Plan](#).

Responsibilities

- To ensure all media enquiries are dealt with and responsibility for ensuring all press releases and statements given by members of staff and councillors are cleared for publication.
- To inform all relevant ward members of an incident as soon as possible.
- Provide sufficient staff to assist in the BECC as necessary.

If it is deemed necessary the BECC can accommodate an area for a press officer to attend during the incident.

These responsibilities are detailed in the Chief Executive/Corporate Media plan.

Part 3: CORPORATE SERVICES

Introduction

In a council incident or major emergency all departments will have a role to play during and after the incident. The Corporate Services department have a significant support role to play during an incident.

Activation

Once a major emergency has been declared the Civil Contingencies Adviser will notify the Director or Head of Services from Corporate Services who will activate the CS emergency plan.

3.1 Facilities

Activation

Once a major incident has been declared the Civil Contingencies Adviser will notify

the manager of the Facilities team who will activate the Corporate Services and or Facilities Emergency Plan.

If the incident relates to a London Borough of Merton corporate building it will be the responsibility of the facilities manager to notify the Emergency Planning team to activate the Corporate or Departmental Business Continuity plans if necessary.

Responsibilities

- To ensure access is available to emergency planning team/staff at the Civic Centre during activation of the BECC.
- Provide sufficient staff to assist in the BECC as necessary.
- Provide sufficient security staff within the corporate building as necessary during activation of the BECC.
- To notify the Civil Contingencies Adviser as soon as possible regarding an incident relating to a corporate building.

These responsibilities and actions are detailed in the Corporate Services emergency plan.

3.2 Merton Link

Activation

Once a major incident has been declared the Civil Contingencies Adviser will notify the manager of the Merton Link team who will contact the appropriate staff to assist in the BECC, in a rest centre or to staff a help-line.

Responsibilities

- Provide sufficient staff to assist in the BECC as necessary.
- Provide staff to assist in a rest centre location to aid residents and evacuees with information
- Assist with staffing the emergency help line for the initial stages of the incident (time limit to be determined by affected department but no longer than two hours)

These responsibilities and actions are detailed in the Corporate Services emergency plan.

3.3 Translation Services

Responsibilities

- To provide translation services in the event of an incident at either the incident scene or a rest centre where the need for a translator is evident.

These responsibilities and actions are detailed in the Corporate Services emergency plan.

3.4 Safety Services

Responsibilities

- Assist in the Borough emergency control centre as required
- To supply information to the emergency and management teams regarding any health & safety issues.

These responsibilities and actions are detailed in the Corporate Services emergency plan.

Part 4: CHILDREN'S SCHOOLS AND FAMILIES

Introduction

During a council incident or a major emergency all departments will have a role to play during and after the incident. CS&F's responsibilities range across a wide area from education properties to incidents involving children and young people.

Activation

Once a major emergency has been declared the Civil Contingencies Adviser will notify the on call duty manager from Children's Schools and Families who will activate the CS & F departmental Emergency Plan.

4.1 Education and Social Care

Responsibilities

- Provide trained staff (social workers/social support workers) to assist in a designated rest centre to provide assistance and welfare to residents as required
- Provide and maintain information relating to location of vulnerable children and young people within the community.
- Coordinate the activation of rest centres if located within a school.
- Assist schools in the event of an incident that would require the implementation of the critical incident plan
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Children's, Schools and Families emergency plan and are attached to the main emergency plan as an appendix.

Part 5: ENVIRONMENT & REGENERATION

Introduction

In a council incident or major emergency all departments will have a role to play during and after the incident. The Environment and Regeneration department has a significant role to play during an incident.

Activation

Once a major emergency has been declared the Civil Contingencies Adviser will notify the Director or a Head of Service from Environment and Regeneration who will activate the E&R emergency plan.

5.1 Building Control (Public Protection)

Responsibilities

- Provide advice and assistance to the emergency services relating to dangerous structures.
- Provide support and advise relating to Site Clearance in line with the [Merton Site clearance plan](#) (currently in draft) and the National Guidance on Site Clearance
- Provide advice as necessary relating to the All England Lawn Tennis club championships
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan and are attached to the main emergency plan as an appendix.

5.2 Business Support (Sustainable Communities)

Responsibilities

- Identify departmental staff to assist in a designated rest centre.
- Assist with the provision of information relating to GIS including maps and advice.
- Identify departmental staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.

5.3 Consumer & Business Protection (Public Protection)

Responsibilities

- Provide advice and assistance either in-house or through other agencies relating to infectious diseases and 'food alerts'.
- Assist in the investigation or to offer advice relating to incidents requiring information relating to health and safety at work incidents.
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.

5.4 Environmental Health (Public Protection)

Responsibilities

- To advise or obtain advice with regard to contamination incidents or public health issues within the borough relating to pollution or other environmental health issues.
- To provide advice relating to pest and rodent control
- Provide support and advise relating to Site Clearance in line with the [Merton Site clearance plan](#) (currently in draft) and the National Guidance on Site Clearance
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.

5.5 Safer Merton (Public Protection)

Introduction

The Safer Merton team have a role with reassurance, delivery of information and assistance in the BECC.

Responsibilities

- Neighbourhood wardens to assist at the designated rest centre location with reassurance and security for staff and the evacuees.
- Neighbourhood wardens to assist in the delivery of relevant information to residents by door knocking or delivery of written information relating to an incident before, during or after an incident.
- To ensure vulnerable residents in known neighbourhood watch areas are notified of any incident and to inform the Emergency Planning officer of residents who require extra assistance during an incident.
- Provide sufficient staff to assist in the BECC as necessary.

These responsibilities are detailed in the Environment and Regeneration emergency plan

5.6 Traffic and Highways (Sustainable Communities)

Responsibilities

- Advise where necessary regarding Geographical Information systems relating to information required during an emergency
- Ensure the smooth flow of traffic throughout the borough wherever possible during an incident.
- Maintain roads and highways throughout the borough in the event of severe weather warnings.
- To assist the emergency services with cordoning and traffic re-routing where

necessary

- Provide support and advise relating to Site Clearance in line with the [Merton Site clearance plan](#) (currently in draft) and the National Guidance on Site Clearance
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.

5.7 Leisure & Culture and Greenspaces (Sustainable Communities)

Responsibilities

- To provide public halls, pavilions and leisure centre facilities and other council owned buildings if required as a rest centre.
- To provide body holding areas and burial facilities as required
- To provide specialist agricultural equipment and machinery, fencing, small boats, mobile toilets and mobile offices as required
- To provide advice and assistance in the control and management of arboriculture issues
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan and are attached to the main emergency plan as an appendix.

5.8 Parking Control (Public Protection)

Responsibilities

- Provide information relating to access to Merton car parks.
- Provide information relating to parking restrictions within a specified area and lift parking restrictions if necessary.
- Arrange parking permits as necessary for staff involved in an emergency.
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.

5.9 Regeneration Partnerships (sustainable Communities)

Responsibilities

- To ensure Town Centre managers take appropriate action to inform businesses within area of an incident that may affect them.
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.

5.10 Transport Services (Sustainable Communities)

Responsibilities

- Provide vehicles and drivers to transport residents and vulnerable people in the event of an incident.
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.

5.11 Street Scene & Waste/Waste Operations and Services

Responsibilities

- Provide street cleansing and clearance after an incident within the borough, which may include hazardous substances.
- Ensure annual maintenance plan for gully clearing is adhered to as detailed in the Severe Weather plan.
- To aid or arrange for the welfare of those animals affected by the incident.
- Assist in the removal of waste that includes cylinders which may be hazardous.
- Provide staff to assist in the BECC or within emergency planning roles.

These responsibilities and actions are detailed in the Environment & Regeneration emergency plan.