Borough Major Emergency Plan Part 1

Civil Protection Procedure

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# Protective Marking & Version Control

I. Version Control

This plan is regularly reviewed and updated as and when necessary; it will be reviewed annually.

|  |  |
| --- | --- |
| **Owner** | LBTH Civil Protection Unit |
| **Version** | Version 1.0 |
| **Date of issue** | May 2022 |
| **Reviewed by/Date** | Jason Thomas |
| **Next Review Date** | May 2023 |

II. Protective Marking

This version of the Tower Hamlets Borough Major Emergency Plan has no restrictions.

The annexes however may contain localised information which may include contact numbers so those may be marked Official Sensitive, therefore, links to internal documents are only accessible by Tower Hamlets employees and those who have been given access to Tower Hamlets systems.

III. Distribution List

This document can be made available to the general public.

Public links to the other documents in this suite of plans can be found on the Tower Hamlets Website here [Civil Protection Unit](https://www.towerhamlets.gov.uk/lgnl/community_and_living/community_safety__crime_preve/emergencies/civil_emergency_plan.aspx)

# Introduction

To comply with its legislative responsibilities under the Act, the Council has in place a five-part Borough Major Emergency Plan (BMEP). The BMEP consolidates some of the practical aspects and information that may be required to ensure that the Council can fulfil its responsibilities during a major civil emergency and in the subsequent recovery phase. These plans are maintained by the councils Civil Protection Unit (CPU):

**Part 1** - Civil Protection Procedure (this plan)

**Part 2** - [Emergency Community Care Plan](#_Borough_Major_Emergency)

**Part 3** - [Business Continuity](#_Borough_Major_Emergency_1)

**Part 4** - ICT Disaster Recovery (owned and managed by ICT)

**Part 5** - [Recovery Plan](#_23_Borough_Major)

This plan, all documentation and information contained therein are produced for the purpose of dealing with civil emergencies that may occur within Tower Hamlets, neighbouring boroughs, Metropolitan London, and surrounding counties and/or business continuity events that affect our Council’s services.

A local risk register has been compiled for local risks as identified from the [London Risk Register](https://www.london.gov.uk/sites/default/files/london_risk_register_version_11.pdf) by officers from the CPU. The risks identified cover foreseeable civil protection events and cover short term impact from initial effects, over three days and up to seven days duration. Subsequently, these assessments cover the acute effects of a civil protection event, rather than long-term business continuity specific events, which are assessed as part of stand-alone business continuity impact risk assessments.

## Purpose of the plan

The **purpose** of this plan is to: describe the emergency response arrangements used by the council during a major incident or emergency.

The **aim** of the plan is to: Identify the people, resources, procedures, and organisations necessary to ensure an effective response to an emergency or major incident.

The **objectives** of the plan are to:

* Describe the council’s role and responsibilities during a major incident or emergency
* Identify the roles, responsibilities and resources that are required to manage the incident
* Provide advice and guidance to manage the incident
* Describe processes and procedures in the Council’s response

The Civil Protection Unit (CPU) sit within the Community Safety Division in Health, Adults & Community Directorate and will coordinate the processes to ensure Tower Hamlets can meet their duties as set out within the Civil Contingencies Act.

# Legislation & Statutory Guidance

## Civil Contingencies Act 2004

Local Authority responsibilities for civil protection are contained in the [Civil Contingencies Act 2004](https://www.cambridge.gov.uk/media/1253/cca-short-guide.pdf). The Act, being enabling legislation, is supported by regulations, approved codes of practice or directives and is intended to deliver a single framework for civil protection in the United Kingdom. The London Borough of Tower Hamlets is designated as a Category One responder under the act (along with other Local Authorities, government agencies, the emergency services and NHS bodies) and has a prescribed list of duties.

**Category** **1 Responders (‘core responders’)** are those at the core of emergency response and are subject to the full set of civil protection duties:

Category 1 duties:

* 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
* Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only)

## London Emergency Services Liaison Panel (LESLP)

[LESLP](https://www.london.gov.uk/sites/default/files/leslp_mip_v11.5_dec_2021_-_public.pdf) was established in 1973 to co-ordinate the response to major emergency incidents. It is essential that all the agencies involved work together before, during and after the event, to ensure a seamless joint effort. The LESLP Major Incident Principles help set a structure within which all agencies can achieve this at every level of activity.

In the LESLP Principles, major incident is defined as **“*an event or situation with range***

***of serious consequences which requires special arrangements to be implemented***

***by one or more emergency responder agencies*”**. It will generally include some or all

of the following features:

* The involvement either directly or indirectly, of large numbers of people
* The rescue and transportation of a large number of casualties
* The handling of a large number of enquiries likely to be generated both from the public and the news media usually made to the Police
* The large-scale combined resources of the Police, London Fire Brigade and London Ambulance Services
* The mobilisation and organisation of the emergency services and support services - e.g., local authority, to cater for the threat of death, serious injury or homelessness to a large number of people

Most incidents have four stages that may be separate but generally overlap:

* The initial response
* The consolidation phase
* The recovery phase
* The restoration of normality

*Note:* An investigation or inquiry into the cause of the incident may be superimposed

onto the whole structure.

## Duties of Local Authorities

Our main functions during a major emergency will be to respond to the needs of our residents, maintain our normal services and respond to requests for assistance from the emergency services. The local authority’s role under LESLP includes:

* Providing support for the emergency services
* Providing support and care for the local and wider community
* Using resources to mitigate the effects of an emergency
* Leading the recovery stage

Our response will be flexible and in proportion to resources available to us at the time. This response will need early and continuous information from the emergency services in the form of a warning, standby, or a request for immediate or later assistance.

Requests made may include some or all of the following:

* + Provision of a Local Authority Liaison Officer (LALO) at the incident or at the Forward Command Post (FCP)
  + Professional – technical advice, Building Control, Highways, Environmental Health
  + Physical resources – rest centres, rehousing/accommodation, transport
  + Caring – social services, psychosocial support (trauma teams), helplines, welfare & financial needs
  + Coordination of the voluntary sector; multi-faith groups, Red Cross etc

## 

## JESIP

The JESIP [Joint Doctrine: The Interoperability Framework](https://www.jesip.org.uk/joint-doctrine)sets out a standard approach to multi-agency working, along with training and materials for responding agencies to train their staff. As well as improving joint working between the emergency services, JESIP emphasises the need for all responding organisations to work in a joint and coordinated approach.

Policies and procedures that promote joint working form the basis of the JESIP Doctrine for responding services. Applying simple principles for joint working are particularly important in the early stages of an incident, when clear, robust decisions and actions need to be taken with minimum delay, in an often rapidly changing environment.

## Principals for Joint Working - JESIP

## Describes the JESIP principals for joint working Co-locate Communicate Coordinate Joint understanding of Risk Shared Situational Awareness

## Joint Decision Model (JDM) - JESIP

Describes the JESIP JDM 
Working Together
Gather
Assess
Consider
Identify
Take Action

# Incident Command and Control

Once a significant emergency incident has been declared by any one of the emergency services as ‘Major’ or ‘Catastrophic’ (see London Emergency Services Liaison Panel - Major Incident Principles for definition), each service will establish three levels of command. These levels are GOLD, SILVER and BRONZE. The following section covers these areas, pan London & locally.

## London Local Authority Gold (LLAG)

All London local authority Chief Executives have volunteered to become part of a 24 / 365 standby rota (‘LLAG rota’) which can be activated should any area of Greater London suffer a ‘Significant’ or ‘Catastrophic’ incident. The designated LA Chief Executive will become London Local Authority Gold (LLAG) and attend a designated Strategic Co-ordination Centre (SCC), the LLAG will be supported by the [London Local Authority Coordination Centre (LLACC)](#_London_Local_Authority_2) in a variety of ways dependent on the nature and severity of the incident, the requirements of the Duty LLAG and wider partnerships. To assist the local authority response to the incident the LLAG may take with them a Deputy LLAG and an Executive Officer/Loggist.

During an incident the LLAG will be responsible, and have the ability, to act with executive authority on behalf of all 33 London Borough’s (including the Corporation of London). This responsibility will include the direction of personnel & resources, together with the incurrence of costs. Strategic duties will be similar to those of [Local Gold](#_GOLD_–_Strategic) but will apply London-wide. Should a significant or catastrophic incident occur in the borough of the Chief Executive on standby, another Chief Executive will be substituted, to allow the duty LLAG to remain in, and manage, their borough incident.

The LBTH Chief Executive is part of the LLAG rota and has received training from the London Resilience Group (LRG) to fulfil this role. Further guidance can be found within the [Strategic Coordination Protocol](https://www.london.gov.uk/sites/default/files/public_version_for_website_-_strategic_coordination_protocol_-_version_8_7_oct_2020.pdf) produced by LRG.

## GOLD – Strategic level incident management (local incident)

If required to form, the Council’s Gold Team will consist of the Chief Executive, or deputy, and some or all of the Corporate Leadership Team (CLT). Depending on the type of incident, the Gold Team may also include senior staff from specialised services such as the Head of Communications.

The Gold Team where possible, will be based in the Town Hall, another Council administration building or online via a virtual platform such as Microsoft Teams. Should circumstances dictate, the local emergency services may form part of the Council’s Gold Team, or they may liaise by telephone/Teams.

If the incident doesn’t require a full Gold Group to sit, the Chief Executive or lead Corporate Director will be notified. The Director on-call (DoC) forms part of the on-call Resilience Team Rota available, 365 day per year, for strategic input when required.

## SILVER - Tactical level incident management

Silver level Police, Fire and Ambulance officers will attend the scene and establish a silver command centre (often a vehicle or building between the inner and outer cordons of the incident). As the incident evolves, a Forward Command Post (FCP) will be established.

At the FCP the Silver emergency service / responder officers will form a Tactical Coordination Group (TCG) to share information and make the tactical decisions required. These decisions will be passed down to bronze level operational officers for implementation.

The Local Authority Silver representative, at the scene will be the Local Authority Liaison Officer (LALO) and will become a member of the TCG. The LALO forms part of the on-call Resilience Team Rota, available 365 day per year, to attend the scene of an incident when required. This officer will be the eyes & ears at the scene for the Civil Protection Coordinator (CPC) or [Borough Emergency Control Centre](#_Toc86839333) Team (BECC Team) if formed.

The CPC/BECC Team (if formed), will:

* Manage the Council’s tactical requirements for the incident
* Manage the Council’s operational (Bronze)front line staff
* Liaise with the DoC/Council’s Gold Team if formed

The CPC forms part of the on-call Resilience Team Rota, available 365 day per year to coordinate the council response to an incident.

## BRONZE - Operational level incident management

This level consists of front-line emergency services / responder operational staff at the

incident site, such as - firefighters, police officers establishing and staffing the cordons

and ambulance personnel undertaking triage & treatment of casualties.

The Local Authority bronze staff will be Council employees, providing ‘hands on’ assistance and / or care service for the public (such as Rest Centre Teams) or direct assistance to the emergency services, (such as Structural Engineers). This group report to the CPC or BECC Team if formed, who will coordinate all the tactical decisions for them, enabling them to concentrate on the operational response work in hand.

It is essential for all the services involved at the incident, including the Local Authority, that the parameters of the command levels should not be compromised. Officers of one command level should not make decisions, or undertake the tasks, of another level of command.

The CPC will carry out the duties of the BECC and Silver in the initial stages of an incident. If the BECC is formed the CPC will assume the role of the Resilience Advisor. Further explanations of the duties of Council officers and teams are detailed in the following sections.

A visual representation of the incident command structure can be seen in the diagram overleaf, which shows a standard local authority incident command structure where a BECC is formed.

## London Local Authority Co-ordination Centre (LLACC)

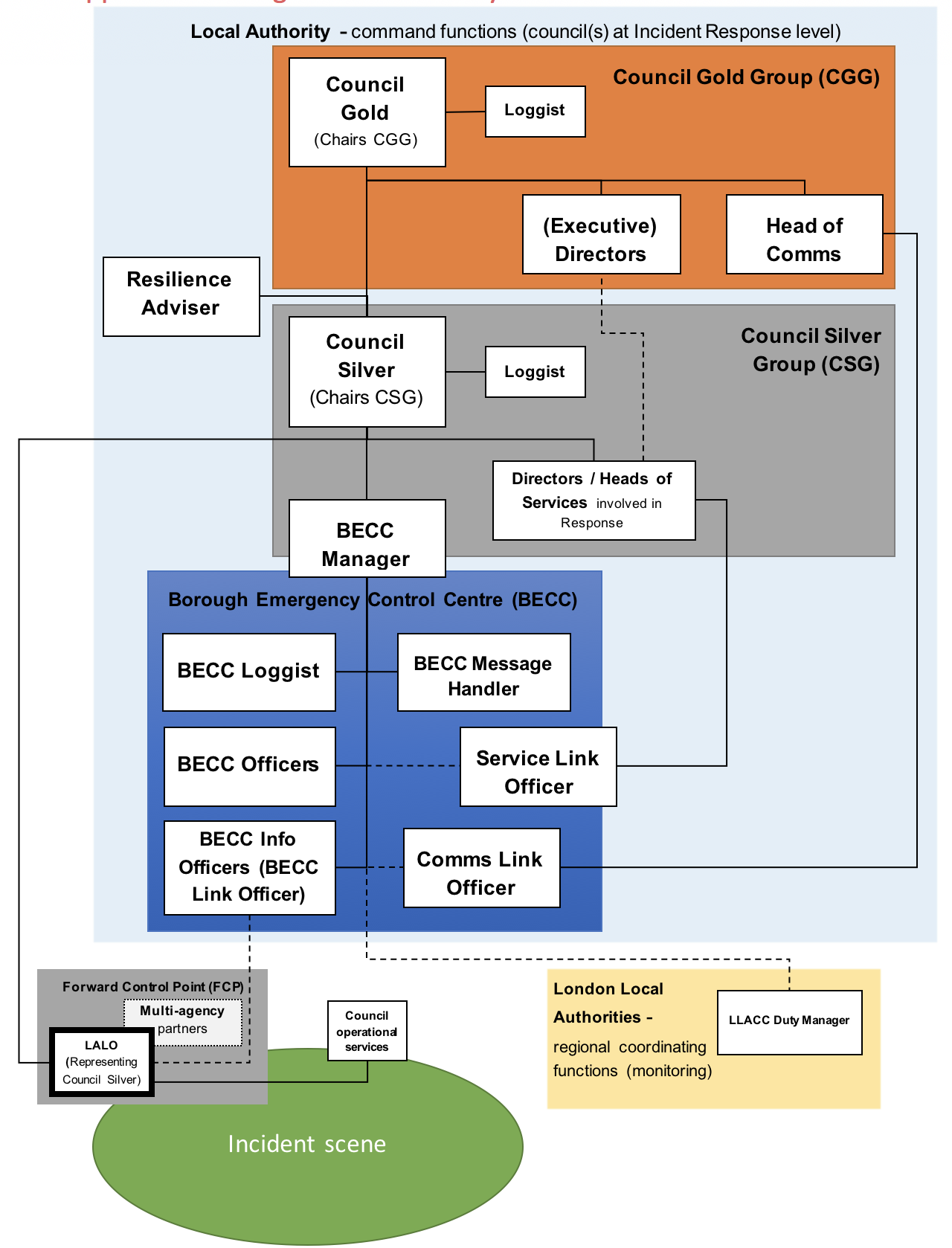
The LLACC is based at the London Fire Brigade premises at Merton. The LLACC’s duties will be to liaise with, and co-ordinate, the flow of information & requests for assistance etc. to all London local authority BECCs. The LLACC is staffed by London Resilience Group officers.

When a [Borough Emergency Control Centre](#_Borough_Emergency_Control_1) (BECC) is activated, all email communication between the Tower Hamlets BECC and the LLACC are via the BECC Link Officer. All telephone communications would be via preidentified BECC telephone numbers notified to the LLACC or virtually via MS Teams.

In the event a BECC is not activated i.e., the incident response does not require one, the CPC/CPU will conduct all communications between the Council and the LLACC.

## Local Authority Incident Command Structure

This diagram shows how a standard incident response is structured where the CPC hands over the role of Silver to the relevant service manager/s dependent on the type of incident.



**\*Note**: This structure can be operated physically or virtually with some adjustments

# Council Support for the Emergency Services

During a major or catastrophic civil emergency, the emergency services may require the Council to support their response. Some examples of emergency equipment, staff, or services they may require, include:

* Local Authority Liaison Officers (LALOs) to attend the Forward Command Post (FCP). This being the ‘front line’ point of contact between the emergency services and the Council’s required response services
* Provide, or arrange for, the management and care of the public during an evacuation. This may involve emergency shelter, accommodation; feeding, counselling, information, and transport (see also BMEP Part 2 - Emergency Community Care Plan)
* Incident and response management teams -Gold (Strategic) at the Town Hall or other location, Silver (Tactical) at one of the Council’s designated BECCs or elsewhere, and Bronze (Operational) front line response staff, who may be located anywhere within the Borough
* Manual labour (direct or contracted)
* Plant & equipment (i.e., cranes, shovel loaders and tippers etc. from Council contractors)
* Plans of housing estates, blocks, services, roads, and redevelopment sites
* Plans of underground, or concealed services for which the Council has responsibility (utilities companies - gas, electricity, telecommunications, and cable TV etc. - are responsible for their own systems)
* Provision of expert support staff with specific skills or qualifications - Building Control Officers, Highways, Surveyors, Engineers, Health & Safety and Environmental Services, Social Workers, and counsellors etc

Additional services may be required to respond to the needs of the local community, staff and those directly affected by the emergency. Some examples of the operatives and / or services they may require, include:

* Transport, with drivers, for people or materials (direct or contracted)
* Provision of buildings for various emergency uses, which may include all, or some of the following, with or without supervising staff
* Incident management, ambulance triage, decontamination areas assembly, reception, evacuation, help and information, survivor and friends & relatives’ reception, media information, medical care centres, body-holding areas, vehicle marshalling areas, and refreshment and standby areas etc.
* Communications and/or help and information systems, including telephone helplines, local newspapers, Social Media updates, websites, text, email and staff at the involved sites or areas, giving face-to-face information including press and media briefings
* Registration, statistical information, and the collation of information for the Police Casualty Bureau
* Assisting with, and marking, road diversions and closures
* Dynamic risk assessments for buildings, or areas where the emergency services (or our staff) are operating
* Any other request for assistance (or response) that will reduce the impact of the emergency and assist with the return to normality

# LBTH Customer Contact Centre (CCC)/ Out of Hours

## The Customer Contact Centre (CCC)

CCC is the main in hours switch board for residents to contact the Council by phone. The service is staffed during normal office hours. Outside of office hours, contact with the Civil Protection Coordinator is via the CCTV Service and may be the first line of contact with the emergency services, or the public out of hours. During office hours, the CCC will contact the CCTV Service when specific emergencies are reported or when a Council response to an incident is requested by the emergency services. The CCTV Service hold the contact details for the Civil protection Unit and all on call services including the Resilience Team rota and will direct the call accordingly.

## CCTV Service

* The CCTV operator will contact the CPC, or the out-of-hours contact for a specific service as requested by the emergency services (such as Building Control, Environmental Health, Highways etc.)
* CCTV operator will ensure that the message/request is received & acknowledged by the appropriate officer (i.e., not relying on leaving a message on an answerphone)
* CCTV operator will share information on any visual they may have on the incident via CCTV cameras in the area
* CCTV operators can put out a radio call for available THEO’s to attend the scene to act as LALO
* Liaise with the CPC or LALO via phone or Airwave Radio throughout the duration of the incident
* Prepare and publish a report of the incident based on the incident log / records
* If required, designate a member of staff, who has been involved in the response to the incident, to attend the debriefing or incident enquiry

# Civil Protection Co-ordinator (CPC)

During an emergency the CPC may undertake some, or all of the following functions:

* The implementation of the [Borough Major Emergency Plan](#_Purpose_of_the) (BMEP) in total or in part
* Activate emergency staff and provide, or arrange for, co-ordination and advice to individual officers, the [Corporate Leadership Team](#_London_Local_Authority_1) (CLT), [Borough Emergency Control Centre](#_Borough_Emergency_Control_1) Team (BECC Team), the Council’s [Local Authority Liaison Officers](#_Local_Authority_Liaison) (LALOs), [Senior Humanitarian Assistance Officers](#_Senior_Humanitarian_Assistance) (SHAO’s), emergency services, voluntary groups, transport, and statutory service providers etc. for the duration of the incident
* Contact and activate the [Director on call](#_Director_on_call) and provide co-ordination and advice to them and other officers for the duration of the incident
* Arrange for the opening of Council and community buildings for emergency use
* Identify & request the opening of building/s for use as Emergency Centres
* Request, or provide assistance to the other London boroughs under current mutual aid arrangements
* Keep CCTV & the Communications Team informed on progress of the incident
* Keep a log of the incident and details of expenditure
* In exceptional circumstance, undertake duties as part of the [Gold Support Team](#_London_Local_Authority_1) under the current [London Local Authority Gold (LLAG)](#_London_Local_Authority_3) arrangements.

Following the incidents close, the CPC will be responsible for the following to aid recovery and the return to normality: -

* Convene and chair the incident hot and cold debriefing sessions for all involved internal and external stakeholders
* Become a member of, or advise, the [Borough Recovery Team (BRT)](#_Borough_Recovery_Team)as required
* Prepare a report of the incident for the Chief Executive and CLT
* Incorporate any changes required in procedures, training and the BMEP, as a result of best practice lessons identified from the incident

# Local Authority Liaison Officer (LALO)

The emergency services may require a Council officer (LALO) to attend the Forward Command Post (FCP), to liaise with, and receive the emergency services requests for Council assistance and advice. The LALO will also be the ‘eyes & ears’ of the Council at the incident and will continually liaise with and update the [CPC](#_Civil_Protection_Co-ordinator) and BECC (if activated)**.**

LALOs must have a sound working knowledge of how the Council conducts its business. The officers nominated for the task are fully trained to a standard level as per the London Resilience Training requirements. In office hours, this role may be carried out by a member of the Civil Protection Unit or a Tower Hamlets Enforcement Officer (THEO). Outside of office hours (1700 – 0900), the CPC will deploy a LALO from the Resilience Team Rota.

The following is a minimum list of kit and clothing:

* LALO tabard, ID Card, and transport
* Suitable clothing for adverse weather conditions
* Mobile telephone and charger
* Action card/contact lists
* Log sheets and /or notebook, pens pencils etc
* UHF radio and/or Airwave handset (issued, as required, at time of incident) and charger

# Senior Humanitarian Assistance Officer (SHAO)

The Senior Humanitarian Assistance Officer (SHAO) forms an integral part of the Council’s emergency response command structure. SHAO’s assist the CPC and the Council’s emergency response by providing assistance with Vulnerable Person (VP) checks, engaging with social workers during emergencies, setting up Emergency Centres and a number of humanitarian tasks, some of which the CPC would otherwise have to manage.

SHAO’s must have a sound working knowledge of how the Council conducts its business and understand the needs of residents in an emergency. The officers nominated for the task will be determined by the skills they possess, and the assistance required at the time. Outside of office hours (1700 – 0900), the CPC will refer to the “Resilience Team Rota” to assign a SHAO to an emergency. During office hours the CPC will draw upon any available SHAO resource.

During an emergency the SHAO may undertake some, or all of the following functions:

* Run VP checks of residents involved in the incident, reporting findings back to the CPC
* Engage with the social workers of any VPs identified
* Consider the medication needs of those identified, reporting findings back to the CPC
* Confirm location and lead on setting up of Emergency Centres and arranging for it to be staffed with rest centre volunteers
* Brief the Emergency Centre Manager on the type of incident and what to expect upon arrival
* Book hotel rooms for those who require alternative temporary accommodation
* Liaise with other support agencies such as Registered Providers of Social Housing (RPSH)
* Take appropriate action on any requests received from the CPC
* Keep records of all actions, decisions made, or directions given
* Ensure handovers with relevant ongoing support services when stood down

SHAO’s have been trained to fulfil this duty. In-house and external Humanitarian Assistance training, plus refreshers and exercise participation, will continue to be offered to all those undertaking this role.

# Chief Executive, Corporate Directors, Directors, and Council Members

The Chief Executive has the overall responsibility for the management and co-ordination the Council’s response to a major civil emergency. Some or all of the responsibilities shown below may be delegated to a deputy, the CPC, or the Corporate Leadership Team (CLT).

## Director on call

The Director on call (DoC) forms part of the overall Resilience Team Rota. Director level cover is on a 1 week on call rolling rota which follows the same pattern as the CPC on call rota period. Where possible they will attend internal and external civil protection briefing sessions, courses, seminars, and exercises arranged by the CPU and external organisations.

They will be required to support the Council’s response to a civil emergency and form a Gold Team to manage the Council’s strategicresponse, during and following the incident. Following this initial response, they will form, or lead a Borough Recovery Team (BRT)to assist in returning the Borough to a state of normality as soon as possible.

## Gold Team (Strategic) Responsibilities

To identify events during an incident that will require a strategic solution, including those received from the [BECC](#_Toc86839333), Central Government or [LLAG](#_London_Local_Authority_3). Identify and implement responses and monitor these throughout the incident. For example:

* Dealing with any disruption to the day-to-day life of the area involved
* Arranging for the establishment of lines of help, information, and advice for residential and business residents
* Ensuring continuity of delivery of the Council’s essential services, whilst emergency response services are being rendered
* Manage press and media interest (in conjunction with the emergency services) and ensure appropriate communications with all stakeholders
* Arranging regular briefing sessions for Council Members during the incident
* Liaise with any emergency service Gold Commander or Gold Team(s) in existence
* To liaise and work directly with a neighbouring borough’s Gold group, when the incident is ‘cross border’, to ensure a joint service response, issuing of identical information & advice and media statements
* Authorise the maintenance of essential records relating to the incident and cancel, temporarily, any planned archive destruction system
* Discontinue the over-recording of all CCTV camera footage and preserve and archive same until confirmedthat the data is no longer required by the Police
* Arrange and assist with VIP visits to the incident
* Monitor the emergency costs incurred by the Council for future Bellwin Scheme claims. For further information on the Bellwin Scheme please go to; <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/653402/Bellwin_Scheme_Guidance_Notes_2017-18.pdf>
* Authorise the establishment and use of emergency finance codes for special, or immediate, finance during an incident
* Establish a Borough Recovery Team
* Arrange, or co-operate with other organisations, for the establishment of any disaster fund
* Assist with, or make arrangements for, future ‘memorials’ following the incident
* In general, to relieve the BECC, Bronze level staff and LALO of all strategic decisions during the incident

## Borough Recovery Team (BRT)

Part or all of the composition of this team will be the responsibility of the Gold Team/CLT. The duties of this team will be the creation and management of any initiative designed to assist the Council’s infrastructure (road and transport systems etc.) to return as soon as practical to normality. It will also consider, along with Registered Providers of Social Housing (formerly Registered Social Landlords), re-housing strategies and the counselling of staff and residents. At the incident’s close, continue the initial arrangements made by the Gold Team - i.e., information to the general public, memorial services, disaster funds and recovery of emergency expenditure (Bellwin Scheme) - to enable the Gold Team members to resume their normal day-to-day responsibilities. See [BMEP Pt.5 – Recovery Plan](https://www.thebridge.towerhamlets.gov.uk/service-areas/contingency/civil-protection-unit)

## Council Members

Major emergencies in the Borough are rare but when they happen, they can be very disruptive, causing damage to infrastructure, harm to people and sometimes threatening community cohesion. These are times when everyone wants to help and be part of the work to restore normality. Elected Members have a crucial role during incidents, particularly in relation to community leadership. Specifically, they can provide reassurance messages to the community. The following guidance should be observed carefully by all Members in the event of an incident occurring in the Borough. It emphasises that elected Members do not have an operational role during incidents other than that detailed below. They must refer any approaches and requests for assistance made by the emergency services at any incident scene to the Director on Call, The Gold Team or The Council’s Communications Team.

Cabinet Members

* The immediate management of the Council’s response will remain with the Chief Executive and the Chief Officers; however, it may be necessary for Cabinet Members to consider the wider implications for the Council and the Borough as a whole
* The Elected Mayor will be the Lead Member for this purpose and will involve member colleagues as appropriate. Cabinet Members may be required to speak to the media but will do this as arranged by the Council’s Communications Team, who will liaise with the Cabinet Members as appropriate.

All Members (Councillors)

* Information will be relayed to Members via the Communications Team as appropriate. There are, however, two important points to note:
* General information on any major incident is always best obtained from rolling news services on either radio, TV (BBC 24, Sky News etc.) or the internet (media websites)
* The need to keep Members informed must be balanced against other requirements of an emergency, where the safety of residents and the preservation of the borough infrastructure are the first considerations.

Ward Councillors have an important role because their knowledge of residents, businesses, community representatives and the geographical area. They are also known locally and respected as community leaders.

The role of Ward Members can therefore include:

* + Visiting Evacuation / Rest / Reception Centres
  + Helping to identify vulnerable residents and
  + Helping to communicate with community groups

Members should always make contact with the Director on Call or the Communications Team who should notify the Council Silver or the CPC before making visits. They should also ensure they carry their Council ID card and mobile phone, and that the phone is always charged, to facilitate communication. A useful guide can be found here

[A councillor's guide to civil emergencies | Local Government Association](https://local.gov.uk/publications/councillors-guide-civil-emergencies)

# Directorates’ General Emergency Responsibilities

Every Corporate Director will ensure that 2nd & 3rd tier officers within their directorate have attended Silver (tactical level) training carried out by the CPU or an external provider. Training Modules are produced by the London Resilience Group and all officers are trained in accordance with this to ensure all boroughs are trained to the same standard.

Once trained, Silver Officers responsibilities are:

* To represent their directorate and/or the Borough if stood-up as “Council Silver” during a major incident
* As Council Silver, act as the Council’s Tactical level Incident Manager during an incident. They will be tasked with delivering the Strategic objectives of the Gold Team, making, and sharing tactical decisions related to the incident with the CPC, the BECC and Bronze level staff, and informing the Gold Team of any such actions and decisions that may require adjustments to the overall strategy
* Ensure that staff within their service area with the required skills (such as structural engineers, environmental health officers) who carry out front line response team duties (Bronze/Operational) attend Silver Training as and when required
* Keep an up-to-date contact/call list for the officers within the services they manage. The list will include staff names, job titles, residence location (area only) and their work, home, and mobile telephone numbers.
* To attend, or delegate a deputy to attend, relevant meetings, exercises and seminars arranged by the CPU.

If contacted during an emergency the Silver level officer, will:

* Ensure that a log of all actions or expenditure by staff are completed at the time and collated following the incident
* Liaise and update the CPC on their actions

All Directorates are responsible for the following recovery requirements:

* Ensuring that normal day-to-day services are covered by staff not involved in the emergency response (business continuity)
* Prepare a report for their Corporate Director and the CPC of their teams’ actions and expenditure
* Advise, or assist the Gold Team / BRT (if formed) and assist any other action that will aid in returning their service to a condition of normality
* Attend any arranged incident briefings, or post incident de-briefing sessions
* Implement any changes to protocols to improve the team’s performance, highlighted as ‘lesson learned’ from the incident
* Where the Directorate is responsible for producing, publishing, implementing, and managing a part, or special duties section, of the BMEP, they should keep this current and ensure that the CPU is supplied with all updated information

# Additional Directorate / Division Responsibilities

In addition to civil protection emergency responsibilities listed in previous sections of this plan, many will have additional duties due to the day-to-day special skills they possess. They will often work in conjunction with the emergency services. These activities may include:

## Place Directorate

Building Control:

* May be requested by the emergency services to assist in assessing the stability of damaged structures and ordering emergency ‘making-safe’ works if necessary

Facilities Management:

* Identifying and making available buildings and open areas for emergency use (various types of survivor and evacuation centres, marshalling areas and emergency management control rooms)
* Supplying temporary and long-term building space and workstations for staff, due to lack of access (cordons) or serious damage, or the destruction of their building (e.g., business continuity arrangements)

Transport Services:

* Provide buses and drivers for transporting staff and evacuees

Street Services (Highways):

* Street closures, diversions, and signage
* Removal and disposal (assisted by other agencies) of obstructions, and debris from the highway
* Drain and gully clearance
* Damming or blocking of drainage entries to inhibit the entry of pollutants or contamination
* Assisting in the recovery and safe disposal of obstructions and contained or uncontained chemicals on the highway, working in liaison with the Environmental Health Section & other (external) organisations

Environmental Health:

* Assisting in identifying, holding and disposal of pollutants, and contaminated debris etc. (in conjunction with Street Services, see above)
* Active membership of a Health Advisory Team (HAT), if formed, to advise on health aspects of an incident
* Safety & Health information for the local Community
* Assisting with the establishment and staffing of any Body Holding area, or Temporary Mortuary facility

## Children’s Directorate

The Directorate is responsible for:

* Assisting the CPU in designating a minimum of 25 schools in geographical borough-wide locations for use as Emergency Centres. Should the Borough or one of the neighbouring boroughs be involved in a significant incident that requires major evacuations, or movement of exceptionally large numbers of people, many, or perhaps all of the Council’s schools may have to be utilised
* Arranging for the School Premises Managers (SPM) and their deputy to attend CP awareness and special evacuation training sessions
* Opening schools when requested and provide the facilities requested (where possible) to assist Emergency Centre teams to convert them for emergency use
* Ensuring that the SPM remains in contact for the duration of the emergency use of the building
* At the incident’s close, assist in returning the building to normal use

## Health, Adults & Community Directorate

The Directorate is responsible for:

* Adult Social Care Services
* Counselling, and trauma service for impacted residents and emergency staff
* Support from THEO’s and other areas in the Community Safety Division. Such as CCTV Service and the Civil Protection Unit

## Governance Directorate

Communications (Press & Media):

* Provide out a 24/7 out of hours contact
* To attend (as requested/required) incident locations (FCP), Gold, Silver and Bronze locations during an incident, to advise and assist with press and media briefings, public information and internal communications as required and to represent the Council at a Media Co-ordinating Centre (MCC) if established (may also be requested to establish an MCC).
* Liaise with partner agencies/emergency services communication teams to ensure continuity in comms lines.
* Updating the public via Tower Hamlets Website, social media etc.
* Update Tower Hamlets Staff using the SMS text messaging system in and out of hours

## 

## Resources Directorate

Customer Contact Centre (CCC) or switchboard:

* The CCC’s responsibilities are shown in more detail in [Section 5](#_The_Customer_Contact)
* ICT services

# Safety of Emergency Call-out Staff

The normal risks involved when travelling to and from work, the time of day, mode of transport, etc. are every employee’s own personal responsibility. When on work related official stand-by, or when contacted at home or elsewhere, (i.e., out-of-hours), and requested to attend an incident, the employee is deemed to be at work.This applies not only to the work location, but also the journey there and back. Health & Safety at Work legislation applies during these periods as if they were normal working time.

Personal safety risks that exist may be equal to or exceed those in a normal work environment. Travelling or working alone may increase the risks still further. Emergency staff and their line management must be aware of these extra risks and try to eliminate or reduce them. Some of these risks may be:

## General

* Communications whilst travelling to, from, or at the incident
* Inclement weather conditions, the time of day, and the personal, protective, clothing /equipment required
* The chosen mode of transport and the prevailing road conditions
* Personal safety and security
* Any medication or alcohol consumed previously, which may affect them whist driving or working

## When contacted and before leaving home

* Check who is calling, and the location of the incident requested to attend
* If you are unable to attend the incident, the caller must be informed immediately. This may be due to being unwell and/or the consumption of medication (some types can cause drowsiness or other side effect). If alcohol has been consumed, involvement in the incident response must be declined
* Alwaysprovide the caller with thedetails of the transport and route to be used and an estimated arrival time
* Dress for the prevailing weather conditions, the type of incident and the possibility of the incident lasting for an extended duration
* TakeID, money/cash card, mobile phone, pens, and paper
* If possible,inform someone at ‘home’ of all the above, inform the CPC, or leave a note

## On arrival at the designated location

* If a motor vehicle is used,park and secure the vehicle in a sensible and well-lit location
* Confirm a safe arrival with someone at home, CPC, or the BECC if activated
* Report to the officer-in-charge before getting involved
* Always rememberthatthose involved in an emergency may be distraught, traumatised or mentally / physically unstable. They may not realise that you are a volunteer and there to help them. You may therefore be subject to abuse and assault, so be as considerate and helpful as possible, but aware of any possible risks
* Opportunist thieves are just as likely to be active during an emergency as at other times, so keep personal possessions close to you, or have them secured. You are fully insured by your employer during work periods, not your personal possessions

## When leaving the incident to return home

* Don’t drive if over-tired, feeling unwell, or if alcohol or medication has been consumed. If necessary, the CPC can arrange suitable accommodation following attendance at an incident
* Inform the person-in-charge or the CPC that you are leaving, again giving your mode of transport, route, destination, E.T.A. and remember to report your safe arrival

As required by safety legislation, a dynamic risk assessment for staff attending out-of-hours callouts has been completed by the CPU. This assessment is regularly reviewed and is available to all (emergency) staff on request, from Civil Protection & Business Continuity Manager.

# Civil Protection Procedure - Implementation Process

Information regarding an incident and requests for support will be passed from the Emergency Services to the CCTV Service, or direct to the CPC.

A LALO will be placed on standby or mobilised to the incident. Depending on the type and severity of the incident, a member of the CPUor a Tower Hamlets Enforcement Officer (THEO) may also undertake LALOduties.

During office hours, the Chief Executive or relevant lead Corporate Director will be informed of the incident by the CPC. Out of office hours the Director on Call will be informed.

The CPC will contact, place on standby, or request resources to attend the incident, or some other location. This could include:

* + - Registered Provider of Social Housing (RPSH) staff,for information, or evacuation assistance to the emergency services or for emergency repairs
    - Senior Humanitarian Assistance Officer to implement the Emergency Community Care Plan (BMEP Part 2), for Vulnerable Persons checks, evacuee care and management
    - Children’s Directorate for provision of schoolsfor all types of evacuation and Emergency Centres
    - Facilities Managementfor access to buildings and open areas for use as Emergency Centres and marshalling areas
    - The on-call Communications Officer (or Head of Communications) being advised of the situation by the CPC and be requested to standby or attend the incident or another location and be kept informed regularly
    - Other directorates/departments will be informed and requested to standby, where their specialist skills staff may be required to attend the incident later
* All staff involved will commence liaison with each other as necessary as soon as practical, following their activation
* The Chief Executive, the Elected Mayorand a Ward Member for the area involved in the incident will be advised of the situation and the response services initiated by the lead Corporate Director/ Director on Call
* If required, a [Borough Emergency Control Centre (BECC)](#_Toc86839333)will be designated, opened and staffed
* Further escalationmay cause the CPC to recommend that the Chief Executive establish the Council’s Gold Team
* Local or London wide multi-faith group’s representatives may be requested
* Other local authorities and voluntary groups may be requested to supply staff, goods, and services under existing mutual aid agreements

Staff activated and designated a responsibility will consider themselves involved and on duty, until informed otherwise. At the incident’s reduction, or close, a stand-down will be initiated or notified, in a similar order.

**Incident**

**Fire**

**Police**

**Ambulance**

**Customer Contact Centre (CCC)**

**Civil Protection Coordinator**

**Director on Call**

**CLT/Gold Level Team**

**Chief Executive**

**LALO**

**Communications**

**Local Stakeholders/**

**RPSH**

**Mutual Aid from all sources**

**(LA’s, Private & Voluntary sector)**

**SHAO**

**Bronze level Teams**

**Borough Emergency Control Centre**

**(BECC)**

**Governance/Resources**

**HA&C**

**Place**

**Children’s**

## Implementation Schematic

**Elected Mayor/Members**

**CCTV**

**Council Silver**

# Incident information required by the CPC

A simplified method for collating the information required by the CPC is to use the mnemonic METHANE. This is widely used by the emergency services as well as local authorities and many emergency responders. Using METHANE creates a common communication tool ensuring quicker and more accurate sharing of information. METHANE is one of the joint working tools in the JESIP framework and is used to collate information in the Council’s incident reporting logs. [See section 2.4](#_JESIP) for more information on JESIP and METHANE.

## METHANE Mnemonic

## METHANE Mnemonic M - Major Incident Decalred E - Exact Location T - Type of Incident H - Hazards A - Access N - Number of Casualties E - Emergency Services Present

# 

# Borough Emergency Control Centre (BECC)

The BECC is the coordination Hub of the Council’s response to an emergency, handling information management, situational awareness, and resource coordination. It is **not** a decision-making body and will defer tactical decision making to the Council Silver. The BECC will comprise of officers drawn from all the Directorates and sections involved co-located in a designated BECC room. The room/suite has emergency cupboards and lockers containing telephone handsets (at each location) and enough stationery to run the room for at least 24 hours. Telephone and data sockets are fitted to take the BECC telephone handsets and laptop computers.

Since early 2020 and with the onset of the nationwide Covid 19 pandemic lockdown, Tower Hamlets implemented and ran an online “Virtual BECC,” utilising personal laptops for all staff members and operating meetings via the Microsoft Teams app. Subsequently, the virtual BECC setup has been utilised a number of times over an extended period for both real life incidents and exercise scenarios. The CPC, or deputy, will recommend whether a physical or virtual BECC is to be used based on the scale and location of the emergency incident.

The purpose of the BECC is to coordinate Council services when responding to an incident and to communicate with Category 1 & 2 Responders (and other organisations) as necessary. The BECC will also communicate with the [London Local Authority Coordination Centre](#_London_Local_Authority_2) (LLACC), if activated, during an incident.

The room may also be used as fall-back management centres, for help & advice lines or Business Continuity standby rooms (for Council operations).

BECC training will be given to all staff who have a role in its operation which will involve understanding the Council’s emergency response arrangements, as well as the day-to-day operation of the BECC.

The BECC is required to have a level of resilience and out of hour’s facilities in emergencies. These include:

* The building’s location being well known to all staff.
* Numbers are published within the Resilience Teams folder
* All are heated, well ventilated and well lit.
* Administrative and visual aid supplies.
* Drink & snack vending machines are available as well as a mini kitchen for preparing light refreshments.
* It is recommended that the Council’s ICT Department be informed when the BECCs is activated, should assistance be required. OOH contact details are available through either the out of hours switchboard, or the CPC.

# Emergency Evacuation

## Local Evacuation

Refer to [Borough Major Emergency Plan Pt 2 - Emergency Community Care Plan](https://www.thebridge.towerhamlets.gov.uk/service-areas/contingency/civil-protection-unit) (which incorporates the Emergency Centre Plan)

## Mass Evacuation Plans:

Central Government in co-operation with all agencies, including Local Authorities have prepared the [Mass Evacuation Framework](https://www.london.gov.uk/sites/default/files/mass_evacuation_framework_2018_v3.0_0.pdf) for use should a Significant or Catastrophic incident occur anywhere in the UK. In Central London, the London Resilience Partnership has produced the ‘Mass Evacuation Framework’ for the mass evacuation of areas of London (not the evacuation of the entire City). Designated buildings within boroughs may be used as assembly or delivery areas for evacuees. Should a mass evacuation be called, any of the Borough’s schools or leisure facilities along, or near, these routes may be opened as help and information transit centres and staffed by our emergency staff. The plans, although in the possession of the CPU, are protectively marked and are therefore not included in this document.

# Recording and Reporting

Everyone involved in the response to an emergency including staff must keep a record of events and their own actions. This should commence when they receive their first information and continue for the duration of the emergency. The last message should be that another member of staff has relieved them, or that the incident is officially over, and they have been stood down. Using the METHANE mnemonic may help ([see Section 14](#_Toc82688681) above).

Typical messages and actions that require logging may include: -

* Time of first receipt of information or request
* Who called and why?
* A short version of the message
* Action taken and when
* Time of leaving home, or attendance and destination arrival time
* Who you reported to, or who reported to you?
* Actions, works or responsibilities being undertaken
* When these were started or completed
* Any expenditure incurred or approved (with receipts)
* Lost or found property accepted or re-directed (where accepted always include a fully witnessed inventory)
* Instructions to anyone relieving you and time of relief
* Time of standby, or involvement, or stand down
* Time leaving the incident
* Time arriving home or elsewhere and standing down

Your record or log may be required to be presented following the incident. Because of this the original handwritten logshould be carefully retained, regardless of how it looks, or what it is written on. A report typed later will never be as important as the original made at the time and may not even be accepted by an inquiry, or in a court. Events following the incident where a record may be required may include any of the following:

* Reports to Gold and the BECC
* A press conference arranged by the Communications Service
* Post incident debrief and reports
* Internal council or Member’s enquiries
* Public or Judicial enquiries
* Disciplinary proceedings
* Coroner’s Inquest
* Reports of many kinds, especially with regards to any lessons learned (e.g., via debriefs), which may lead to an improvement in future plans and procedures

# Borough Mortuary and Temporary Mortuaries

## Borough Mortuary

The Borough Mortuary (Poplar Public Mortuary) is situated at 127 Poplar High Street, London E14 0AE. The mortuary has fridge spaces and deep freeze spaces. Facilities also exist for bodies to be viewed for identification purposes. The Council holds a supply of leak-proof body bags.  The mortuary benefits by having a generator to back up the mains supply.

This Borough falls within the Inner North London Coroners District. Should a significant incident occur within this Borough, the Coroner may decide to use the Camden Mortuary (as the Designated Disaster Mortuary for this coroner’s district), rather than our own and the Council will have no say in this matter (the coroner will make this decision).

Most of the procedures for our involved emergency staff will be of a medium and long-term duration. Health, Adults & Community staff may be involved with accompanying grieving relatives & friends and trauma counselling. The Council’s Environmental Health & Trading Standards service may also be involved as the mortuary sits within this area. Any London Local Authority involved in an incident may request other local authorities to provide them with staff assistance.

## Temporary & Disaster Mortuaries

During a major emergency where large numbers of fatalities are involved, the coroner may consider that due to the Borough and surrounding borough mortuaries not having sufficient space, a temporary, or disaster mortuary may be required. They may also require body-holding areas. The building used will be in the charge of the coroner, or the Police acting as their agent. Other than the Mortuary staff, Council emergency staff will not be involved, other than assisting relatives and/or friends, before, during and following the identification procedure. For a significant or catastrophic incident, where there are large numbers of fatalities, there are regional and national arrangements in place which include Designated Disaster Mortuaries (one DDM in each London Coroners District) and the National Emergency Mortuary Arrangements (NEMA sites identified within the London area). Council staff i.e., Environmental Health, Social Care personnel etc. would be involved in the operation of these sites, as required, although these plans are protectively marked and do not form part of this document.

# London Local Authorities Mutual Aid Arrangements

Under the Civil Contingencies Act, six Sub Regional Resilience Forums (SRRF’s) are in place within London. The Central SRRF consists of the City of London Corporation, Westminster City Council, Royal Borough of Kensington & Chelsea, Lambeth, Southwark, and Tower Hamlets. Meetings are held periodically to fulfil London Resilience Forums requirements to engage and share information.

During localised incidents within Tower Hamlets, mutual aid can be requested from other (neighbouring) local authorities by the Chief Executive, the CPC or nominated deputies. During major / significant or catastrophic incidents the LLACC (at Merton) would be activated to co-ordinate the response of all London local authorities and any requests for aid would be made via this facility (through the BECC if activated).

Mutual aid services comprise any service or product that can be spared at the time of the emergency and may include all or some of the following:

* Premises
* Staff (and their service)
* Transport
* Equipment – bedding, flood bags etc.

Emergency contact numbers for all London local authorities, LRG and neighbouring Counties known as the ‘London Borough Profiles – Emergency Planning Directory’ are updated periodically by the LRG and are kept on Resilience Direct and on the CPU resilience SharePoint / Teams folders.

# Borough Major Emergency Plan Pt 2 - Emergency Community Care Plan

This [BMEP Pt 2](https://www.thebridge.towerhamlets.gov.uk/service-areas/contingency/civil-protection-unit) covers the processes involved in the setting up and running of Emergency Centres to meet the humanitarian needs of people affected by an emergency.

Every emergency is different, and it is important to maintain flexibility to ensure the most appropriate and effective response. The processes are designed to provide the key components to support a scalable humanitarian assistance response.

The plan provides guidance to the setting up, staffing and management of Emergency Centres to support those affected by an emergency including:

* Rest Centres (RC)
* Survivor Reception Centres (SuRC)
* Family and Friends Reception Centres (FFRC)
* Humanitarian (Community) Assistance Centres (HAC/ CAC)

# Borough Major Emergency Plan Part 3 – Business Continuity

Business interruption can be very damaging to any organisation, also to its suppliers and customers. Business continuity procedures and staff awareness of risk may reduce, or eliminate, the incident’s impact on services, aid continuance and a speedy return to normality. This will apply regardless of whether the emergency or incident is internal, affecting a particular Council building and its services, or an unrelated external emergency. Some major emergencies affect large surrounding areas, with exclusion zones and cordons. Even if our buildings are not directly involved, we may not be able to reach, or gain access to them.

In line with its duties under the Civil Contingencies Act 2004 to *“put in place Business Continuity Management arrangements”*, the Council has produced a business continuity plan which forms [BMEP Pt3](https://www.thebridge.towerhamlets.gov.uk/service-areas/contingency/business-continuity) and supporting documents.

Business continuance planning, risk assessment, response and recovery are similar to other contingency plans, in that procedures and plans are required **before** an incident occurs in preparation for it, to be used **during** the incident, to respond to and undertake actions to reduce the impact and **following** the incident, to return to a situation of normality as soon as possible.

# 23 Borough Major Emergency Plan Part 5 – Recovery Plan

Recovery may take weeks, months, or years to complete, as it seeks to support affected communities in the reconstruction of physical infrastructure and restoration of emotional, social, and physical well-being. It is defined in the London Resilience Recovery Coordination Framework as: **“The process of rebuilding, restoring and rehabilitating the community following an emergency”**. The process of recovery following an incident, continues until the disruption has been rectified, demands on services have been returned to normal levels, and the needs of those affected have been met as far as practicable.

[BMEP Pt 5](https://www.thebridge.towerhamlets.gov.uk/service-areas/contingency/civil-protection-unit) outlines the steps that the Council will take during the recovery from a major incident or emergency and includes best practice from the London Resilience Partnership Recovery Coordination Framework, from consultation with other London Boroughs and learning from lessons identified in previous major incidents. Although different from the response phase, recovery should be an integral part of the response from the beginning, as actions undertaken during the response itself can influence the long-term outcomes for a community, therefore the BMEP Part 5 Recovery Plan should be read closely in conjunction with this plan and activated as early in the Response phase as practicable.

# 24 Glossary of LESLP Acronyms and others used in this Plan

|  |  |  |
| --- | --- | --- |
| **Acronym** | **Full Title** | **Explanation or Job Description** |
| **BECC** | Borough Emergency Control Centre | Council Silver level (tactical emergency management control room and team) |
| **BTP** | British Transport Police |  |
| **CB** | Casualty Bureau | Police facility for collating details of all dead, casualties, survivors & evacuees resulting from an incident |
| **CoLP** | City of London Police |  |
| **CPC** | Civil Protection Co-ordinator | Tactical Officer or deputy responsible for incident coordination |
| **BMEP** | Borough Major Emergency Plan | LBTH (five section) incident response plan |
| **Gold** | Gold Level group/person | Emergency Strategic Level for all agencies |
| **Silver** | Silver Level group/person | Emergency Tactical level for all agencies |
| **Bronze** | Bronze Level group/person | Emergency Operational level for all agencies |
| **DoC** | Director on Call | Strategic on call oficer |
| **SPM** | School Premises Manager | Responsible for schools’ facilities & equipment |
| **EC** | Emergency Centre | Temporary accommodation for evacuees |
| **RPSH** | Registered Provider of Social Housing | Formerly Registered Social Landlords. Contracted providers of social housing in London Boroughs |
| **FCP** | Forward Command Post | On scene Emergency Services/Utilities/LA control area (command units) |
| **LAS** | London Ambulance Service |  |
| **LALO** | Local Authority Liaison Officer | Council’s Liaison Officer at the scene (FCP) |
| **LFB** | London Fire Brigade |  |
| **LESLP** | London Emergency Services Liaison Panel | Produces London’s emergency services Major Incident Principles (also known as the LESLP Manual) |
| **LLAG** | London Local Authority Gold | London Borough Chief Executive representing all London Boroughs |
| **LLACC** | London Local Authority Co-ordination Centre | London Boroughs BECCs Co-ordination Centre (LFB-EP Merton) |
| **LRP** | London Resilience Partnership | Part of Government Office for London dealing with Civil Contingencies |
| **MA** | Marshalling Area | Emergency Services vehicle holding area |
| **MC** | Media Centre | Central contact point at incident for media enquiries |
| **MCA** | Maritime & Coastguard Agency | HM Coastguard & Royal National Lifeboat Institution (duties as outlined in LESLP) |
| **MoD** | Ministry of Defence |  |
| **MPS** | Metropolitan Police Service |  |
| **NEMA** | National Emergency Mortuary Arrangements | Arrangements for dealing with mass fatalities resulting from an incident(s) – Restricted Information |
| **PLO** | Press Liaison Officer | Every services media and PR representative |
| **RVP** | Rendezvous Point | All persons & vehicles point before entry to incident |
| **RZ** | Rescue Zone | Area within the inner cordon |
| **SCC** | Strategic Coordination Centre | Pan-London major incident coordination centre |
| **SCG** | Strategic Coordination Group | Pan-London major incident coordination group, charged with strategic leadership of London wide incidents |
| **SHAO** | Senior Humanitarian Assistance officer | Council’s support officer leading on providing humanitarian assistance to residents during emergencies |
| **SRC** | Survivor Reception Centre | Secure area for uninjured survivors’ shelter, interview etc |
| **RM** | Resilience Mortuary | To be set up if existing facilities are inappropriate |
| **TRIAGE** | Triage sieve/sort | Primary & secondary system for prioritising casualties |

# 25 Appendices

For security and service confidentiality reasons, this section has been removed, to allow the document to be made available to the general public or external organisations.

Council staff can find the appendices in the CPU Resilience Teams folders under [Useful Contacts](https://towerhamlets2.sharepoint.com/:f:/s/Resilience/Epciov7mqJRdj8hIWeGCZZgB9cZmrzoUylaV9VCoLsGVBw?e=VeR30U). If you are unable to access via this link please contact the Civil Protection unit.