Borough Major Emergency Plan Part 1

Civil Protection Procedure

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**In the event of an emergency, for Gold, Silver, and Bronze Aide-Memoires and Action Checklists, jump to** [**Annexes**](#_Aid_Memoires)**.**

# Protective Marking & Version Control

I. Version Control

This plan is regularly updated as and when necessary; it will receive a full review biennially.

|  |  |
| --- | --- |
| **Owner** | LBTH Civil Protection Unit |
| **Version** | Version 3.0 |
| **Date of issue** | January 2025 |
| **Reviewed by/Date** | Daisy Walton & Andrea Stone |
| **Next Review Date** | January 2027 |

II. Protective Marking

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

The annexes however may contain links to documents only accessible by Tower Hamlets employees and those who have been granted access.

III. Distribution List

This document can be made available to the general public.

# Introduction

To comply with its legislative responsibilities under the Civil Contingencies Act 2004, the Council has in place a five-part Borough Major Emergency Plan (BMEP). These plans are maintained by the councils Civil Protection Unit (CPU):

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

**Part 2** - [Emergency Community Care Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EVmTqBs1vsRGpQNdICrktkEBKnFx3TU3-9X2PAlL49NFuA?e=c5Iv0D)

**Part 3** - [Business Continuity](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EXnYA5F5oONCthJvvuKNWfwB6E0m0KkzSbcqQkrfFtq4LQ?e=pZWUZS)

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

**Part 5** - [Recovery Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/Ee2-dV45apFNuiyvTDlQ3PMBqvgGXx0RUOJdBLLo3EAF4Q?e=L5eGOl)

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. Accompanying plans and frameworks may supersede this plan, however, it should be referred to as initial guidance.

A Multi-Agency Borough Risk Register has been compiled for local risks as identified from the [London Risk Register](https://www.london.gov.uk/programmes-strategies/fire-and-resilience/london-resilience-partnership/london-risk-register) by officers from the CPU and responder agencies within the borough.

# Definitions

In planning for, responding to and recovering from Civil Emergencies, London Borough of Tower Hamlets (LBTH) works to the following definitions:

##### Emergency Responder Agency

"Emergency responder agency describes all category one and two responders as defined in the Civil Contingencies Act (2004) and associated guidance.”

[(JESIP Joint Doctrine 3.1)](https://www.jesip.org.uk/downloads/joint-doctrine-guide/)

##### Incident

“Event or situation that requires a response from the emergency services or other responders.”

[(Lexicon of UK Civil Protection Terminology)](https://www.gov.uk/government/publications/emergency-responder-interoperability-lexicon)

##### Emergency

A specific type of incident defined by the Civil Contingencies Act as:

* “An event or situation which threatens serious damage to human welfare in a place in the United Kingdom,
* An event or situation which threatens serious damage to the environment of a place in the United Kingdom,

or

* War, or terrorism, which threatens serious damage to the security of the United Kingdom.”

[(Civil Contingencies Act 2004)](https://www.legislation.gov.uk/ukpga/2004/36/contents)

##### Major Incident

A formal declaration that can be made during an emergency that can be defined as:

“An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more of the emergency responder agencies.”

[(LESLP Principles)](https://www.london.gov.uk/sites/default/files/leslp_mip_v11.5_dec_2021_-_public.pdf)

The London Emergency Services Liaison Panel (LESLP) identifies several examples of major incident impacts:

* 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.

In the event of an incident meeting the above criteria or on the advice of the Resilience Advisor, LBTH may declare a Major Incident.

Table 1: Incident levels and thresholds

|  |  |
| --- | --- |
| **Incident level** | **Thresholds** |
| Local | Incident impacting single Local Authority & able to respond without support. |
| Local + Locally arranged support | Low-level mutual aid can be arranged locally, without need for [LLACC](#_London_Local_Authority) support and coordination |
| Pan-London | Coordination of collective response is required, even if incident within one borough boundary. [LLACC](#_London_Local_Authority) and [LLAG](#_London_Local_Authority_4) actively involved. |

## 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

## Scope of this document

This document provides guidance regarding incident management but does not include a complete description of all emergency management arrangements. Those with a role in Emergency Management are expected to familiarise themselves with this plan and wider arrangements prior to activation.

Incidents affecting services that can be resolved by affected teams and Business Continuity Plans are not within the scope of this document. This document relates strictly to emergencies in which an incident:

* Meets the threshold of an Incident or Major Incident
* Requires the council to support partner agencies in response to an emergency
* Requires activation of pan-London response arrangements
* Exceeds the ability of council services to respond using business continuity plans
* Requires formal emergency coordination groups to meet (Council Silver Group or Council Gold Group)

This document should be read in conjunction with Parts 2-5 of the Borough Major Emergency Plan as necessary.

**Part 2** - [Emergency Community Care Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EVmTqBs1vsRGpQNdICrktkEBKnFx3TU3-9X2PAlL49NFuA?e=c5Iv0D)

**Part 3** - [Business Continuity](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EXnYA5F5oONCthJvvuKNWfwB6E0m0KkzSbcqQkrfFtq4LQ?e=pZWUZS)

**Part 4 –** IT Major Incident

**Part 5 –** [Recovery Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/Ee2-dV45apFNuiyvTDlQ3PMBqvgGXx0RUOJdBLLo3EAF4Q?e=MP7ljX)

**This plan is designed to be flexible and scalable. Parts or all of it may be used depending on the scale and demands of the incident.**

# Legislation & Guidance

There are several statutes, guidance and frameworks referred to throughout this plan that define the legal powers, duties and responsibilities of various individuals and organisations that have a role within LBTH Civil Protection Procedure.

* [Civil Contingencies Act 2004](https://www.gov.uk/guidance/preparation-and-planning-for-emergencies-responsibilities-of-responder-agencies-and-others)
* [Joint Emergency Services Interoperability Principles (JESIP)](#_Toc184640322)
* [London Emergency Services Liaison Panel (LESLP)](https://www.london.gov.uk/programmes-strategies/fire-and-city-resilience/london-resilience-partnership/planning-emergencies-capital?ac-30171=30169)

Civil Contingencies Act 2004

Local Authority responsibilities for civil protection are contained in the [Civil Contingencies Act 2004](https://www.gov.uk/guidance/preparation-and-planning-for-emergencies-responsibilities-of-responder-agencies-and-others).

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

The LBTH is a Category One responder under the act and has a prescribed list of [duties](https://www.gov.uk/guidance/preparation-and-planning-for-emergencies-responsibilities-of-responder-agencies-and-others).

# Command and Control

**Command and Control**

“The exercise of vested authority through means of communications and the management of available assets and capabilities, in order to achieve defined objectives.”

[(Lexicon of UK Civil Protection Terminology)](https://www.gov.uk/government/publications/emergency-responder-interoperability-lexicon)

LBTH primarily responds to major incidents via the [Resilience Team Standby Rota](#_Resilience_Team_Standby) and Directorates responding as an extension of their normal role (see [Annex 8, Directorate/Division Responsibilities](#_Appendix_Directorate_/)).

Once a ‘Major Incident’ has been declared, LBTH will establish three levels of command. The Emergency Services have adopted the terms GOLD, SILVER and BRONZE as titles to describe functions in a Major Incident. The titles do not convey seniority or rank, but the function carried out. LBTH Co-ordination structure reflects that of the Emergency Services to foster co-operation and liaison. Officers of one command level should not make decisions, or undertake the tasks, of another level of command.

The terms Strategic, Tactical and Operational are used to denote a multi-agency setting, with Gold, Silver and Bronze used in reference to internal council procedure.

For more information, visit [London Emergency Services Liaison P](https://www.london.gov.uk/sites/default/files/leslp_mip_v11.5_dec_2021_-_public.pdf)anel.

Table 2: Command and Control Levels

|  |  |
| --- | --- |
| **Gold**  (Strategic) | * Sets the strategic objectives for response * Determines strategic priorities |
| **Silver**  (Tactical) | * Coordinates the response to meet strategic objectives * Provides deployment and tactical instructions * Acts as a liaison between all levels |
| **Bronze**  (Operational) | * At the scene operational response * Reports to Silver level |

## GOLD – Strategic level

For Gold (Strategic) Aide Memoir (Sample Membership, Strategic Action Cards, Considerations and Agendas) see [Annex 5.](#_Appendix_Gold_(Strategic))

The Director on call (DoC) (GOLD) forms part of the Resilience Team Standby Rota available out of hours, 365 day per year, for strategic input when required.

Where there is potential for ethical, political, financial or reputational impacts Corporate Management Team (CMT) should be notified and if required, a Council Gold Group (CGG) should be stood up in addition to the Council Silver Group (CSG). They will support the Council’s response to a civil emergency and manage the Council’s strategicresponse, during and following the incident. Following the initial response, they will form, or lead a Borough Recovery Team (BRT) ([See BMEP Pt. 5](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/Ee2-dV45apFNuiyvTDlQ3PMBqvgGXx0RUOJdBLLo3EAF4Q?e=L5eGOl))to assist in returning the Borough to a state of normality as soon as possible.

The Council Gold Group where possible, will be based in the Town Hall, another Council administration building or online via a virtual platform such as Microsoft Teams.

## SILVER - Tactical level

For Silver (Tactical) Aide Memoir (Action Cards, Plans & Guidance and Agendas) see [Annex 6.](#_Appendix_Silver_(Tactical))

Silver level Police, Fire and Ambulance officers will attend the scene and establish a silver command centre (often an incident response vehicle with its lights on or building between the inner and outer cordons of the incident).

At the scene, the Silver/Tactical Commanders (emergency service / responder officers) will form a Tactical Coordination Group (TCG). The decisions will be passed down to bronze level operational officers for implementation. The Local Authority Silver (Tactical) officers will usually be based away from the scene and represented at the scene by the [Local Authority Liaison Officer (LALO)](#_Local_Authority_Liaison_1), who will become a member of the TCG. This officer will be the eyes & ears at the scene for the [Civil Protection Coordinator (CPC)](#_Civil_Protection_Co-ordinator) or [Borough Emergency Control Centre](#_Toc86839333) Team (BECC Team) if formed.

During an emergency or Major Incident, it may be necessary for a Council Silver Group to meet to coordinate the council’s response. This is in addition to an at-scene multi-agency Tactical (Silver) Coordinating Group.

Every Corporate Director will ensure that 2nd & 3rd tier officers within their directorate have attended Silver (Tactical) training carried out by the CPU or an external provider.

## BRONZE - Operational level

For Bronze (Operational) Resources (Action Checklists) see [Annex 7.](#_Appendix_Bronze_(Operational))

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

incident site, such as firefighters, police officers and ambulance personnel.

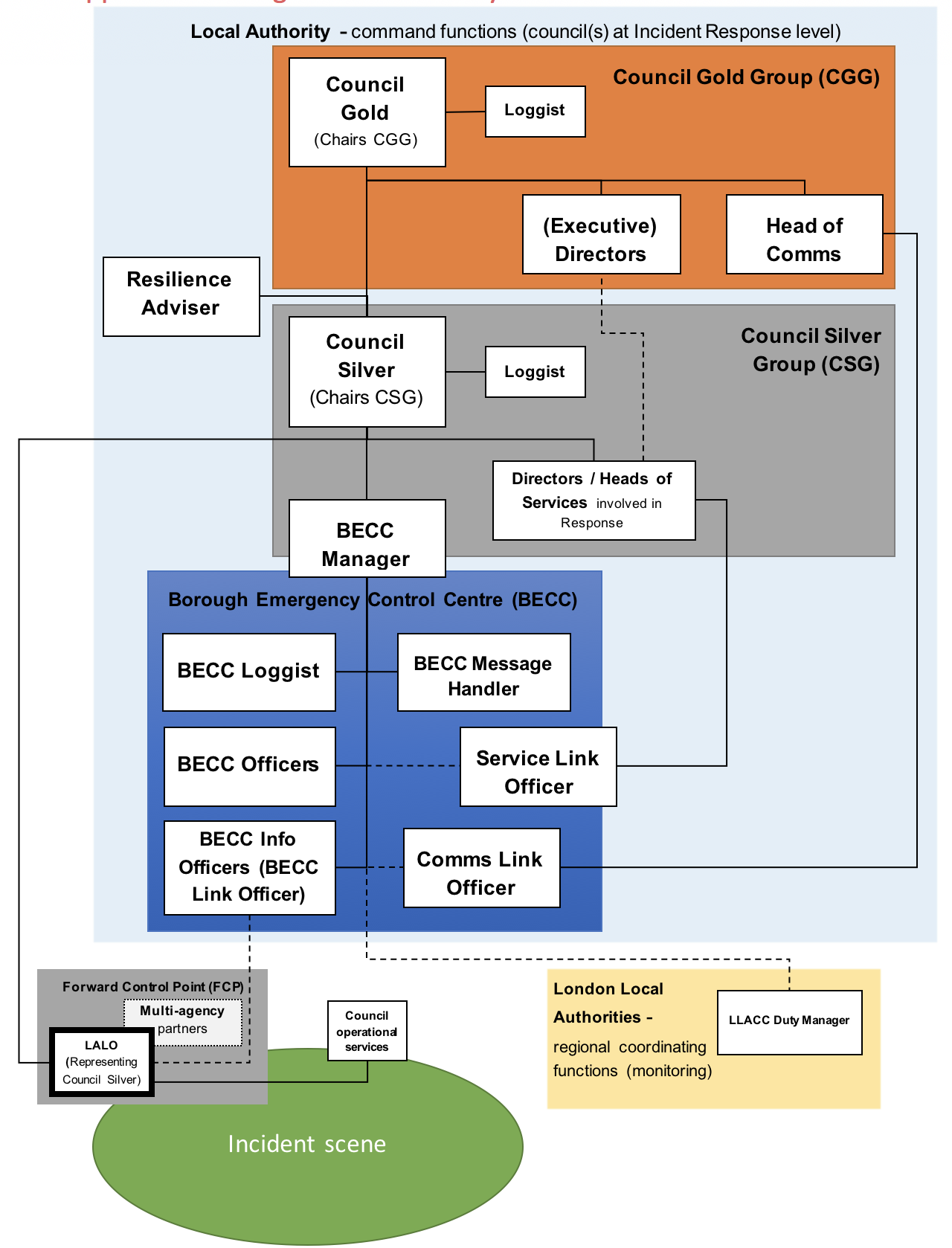
The local authority bronze staff will be council employees, providing ‘hands on’ assistance and / or care service for the public (such as Emergency Centre Teams) or direct assistance to the emergency services as part of an extension of their normal role, (such as Structural Engineers). These staff report to the [Civil Protection Coordinator](#_Civil_Protection_Unit) (CPC) or Borough Emergency Control Centre (BECC) Team, who will coordinate all the tactical directions.

The CPC will carry out the duties of the [BECC](#_Borough_Emergency_Control_2) and Silver in the initial stages of an incident. If the BECC is formed the CPC will assume the role of the Resilience Advisor.

## London Borough of Tower Hamlets Incident Command Structure

This diagram shows how a standard incident response is structured where the CPC (Resilience Adviser) hands over the role of Silver to the relevant service manager/s dependent on the type of incident and a BECC is activated. If a BECC is not activated, the CPC/CPU (Resilience Adviser/s) will assume all the roles in the dark blue box.

Table 3: Standard incident response structure in LBTH



**\*Note**: This structure can be operated physically or virtually.

## Borough Emergency Control Centre (BECC)

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. It is **not** a decision-making body. The BECC also communicates with the [London Local Authority Coordination Centre](#_London_Local_Authority) (LLACC), if activated, during an incident.

The CPC or Resilience Advisor will recommend whether a physical or virtual BECC is to be used based on the scale and location of the emergency incident.

Table 4: BECC Facilities

|  |  |  |
| --- | --- | --- |
| Personnel | Physical | Resilience |
| * BECC officers (Trained by CPU and drawn from all directorates and services involved) | * Heated, well-ventilated and well lit * Stationary suitable for up to 24hrs of function * Emergency cupboards and lockers * Telephone handsets * Telephone and data sockets * Drink & snack vending machines are available as well as a mini kitchen for preparing light refreshments * Administrative and visual aid supplies | * Numbers are published within the [Resilience Teams folder](https://towerhamlets2.sharepoint.com/:w:/s/Resilience/EWHHWW2yboZCvOp1_2TmgM8B3NyPiA5z-LU7pE-VMWuCkg?e=TPuvyN) * Council’s ICT Department informed when the BECC is activated, should assistance be required * BECC Officer to bring their own device (LBTH Issues laptop) * Backup location * “Virtual BECC” Provision – Using personal issue laptops, MS Teams |

## Borough Recovery Group (BRG)

Actions taken during the early stages of the response can significantly influence the recovery process. It is advisable to consider the recovery phase at an early stage.

Part or all of the composition of this group will be the responsibility of the Gold Team/CMT. See [BMEP Pt.5: Recovery Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/Ee2-dV45apFNuiyvTDlQ3PMBqvgGXx0RUOJdBLLo3EAF4Q?e=L5eGOl).

# Civil Protection Procedure in the London Borough of Tower Hamlets

The Civil Protection Unit (CPU) maintains major emergency arrangements through a system of standby rotas, training & exercising and plans. It is the responsibility of everyone within the council to inform themselves of their role during a major emergency and seek out further training and information from the CPU if they require it.

The Council discharges its Civil Protection Procedure in two keyways:

* Dedicated Civil Protection Roles [(See Resilience Team Standby Rota)](#_Resilience_Team_Standby)
* Response as an extension of normal role [(See Annex 8 Directorate/Division Responsibilities)](#_Toc184640361)

## Resilience Team Standby Rota

The roles detailed below display a list of core emergency response roles however, this list is not exhaustive, and roles will be stood up as required.

Table 5: Resilience Team Standby Rota Roles

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Rota made up of** | **Rota cover** | **Overview of responsibilities (not exhaustive):** |
| Director on Call | 16 (+) Corporate Directors  / Directors  Nominated to act as out of hours Gold (Strategic Lead) | OOH (17:00 – 09:00 & weekends): 1 week rota  Working hours: Chief executive or relevant lead Corporate Director informed by CPC | * Sets strategic priorities for the Council * Chairs Council Gold Group if convened * Attends any multi-agency Strategic Coordinating Groups (SCG) |
| Council Silver | Out of Hours: Civil Protection Coordinator/Resilience Advisor  In hours: Director/Head of Service nominated to act as Silver level | OOH (17:00 – 09:00 & weekends): 1 week rota  Working hours: Most relevant director/Head of Service | * Oversees Council’s Tactical level response * Chairs Council Silver Group (CSG) if convened * Attends or nominates deputy to attend any multi-agency Tactical Coordinating Groups (TCG) |
| Civil Protection Coordinator (CPC) | 4 x Civil Protection Unit Officers  2 x Trained Council Officers from Community Safety Division | OOH (17:00 – 09:00 & weekends): 1 week rota  Working Hours: Civil Protection Unit | * Offers advice on emergencies at all levels * Also act as Resilience Advisor |
| Local Authority Liaison Officer (LALO) | 7 x Council Officers trained by CPU | OOH (17:00 – 09:00 & weekends): 1 week rota  Working Hours: THEO’s deployed | * Deploy to the scene of Civil Emergencies (within 1 hour) * Liaise directly at scene with Residents and Emergency Services * Represent LBTH at on-scene Silver (Tactical) Coordinating Groups * Report to the CPC or BECC to inform the tactical response |
| Senior Humanitarian Assistance Officer (SHAO) | 7x Council Officers trained by CPU | OOH (17:00 – 09:00 & weekends): 1 week rota  Working Hours: ECM staff available | * Conduct vulnerable persons checks * Book hotel rooms when necessary * Support LALO and CPC with providing care to LBTH residents |
| Emergency Centre Manager (ECM) | 7x Council Officers trained by CPU & British Red Cross | OOH (17:00 – 09:00 & weekends): 1 week rota  Working Hours: ECM staff available | * Oversee running of emergency centre (EC), including health and safety * Coordination of other agencies in the EC such as social landlords * Supervise and support staff and voluntary workers * Point of contact with the CPC or BECC and responding agencies |

## Civil Protection Unit (CPU) & Civil Protection Co-ordinator (CPC)

It is the responsibility of the Civil Protection Unit to produce, maintain, review and update the council’s generic major emergency planning and response arrangements.

The Civil Protection Unit (CPU) and Civil Protection Coordinator (CPC) form part of the Resilience Team Standby Rota and can advise on emergencies at all levels as a Resilience Advisor.

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

* Liaise with the DoC/Council’s Gold Group if formed
* Manage the Council’s Silver (Tactical) requirements for the incident
* Manage the Council’s Bronze (Strategic)front line staff
* Act as a Resilience Advisor (when not acting Council Silver) to Council Silver and Council Gold regarding emergency planning and multi-agency issues

## Civil Protection Procedure - Implementation Process

The below chart shows a broad overview of the implementation of Civil Protection in LBTH. For check lists, action list and considerations, please refer to [Gold](#_Appendix_Gold_(Strategic)) and [Silver](#_Appendix_Silver_(Tactical)) Annexes.

Table 6: Civil Protection implementation procedure (In-hours and Out-of-Hours)

|  |  |  |
| --- | --- | --- |
| **Action** | **In-hours** | **Out-of-hours** |
| 1. Incident notification | Emergency Services notification to CPC/CPU Via CCTV room. Or direct to CPU or duty CPC. | Emergency Services notification to CPC/CPU Via CCTV room. Or direct to CPU or duty CPC. |
| 1. CPC/CPU assess incident and activate appropriate response | Activate [Resilience Team](#_Resilience_Team_Standby)  Roles. | Activate [Resilience Team Standby Rota](#_Resilience_Team_Standby) Roles. |
| 1. Officer required at scene | CPU/CPC request THEO to attend scene (act as LALO). | CPC activate LALO to attend scene. |
| 1. Senior officer notification | Chief executive or relevant lead Corporate Director informed by CPC. | Director on Call informed by CPC. |
| 1. If wider council support required | Activate Borough Emergency Control Centre (BECC). | Activate Borough Emergency Control Centre (BECC). |
| 1. Escalation | Extraordinary Civil Contingencies Board (CCB), convened at direction of Chief Executive or relevant lead Corporate Director, to carry out initial [impact assessment.](#_Toc184640361) | Resilience Team Standby Rota undertake [impact assessment](#_Impact_Assessment_Template) and convene in-hours arrangements as soon as possible. |
| 1. Council Silver Group held | Representation from each relevant directorate to attend CSG. | Convene in-hours arrangements for CSG as soon as possible. |
| 1. Incident requires Gold (Strategic) steer (Ethical/political/financial/reputational direction) | Chief Executive or relevant lead Corporate Director convenes Council Gold Group. | DoC notify Council Gold and convenes Council Gold Group as soon as possible. |
| 1. Council Gold Group held | Representation from strategic leads. | Representation from strategic leads to attend as soon as possible. |
| 1. Stand down | Staff activated and designated a responsibility will consider themselves involved and on duty until informed otherwise. At incident reduction, a stand-down will be initiated or notified, in a similar order. | Staff activated and designated a responsibility will consider themselves involved and on duty until informed otherwise. At incident reduction, a stand-down will be initiated or notified, in a similar order. |
| 1. Debrief | Internal (and external if required) debrief to be held, to identify lessons & build resilience. | Internal (and external if required) debrief to be held, to identify lessons & build resilience. |

# 

# Pan-London Arrangements

In the event of a [Major Incident](#_Major_Incident) which exceeds the ability of LBTH to respond without mutual aid or support from outside agencies or boroughs, Pan-London arrangements may be implemented. This structure mirrors the Gold (Strategic), Silver (Tactical) and Bronze (Operational) command and control structure.

## London Local Authority Gold (LLAG)

A London Local Authority Chief Executive is pre-nominated as London Local Authority Gold (LLAG) providing 24/7 cover. LLAG will represent the collective interests of London local authorities at a Pan-London Strategic Co-ordinating Group meeting, alongside direct representation by the strategic representative of the directly affected borough or boroughs where applicable. This responsibility will include the direction of personnel & resources, together with the incurrence of costs. Strategic duties will be similar to those of Council Gold but will apply London-wide.

The LBTH Chief Executive is part of the LLAG rota and has received training from the London Resilience Unit (LRU) to fulfil this role. Further guidance can be found within the [Strategic Coordination Protocol](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EZzWYNlGjQxJsWnWSEag25wB-fqYbgLI6CX74sIn5pShTA?e=CMabvo) produced by LRU.

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

This is a London Resilience Co-ordination Centre, set up to liaise with, and co-ordinate, the flow of information and requests for assistance to all London local authority BECCs.

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 will be via preidentified BECC telephone numbers which are 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.

## London Local Authorities Mutual Aid Arrangements

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 incidents the [London Local Authority Coordination Centre (LLACC)](#_London_Local_Authority_2) would be activated 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.

# Annexes

### Glossary of Acronyms

|  |  |  |
| --- | --- | --- |
| **Acronym** | **Full Title** | **Explanation/Further Description** |
| **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 |
| **BECC** | Borough Emergency Control Centre | Tactical emergency management control room and team |
| **BMEP** | Borough Major Emergency Plan | LBTH incident response plan |
| **BTP** | British Transport Police |  |
| **CCB** | Civil Contingencies Board | LBTH Board overseeing Civil Contingencies |
| **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 |
| **DDM** | Designated Disaster Mortuary | To be set up if existing facilities are inappropriate |
| **DoC** | Director on Call | Strategic on-call officer |
| **EC** | Emergency Centre | Temporary accommodation for evacuees |
| **ECM/ECO** | Emergency Centre Manager/ Officer | Council staff tasked with managing the Emergency Centre |
| **FCP** | Forward Command Point | On scene Emergency Services/Utilities/LA control area (command units) |
| **HALO** | Humanitarian Assistance Lead Officer | This strategic level role caried out by a LA Corporate Director is activated if the incident is heavily human centred and a HASAG is stood up |
| **HASAG** | Humanitarian Assistance Steering Group | The group is activated if the incident requires a more human centred response |
| **JDM** | Joint Decision-Making Model | Decision making model within JESIP |
| **JESIP** | Joint Emergency Services Interoperability Principals | Principals to ensure a joined-up approach from emergency services and local authorities |
| **LA** | Local Authority |  |
| **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 |
| **LRU** | London Resilience Unit |  |
| **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 |
| **RPSH** | Registered Provider of Social Housing | Formerly Registered Social Landlords. Contracted providers of social housing in London Boroughs |
| **RVP** | Rendezvous Point | All persons & vehicles point before entry to incident |
| **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 |
| **SPM** | School Premises Manager | Responsible for schools’ facilities & equipment |
| **SRC** | Survivor Reception Centre | Secure area for uninjured survivors’ shelter, interview etc |

### Contacts

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

Council staff can find the contacts annex 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.

### Joint Emergency Services Interoperability Principles (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.

The key components of the Joint Doctrine are:

* Principles for Joint Working – the principles we expect commanders to follow when planning a joint incident response
* Joint Decision Model (JDM) – a common model used nationally to enable commanders to make effective decisions together
* M/ETHANE – a common method for passing incident information between services and their control rooms

Policies and procedures that promote joint working form the basis of the JESIP Doctrine for responding services. All LBTH staff are expected to use the JESIP principles and tools when involved in emergency or Major Incident response.

Principals for Joint Working

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

Figure 1: Principles for Joint Working

Joint Decision Model (JDM)

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

Figure 2: Joint Decision Model (JDM)

METHANE Mnemonic

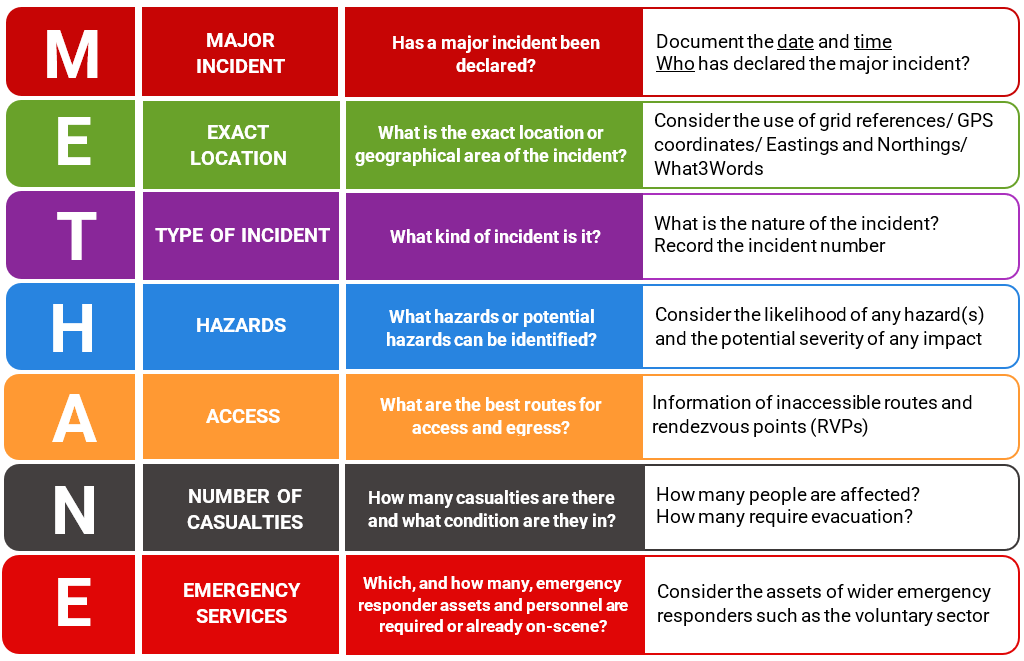
****

Figure 3: M/ETHANE Mnemonic

\*The far column has been added to reflect Local Authority specific considerations

### Recording and Reporting

An incident log should be utilised during all incidents to record actions, information, learning and situational awareness ([Incident Log Templates](https://towerhamlets2.sharepoint.com/:f:/s/Resilience/EmC1ty1xujpHkcwIS0wD4SIBG5bMUUShICoNWIQ6d-gfZg?e=YQvDkD)).

A decision log should be used in addition to an incident log during Major incidents, where key decision makers are working with a loggist ([Decision Log Template](https://towerhamlets2.sharepoint.com/:w:/s/Resilience/EfeKFgWYE4VIkxRg6jRqP0kBNEt_zzvBR75SIJHkGNrc9g?e=E76hU3)).

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.

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.

### Gold (Strategic) Aide Memoir

#### Responsibilities

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

* Ensure 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.
* Arrange and assist with VIP visits to the incident.
* Monitor the emergency costs incurred by the Council for future [Bellwin Scheme](https://www.gov.uk/government/publications/bellwin-scheme-guidance-notes-for-claims/bellwin-scheme-of-emergency-financial-assistance-to-local-authorities-guidance-notes-for-claims) claims.
* Authorise the establishment and use of emergency finance codes for special, or immediate, finance during an incident.
* Establish a [Borough Recovery Group](#_Borough_Recovery_Group) (BRG)
* Arrange, or co-operate with other organisations, for the establishment of any disaster fund.
* In general, to relieve the BECC, CPC, Silver and Bronze level staff of all strategic decisions during the incident.

#### Key Considerations

Table 7: Key Strategic Considerations

|  |  |
| --- | --- |
| **Theme** | **Consideration** |
| Information sharing and situational awareness | What arrangements are in place to develop and maintain situational awareness? Share this with key stakeholders. |
| Humanitarian assistance | How have different groups been impacted by the incident (bereaved, injured, survivors, witnesses, vulnerable groups, communities).  How will their needs be met and by whom?  Does a Humanitarian Assistance Lead Officer (HALO) (see [BMEP Pt. 5: Emergency Community Care Plan](https://towerhamlets2.sharepoint.com/sites/Resilience/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%202%20%2D%20Community%20Care%20Plan%20%26%20Updated%20Schools%20Maps%20%26%20Info%2FBorough%20Major%20Emergency%20Plan%20Pt%2E%202%20%2D%20Community%20Care%20Plan%202022%2Epdf&parent=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%202%20%2D%20Community%20Care%20Plan%20%26%20Updated%20Schools%20Maps%20%26%20Info&p=true&ga=1) for definition of a HALO) need to be appointed to lead the delivery of this work? |
| Community | What community reassurance and engagement activities may be required? How can the council work to maintain or rebuild the trust and confidence of the community?  How will multi-agency partners be involved in the coordinated delivery of any community cohesion work? |
| Infrastructure | What infrastructure has been impacted, what contingencies may need to be put in place, and how quickly can these be restored? |
| Core services | Ensure a coordinated and consistent response and the delivery of core council services across the borough are maintained. |
| Resourcing | Do personnel need to be redeployed to support the incident?  Do some services need to be paused or amended to ensure adequate resourcing for core services?  Are there sufficient staff to respond across all levels of the council? |
| Mutual aid | Can the borough deal with the scale or complexity of this incident, or is mutual aid required? Discuss any requirements with Council Silver (Tactical). |
| Cross borough incidents | Effective liaison and communications are essential in the event that the incident does, or has potential to, impact areas outside of the borough. |
| Finance | Do you have a finance strategy, developed in consultation with department heads and finance?  Can costs be reclaimed through the Bellwin Scheme? |
| Liability | Could the council, or its commissioned services be liable for the incident that has occurred? Consider the public’s trust and perception, and ensure the communications strategy and actions emphasise the Council’s commitment to supporting those affected. |
| Business Continuity | Are services invoking Business Continuity Plans and do they need additional support to continue critical service delivery? |
| Media and Communications | Are Councillors/Members and the Mayor’s Office being properly utilised?  Is the information timely, accurate, accessible and consistent?  Do we need to tailor our communication depending on the person/level of incident involvement? i.e. those affected vs. the general public |
| Staff welfare and support | How is staff wellbeing being monitored and what support needs to be offered? What arrangements are in place to safeguard the welfare of personnel? |
| Learning and improvement | How is learning being captured throughout the response and fed in to debriefing arrangements? |
| Recovery | Has recovery been considered in the early stages of the response and a nominated lead assigned? Decisions made during response can affect those made in recovery. See [BMEP Pt.5: Recovery Plan](https://towerhamlets2.sharepoint.com/sites/Resilience/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%205%20%2D%20Recovery%2FBorough%20Major%20Emergency%20Plan%20Pt%2E5%20%2D%20Recovery%20Plan%20Vers%203%2E1%20May%202025%2Epdf&parent=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%205%20%2D%20Recovery&p=true&ga=1). |

#### Sample Membership

This list is intended as a guide, the requirements of the incident should inform the full membership of the Gold Group if formed.

* Chief Executive or Deputy
* Corporate Management Team (CMT)
* Communications
* Finance
* Legal
* HR
* Multi-agency representation
* Any other relevant Directorate representation.

#### Action Checklist

|  |  |  |
| --- | --- | --- |
|  | **Council Gold (Strategic) Response Checklist** | **Tick when actioned or considered** |
|  | **Immediate actions** |  |
| 1. | Start your decision [log](https://towerhamlets2.sharepoint.com/:w:/s/Resilience/EfeKFgWYE4VIkxRg6jRqP0kBNEt_zzvBR75SIJHkGNrc9g). If required, identify, and activate a dedicated Loggist |  |
| 2. | Begin your personal log.   * Current situation report * Impacts to LBTH service provision * Actions already taken by LBTH, Council Silver and Council Silver Group * What communication has already taken place * Any other key information, actions, decisions and rationale |  |
| 3. | Assess incident with Council Silver and determine Strategic Priorities, if required |  |
| 4. | Notify key colleagues and stakeholders:   * Communications Team * Mayor’s office and members (via Democratic Services or Comms Team * Chief Executive * Council Gold Group members * Key external strategic stakeholders. |  |
| 5. | Activate and chair the Council Gold Group where required. See template agenda below. |  |
| 6. | Confirm relevant Business Continuity Plans have been activated. |  |
| 7. | Undertake an [Impact assessment.](#_Toc184640361)  Consider potential impacts with any of the following implications:   * Ethical * Reputational * Political * Financial   Other considerations:   * Humanitarian Assistance * Communication to public & media |  |
|  | **If agreed with CPC/CPU, convene a Council Gold Group (CGG) Meeting** |  |
| 8. | 1. Be prepared to activate and Chair CGG (See Annex 5.VI. for Agenda) |  |
| 9. | Prior to CGG:   * Arrange time, format and location for first meeting * Invite Corporate4 Directors, Directors nominated to act as Gold level and Council Silver * Invite multi-agency representation (if required) * Arrange a loggist (at minimum ensure meeting is recorded) * Brief the loggist on how actions and decisions will be communicated and logged |  |
| 10. | Consider any strategic implications for the council. Business continuity and service disruption, legal and regulatory issues, maintaining public confidence and trust. |  |
| 11. | Consider any subgroups required to deliver specific areas of work under the Council Gold Group and appoint a lead for these groups. e.g., a Humanitarian Assistance Lead Officer (HALO) to lead on supporting impacted individuals and businesses. |  |
| 12. | Ensure liaison with London Local Authority Gold (LLAG) where appropriate. |  |
|  | **Post Council Gold Group** |  |
| 13. | Post CGC:   * Review meeting log and action list with loggist * Ensure actions for tactical level (Council Silver/Silver Group) are communicated * Continue personal log during any multi-agency meetings * Consider need to convene Recovery Coordinating Group |  |
|  | **Ongoing actions** |  |
| 14. | Regularly review the impacts of the incident and needs of communities. |  |
| 15. | Horizon scan and consider the forward plan. |  |
| 16. | Monitor the implementation of the strategy and regularly review the strategy itself. |  |
| 17. | Review the membership of the Council Gold Group |  |
| 18. | Consider recovery requirements and an exit strategy early on and appoint a recovery lead within the council to lead this work. |  |
| 19. | Wider/concurrent events. Is there anything else happening/due to happen that needs consideration? (e.g., holidays, events, concurrent incidents?) |  |
| 20. | Consider your personal welfare and resilience and that of your staff. Do you need to handover to another Council Gold? |  |
|  | **Handover/ Incident stand down** |  |
| 21. | Prepare written handover notes and arrange verbal handover with incoming Council Silver. |  |
| 22. | Ensure handover arrangements for the recovery group (if established) are agreed |  |
| 23. | Ensure members and other key stakeholders have been notified. |  |
| 24. | Ensure all logs and records of events are collected and passed to the CPC/CPU |  |
| 25. | Note any key learning points from your role in your Incident Log, ready to feed into a debrief. |  |

#### Action Flow chart

**Multi-Agency Incident**

**Handover/Incident Stand Down**

**Receive incident notification from CPC/CPU. Become Council Gold on behalf of LBTH.**

Begin your personal log.

* Current situation report
* Impacts to LBTH service provision
* Actions already taken by LBTH, Council Silver and Council Silver Group
* What communication has already taken place
* Any other key information, actions, decisions and rationale

Consider potential impacts with any:

* Ethical
* Reputational
* Political
* Financial

Other considerations:

* Humanitarian Assistance
* Communication to public & media

Escalate to Corporate Management Team, if necessary

Convene a Council Gold Group if required. See Annex for guidance

Continuously review the need to declare a Major Incident

**Major Incident declaration**

* Ensure handover arrangements for the recovery group (if established) are agreed.
* Ensure members and other key stakeholders have been notified.
* Ensure all logs and records of events are collected and passed to the CPC/CPU

Determine if Major Incident threshold has been met for LBTH.

Consider Notification to:

* Communications Team
* Mayor’s office and members (via Democratic Services or Comms Team
* Chief Executive
* Council Gold Group members
* Key external strategic stakeholders

Confirm relevant Business Continuity Plans have been activated

Ensure that actions under “Internal Incident” are undertaken, in addition to:

**Internal Incident**

If Major Incident declared by Partner agency, identify impacts for LBTH

**Convene Council Gold Group**

Post to GCG:

* Review meeting log and action list with loggist
* Ensure actions for tactical level (Council Silver/Silver Group) are communicated
* Continue personal log during any multi-agency meetings
* Consider need to convene Recovery Coordinating Group

**Post Council Gold Group**

Prior to GCG:

* Arrange time, format and location for first meeting
* Invite Corporate Directors, Directors nominated to act as Gold level and Council Silver
* Invite multi-agency representation (if required)
* Arrange a loggist (at minimum ensure meeting is recorded)
* Brief the loggist on how actions and decisions will be communicated and logged

**Yes**

**No**

Has the threshold of a Major Incident been met?

A Major incident is **“an event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more of the emergency responder agencies.”**

Assess incident with Council Silver and determine Strategic Priorities, if required.

#### Strategic Group Agenda Template

This template uses the [JESIP Joint Decision Model](#_Toc184640322) as a framework and may be adapted as required for each meeting.

|  | **Meeting:** *(e.g. Incident Name - LBTH Strategic Coordinating Group)* |  |
| --- | --- | --- |
|  | **Meeting No:** |  |
|  | **Date:** |  |
|  | **Time:** |  |
| **Ref** | **Item** | **Lead** |
|  | **Initial Actions**   * Ensure that meeting is recorded – if meeting cannot be recorded virtually, ensure that an Incident Log is kept by a trained Incident Loggist * Ensure that an Action Log is kept during the meeting where actions are allocated appropriately.   **Introductions**   * Members of meeting to agree on Chair of meetings * Attendees invited to introduce themselves, roles & responsibilities * Meeting etiquette / Confidentiality. | Chair |
|  | **GATHER INFORMATION & INTELLIGENCE** |  |
|  | **Purpose of meeting**   * Brief situational overview & aim of meeting.  1. To information share. 2. To obtain shared situational awareness 3. Identify the key risks. 4. To establish and agree an SCG (Multi Agency strategy) | Chair |
|  | **Situation report**   * Share current situation report (M/ETHANE) * Incident updates from CPU/TCG * Identify any critical gaps in information or intelligence |  |
|  | **Review of previous actions / Urgent items for attention** | Chair / All |
|  | ***Adjourn as necessary to action urgent issues.*** |  |
|  | **ASSESS RISKS & DEVELOP A WORKING STRATEGY** |  |
|  | **Strategic Threat & Risk Assessment**   * What is new? What has changed? What are the gaps? * Forward look / horizon scanning. | Chair / All |
|  | **CONSIDER POWERS, POLICIES & PROCEDURES** |  |
|  | **Powers, policies & procedures**   * Powers and policies engaged/affected by the incident. * C3 (Command Structure) arrangements and Support Cells in place/required. | Chair / All |
|  | **IDENTIFY OPTIONS & CONTINGENCIES** |  |
|  | **Key issues (not exhaustive)**   * Communications & Media (including public perception of situation) * Humanitarian Assistance/Community Impact * Resource issues / Requirement for Activation of Assistance * Recovery * Health, safety and welfare of staff | All |
|  | **REVIEW OF ACTIONS** |  |
| **8.** | **Review of actions**   * Ensure actions are allocated * Loggist points for clarification | Chair / Secretariat/Loggist |
| **9.** | **Future meetings**   * Any other organisations (not present) to be invited. * Date/time/venue of next meeting. | Chair |

### Silver (Tactical) Aide Memoir

#### Responsibilities

Council Silver Officers responsibilities are:

* To represent their directorate and/or the Borough if stood-up as “Council Silver” during a major incident.
* Act as the Council’s Tactical level Incident Manager during an incident.
* Deliver the Strategic objectives of the Gold Team, communicate with the CPC, the BECC (if activated), Bronze and Gold level staff.
* Taking any tactical level decisions as required
* 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.
* To attend, or delegate a deputy to attend, relevant meetings, exercises and seminars arranged by the CPU.
* 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/BECC on their actions.

All Directorates are responsible for recovery requirements ([See BMEP Pt. 5: Recovery Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/Ee2-dV45apFNuiyvTDlQ3PMBqvgGXx0RUOJdBLLo3EAF4Q?e=L5eGOl)).

#### Key Considerations

When starting your tactical plan, consider the phases you will need to go through:

Table 8: Situation, Direction & Action Considerations

|  |  |  |
| --- | --- | --- |
| **Situation** | **Direction** | **Action** |
| What is happening?  What are the impacts?  What are the risks?  What is the likely duration of the incident? | What are the aims and objectives of the Council Gold strategy?  What overarching values and priorities will inform and guide this? | What do you need to do to resolve the situation and achieve your desired outcomes? |

Table 9: Key tactical considerations

|  |  |
| --- | --- |
| **Understand the situation** | * Obtain a clear picture of the scale of the incident, complexity, and potential impacts. (Use M/ETHANE) * Get information from the LALO at the scene, the CPC/CPU and Emergency Services |
| **Incident strategy and objectives** | * Identify the responses and actions the Council need to make to meet the Council Gold’s strategy. * Talk to the Council Gold, provide information about the situation, review the default strategy, and help Council Gold amend this to suit the situation. |
| **The tactical plan** | * Consider which resources should be deployed to achieve the strategy. * Ensure the Council’s response is proportionate, reasonable and justifiable. * Ensure that operational activities meet the strategic intention. * Format your plan in accordance with the level of complexity of the incident. * Consider Pan-London frameworks and procedures that may assist the local response (e.g. Humanitarian Assistance Framework, Mutual Aid Protocol). Your resilience advisor will be able to provide you with these. * Determine membership of the Council Silver Group, set the agenda and chair meetings. |
| **Put the plan into action** | * Activate the internal plans required (e.g. Emergency Community Care Plan, Business Continuity Plans). |
| **Evaluate and revise the plan** | * Review the plan on a regular basis and identify changes in resource availability, failure or unexpected success, and new considerations. |

#### Action Checklist

|  |  |  |
| --- | --- | --- |
|  | **Council Silver (Tactical) Response Checklist** | **Tick when actioned or considered** |
|  | **Immediate actions** |  |
| 1. | Begin your personal [log.](https://towerhamlets2.sharepoint.com/:w:/s/Resilience/EZGofkHnstxMsdecqyPl4yMB4ta5_yDAOyh9FnbuUKa87w?e=4iiU2H)   * Collate a situation report, where possible use the M/ETHANE format * Impacts to LBTH service provision * Actions already taken by LBTH, Council Silver and Council Silver Group * What communication has already taken place * Any other key information, actions, decisions and rationale |  |
| 2. | Assess incident with Civil Protection Coordinator and agree priority actions. Receive handover from CPC/CPO who has been acting Council Silver and will now act as Resilience Advisor. |  |
| 3. | Assess what Council response is required. Ensure council statutory functions are met and the councils adheres to all relevant legislation (E.g. Data Protection). Utilise the Resilience Advisor to provide subject matter expertise. |  |
| 4. | Consider what Council plans need to be activated or multi-agency specific emergency plans. Utilise the Resilience Advisor to provide subject matter expertise. |  |
| 5. | Consider notification to:   * Director of affected service(s)/all directors * Civil Protection Unit (if not already aware) * Communications Team * Mayor’s Office and members (via Democratic Services or Communications Team * Chief Executive * Key external strategic stakeholders (e.g. BRF partners, Voluntary Sector, London Resilience Unit) |  |
| 6. | Escalate to Council Gold if there are the following implications:   * Financial * Ethical * Political * Reputational |  |
| 7. | Deployment or stand-by of resources (e.g. LALO, SHAO, ECM, BECC, Emergency Centre). |  |
|  | **If agreed, convene a Council Silver group** |  |
| 8. | Be prepared to chair Council Silver Group (See Annex 6.V. for agenda) |  |
| 9. | Prior to Council Silver Group meeting:   * Arrange time, format and location for first meeting * Invite Directors nominated to act as Silver level and CPC/CPU * Invite multi-agency representation (if required) * Arrange a loggist (at minimum ensure meeting is recorded) * Brief the loggist on how actions and decisions will be communicated and logged |  |
|  | **Post Council Silver Group** |  |
| 10. | Review meeting log and action list with loggist |  |
| 11. | Provide update directly to Council Gold or attend Council Gold Group meeting if convened |  |
| 12. | Ensure, as far as possible, that appropriate information is reaching the correct people and groups, including:   * All staff * Residents / Local Businesses * LBTH partner agencies (CPU holds contacts of Borough Resilience Forum partners) |  |
|  | **On-going response actions** |  |
| 13. | Regularly review the operational rhythm of the incident in conjunction with Council Gold where activated. |  |
| 14. | If the incident requires a multi-agency coordination meeting to convene, you may be required to attend a Tactical Coordination Group, in addition to internal responsibilities.  Continue personal log during any multi-agency meetings |  |
| 15. | If the incident is affecting a partner agency / borough be prepared to receive requests for mutual aid.  If LBTH Council requires mutual aid, notify the CPC and Council Gold who can request mutual aid via the London Local Authority Coordination Centre. |  |
| 16. | Assess any business continuity impacts and as necessary, activate BC plans. |  |
| 17. | Horizon scan with Council Gold and any relevant organisations and consider any early recovery needs. |  |
| 18. | Continuously review the need to declare a Major Incident |  |
|  | **Handover/Stand down actions** |  |
| 19. | Prepare written handover notes and arrange verbal handover with incoming Council Silver. |  |
| 20. | Ensure handover arrangements for the recovery group (if established) are agreed. |  |
| 21. | Ensure members and other key stakeholders have been notified. |  |
| 22. | Note any key learning points from your role in your Incident Log, ready to feed into a debrief. |  |

#### Action Flow Chart

See over page…

**Receive notification of incident from CPC/CPU. Become the Council Gold on behalf of LBTH.**

* What communication has already taken place
* Any other key information, actions, decisions and rationale

Begin your personal log.

* Current situation report
* Impacts to LBTH service provision
* Actions already taken by LBTH, Council Silver

and Council Silver Group

If Major Incident declared by Partner agency, identify impacts for LBTH

Has the threshold of a Major Incident been met?

A Major incident is **“an event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more of the emergency responder agencies.”**

Continuously review the need to declare a Major Incident.

Post to GSG:

* Review meeting log and action list with loggist
* Provide update directly to Council Gold or attend Council Gold meeting if convened
* Continue personal log during any multi-agency meetings
* Consider need to convene Recovery Coordinating Group

Assess incident with Civil Protection Coordinator and agree priority actions.

Determine if Major Incident threshold has been met for LBTH

Deployment or stand-by of resources (e.g. LALO, SHAO, ECM, BECC, Emergency Centre).

Convene a Council Silver Group if required. See Annex for guidance.

Escalate to Council Gold if there are Financial, Ethical, Political or Reputational implications.

Consider what Council plans need to be activated or multi-agency specific emergency plans. Utilise the Resilience Advisors expertise.

Assess what Council response is required. Ensure council statutory functions are met and the councils adheres to all relevant legislation (E.g. Data Protection). Utilise the Resilience Advisor to provide subject matter expertise

Consider notification to:

* Director of affected service(s)/all directors
* Civil Protection Unit (if not already aware)
* Communications Team
* Mayor’s office and members (via Democratic Services or Comms Team
* Chief Executive
* Key external strategic stakeholders (e.g. BRF partners, Voluntary Sector, London Resilience)

Confirm relevant BC Plans have been activated

* Regularly review the operational rhythm of the incident in conjunction with Council Gold where activated.
* Assess any business continuity impacts and as necessary, activate BC plans.
* Horizon scan with Council Gold and any relevant organisations and consider any early recovery needs.

Ensure, as far as possible, that appropriate information is reaching the correct people and groups, including:

* All staff
* Residents / Local Businesses
* LBTH partner agencies (CPU holds contacts of Borough Resilience Forum partners)

**On-going response actions**

**Post Council Silver Group**

Prior to GSG:

* Arrange time, format and location for first meeting
* Invite Directors nominated to act as Silver level and CPC/CPU
* Invite multi-agency representation (if required)
* Arrange a loggist (minimum ensure meeting is recorded)
* Brief the loggist on how actions and decisions will be communicated and logged

**Convene Council Silver Group**

**Major Incident declaration**

* Ensure handover arrangements for the recovery group (if established) are agreed.
* Ensure members and other key stakeholders have been notified.
* Ensure all logs and records of events are collected and passed to the CPC/CPU

**Handover/Incident Stand Down**

**Multi-Agency Incident**

Ensure that actions under “Internal Incident” are undertaken, in addition to:

**Internal Incident**

**No**

**Yes**

#### Tactical Group Agenda Template

This template uses the [JESIP Joint Decision Model](#_Toc184640322) as a framework and may be adapted as required for each meeting.

|  | **Meeting:** *(E.g. Incident Name – LBTH Tactical Coordinating Group)* |  |
| --- | --- | --- |
|  | **Meeting No:** |  |
|  | **Date:** |  |
|  | **Time:** |  |
| **Ref** | **Item** | **Lead** |
|  | **Initial Actions**   * Ensure that meeting is recorded – if meeting cannot be recorded virtually, ensure that an Incident Log is kept by a trained Incident Loggist * Ensure that an Action Log is kept during the meeting where actions are allocated appropriately.   **Introductions**   * Chair – including agreement from members of the Chair. * Attendees invited to introduce themselves. * Meeting etiquette / Confidentiality. | Chair |
|  | **GATHER INFORMATION & INTELLIGENCE** |  |
|  | **Situation Report**   * Share current Situation Report (M/ETHANE if received) * Incident updates from CPU/TCG/SCG * Identify any critical gaps in information or intelligence * Review of actions taken so far   Considerations:   * Critical services and service provision * Staff * Reputational issues * Financial issues * Regulatory/statutory responsibilities * Social care/vulnerable people * Local businesses and economy   Decide whether any impacts identified require escalation | Chair |
|  | **Review of previous actions / Urgent items for attention** | Chair / All |
|  | ***Adjourn as necessary to action urgent issues.*** |  |
|  | **ASSESS RISKS & DEVELOP A WORKING STRATEGY** |  |
|  | **Strategic Threat & Risk Assessment**   * Risks / threats: What is new? What has changed? What are the gaps? * Forward look / horizon scanning. * Determine actions to be taken in response to threats and risks identified, prioritise and agree a working strategy. | Chair / All |
|  | **CONSIDER POWERS, POLICIES & PROCEDURES** |  |
|  | **Powers, policies & procedures**   * Powers and policies engaged/affected by the incident. * C3 (Command Structure) arrangements and Support Cells in place/required. | Chair / All |
|  | **IDENTIFY OPTIONS & CONTINGENCIES** |  |
|  | **Key issues (not exhaustive)**   * Communications & Media (including public perception of situation) * Humanitarian Assistance * Community Impact (including public & community response) * Resource issues / Requirement for Activation of Assistance / Escalation * Recovery * Situation Reporting | All |
|  | **REVIEW OF ACTIONS** |  |
| **8.** | **Review of actions**   * Ensure actions are allocated * Loggist points for clarification | Chair / Secretariat |
| **9.** | **Future meetings**   * Any other organisations (not present) to be invited. * Date/time/venue of next meeting. | Chair |

### 

### Bronze (Operational) Aide Memoir

#### Local Authority Liaison Officer (LALO)

The emergency services may require a Council officer (LALO) to attend the scene to liaise with and receive any 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)**.**

For LALO Deployment and Responsibilities See [Resilience Team Standby Rota](#_Resilience_Team_Standby)

#### LALO (Tactical / Operational) Action Checklist

|  |  |
| --- | --- |
| **LALO (Tactical/Operational) Response Checklist** | **Tick when actioned or considered** |
| **Immediate actions** |  |
| Upon deployment by CPC/Silver, start your decision log if practical. Inform the CPC of your arrival at the incident scene and agree a communication strategy (Mobile, Airwave, Text, Teams). |  |
| Gather the most up to date situation information - use the METHANE model to gather the information about the incident, and communicate back to CPC, Council Silver or BECC if activated. |  |
| Establish shared situational awareness between responder agencies at the scene. |  |
| Consider the needs of all residents impacted by the incident. |  |
| Assess what Council response is required. Ensure that the response delivers the goals of the Tactical Plan. |  |
| Consider what Council plans need to be activated or multi-agency specific emergency plans and confirm details to the Council Silver. |  |
| Notify key stakeholders both internal (e.g. CPC, Council Silver, Council Gold, LALO, relevant service leads) and external (Registered Provider of Social Housing, Voluntary sector). |  |
| Deployment or stand-by of resources (e.g. BECC, Emergency Centre, ECM, ECO). |  |
| **On-going response actions** |  |
| Continue an ongoing dialogue with the CPC, Council Silver or BECC |  |
| Represent the Council at the multi-agency on site Tactical Coordination Group meeting (TCG) |  |
| Regularly review the operational rhythm of the incident in conjunction with CPC or Council Silver |  |
| Do you have the capacity and resources required to continue your operational response? Consider requirement for mutual aid in discussion with Council Silver. |  |
| Horizon scan with CPC or Council Silver and any relevant organisations, considering any early recovery needs. |  |
| Establish if there is a need for a Reception Centre or Rest Centre and investigate suitable locations nearby for use if required. |  |
| **Handover/Stand down actions** |  |
| Prepare written handover notes and arrange verbal handover with incoming Council LALO. |  |
| Confirm stand down with CPC/Council Silver. Ensure stakeholders are notified of stand down. |  |
| Note any key learning points from your role in your Incident Log ready to feed into a debrief. |  |
| Transfer all site notes to the Formal [LALO Incident Log Template](https://towerhamlets2.sharepoint.com/:w:/s/Resilience/ES42Tqi-RSxPhPURRP7RJe0BrWIhDe6CF3ACuymS7wdYOg?e=07VhwU) at the earliest opportunity. |  |

#### Senior Humanitarian Assistance Officer (SHAO)

The SHAO forms part of the standby Resilience Team and will not be deployed to the scene but will work as directed by the CPC/BECC.

For SHAO Deployment and Responsibilities see [Resilience Team Standby Rota](#_Resilience_Team_Standby).

Further detail on the SHAO role and the SHAO Action card can be found in [BMEP Pt.2: Community Care Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EVmTqBs1vsRGpQNdICrktkEBKnFx3TU3-9X2PAlL49NFuA?e=c5Iv0D).

#### Emergency Centre Manager (ECM)

The Emergency Centre Manager (ECM) forms part of the Standby Resilience Team and is deployed to the Emergency Centre if activated.

For ECM Deployment and Responsibilities See [Resilience Team Standby Rota](#_Resilience_Team_Standby).

Further detail on the ECM role and the ECM Action card can be found in [BMEP Pt. 2: Community Care Plan](https://towerhamlets2.sharepoint.com/sites/Resilience/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%202%20%2D%20Community%20Care%20Plan%20%26%20Updated%20Schools%20Maps%20%26%20Info%2FBorough%20Major%20Emergency%20Plan%20Pt%2E%202%20%2D%20Community%20Care%20Plan%202022%2Epdf&parent=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%202%20%2D%20Community%20Care%20Plan%20%26%20Updated%20Schools%20Maps%20%26%20Info&p=true&ga=1).

#### SHAO / ECM / ECO Action Checklists

For SHAO, ECM and ECO aide memoires, please see Section 2 (Emergency Centre Annexes) of the [BMEP Pt. 2: Community Care Plan](https://towerhamlets2.sharepoint.com/sites/Resilience/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%202%20%2D%20Community%20Care%20Plan%20%26%20Updated%20Schools%20Maps%20%26%20Info%2FBorough%20Major%20Emergency%20Plan%20Pt%2E%202%20%2D%20Community%20Care%20Plan%202022%2Epdf&parent=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%202%20%2D%20Community%20Care%20Plan%20%26%20Updated%20Schools%20Maps%20%26%20Info&p=true&ga=1).

### Impact Assessment Template

The template below will assist in focusing the efforts of partners who are involved in the recovery process.

|  |  |  |  |
| --- | --- | --- | --- |
| **Impact Category** | **RAG** | **Key Impacts** | **Identified Actions** |
| **Social**    (Functions of community life) |  |  |  |
| **Health**    (Physical and Psychological) |  |  |  |
| **Economic**    (Business, investment and productivity) |  |  |  |
| **Infrastructure**    (Transport, Utilities, Buildings etc.) |  |  |  |
| **Environmental**    (Effects on land, air, and water quality) |  |  |  |

### 

### 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 (this list is not exhaustive):

#### Housing & Regeneration Directorate

Directorate responsible for:

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 Borough Emergency Control Centres (BECC’s), various types of survivor and evacuation centres, marshalling areas etc.)
* 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).

Neighbourhood Services & Housing Asset Management (Formerly THH)

* Co-ordinate Emergency Call Out (ECO) duty officers during incidents.
* Assisting in the management of Tower Hamlets properties affected by an incident alongside the CPU, Duty CPC or BECC (if activated)
* Providing caretakers, plumbers, electricians, and other services to repair incident damaged properties.
* Participate in recovery debrief following incidents.

Housing Options

* Liaison with registered providers of social housing
* Rehousing of permanently displaced residents

#### Children’s Services Directorate

The Directorate is responsible for:

Education

* 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 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.

Supporting Families

* Leading on Children’s Safeguarding/Children’s Social Care issues which may arise during the incident.

#### Health and Adult Social Care Directorate

The Directorate is responsible for:

Adult Social Care Services

* Adults Safeguarding, referrals of vulnerable adults impacted by the incident
* Out of hours Emergency Duty Team (EDT)
* Counselling, and trauma service for impacted residents and emergency staff

#### Communities Directorate

The Directorate is responsible for:

Community Safety:

* Tower Hamlets Enforcement Neighbourhood Operations, including THEO’s.
* Civil Protection, Business Continuity, and Emergency Planning
* CCTV

Transport Services:

* Provide buses and drivers for transporting staff and evacuees.

Public Realm:

* Street closures, diversions, and signage
* Parking
* Removal and disposal (assisted by other agencies) of obstructions, and debris from the highway
* Drain and gully clearance
* Flood and water management
* 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)
* Part of the Science and Technical Advice Cell (STAC) if formed for the requirement for co-ordinated scientific or technical advice 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

Licensing:

* Incidents involving commercial premises.
* Incidents involving HMO’s

#### Resources Directorate

* Customer Contact Centre (CCC) or switchboard (the CCC’s responsibilities are shown in more detail in [Plans and Procedures Annex](#_Plans_and_Procedures))
* ICT services
* Human Resources
* Finance and Legal services

#### Chief Executive’s Office

Communications (Press & Media):

* Provide a 24/7 365 communications 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.
* To represent the Multi Agency Information Cell (MAIC) if established.
* 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 Bridge, Viva Engage, the SMS text messaging system in and out of hours.

Member Services – See [Council Members](#_Council_Members)

### 

### Council Members

Elected Members have a crucial role providing reassurance messages to the community during major emergencies. The following guidance should be observed by all Members in the event of an incident occurring in the Borough. Elected Members do not have an operational role during incidents other than that detailed below and must refer any approaches and requests for assistance made by the emergency services, general public or local organisations to the Director on Call, The Gold Group 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 and relevant Ward Councillors via the Communications Team as appropriate. There are, however, two important points to note:

1. 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)
2. 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 contact Council Gold, 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)

### 

### Plans and Procedures

#### Borough Major Emergency Plans (BMEP)

Borough Major Emergency Plan Part 2 - Emergency Community Care Plan

This [BMEP Pt. 2](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EVmTqBs1vsRGpQNdICrktkEBKnFx3TU3-9X2PAlL49NFuA?e=c5Iv0D) covers the processes involved in the setting up and running of Emergency Centres to meet the humanitarian needs of people affected by an emergency.

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 Escalation Procedure

In line with its duties under the Civil Contingencies Act 2004 to *“put in place Business Continuity Management arrangements”*, each service maintains their own Business Continuity (BC) Plan as the experts in their own areas. The Council utilises a software platform to host all service level BC plans. The CPU has also produced a business continuity escalation procedure to aid the corporate response to a BC event [BMEP Pt. 3](https://towerhamlets2.sharepoint.com/sites/Resilience/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%203%20%2D%20Business%20Continuity%2FBorough%20Major%20Emergency%20Plan%20Part%203%20%2D%20Business%20Continuity%20Incident%20Management%20%26%20Escalation%20Procedure%202023v1%2E0%2Epdf&parent=%2Fsites%2FResilience%2FShared%20Documents%2F11%2E%20Plans%20and%20Procedures%2FLocal%2FBorough%20Major%20Emergency%20Plan%20%2D%20Pt%203%20%2D%20Business%20Continuity&p=true&ga=1).

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
* The needs of those affected have been met as far as practicable.

[BMEP Pt. 5](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/Ee2-dV45apFNuiyvTDlQ3PMBqvgGXx0RUOJdBLLo3EAF4Q?e=L5eGOl) 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](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EcrjTyGJU9NAtTLCEYd438IBVJnz6cVqwo8RFllr15qSHw?e=ErSiYO). Although different from the response phase, recovery should be an integral part of the response from the beginning, the BMEP Pt. 5 Recovery Plan should be read closely in conjunction with this plan and activated as early in the Response phase as practicable.

#### 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 CPU holds a supply of leak-proof body bags in the emergency stores.  The mortuary also benefits from having a generator to back up the mains supply. This Borough falls within the Inner North London Coroners District.

Health, Adults & Social Care 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.

Temporary & Disaster Mortuaries

During a major emergency the coroner may decide 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 major incident, where there are large numbers of fatalities, there are regional and national arrangements in place which include Designated Disaster Mortuaries (DDM), one 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. These plans are protectively marked and do not form part of this document.

#### Emergency Evacuation

Local Evacuation

Refer to [Borough Major Emergency Plan Pt 2 - Emergency Community Care Plan](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/EVmTqBs1vsRGpQNdICrktkEBKnFx3TU3-9X2PAlL49NFuA?e=c5Iv0D) (which incorporates the Emergency Centre Plan)

Mass Evacuation Plans

In central London, the London Resilience Partnership has produced the [Mass Evacuation and Shelter Framework](https://towerhamlets2.sharepoint.com/:b:/s/Resilience/ET2zx9V53yNPoi0IS6Uyfi4BSDL0vGE9h01aykw23WRPiA?e=zjojuQ) for the mass evacuation of areas of London (not the evacuation of the entire City). The plan is protectively marked and can only be accessed by responding agencies who have access to ResilienceDirect.