



2009-2010
Positive engagement of older people
2009-2010
Preventing and tackling child poverty
2003-2009
Winner of 7 previous
Beacon Awards



INVESTOR IN PEOPLE



Working Together to Respond to Emergencies

**London Borough of Tower Hamlets
Civil Protection Unit**

The best of London in one borough



2009-2010
Positive engagement of older people
2009-2010
Preventing and tackling child poverty
2003-2009
Winner of 7 previous
Beacon Awards



INVESTOR IN PEOPLE



Aims:

- Outline the **response to an emergency or incident**
- Look at **how the Council and Social Landlords can work together** to mitigate the impacts of an incident





2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



In the Civil Contingencies Act 2004, an emergency is defined as:

- an event or situation which **threatens serious damage to human welfare;**
- an event or situation **which threatens serious damage to the environment;**
- **war, or terrorism, which threatens serious damage to security.**



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



The Major Incident Procedure Manual states:

‘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 emergency responder agency.’

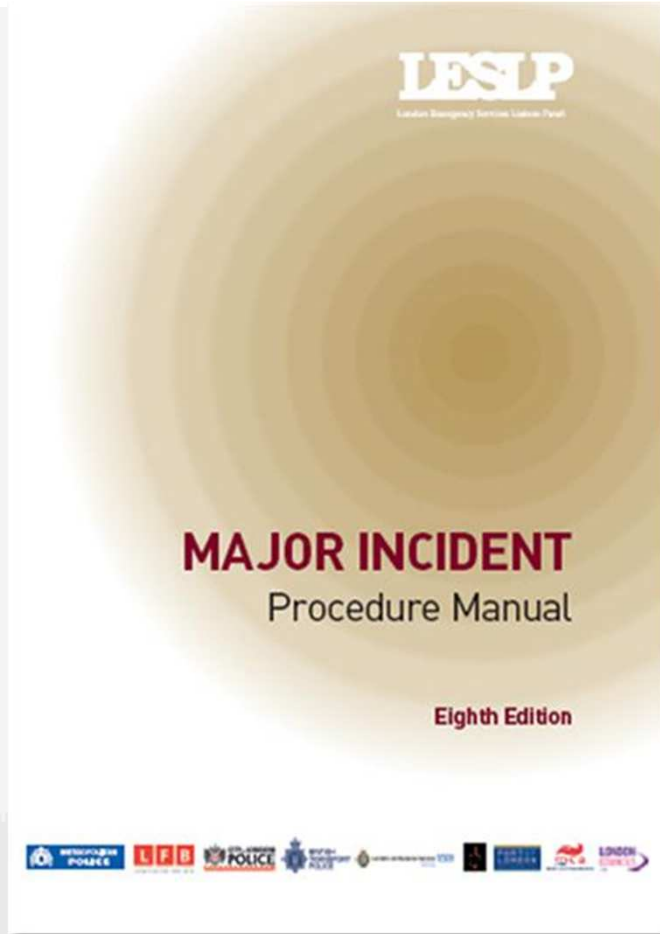




2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



- **Produced by the London Emergency Services Liaison Panel (LESLP)**
- **Sets out the processes and roles & responsibilities of all responding agencies**



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Incident Occurs

LESLP Principles Followed

Major Incident Declared

Communications

Special Arrangements

Command

Control

Organised response

Appropriate, proportional
resources allocated



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Command & Control



Strategic – Gold Officers

- Overall command of their agencies resources
- Responsible for setting the strategy for responding to the incident



Tactical – Silver Officers

- Responsible for formulating the tactics (actions) of their agency needed to achieve the strategy set by their Strategic Commander



Operational – Bronze Officers

- Carry out the tactics (actions) set by the Tactical Commanders



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Emergency Plans and Protocols

All Local Authorities	Tower Hamlets
Generic Response Plans	Borough Major Emergency Plan (BMEP)
Multi-Agency protocols, processes and resources	Pandemic Influenza Plan
	Duty Civil Protection Co-ordinator role (CPC)
Specific Council protocols, processes and resources	Duty Director Rota
	Duty Communications Officer



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



24/7 CCTV Control Room with OOH Call Centre Facility

Rest Centres: pre-identified premises (schools)

Local Authority Liaison Officer (LALO)

- Tactical Level
- “Eyes and ears” of the Council at the scene

Large pool of trained/experienced officers to staff facilities (i.e. Rest Centres, BECCs)

**Tower Hamlets
Emergency
Response
Resources**

3X Equipped Borough Emergency Control Centres (BECCs)

Access to Council Services with existing OOH provision i.e. Building Control, Transport, Environmental Health, Facilities Management, Catering Services.

The best of London in one borough



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Communications

We have a **draft emergency communications plan** for a range of civic emergencies and in support of the BMEP.

- **Communications principles:**
 - **Support operational objectives**, specifically the loss of life
 - **Keep the public informed** in a timely, clear, consistent and concise way.
 - **Use community networks** to share information.
 - **Support the recovery stage** and return to normality.
 - **Keep staff, elected members and partners informed.**
 - **Maintain confidence in the public agencies** involved in dealing with an incident.



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Communications flow

- The **CPC manages the flow of communications internally**, including continual and timely incidents to the communications lead.
- The relevant/on duty director will **advise the chief executive, CLT, the mayor and relevant ward members for the area involved**.
- The relevant/on call **director and communications lead should liaise together to agree the communications messages** with wider members, public, staff, media and partners. The communications team will lead on this.
- The **communications team will liaise with communications peers in the emergency or response services on messaging** but will only communicate on the verified and confirmed incident information provided by the CPC.



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards

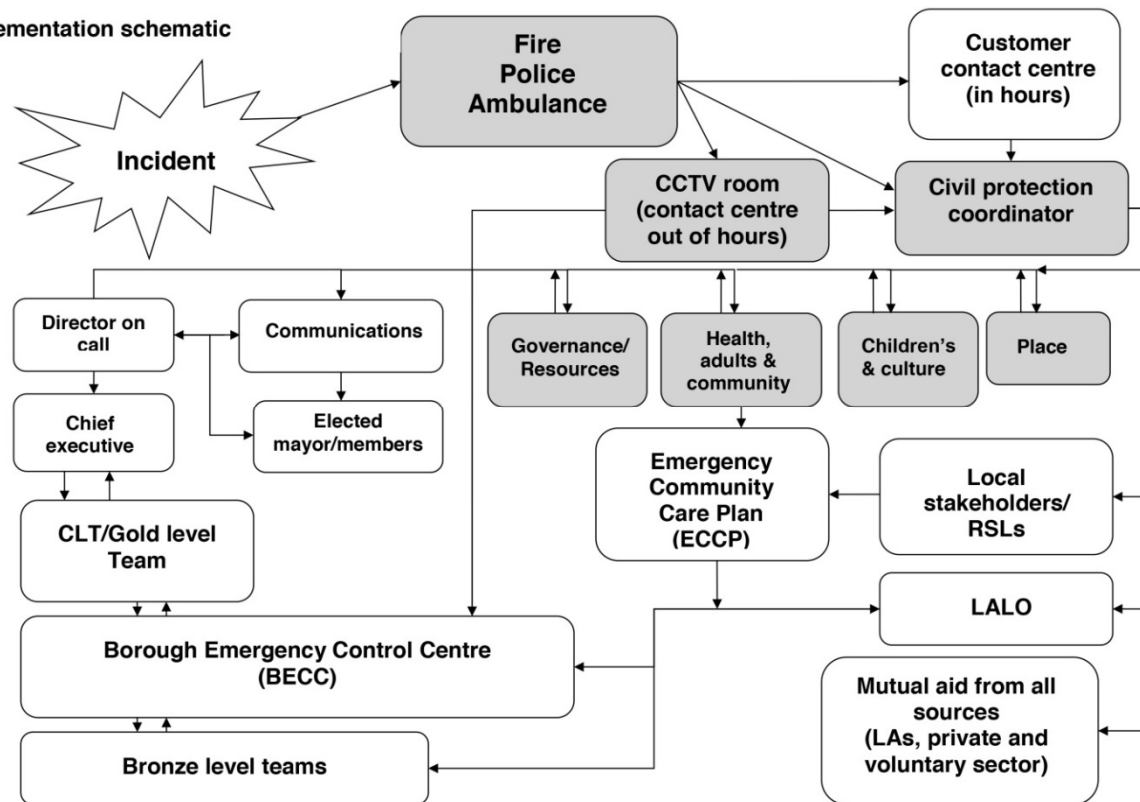


INVESTOR IN PEOPLE



Communications flow

Implementation schematic





2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Training and Exercising

Training in Tower Hamlets (Nov 2017-2019)

30 training events

444 LBTH staff attended events

Subjects included:

- Rest Centres
- Silver (tactical) Response
- LALOs
- BECCs
- Strategic Management & Recovery
- Business Continuity

Exercising in Tower Hamlets (Nov 2017-2019)

17 exercising events

189 LBTH staff attended events

Themes included:

- Humanitarian Assistance
- Momentum Vehicle Attack
- Fuel Disruption
- Pandemic Influenza
- Mass Evacuation
- Flooding
- Public Events
- CBRN(e)



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Incidents in or affecting Tower Hamlets

The Council
responded to
42 incidents
between Nov
17-Nov 19

Incidents included:

- Dangerous Structures
- Fires, snow, heatwave
- Siege
- ICT Outage, Power Outage
- Hoarding
- Burst Water Main, Flooding (burst pipes)
- Stabbing
- Suspect Package
- Protests
- Lift Trapping
- Gas Leak

Incidents
often have
“side effects”
which require
further
emergency
response



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Working together effectively

Though the resources of individual housing providers varies significantly, **all would benefit if it were possible to mirror some of the basic arrangements**, such as:

- A **dedicated OOH contact number** for use by responding agencies;
- A **nominated point of contact within the organisation** who could respond (communicate) at a Tactical level;
- The facility to **call out staff to assist at the scene** ('a familiar face for residents');
- The facility to **access information OOH**;
- Identification of **possible locations for use (initially) as shelter for evacuated residents**;



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Useful Links

<http://www.leslp.gov.uk/>

<https://www.gov.uk/government/policies/emergency-planning>

<http://www.london.gov.uk/about-us/organisations-we-work/london-prepared>

The best of London in one borough



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



INVESTOR IN PEOPLE



Any Questions?

The best of London in one borough