

Select Committee on Community Safety and Community Services
- 5 November 2009

Report of the Chief Executive

Annual Report of the Head of Contingency and Disaster Management for 2008/09

Purpose of Report

- 1) To report to the Select Committee on Public Safety and update on the state of preparedness within the Council to respond to those incidents both minor and major which could befall the community of Dudley either from natural, man-made disasters or terrorism within the Borough.

Background

- 2) The Civil Contingencies Act puts a statutory obligation on the authority to plan for major incidents either natural or man made which may befall the borough. In order to comply with this the authorities' Contingency & Disaster Management Team based at the Laundry Block, Himley Hall plan for these emergencies as well as collating the Business Continuity Planning for Directorates.
- 3) The unit works with the Emergency Services and utilities to ensure the safety of the citizens of the borough through multi agency planning.
- 4) Whilst both training and exercising with officers of the authority and partner agencies we ensure the response to these incidents is co-ordinated across those agencies.

Particular Events

- 5) In September a seminar was arranged for staff, members and partner agencies which was entitled "Lockerbie 20 years on". The context of the day was to hear from speakers who were involved with the multi agency response following the explosion on PAN AM 103 in 1988.
- 6) The presentation by Ian Jordan who assisted the Chief Executive of Dumfries and Galloway throughout the incident was most relevant to Dudley. Mick Charles who undertook the investigation of the incident for the Air Accident Investigation Branch gave an indication of the area that debris would have been strewn if such an incident had occurred over Dudley.

- 7) The other speakers from Police, Fire Body Recovery, Temporary Mortuary Managers as well as a legal perspective on emergency response were equally enlightening.
- 8) In November the Unit introduced a TEXT warning System for Town Centre Businesses. This initiative follows on from the Corporate TEXT Messaging System which was made available to Contingency and Disaster Management. The system in conjunction with the police will enable a text message to be sent to businesses within town centres to advise them on what to do if an emergency arises.
- 9) The police will contact Contingency and Disaster Management to inform them what information needs to be promulgated this can be done by officers during office hours or passed to the Community Alarms at Capstan House to be dispatched "out of hours".
- 10) This system was well publicised by Marketing and Communications through the press and leaflets were distributed to each business, as well as the Head of Contingency and Disaster management speaking to Town centre Forums. However the take up has been small. This has not deterred the initiative and it is hoped that the word will spread amongst the business community.
- 11) As the Chief Executive is the Lead Chief Executive for Emergency Planning within the West Midlands Conurbation, the unit organised the West Midlands Resilience Group Conference jointly with Sandwell Emergency Planners in November, this was to get all West Midlands Responding agencies as well as the utilities together to exchange ideas and experiences. Particular sessions were given by the Red Cross on their proposed Personal Resilience Programme, and by Gloucester County Council on the extensive flooding in the county.
- 12) The unit ran a training session "Multi Agency Partnership" in February 2009 to which some 85 people from various agencies attended. The session was a follow on from the table top exercise "Exercise GULF" the previous year where from the feedback various agencies asked for an update on the Roles and Responsibilities of Partner Agencies during emergencies. This session was well received by all participants.
- 13) Speakers included:-
 - Police (local OCU's)
 - Police Counter Terrorist Unit
 - Police Press Officer
 - Police Body Recovery
 - Police Cordons
 - Casualty Bureau
 - Fire Service Ambulance Service
 - Merry Hill Emergency planning
 - Dudley Group of Hospitals
 - Contingency and Disaster Management
 - The Military

Emergency Plans

- 14) The Major Emergency Plan was re-issued this year this is in a Multi Agency format and issued to all officers within the council who require a copy as well as to our partner agencies. A copy is available in the Members Library as well as on the Intranet and Internet in a sanitised format.
- 15) There are a large number of plans, procedures and leaflets which complement the Major Emergency Plan some of which are again available on both the Intranet and Internet. A list of these plans is in Appendix 1 to this report.
- 16) One of the duties of the Council is to provide assistance to businesses in the area regarding business continuity. In order to fulfil this duty a number of documents have been provided to businesses via the internet. A list is provided in Appendix 1.
- 17) Officers have also spoken to business representatives when asked.
- 18) Officers of Contingency & Disaster Management attend both West Midlands Conurbation Local Resilience Forum and Regional Resilience Forum meetings in order to ensure Dudley is up to date with national and regional planning.

Multi Agency Working

- 19) The suite of offices refurbished in 2006, at the Laundry Block, Himley Hall along with the technology has been viewed by many agencies during the last 2 years. The facility has been seen to be of such a standard that the Government Office of the West Midlands, Resilience Team have requested that the facility be made available to them as a back up location if their offices in Central Birmingham become unavailable due to a major incident etc.
- 20) West Midlands Police J1 and J2 OCu's have also requested that the facility form the Tactical Coordination Centre (Silver Command) for any incidents occurring within Dudley, as it has ideal facilities for this purpose. The police are currently attempting to get their IT systems in place at Himley to better facilitate this.
- 21) These requests have been agreed to and in order to progress the development of systems and communications within the District Emergency Centre establishment, a capital programme to refurbish an additional room has been agreed. This will take place subject to suitable alternative accommodation being found for the current occupant.

Training & Incidents

- 22) A list of training provided and training attended is included in Appendix 2 to this report.
- 23) Officers also respond to emergencies both in and out of office hours.
- 24) A list of incidents for the year is in Appendix 3.
- 25) As well as the attached list of incidents the unit was heavily involved with the Government Office of the West Midlands in the National Response to both

the fuel tanker drivers strike in the summer of 2008 and the road salt shortages in winter 2009. In both cases submitting daily situation reports and liaising with other areas of the Council.

Finance

- 26) There are no financial implications arising directly from this report.

Law

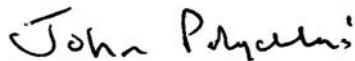
- 27) The Emergency Planning function of the Council is now laid down within the Civil Contingencies Act 2004.

Equality Impact

- 28) Contingency & Disaster Management ensures that all sections of the community are treated equally and has printed material available in other languages, Braille and audio for times of emergency, and has the ability to get this undertaken at any time.

Recommendation

- 29) That members note this annual report of Contingency and Disaster Management.



.....
John Polychronakis
Chief Executive

Contact Officer: Ian Skidmore
Telephone: 01384 814736
Email: ian.skidmore@dudley.gov.uk

Documents and Plans held by Contingency & Disaster Management:

- Dudley MBC Public Information and Media Plan
- Dudley MBC Call Centre Guide
- Dudley MBC Registrars Emergency Contacts
- Dudley MBC DPC Emergency Call out Plans
- Dudley MBC DUE Emergency Plan
- Dudley MBC Directorate of Adult, Community and Housing Emergency Plan
- Dudley MBC Fuel Crisis Plan
- Dudley MBC Role of the Elected Member in Emergencies
- Dudley MBC Rest Centre Managers Guide
- Dudley MBC Rest Centre Locations and associated documents
- Support Officers Guide
- Dudley Emergency Information Helpline Guide
- Dudley MBC Temporary Mortuary Plan
- Dudley MBC Crisis Support Team Protocol
- Dudley MBC Crisis Support Team Handbook
- Dudley MBC Feeding Plan
- Dudley MBC CBRN Recovery Plan
- Hazard Identification Document
- Dudley and Worcestershire Clergy Response
- Interfaith Contacts
- Town Centre Evacuation Transport Plan
- Police Evacuation Plan
- Dudley MBC ITC Disaster Recovery Plan
- Coroners Court/temporary Magistrates Court, Keyholders
- Dudley MBC Election Count Plan
- Dudley MBC Humanitarian Assistance Centre
- Dudley MBC Flood Plan
- Sandwell Major Incident Mortuary Plan
- Guide for Strategic Commanders

Multi Agency Plans

- Strategic coordination for Major Incidents
- Strategic Pandemic Response Plan
- Multi Agency CBRN Plan

Human Health

- Dudley MBC Pandemic Plan
- Excess Deaths Plan

Animal Disease Plans

- Avian Influenza Plan
- Rabies Plan
- Foot and Mouth Plan

Public Information Leaflets

- Public Advice for Emergency Situations
- Contingency and Disaster Management (Who are we)
- Flood Leaflet
- Coping with a major personal crisis
- Coping with a crisis children's card

Community Business Information

- Bomb Threats and Suspicious Packages
- Business Continuity Leaflet for Small and Medium Businesses
- Business Continuity to the Community
- Business Continuity Checklist
- Business Continuity Template
- Business Continuity Impact Analysis
- Emergency Evacuation Template

Evacuation

- Council Buildings Evacuation Plans
- Evacuation Procedure Laundry Block

Council Business Continuity

- Dudley MBC Business Continuity Directorate Plans
- Council Strategy
- HR Flu Pandemic Plan
- High Staff Absenteeism Plan
- Dudley Council Identification of Critical Services
- Dudley Council Plan Template
- Strategic Business Continuity Plan 6
- Dudley Small Building BCP Template

Website

Procedures

- Contacting the Met Office
- Actions to be taken in the event of a school emergency
- Council Staff Business Continuity Advice Line
- SMS Text Messaging
- Procedure for Accessing Emergency Planning Version of GIS-MO (Mapping Online)
- Homecall procedure for receipt of Severe weather and flood warnings
- Satellite Telephones

- Contact details held by met office
- Intruder Alarm Laundry Block
- Fire Alarm Laundry Block
- Schools Off Sites Procedure
- DofE Procedure

Other Details

- Back up Radio's
- BME Organisation
- BME equipment
- Coach Companies
- Taxi Companies
- Clergy Response Contact details
- MP's
- Community Health Services
- DACH's Fleet Locations
- CST members contacts
- Helplines Contacts
- Call Handlers Contacts
- Coroners Admin Staff Contacts
- Dudley Residential Homes
- Kennel's and Catteries
- Local Undertakers
- Rest Centre Registration
- Rest Centre Bedding
- Emergency Supplies Sainsbury
- Emergency Supplies Tesco
- Emergency Supplies Morrisons

**Associated documentation held by Contingency and Disaster Management
Business Continuity Plans**

Council Training Sessions and Exercises 2008/09:

Clergy Response Team	8th April 2008
Teletalk Exercise	22nd April 2008
Teletalk Exercise	29th April 2008
Emergency Planning Awareness	21st May 2008
Information Helpline Day 1	2nd June 2008
Assistant Directors Awareness Session	6th June 2008
Note Taking	12th June 2008
Witness Box Familiarisation	13th June 2008
Minimising Aggression & Unpleasantness (CST & Rest Centre Staff and Homecall)	17th June 2008
Exercise 'Rest Centre'	24th June 2008
Emergency Planning Awareness	10th July 2008
Community Cohesion Training	24th July 2008
Business Continuity - L & P	7th August 2008
EP Refresher for Support Team	13th August 2008
Business Continuity - DUE	8th September 2008
Information Helpline Day 2	17th September 2008
Managing the Personal Impact of Dealing with Fatalities	24th September 2008
Lockerbie 20 Years On	25th September
Presenting Written Evidence	9th October 2008
Witness Box Familiarisation	10th October 2008
Dealing with the Media	14th October 2008
Emergency Planning Awareness	23rd October 2008

CST Refresher	24th October 2008
Coroner training - Flu Pandemic	5th November 2008
Elected Members awareness session	6th November 2008
Emergency Planning Awareness (Catering & client)	17th November 2008
CST New Recruits Day 1	18th November 2008
CST New Recruits Day 2	19th November 2008
Helplines Day 3	27th November 2008
CST New Recruits Day 3	4th December 2008
Emergency Planning Awareness	10th December 2008
Minimising Aggression & Unpleasantness (CST & Rest Centre Staff and Homecall)	20th January 2009
Emergency Planning Awareness	3rd February 2009
Multi Agency Partnerships	10th February 2009
Children's Services Table Top Exercise	24th February 2009
Witness Box Masterclass	26th February 2009
Managing Emergencies in Schools	3rd March 2009
CST Refresher	11th March 2009
Presenting Written Evidence	12th March 2009
Witness Box Familiarisation	13th March 2009
Emergency Planning Awareness (L & P)	18th March 2009
Children's Services Rest Centre Training	19th March 2009
Support Team Refresher	26th March 2009
Children's Services Rest Centre Training	31st March 2009

Contingency & Disaster Management Staff

Chemical, Biological, Radiological and Nuclear (CBRN) Terrorism Seminar

Flood Seminar CBRN Multi Agency Awareness Day
Business Continuity
EON Power seminar on protection of power infrastructure
Disaster Victim Identification Seminar
Operation Torch CBRN Training London
National Emergency Mortuary Viewing Bicester
National Emergency Mortuary Seminar London
West Midlands Chief Executives Exercise Black Gold
Aircraft Post Crash Accident Management
West Midlands Resilience Group Conference
Training for Clergy Response Team
West Midlands Business Continuity Network Group
Lockerbie 20 years on
National Flood Emergency Framework Consultation
Exercise Falcon West Midlands Fire Service

Involvement in other training

Speaker for Operation Argus Police Training for the business community
Training to local colleges for Public Service Course
Speaker to Building Control Officers West Midlands Meeting
Speaker at Ordnance Survey West Midlands Emergency Services user Group ref
local authority use of GMIS in incidents

National Involvement

Following the Dudley Lockerbie Seminar the Head of Contingency & Disaster Management was asked to submit an article to the Emergency Planning Society's Magazine Blueprint (copy attached)

Incidents 2008-2009

Date	Address	Incident
24 th April 2008	Stallings Lane, Kingswinford	Acetylene Leak
12 th May 2008	Stourbridge Town	Suspect Package
25 th June 2008	Oak Lane, Kingswinford	10 Pump Fire
11 th July 2008		Informed by fire of 999 system failure
6 th September 2008	Halesowen	Severe Flooding
8 th November 2008	Rushall Close, Audnam	Severe Flooding
14 th December 2008	Corporation Road, Dudley MBC	Factory Fire
23 rd December 2008	Nethergate, Dudley	Sudden Death
9 th January 2009	Myles Court, Brierley Hill	Power failure
17 th February 2009	Stourbridge Town	Gas Leak
21 st March 2009	Middlepark Road, Russells Hall	Grenade

There have been a number of contacts made both in and out of office hours for various flooding incidents where DUE have attended and may have required escalation.

Protracted Events

- Tanker Drivers Strike – undertaking review of National Fuel Plan and Dudley Plans
- Salt shortages - undertaking daily situation reports through Government Office of the West Midlands for some 4 weeks.
- Advising on weather conditions through the winter months