

Select Committee on Community Safety and Community Services
4th - November 2010

Report of the Chief Executive

Annual Report of the Head of Contingency and Disaster Management for 2009/10

Purpose of Report

- 1) To report and update the Select Committee on the state of preparedness within the Council to respond to those incidents both minor and major which could befall the community of Dudley.

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 Council's Contingency & Disaster Management Team plan for these emergencies as well as collating the Business Continuity Planning for Directorates.
- 3) The unit works with the Category 1 and 2 responders and voluntary organisations to ensure the safety of the citizens of the borough through multi agency planning.

The Act lists the following Category 1 and Category 2 responders:

Category 1 - Councils
Police
Fire
Ambulance
Health
Environment Agency
Maritime and Coastguard Agency

Category 2 - Electricity
Gas
Water
Telecommunications
Railways
Airports (civil)
Harbours
Health & Safety Executive
Highways

The areas of responsibility for a category 1 responder are as follows:

- **Planning to Respond to Emergency Situations** – the generic Major Emergency Plan has been re-issued this year and covers all situations. This is also supported by the other plans as listed in appendix 1.
- **Risk Assessment** – those risks within the Borough which may lead to an emergency situation occurring, a comprehensive 126 page assessment has been undertaken and is available to the public on the internet and in libraries.
- **Risk Mitigation** – this is a difficult process for a Local Authority where as long as a premise conforms to relevant legislation, no further reduction in risk can be asked for, however other Category 1 Responders have legislation they enforce.
- **Response** – to be in a position to respond to incidents. In order to conform to this by the training and exercising with officers of the authority and partner agencies we ensure the response to these incidents is co-ordinated across those agencies.
- **Business Continuity Planning** – to plan within the Authority for the continuation of our key services during an emergency. Contingency and Disaster Management has taken on this important role and is ensuring this is undertaken within Directorates. A Corporate Business Continuity Plan has been drawn up, as well as a template for Service Managers to work to.
- **Warning and Informing the Public** – a comprehensive plan is available for this, the Public Information and Media Plan. This along with leaflets, emergency text system, and the website allows the public information before and during any emergency.
- **Information Sharing and Co-operation** – this is between all Category 1 and 2 responders. In the West Midlands Conurbation, this is done through the Local Resilience Forum, and the Regional Resilience Forum, locally Contingency and Disaster Management hold regular multi-agency meetings with the partner agencies.
- **Promotion of Business Continuity Planning to the wider community (Local Authorities only)** – this part of the Act only applies to Local Authorities, the council website area for Contingency and Disaster Management holds a great deal of advice for businesses and is being continually added too.

All these areas have been addressed and a complete list of documents/plans held by Emergency Planning is summarized at Appendix 1.

- 4) 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.

Particular Events/planning/talks

- 5) On October 1st a seminar was arranged for staff members, partner agencies and the Business Sector entitled Recovery and Restoration. This seminar covered talks from those involved in the Dudley Registry Office fire, Gloucestershire Floods, Buncefield Fire, The Alexander Litvinenko poisoning in London where premises became contaminated. Also covered was the restoration of computers and documents as well as Psychological Support for those involved and dealing with the media in such instances.

- 6) Through the Chief Executive as the Lead Chief Executive for Emergency Planning within the West Midlands Conurbation, the unit drew up a mutual aid agreement for assistance which was agreed by the 7 West Midlands Councils. This was later presented to the Regional Chief Executives who agree to support each other during major incidents. It was also agreed to insert a paragraph, accepting that emergencies are not coterminous with boundaries and requests from councils outside the region would also be considered.
- 7) The District Emergency Centre itself was exercised in December 2009 with Call Handlers, Directorate Officers and the Support Team being involved in a scenario of a road tanker collision, leading to a toxic gas escape. Call Handlers received calls and passed to relevant Directorates for onward transmission to those within the Directorates who would normally complete the tasks required by the Emergency Services from the calls received.

All calls originated within the Contingency & Disaster Management Offices and were all prefixed with an exercise title. The exercise had been well advertised so that no action or mobilisation of council services actually took place.

This exercise proved the ability of the Emergency Centre and the Council as a whole to co-ordinate and respond to an emergency.

The need for people within the council to volunteer their services for contact both in and out of hours to staff the centre and in other areas of emergency planning cannot be stressed enough. Without this co-operation it would be difficult to ensure the council's preparedness.

- 8) The unit ran a Multi Agency Table Top exercise in February entitled Exercise Asbestos. The scenario entailed a severe fire which caused an asbestos cloud. The day was well attended by both council staff and partner agencies. The Health Protection Agency, Fire Service and our GMIS section giving presentations.
- 9) During 2009/10 a great deal of work was entered into with the council mapping section GMIS, some work had been previously undertaken to map the Rest Centres used for community evacuation. However following a presentation by both GMIS and Contingency & Disaster Management (CDM) to the Ordnance Survey Emergency Services West Midlands User Group in March 2009 a great amount of work was entered into to ensure that a designated, separate, secure mapping system was created for CDM that allowed an evacuation area to be defined and the areas data to be available to assist the community.

This has been presented to a number of agencies and is seen to be cutting edge technology in the field of emergency planning.

- 10) The capability to view the town centre and car park CCTV images was embodied in the CDM offices during the year. This complements the mapping system on which individual town centre cameras are mapped, showing location and coverage.

- 11) The Head of Section represents the Region on the Government Decontamination Services Focus Group. As well as representing the Local Authorities on the Regional CBRN Meetings.
- 12) The Head of section attended the LGA Members seminar on the Swine Flu in Birmingham with members of the authority and also attended the LGA Annual Conference on Emergency Planning.

Emergency Plans

- 13) The Major Emergency Plan was re-issued again this year in the 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 in a sanitised format and the Borough Libraries. A summary CD of all other plans is also issued to the same people, so that they are aware of the whole Emergency Planning dossier.
- 14) 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.
- 15) A plan to evacuate town centres by utilising the assistance of National Express West Midlands was revisited and this partnership arrangement strengthened.
- 16) The Council Fuel Plan was updated in view of the new National Emergency Fuel Plan, thus designating our essential staff who require fuel to carry out social care and life saving services to the community
- 17) Reservoir inundation planning commenced during this year, these will be Multi-Agency plans and will take some time to produce due to the amount of services which will be affected. The mapping system and assistance of the GMIS Section will assist in these plans.

Multi Agency Working

- 18) The Contingency & Disaster Management offices and the District Emergency Centre facilities were enhanced to ensure that the mapping system and CCTV coverage could be displayed for the forthcoming EDL demonstrations. For this occurrence the offices were to be used as a Multi Agency Tactical Co-ordination Centre.
- 19) A sum of finance exists in a capital scheme to refurbish an additional room for both training and enhanced use as the council's multi agency strategic centre for use during emergencies.
- 20) The National Resilience Extranet came into existence during 2009/10 and Dudley was one of the first local authorities to sign up. The Extranet gives a secure national e-mail, document storage and management of emergencies nationally.

Talks

- 21) As well as the Business Continuity Seminar the Head of section has taken the opportunity to speak to the business community through the Dudley Business Group, Wombourne and Kingswinford Rotary Club and the Black Country Chamber during the year.
- 22) A talk to BAPCO, the national independent professional association for communications, was undertaken in London by the Head of Section on the Evacuation Alert System for Emergencies used in Dudley to evacuate town centres.
- 23) Other talks have been given to the Emergency Services Course at Dudley College, Local Clergy, the Dudley Faith Leaders meeting and a web cast was undertaken on Business Continuity.
- 24) The Head of Contingency & Disaster Management was asked to undertake a hour's talk show on Stourbridge Radio in December 2009
- 25) Councillor Foster and the Head of Section gave a talk to the Emergency Planning Societies West Midlands Branch, on the Role of the Elected Member in Emergencies.

Community Cohesion and Tension Monitoring.

- 26) Following a request from the Community Cohesion Executive a training session for members of the Executive, councillors, senior offices and community members was organised by Contingency & Disaster Management at Himley Hall on the 3rd December 2009. This was well attended and ensures the councils commitment in this area.

Crowded Places

- 27) The Head of Contingency & Disaster Management has been involved with the police to deliver Action Plans for designated Crowded Places not only for Dudley but the Black Country as a whole.

Training

- 28) A list of staff training provided and training attended is included in Appendix 2 to this report.
- 29) A bespoke training event was organised for directorates during the Swine Flu outbreak to assist in the preparation of plans for dealing with high levels of staff absence. A draft Human Resources Plan was also written and passed to HR.

Incidents

- 30) Officers also respond to emergencies both in and out of office hours.
- 31) A list of incidents for the year is in Appendix 2.
- 32) Of particular note was the coordination of the response to the Swine Flu outbreak where Contingency & Disaster Management was involved at the

Strategic Coordination Group of the West Midlands Conurbation as well as organising the local Tactical Coordination Group Meetings at their offices.

- 33) 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 Swine Flu Outbreak and the road salt shortages in winter 2009/10. In both cases submitting daily situation reports and liaising with other areas of the Council.
- 34) During 2009/10 planning commenced for the English Defence League and Unite Against Fascism Protest to be held in Dudley on the 3rd April 2010.

Finance

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

Law

- 36) The Contingency and Disaster Management function of the Council is now laid down within the Civil Contingencies Act 2004.

Equality Impact

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

Recommendation

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

John Polychronakis

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John Polychronakis
Chief Executive

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Documents and Plans held by Contingency & Disaster Management:

- **Dudley Major Emergency Plan**
- **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 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**
- **Town Centre 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**
- **Dudley MBC Temporary Mortuary 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

Crisis Support Team Leaflets

Coping with a Crisis Leaflets (translated and large print version available)
Children's support card

Rest Centre Leaflet

Emergency Rest Centre Advice to Evacuee's (translated and Large Print versions available)

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

- Various Headings

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 Contingency and Disaster Management 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**
- **Met Office Hazard Manager Web Site**
- **Evacuation Alert System for Emergencies 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 2009/10:

Date	Training	Venue
Wednesday 1 st April	Managing Emergencies in schools	Laundry Block
Tuesday 28th April	Diversity	Himley – Pink Room
Wednesday 6 th May – a.m.	EP Awareness	Laundry Block
Tuesday 2 nd June	CST quarterly meeting	Himley – Oak Room
Wednesday 3 rd June	Dealing with Aggression	Laundry Block
Thursday 4 th June	Managing Emergencies in schools	Laundry Block
Thursday 11 th & Friday 12 th June	Andrew Andrews Presenting Written and Oral Evidence	Laundry Block
Wednesday 1 st July – a.m.	EP Awareness	Laundry Block
Wednesday 16 th September	CST quarterly meeting	Himley – Oak Room
Tues 15 th & Wed 16 th September	Andrew Andrews Presenting Written and Oral Evidence	Laundry Block
Thursday 1 st October	Business Continuity Seminar	Dudley Concert Hall
Tuesday 6 th October	Dealing with Fatalities	Laundry Block
Wednesday 7 th October	CST Refresher	Laundry Block
Wednesday 14th October	Dealing with the Media	Himley – Peach Rooms
Wednesday 14 th October	Children’s Services DMT Exercise	Saltwells
Wednesday 21 st October	Dealing with Fatalities (DUE)	Laundry Block
Tuesday 3 rd November	CST Intro Day 1	Himley – Pink Room
Wednesday 4 th November	CST Intro Day 2	Himley – Pink Room

Tuesday 17 th November	CST Intro Day 3	Himley – Pink Room
Thursday 26 th November	Clergy and Crisis Support Team	Himley – Green Room
Saturday 28 th November	Call Out Test	N/A
Tuesday 1 st December	CST quarterly meeting	Himley – Oak Room
Tue 1 st December (day & evening)	Members Training	Laundry Block
Thursday 3 rd December	Exercise Nicole	Himley Hall
Monday 7 th December	DEC Exercise	Laundry Block
Tuesday 8 th December	Andrew Andrews Masterclass	Laundry Block
Thurs 21 st & Fri 22 nd Jan 2010	Andrew Andrews Presenting Written and Oral Evidence	Laundry Block
Monday 1 st February	Exercise Asbestos	Saltwells
Tuesday 2 nd February 2010	EP Awareness	Laundry Block
Tuesday 9 th March 2010	CST Meeting	Himley Hall
Wednesday 24 th March 2010	Supporting People after Traumatic Incidents – Educational Psychologists	Laundry Block

Contingency & Disaster Management Staff

Exercise Poseidon Flooding Exercise
Central Office of Information Media Training
Flood Risk Management Workshop
Reservoir Flooding Workshops
LGA Swine Flu Seminar
LGA Emergency Planning Conference
Bronze interoperability Radio Training
National Resilience Extranet Presentations

Involvement in other training

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

National Involvement

Presentation on the Evacuation Alert System for Emergencies at the BAPCO
Conference.

Incidents 2009-2010

Date	Address	Incident
8 th April 2009	Coseley Baths	Chlorine release
14 th June 2009	Teme Road, Coseley	National Gas release
23 rd June 2009	Quarry Bank	Fire involving asbestos
27 th June 2009	Fitton Avenue, Pensnett	Flooding
27 th June 2009	Rookery Park, Pensnett	Flooding
15 th July 2009	Auckland Road, Wordsley	Methane gas
10 th Sept 2009	Churchfield Street, Dudley	Fire
19 th Sept 2009	Gospel End Street, Sedgley	Cyanide incident
3 rd October 2009	Oak Lane, Kingswinford	Power outage
7 th October 2009	Quarry Bank School	Steam emissions
9 th October 2009	Council complex, Dudley	Power/IT failure
14 th Nov 2009	St Peter's Road, Netherton	Road Traffic/gas leak
24 th Nov 2009	Hollyhock Road, Dudley	Chemical spillage
26 th Nov 2009	Park Lane, Cradley	Fire
6 th Dec 2009	Grange Crescent, Halesowen	Flooding
14 th Jan 2010	Kates Hill Primary School	Bomb threat
20 th Jan 2010	Council data centre	Power outage
25 th Jan 2010	Wartell Bank, Kingswinford	Fire
8 th Feb 2010	Council House, Dudley	Burglar Alarm
15 th Feb 2010	24 Braemar Close, Sedgley	Explosives
13 th March 2010	David Lloyd Leisure Centre	Chlorine leak
15 th March 2010	Brierley Hill	Loss of '999' system