



Civil Contingencies Plan

Public Version 4

March 2011

1 EMERGENCY CONTACT NUMBERS

If you need to contact the police, fire, ambulance or coastguard in an emergency please dial

999 or 112

The 24 hour contact number for the Council is

020 7926 1000

This guidance has been produced by the Lambeth Emergency Response Planning Team. If you require any further advice or guidance with respect of contingency planning or business continuity matters, the team can be contacted during normal office hours on:

020 7926 6161

If you would like this information in large print, Braille, audio tape or another language please contact 020 7926 6161.

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3 EXECUTIVE SUMMARY

Lambeth Council has clear legal and moral duties to provide robust, effective and resilient emergency arrangements to mobilise its resources at short notice to deal with a broad range of incidents in support of the wider community. This may be on a localised departmental level, where a simple out-of-hours activity is required, or on a much larger scale, where a multi-function response requires dedicated coordination, liaison and communication. In either case, high quality planning and training provides the foundation for this flexible response, whatever the scale and scope of the initiating event may be.

This document is for the use of the public to help understand the Council's actions and responsibilities by detailing the council's strategy for dealing with a broad range of major incidents. Areas such as hazard assessment (including the Community Risk Register); preparation and planning; delivery; warning & informing and recovery are all key components that require attention.

By being prepared for something that we hope never happens, we can ensure a prompt and flexible service delivery, as well as reassuring our residents, businesses and visitors alike that all is being done to respond to the event, whatever the circumstance.

The principle behind a generic emergency plan is to ensure that a common framework of arrangements may be applied to a broad range of events, preventing the need for a large number of specific plans being developed for each individual circumstance. Specific arrangements do exist for certain activities or an event – part of the capability of a generic emergency plan is to easily integrate them into a common framework of operation.*

Lambeth Council takes part in partnership working across the whole of London with many other organisations, including the Emergency Services, our colleagues in the other 32 London boroughs and with a number of key agencies which would have a response in the event of a major incident. Working together in the planning for large-

scale events which may have an affect on London as a whole; whether it's for a specific event or occasion or planning for a specific response to an identified risk – from New Years Eve Planning to Thames Flooding.

Signed,

A handwritten signature in black ink that reads "Derrick Anderson". The signature is written in a cursive style with a large initial 'D' and a long horizontal stroke at the end.

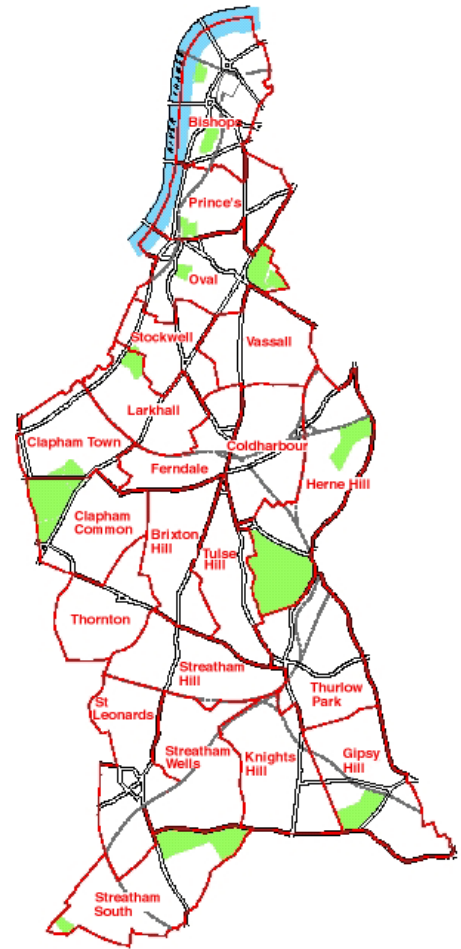
Derrick Anderson
Chief Executive

4 ABOUT LAMBETH

4.1 Geographical Area

Covering an area of around 10.5 square miles, Lambeth measures seven miles north to south, and about two and a half miles east to west. The adjoining boroughs are; London Borough of Southwark; London Borough of Bromley; London Borough of Croydon; London Borough of Merton; London Borough of Wandsworth; and the City of Westminster.

There are five town centres in Lambeth - Brixton, Clapham and Stockwell, North Lambeth, Norwood and Streatham. The Borough is divided into 21 Wards, represented by 63 elected Councillors.



4.2 Population

Lambeth is one of 13 boroughs that make up inner London. It is the second largest inner London Borough with an official population of around 272,000 (Source: ONS 2006 Mid-Year Estimate). 11.4% of the population are aged over 60, whilst 19.9% are aged under 18. (2006 Mid-Year Estimate). Lambeth's population is forecast to grow 12.9% in the next twenty years to 2028 (GLA 2007 Round population projections).

38% of Lambeth's population are from ethnic minority backgrounds, and 50% are white British. (2001 Census). Over 130 languages are spoken in the borough. After English, the two main languages spoken are Yoruba and Portuguese. (2008 Pupil Survey data).

In 2007, there were around 10,000 businesses in Lambeth. Only 67% of Lambeth's working age residents were classified as employed in 2006/2007, compared with 69% across London and 74% nationally and in May 2007 17% were benefit claimants.

4.3 Attractions

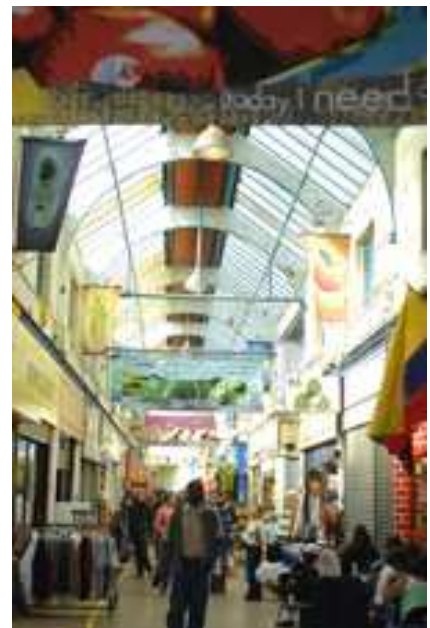
The South Bank complex is the most visible element of a thriving and expanding arts and leisure industry in the borough. Examples include internationally known theatres such as the Old Vic, the Young Vic, the National Theatre, Royal Festival Hall and the National Film Theatre.



The north of the borough is bounded by the River Thames and is home to the London Eye and Waterloo station. The Vauxhall area, immediately to the south of Waterloo, is predominantly residential with important commercial and industrial activity taking place.

The central part of the borough extends from the Oval in the north (with the Oval Cricket Ground) to Clapham Common and Brockwell Park in the south. The area contains many of the Council's housing developments. It contains the borough's largest shopping centre in Brixton and leisure attractions such as the O2 Brixton Academy music venue and the Ritzy cinema.

Travelling down from the north of the borough to the inner suburbs of Streatham and Norwood, the south of the borough is predominantly residential. It has excellent entertainment and recreation facilities and potential for retail and business development on a number of key sites.



5 DEFINITIONS

“An **emergency** is defined as;

An event or situation which threatens serious damage to human welfare in a place in the UK;

An event or situation which threatens serious damage to the environment of a place in the UK; or

War or terrorism which threatens serious damage to the security of the UK.”

Extract from Civil Contingencies Act 2004 (CCA)

“A **major incident** is an emergency that requires the implementation of special arrangements by one or all of the emergency services and will generally include the involvement, either directly or indirectly, of large numbers of people”.

London Emergency Services Liaison Panel (LESLP) Major Incident Manual

Immediate impact emergency events or situations are those that occur with little or no prior warning. The effects are usually felt immediately and include transportation accidents, severe or widespread utility failure, industrial accidents or acts of terrorism. This type of event will be generally referred to as major incidents by the emergency services.

Rising tide emergencies, events or situations have a lead in time of days, weeks or even months, their onset can be gradual and the final impact may not always be apparent early on. Developing health pandemic, infectious disease outbreak in animals and extreme weather forecasts are all examples of rising tide events or situations.

6 CONTINGENCY PLAN

This guidance has been designed to provide more information as to what you may expect, as a resident or a business, to happen at the scene of an incident.

The number of major incidents, both accidental and natural that have occurred in this country and abroad in recent years, highlight both the need for and the importance of contingency planning and preparedness. The threat of terrorist activity has also increased globally over recent years as has the scale of such activity. It is against this background the Government introduced the Civil Contingencies Act 2004 (CCA).

Under the CCA, Category One responders (the emergency services, local authorities, health bodies, Maritime and Coastguard Agency (MCA) and the Environment Agency) are the organisations at the core of emergency response.

Lambeth Council as a Category One responder is required to:

- Assess the risks of emergencies occurring and use this information to inform the emergency and business continuity planning;
- Put in place tried and tested emergency plans;
- Put in place business continuity plans;
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn inform and advise the public in the event of an emergency;
- Share information and co-operate with other local responders to enhance co-ordination and efficiency;
- Provide advice and assistance to business and voluntary organisations about business continuity management; and
- Promote increased awareness of emergency planning and business continuity.

The Councils Contingency Planning arrangements are based on a series of risk assessments which include:

- identification of potential hazards;
- likelihood of the hazard causing a major incident;

- the consequences on health, social, economy and environment; and
- removing, reducing and managing the consequences.

The hazard assessment will be broken down into principle headings, some of which are listed below.

- aircraft crash;
- collapse of structures;
- damage to water supply infrastructure;
- escape of dangerous substances (toxic gases, radioactive material etc);
- evacuation of residential and/or commercial areas, including schools;
- explosion (gas, electrical or other explosive substance);
- fire (a major fire damaging property and/or infrastructure);
- flooding (tidal, burst water main and flash flooding);
- health – pandemics and infectious diseases;
- industrial accidents;
- major incident occurring at large public events;
- pollution – particularly affecting air and/or drinking water;
- power failures;
- public disorder (major demonstrations and protest rallies);
- rail crash (mainline and London Underground);
- serious disruption or failure of food and other essential supply chains;
- shipping accident on the Thames; and
- storm damage and extreme weather conditions.

View the Central London Community Risk Register online at:

http://www.london-fire.gov.uk/Documents/Central_Dec_10.pdf

Some of the risks will be significant enough to require a specifically written plan, some of which are listed below:

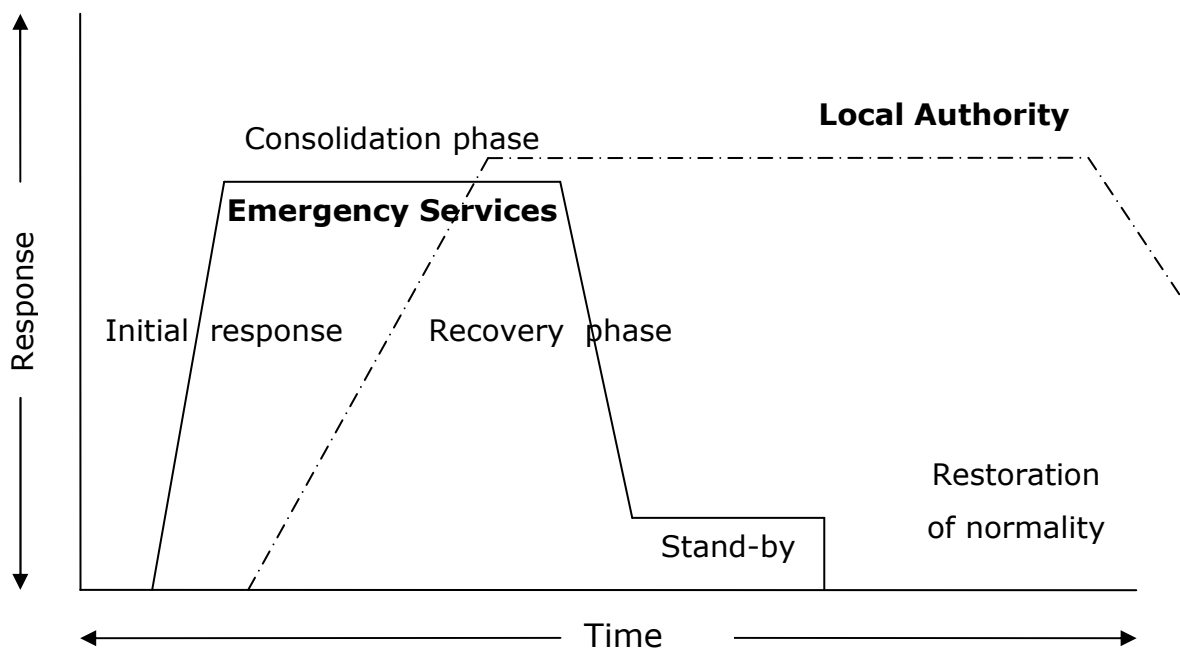
- flooding;
- pandemic flu;
- large scale evacuation; and
- large scale deaths.

7 INCIDENT RESPONSE PHASE

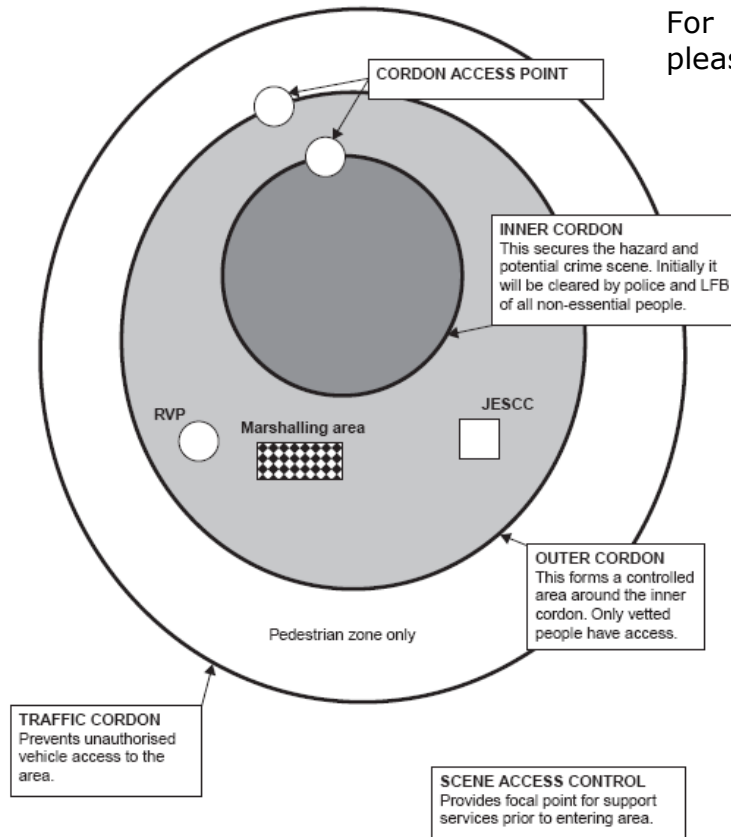
7.1 Stages of an incident

The response from emergency services to a major incident is normally rapid. They have the capability and capacity to delivery a fast and effective response, quickly reaching a consolidation phase dealing with and mitigating any issues falling within their response criteria. They then withdraw and reduce their functions as appropriate into a standby phase if necessary.

The local authority response is not a blue light service; therefore the initial response will be slower than those of the Emergency Services. The consolidation phase however, could last considerably longer in order to ensure that all issues are addressed in full support of the affected community on the path to returning it to normality.



7.2 At the scene



Cordons are established around the scene for the following reasons:

- to guard the scene;
- to protect the public;
- to control the sightseers;
- to prevent unauthorised interference with evidence or property; and
- to facilitate the operations of the emergency services and other agencies.

The police have overall responsibility for co-ordinating the response of the emergency services at the scene. The size and length of time cordons are applied will be dependent on the type of incident. The London Fire Brigade will be in control of the inner cordon, the police have the responsibility of the outer and traffic cordons.

7.2.1 Cordon size/ duration

The size of the cordons and the length of time the cordons are applied will be dependent on the type of incident – a fire involving acetylene cylinders require a 200m inner cordon for a minimum of 24hours, an explosive device may require an inner cordon of 400m (or more) dependent on the size of the suspect device. A cordon may be restricted to the size of a single property if that property is the only threat to health and safety. Please note- the setting up of a cordon does not necessarily mean that the whole area needs to be evacuated, but please be aware of potential to be evacuated if the Emergency Services deem it necessary.

7.2.2 At the Council

To ensure that the Council's arrangements can be delivered in an effective manner, a suitable management, liaison and communications structure is required that will ensure this is achieved at times of an incident or emergency. As the Council will deal with a broad range of events, differing resource levels are required but with a common framework that can be easily expanded to deal with events that require a multi-function or dedicated management response.

Lambeth's emergency response can be deployed at three different levels, depending on the initiating event or subsequent assessment (Refer to diagrams in **Appendix 2**):

7.2.3 Level 1 Response

This is the standard response to most out-of-hours activities conducted by the relevant departments. A Level 1 response is catered for in the relevant departmental emergency operations plans.

7.2.4 Level 2 Response

This response is required when two or more departments are needed to respond to ensure effective management of the incident. The duty Controller will be called to make an assessment of the response, respond to requests for assistance, and ensure that the correct resources have been mobilised and to assess whether further action or escalation is required. The Controller will also act as the primary liaison officer,

dealing with the Emergency Services, Council functions such as PR and any other stakeholders that may require communicating with. Depending on the information passed to the Controller, this may be done remotely or 'on-scene'.

NOTE: The Controller is the duly empowered and authorised member of duty emergency scheme staff who will respond to a Level 2 Response. This person may not necessarily be the Emergency Response Planning Manager (ERPM); however, the ERPM is responsible for the training and appointment of staff into this role.

7.2.5 Level 3 Response

This is deployed as a result of a major incident as defined previously in **chapter 5**. This level may also be activated if it is deemed necessary as a proactive measure in case of potential event escalation. This structure underpins a full multi-departmental response with a dedicated emergency control centre coordinating all activities in the Council's response. This includes liaison with all key stakeholders and any Strategic (Gold level) function that may be set up.

8 EVACUATION

If the inner cordon area is evacuated, residents and businesses will be directed by the Police into the outer cordon area where if possible, the Police will arrange for immediate temporary shelter in a suitable building. Police will also be responsible for the security of the evacuated area.

Businesses which have been evacuated need to take into account the potential size of the cordons when considering staff assembly points. Your business continuity plan should identify the Building Service Manager or equivalent who should identify themselves to the Emergency Services to provide any relevant information regarding your business premises. For more information on business continuity issues please go to the London prepared website:

<http://www.londonprepared.gov.uk/businesscontinuity/index.jsp>.

8.1 Local Authority Liaison Officer

The Emergency Services will be the first responders to an incident. Lambeth Council are not a blue-light service but one of the first responders will be a Local Authority Liaison Officer (LALO).

The role of the LALO is to act as the liaison between the Emergency Services and the Councils other responders. The duty Emergency Controller will be co-ordinating the necessary staff which may involve opening a rest centre; transportation or any other Council service as required.



Copyright A. Huddart

8.2 Staying with friends/ relatives

If you are displaced and take the decision to leave the area and stay with friends or relatives you will be able to find updates of information on both the Council website or by telephone from a recorded message on the Councils main line 020 7926 1000.

8.3 Rest Centres

Where necessary rest centres will be made available as soon as possible after the Council has been notified of an incident. The LALO at the scene will advise where the centre is located and if transport is required where the pick up point for such transport is located.

Upon arrival at the rest centre you will be asked to complete a registration form (staff are available to assist if required). The registration form serves a number of purposes, including enabling your safety to be accounted for and to assist our staff in identifying and prioritising the needs of all displaced persons.

A rest centre will be operated as long as it is necessary however, if it is obvious that you are not going to be able to return to your home within a few hours, more suitable arrangements can be made, where possible, to place you in temporary accommodation. Any such accommodation may be limited and priority will be given to those with specific needs e.g. young children or elderly persons.

Light refreshments will be made available at rest centres and if necessary, arrangements can be made for more substantial meals.

Pets should, if safe to do so, be left indoors. Where this is not possible, any animals brought to the rest centre should be kept on a lead or in a cage and under control. If necessary, temporary arrangements will be made for an animal welfare organisation to care for them.

8.4 Remain indoors – Residents and businesses



There may be a situation where the advice from the emergency services is to remain indoors and tune into local radio or television. If the situation persists over an extended period of time, a door-to-door check will be made by Police and/or Council staff to ensure the well being of everyone in the property and to identify any immediate requirements. All Council staff will prove their identities with formal identification cards.

Should a situation arise while remaining indoors that requires urgent assistance, you should attract the attention of a Police Officer or the emergency services who will be in the close vicinity.

8.5 Infrastructure failures

A situation where people are unable to leave Central London by some form of public transport is extremely rare, however some circumstances like extreme weather conditions or infrastructure failure could develop into such a situation.

In the event of such an occurrence, commuters should where possible remain at their place of business and tune into radio and television for latest information. Specific plans would be activated by the transport providers to establish temporary services as soon as possible, details of which would be broadcast on radio, TV and on the Council website.

Lambeth will open rest centres for persons who are stranded with no where to shelter, arrangements are in place for large capacity premises to be used.

8.6 Help Us to Help You

A major concern for anybody involved in an emergency situation is the safety and whereabouts of the remainder of the household, friends, family and relatives.

You can be better prepared for an emergency by taking time to find out:

- How members of your family/ household will stay in contact
- The emergency procedures for your children at school – have you got the contact number for the school and has the school got your correct contact details
- The emergency procedures at your workplace
- How and where to turn the gas, water and electricity off in your home
- Any elderly or vulnerable neighbours who may need your assistance
- Keep battery powered torches and a radio where you can easily find them.
- If you feel it necessary - how to register yourself as 'vulnerable' with the utility companies

In rare circumstances you may be advised to leave your home quickly by the emergency services, with no time to gather belongings, in such circumstances some very basic items kept in a location where you know where to find them quickly and take with you:

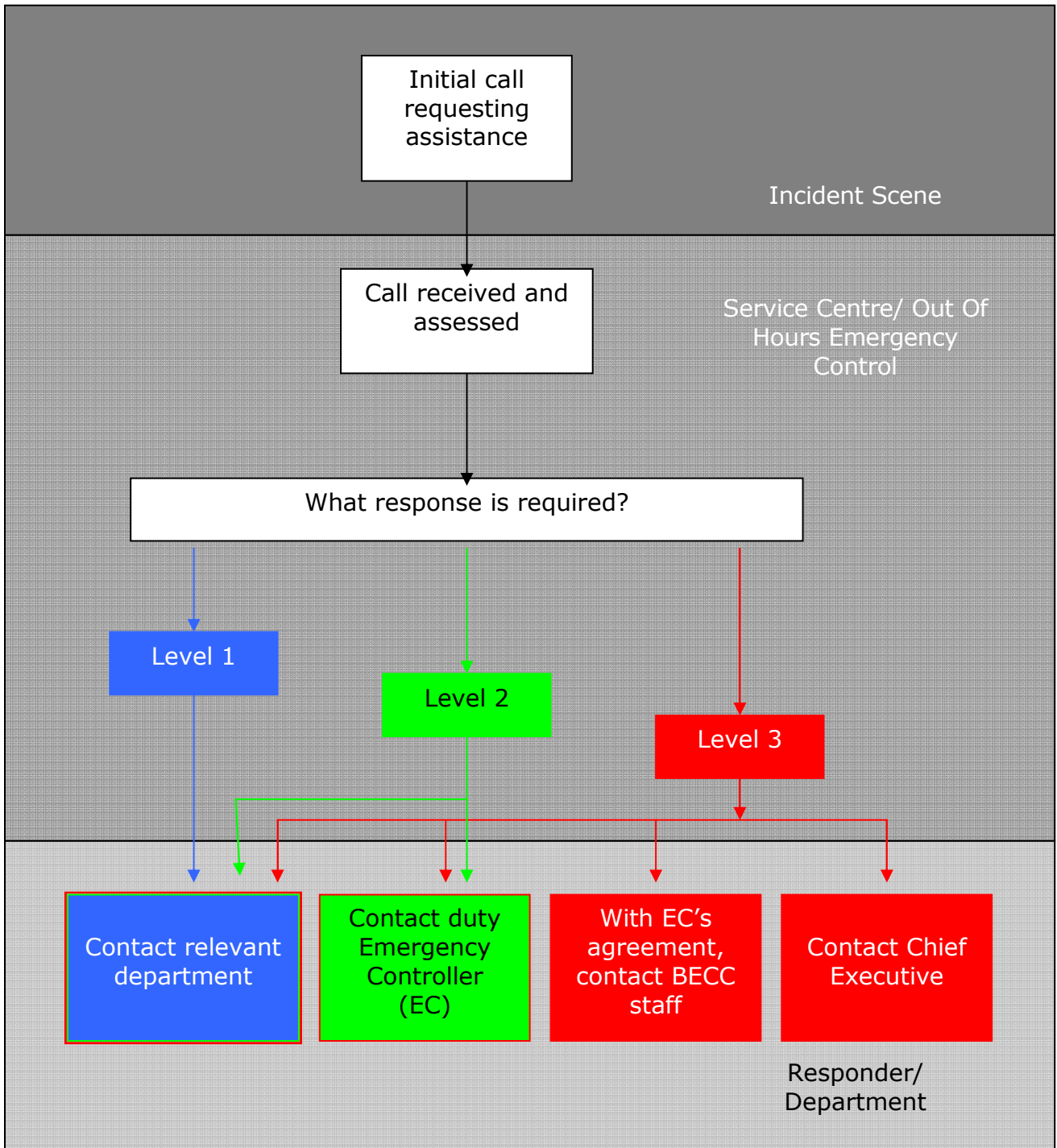
- Mobile phone
- Useful telephone numbers – close relatives/ friends, school, doctor etc.
- Any prescribed medication
- Cash and credit cards
- Torch and spare batteries
- Home and car keys.

Appendix 1 Glossary of terms

| | |
|-------|--|
| BECC | Borough Emergency Control Centre |
| BTP | British Transport Police |
| CBRN | Chemical Biological Radiological & Nuclear |
| CCA | Civil Contingencies Act 2004 |
| EA | Environment Agency |
| ERPM | Emergency Response Planning Manager |
| JESCC | Joint Emergency Services Control Centre |
| LALO | Local Authority Liaison Officer |
| LAS | London Ambulance Service |
| LESLP | London Emergency Services Liaison Panel |
| LFB | London Fire Brigade |
| MCA | Maritime and Coastguard Agency |
| MPS | Metropolitan Police Service |
| RVP | Rendez-Vous Point |
| SMG | Strategic Management Group |

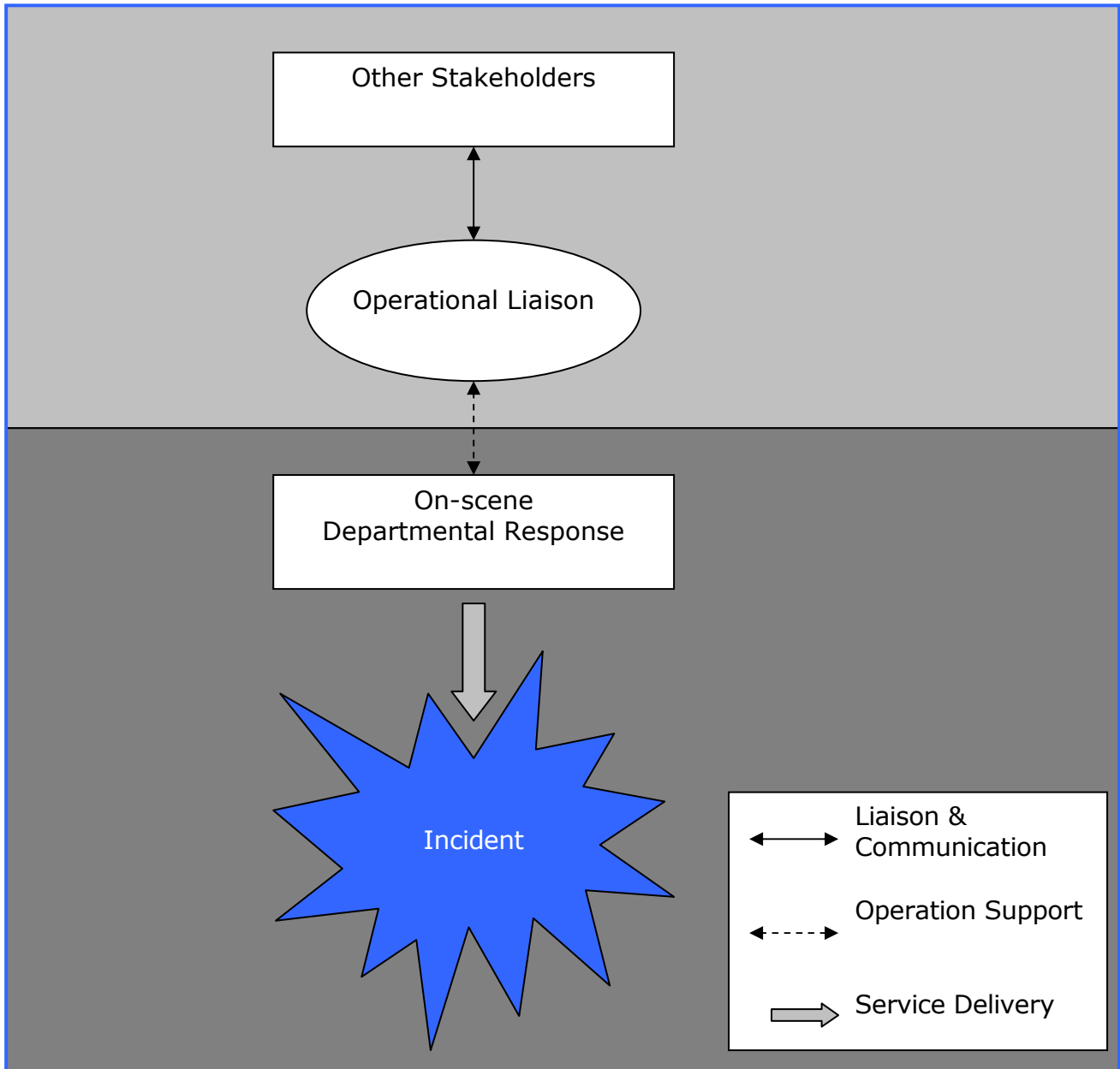
Appendix 2 Notification charts

Initial Notification Flowchart



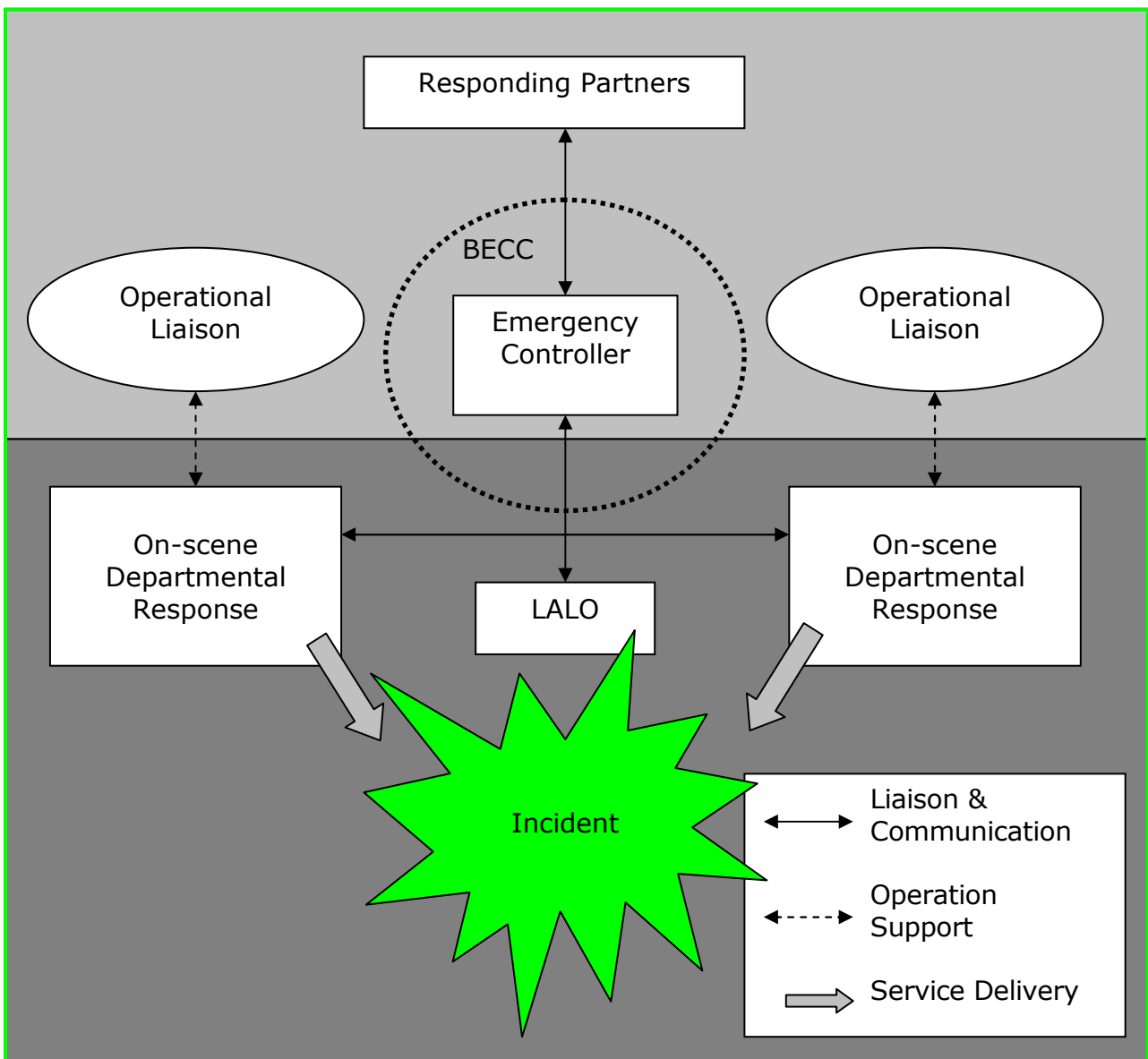
Level 1 Response

This is the standard response to most out of hours activities and is conducted by the relevant single department within its routine out of hour provision. There is no need to activate any dedicated additional emergency management plans to respond to this type of incident. A level 1 response is catered for in the relevant department plans.



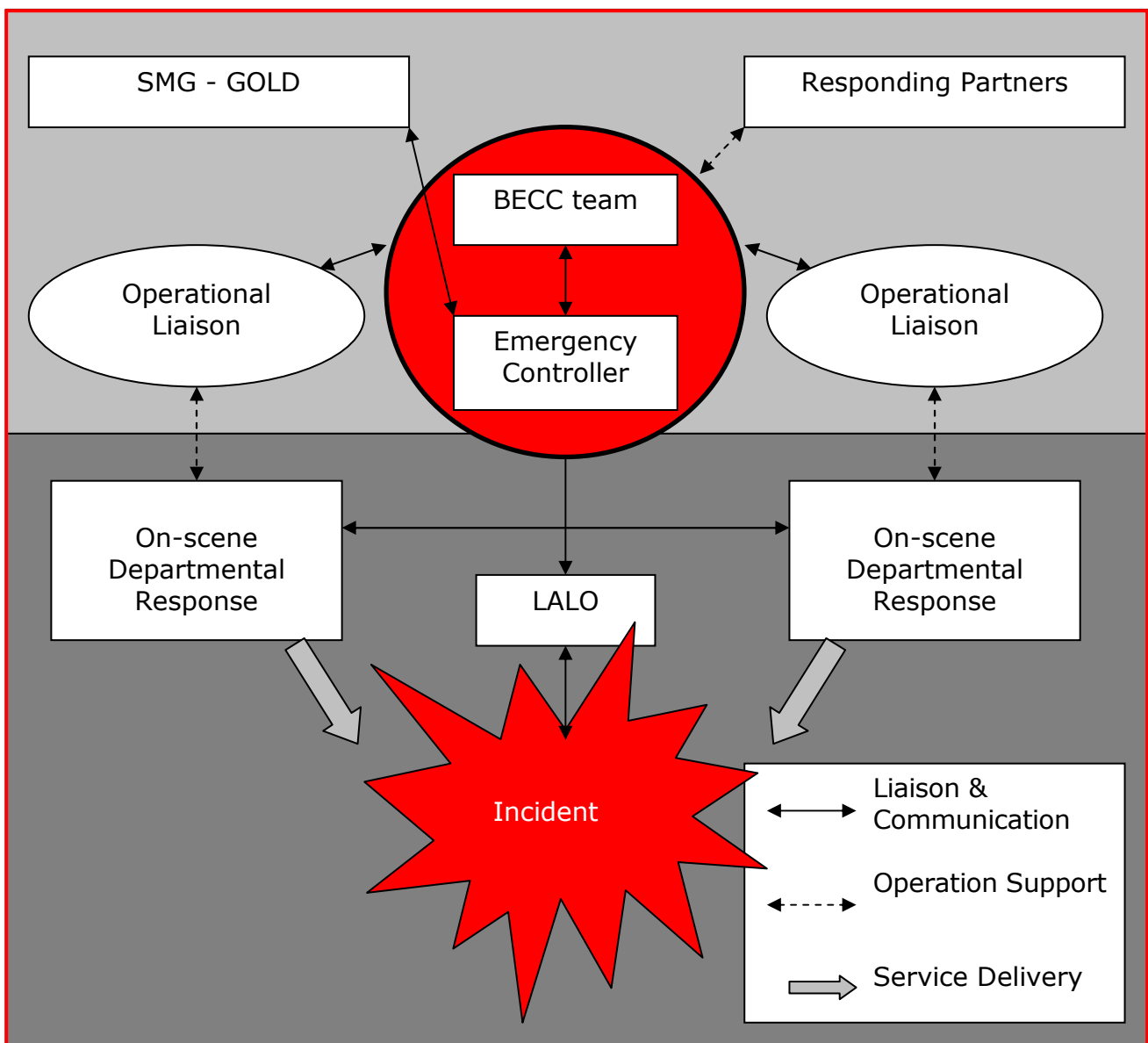
Level 2 Response

A level 2 response is required when two or more departments are needed to deliver response to the incident. The duty Emergency Controller will be called to make an assessment of the required response, seeking any necessary further information to this. They will then arrange for the notification of the relevant department officers to support the incident management and open the Borough Emergency Control Centre (BECC) if necessary. If appropriate that will also activate the duty LALO to attend the scene who can then feed back further information.



Level 3 Response

A level 3 response is deployed as a result of a major emergency incident or as a proactive measure if an event is deemed to have the potential to escalate. This structure involves the full Council multi-departmental emergency response with the BECC being established and coordinating all activities. The Emergency Controller reports into the Strategic Management Group for strategic level planning and decisions in this stage response.



Appendix 3 Useful websites

| | |
|--------------------------------|---|
| London Borough of Lambeth: | www.lambeth.gov.uk |
| London Prepared: | www.londonprepared.gov.uk |
| UK Resilience: | www.ukresilience.gov.uk |
| Foreign & Commonwealth Office: | www.fco.gov.uk |
| Schools emergencies: | www.teachernet.gov.uk/emergencies |
| Business emergencies | www.mi5.gov.uk |
| Metropolitan Police | www.met.police.uk/ |
| Metropolitan Police – Lambeth | www.met.police.uk/lambeth/ |
| London Fire Brigade | www.london-fire.gov.uk |
| London Ambulance Service | www.londonambulance.nhs.uk |
| Lambeth Primary Care Trust | www.lambethpct.nhs.uk |
| NHS Direct | www.nhsdirect.nhs.uk |
| Environment Agency | www.environment-agency.gov.uk |
| Maritime & Coastguard Agency | www.mcga.gov.uk |
| Preparing for Emergencies: | |
| | http://www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/index.htm |

The latest (7th) version of the London Emergency Services Liaison Panel (LESLP) Major Incident Procedure Manual is now available online at:

http://www.leslp.gov.uk/docs/Major_incident_procedure_manual_7th_ed.pdf

If you have any questions about the content of this plan
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