



# London Borough of Southwark

## Generic emergency plan

**Issue 6**  
**February 2012**

## Issue & review register

Summary of changes	Issue number & date	Approved by
New issue	Issue 1 September 2005	Emergency planning and resilience manager
General update and inclusion of business continuity information and the community risk register	Issue 2	Emergency planning and resilience manager
General update and inclusion of emergency support officers, mutual aid arrangements, updated mandate and specific contingency plans	Issue 3 August 2006	Emergency planning and resilience manager
General review. BC and BCM policy statements included or enhanced. Change from COEG to Council Gold. Change from strategic services to community safety. Inclusion of reference to the minimum standard for London (LLAG arrangements).	Issue 4 January 2008	Emergency planning and resilience manager
Change of person details.	Issue 5 August 2008	Emergency planning and resilience manager
Complete review	Issue 6 February 2012	Emergency planning and resilience manager

All queries relating to this document should be directed to the emergency planning and resilience team, community safety and enforcement division.

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**Next review scheduled: February 2013**

**All changes are tracked using a different colour and/or marked with a vertical line at the side of the page.**

**Compiled & approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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Emergency planning and resilience manager

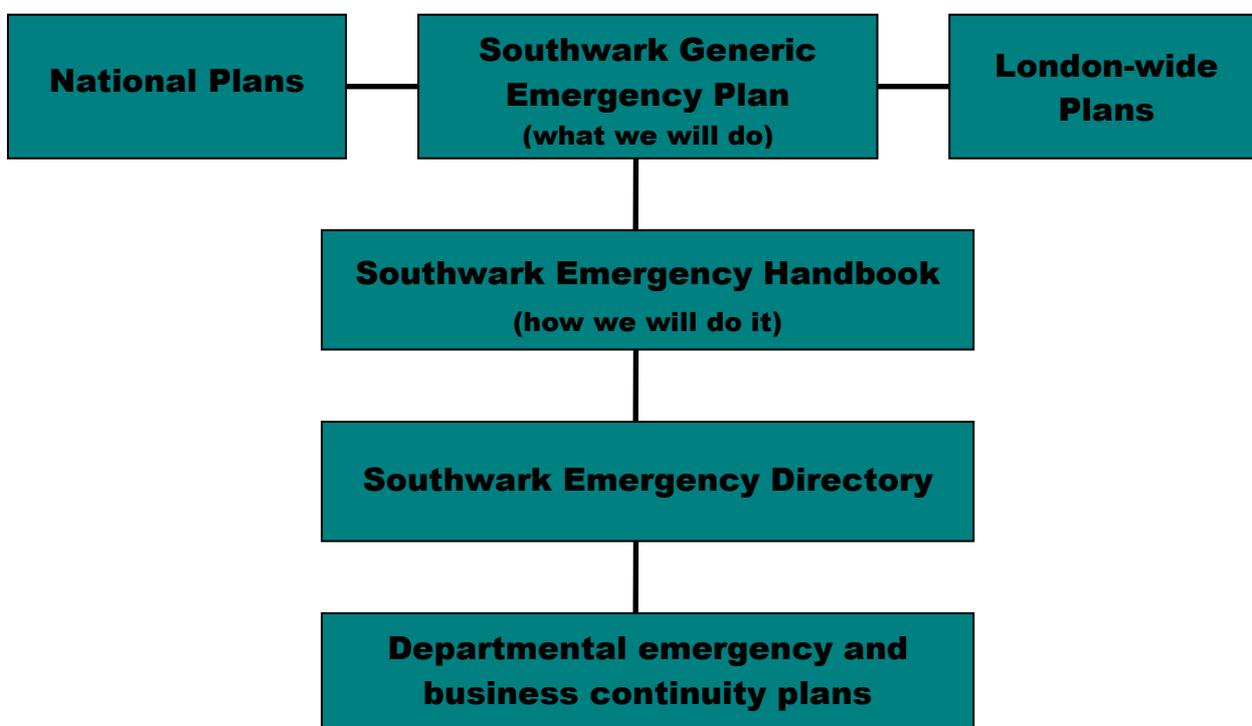
## Introduction

This document is primarily published to comply with the Civil Contingencies Act 2004 and details the council’s strategy for dealing with a broad range of incidents.

The council has clear legal and moral obligations to provide effective, robust and demonstrable emergency arrangements to mobilise its resources at short notice to deal with a broad range of incidents. 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.

## Scope

The generic emergency plan compliments existing departmental emergency planning and business continuity plans within the council, as well as national and pan-London plans.



Other plans exist to deal with specific hazards or risks that have been identified within the borough. Examples include the multi-agency flood plan, fuel shortage plan, animal health plan and the winter service plan. Detailed operational procedures outlining how the council will respond to an incident are captured in the internal Southwark Corporate Emergency Handbook.

This plan does not cover the emergency arrangements for any third party organisations. The London Emergency Services Liaison Panel (LESLP) publishes a Major Incident Procedure Manual setting out these key responsibilities.

[http://www.leslp.gov.uk/docs/Major incident procedure manual 7th ed.pdf](http://www.leslp.gov.uk/docs/Major_incident_procedure_manual_7th_ed.pdf)

## Assessment

Under the Civil Contingencies Act 2004, all Category 1 responders must contribute to and update a Community Risk Register, which assesses the risks within the community and the likelihood of them occurring. The community risk register is maintained and administered on behalf of all London local authorities by the London Resilience Team and may be found at:

<http://www.london.gov.uk/priorities/london-prepared/preparing-yourself/risks>

All Category 1 responders (including local authorities) are required to:

- Assess the risk of emergencies occurring and use this to inform contingency planning;
- Put in place emergency plans;
- Put in place Business Continuity Management arrangements;
- 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 with other local responders to enhance co-ordination;
- Co-operate with other local responders to enhance co-ordination and efficiency; and
- Provide advice and assistance to businesses and voluntary organisations about business continuity management.

<http://www.cabinetoffice.gov.uk/content/civil-contingencies-act>

<http://www.legislation.gov.uk/ukpga/2004/36/contents>

The council works closely with partners through the Southwark Emergency Planning Forum. This borough level forum meets quarterly and includes representatives from the emergency services, voluntary sector, utilities, transport, health and businesses. From April 2012, borough level forums will be on a statutory footing.

## Role of the council

The council's primary role during an incident or emergency in the borough is :

- To assess, mobilise, manage and co-ordinate the relevant resources and technical services of the Council in response to the emergency, to support the community and residents, and to assist in the emergency response;
- To provide specialist care or humanitarian services in the event where people have been displaced or affected by an emergency;
- To assess, agree, assist and lead on the implementation of a recovery strategy with all key stakeholders; and
- To ensure that as far as reasonably practical, day-to-day critical services are maintained.

The council is compliant with the requirements detailed in the Minimum Standards for London (MSL) tranche 2, which is regularly peer reviewed. Due considerations have also been given to the MSL (Olympics) framework.

## Emergency scheme personnel

The emergency scheme consists of a number of local authority liaison officers (LALOs), emergency support officers (ESOs), and rest centre managers (RCMs). These pre-identified and trained key personnel provide the council with a 24/7 capability to respond to an emergency. There is a Borough Emergency Coordination Centre (BECC) and a back-up, with a list of trained staff to operate it. The BECC is usually operational for a level 3 response to coordinate all activities in the council's response.

## Notifications

All initial notifications for a council response are made via the 24 hour Customer Service Centre (CSC) number 0207 525 5000.

## Response

The following is a guide as to whether or not the council will consider activating its plan to respond to an emergency:

- An event where the council is obliged to provide a direct service or services to mitigate its effects;
- An event where the council may wish to take an interest in the mitigation process by a third party, providing support where required;
- An event where the council would contribute to a multi-agency response to a civil event;
- An event where assistance has been specifically requested by the emergency services or other public body.

The council's emergency scheme can be deployed at three different levels, depending on the initiating event or a subsequent assessment.

### Level 1 response

The standard response to most out-of-hours activities conducted by relevant departments.

### Level 2 response

The response that is required when two or more departments are required to respond to an incident. The duty local authority liaison officer (LALO) will coordinate it.

### Level 3 response

This may be deployed as a result of a major emergency as defined in the Civil Contingencies Act 2004, or a major incident as defined in the LESLP manual.

<http://www.legislation.gov.uk/ukpga/2004/36/section/1>

[http://www.leslp.gov.uk/docs/Major\\_incident\\_procedure\\_manual\\_7th\\_ed.pdf](http://www.leslp.gov.uk/docs/Major_incident_procedure_manual_7th_ed.pdf)

## Warning and informing arrangements

Category 1 responders under the Civil Contingencies Act 2004 are required to maintain arrangements to warn the public if an emergency is likely to occur or has occurred. The council has a specific communications plan in place for this.

The council has also provided advice on steps that everyone can take to prepare for emergencies.

[http://www.southwark.gov.uk/info/200039/emergencies/1299/be\\_prepared](http://www.southwark.gov.uk/info/200039/emergencies/1299/be_prepared)

## **Mutual aid**

The council may provide mutual aid to other authorities if requested. An authority may approach the council on an individual basis, or mutual aid may be given via the pan-London local authority “Gold” arrangements that exist within London.

## **Recovery**

Recovery management encompasses the physical, social, psychological, political and financial consequences of an emergency. The council takes the lead on the recovery phase undertaking activities that will provide as rapid a return to normality as possible – for the community and responders.

## **Business continuity planning & resilience**

To compliment the council’s capability to respond to emergencies and in compliance with relevant legislation, the council has its own business continuity arrangements in place ensuring that it can continue to provide its core services during an emergency or incident.

The council also promotes business continuity planning and provides advice to local businesses.

[http://www.southwark.gov.uk/info/200013/business\\_support\\_and\\_advice/238/business\\_continuity\\_management](http://www.southwark.gov.uk/info/200013/business_support_and_advice/238/business_continuity_management)

## **Training and exercising**

The council has a training and exercising schedule. Lessons identified from these training events and exercises, and from actual incidents across the borough get incorporated back into existing plans and arrangements.