



St Chad's College MAJOR INCIDENT RESPONSE PLAN

V2.0 – October 2017

Major Incident Response Plan

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Major Incident Response Plan

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ABSTRACT:	Generic ‘over-arching’ Major Incident Response Plan designed to be used in response to any ‘major incident’.
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2.0	October 2017	AW	

1. Introduction.

This Major Incident Response Plan describes the process, roles and responsibilities and terms of reference for Incident Management at St Chad's College.

The approach, terminology and roles and responsibilities of the 'Teams' detailed within this plan have been developed in accordance with national best practice regarding Incident Management.

Note:

The response framework detailed in this plan has been produced in line with the national arrangements used by the Emergency Services, Local Authorities and other 'Category 1 Responders' as defined under Part 1 of the Civil Contingencies Act 2004, with particular reference to

Emergency Preparedness.

Guidance on Part 1 of the Civil Contingencies Act 2004, its associated Regulations and non-statutory arrangements. HM Government, 2005. ISBN 0 7115 0473 3

Emergency Response and Recovery,

Non-statutory guidance to compliment Emergency Preparedness. HM Government. ISBN 0 7115 0474 1

This approach will allow for the 'dovetailing' of plans and procedures where an incident involving the University necessitates a 'multi-agency' response, and also follows UK best practice.

2. Aims and Objectives.

The aims of this Plan are to mitigate the effects of any incident affecting the University and its operations and:

- protect staff, students and others;
- protect the College's infrastructure and facilities;
- maintain the College's reputation;
- resume core business activities as soon as possible.

3. Defining a Major Incident.

For the purposes of the College a Major Incident may be defined in simple terms as:

An actual or anticipated event which threatens:

- ***The physical and/or psychological well-being of staff, students, visitors and third parties;***
- ***The College's core operations;***
- ***The College's reputation;***
- ***The College's property or a serious financial loss;***
- ***The College's information, data or systems;***

AND

is beyond the scope of resolution by normal decision-making mechanisms

Examples may include:

- Fire in a building or buildings;
 - Flood or other severe weather event;
 - Chemical spill / contamination;
 - Communicable infection outbreak, i.e. multiple cases of Meningitis,
 - Pandemic Influenza or food poisoning;
 - Sustained loss of utilities;
 - Sustained loss of IT and/or communications services;
 - Widespread industrial action;
 - Demonstrations on College property and/or occupation of buildings;
 - An incident geographically remote from the College affecting a group of staff and/or students, i.e. field trip or sports tour.
-
- **If a Major Incident is declared in College, University Business Resilience MUST be notified (via University Security)**
 - **Business Resilience will inform University Gold and Silver as appropriate.**
 - **University Gold and Silver will collaborate with College equivalents – College Gold retaining overall authority re College, though University Gold would have authority re responses in the rest of the University.**
 - **College and University Golds may both be recruited to an Incident Management Team (along with emergency services Gold etc.) if needed.**

Major Incident Response Plan

Examples:

Incident Type	Impacts/Descriptors/Examples	Required Mitigation
MINOR (Level 1 Incident)	<ul style="list-style-type: none"> • Minor injury reportable to the Health and Safety Service; • Short term loss (<0.5 of a day) small area of teaching/office space; • Minor damage to property. 	<ul style="list-style-type: none"> • Local management measures implemented.
CRITICAL (Level 2 Incident)	<ul style="list-style-type: none"> • Serious injury in the workplace or teaching space; • Serious damage to Local University property; and • Isolated loss of utilities. 	<ul style="list-style-type: none"> • Invoke departmental Critical Incident Plan. • Incident managed by nominated, departmental managers.
MAJOR (Level 3 Incident)	<ul style="list-style-type: none"> • Sustained denial of access to a building; • Sustained loss of utilities over a widespread area (>1 day); • A single or multiple unexpected fatality on or off campus; and • External threat, i.e. Terrorism / Significant Environmental issue. 	<ul style="list-style-type: none"> • Invoke Major Incident Response Plan to manage impacts and co-ordinate recovery.

Welfare:		
Death of student / Staff / Visitor		Major Incident
Injury to student / staff / visitor	Major Injury that could lead to death	Major Incident
Injury to student / staff / visitor	Major Injury but not life threatening	Critical Incident
Injury to student / staff / visitor	Minor Injury	Normal H&S reporting
Arrest of student / staff	High impact on reputation	Major Incident
Arrest of student / staff	Low Impact on reputation	Critical Incident
Victim of Crime Student / staff	High impact on reputation	Major Incident
Victim of Crime Student / staff	Low Impact on reputation	Critical Incident
Infrastructure:		
Severe damage to whole building	Total loss of all spaces	Major Incident / BCP
Severe Damage to part building	Total Loss of some spaces	Major Incident / BCP
Moderate Damage to building	Moderate loss of spaces	Major Incident / BCP
Limited Damage to building	Minimum Loss of spaces	Critical Incident / BCP
Minor Damage to building	Limited or no loss of spaces	Normal building maintenance reporting

4. The Response Framework

Introduction.

The emergency response framework is underpinned by the formulation of Incident Management Response Teams (IMRT) and is the methodology adopted by the College for activating Emergency Response and Recovery from incidents, irrespective of their size, nature or cause and is based on agreed national best practice.

The College Officer on Duty

If the Principal is the Officer on Duty, the Principal will adopt the role of Gold Co-Ordinator and call out another College Officer to act as Silver Co-Ordinator.

If another Officer is on Duty they will adopt the role of Silver Co-Ordinator and call out the Principal as Gold Co-Ordinator.

In the absence of the Principal, the Officer on Duty will call out another College Officer to act as Gold Co-Ordinator.

If necessary, a trained member of University staff may act as Silver Co-Ordinator.

Any major incident in St Chad's College will also constitute a major incident for the University. When a Major Incident is declared in College the **University MUST also be informed via University Security on 0191 3342222 or 0191 3343333. University Business Resilience staff will offer support and advice.**

Strategic/Gold Co-Ordinator

The Strategic Co-Ordinator will normally be the Principal. The Strategic Commander will consider the long term, over the horizon response to a large scale incident. In the event of an incident they will operate from one of the College's buildings remote from the incident.

Tactical/Silver Co-Ordinator

The Tactical Co-Ordinator will be one of the remaining College Officers. The Tactical Co-Ordinator could operate from any one of the College buildings dependent upon incident type and location.

Operational/Bronze Group

The Operational Group is comprised of front line operational staff which may include porters, night porters, College Staff, the University Security Service, University staff as appropriate

ROLE OF GOLD (STRATEGIC) COORDINATOR	
Usually the Principal, always a College Officer	
<ul style="list-style-type: none"> • Overall command of the major incident; • Financial control and major resource allocation; • Provide strategic direction to Silver (Tactical) regarding recovery priorities; and • Act as College spokesperson, if appropriate. 	
CREDIBLE SCENARIOS FOR GOLD (STRATEGIC) TO CONSIDER	
<ul style="list-style-type: none"> • A major loss of teaching/research/office/accommodation space; • A single or multiple fatality of students/staff/visitor, on or off campus; • A Serious injury that could lead to a fatality. • A significant issue within a college, leading to evacuation. 	
IMMEDIATE ACTIONS FOR GOLD (STRATEGIC)	
Prioritise the resources, both human and physical, to meet requirements.	<ul style="list-style-type: none"> • Authorise use of alternative building(s)/space to re-allocate critical activities, as appropriate; and • Authorise re-tasking or call-out of additional personnel.
Undertake the role of, or nominate a College Officer to act as, the University Spokesperson, with support from the Marketing and Communications.	<ul style="list-style-type: none"> • The Crisis Communications Team will act in a strategic advisory capacity to Gold (Strategic) Command, in support of the overall Incident Management Strategy; and • Authorise/input to press statements prepared by the Marketing and Communications Team.
If applicable, nominate a College Officer to attend the Police-led Multi-Agency Gold meetings, to represent the College.	<ul style="list-style-type: none"> • The Police, in their incident coordination role, may request a Gold (Strategic) College representative to attend the Police Command Room • Ensure a suitable information flow is opened between the Multi-Agency Gold and the College/University Emergency Control Room.
Ensure a log of all key actions and decisions is maintained.	<ul style="list-style-type: none"> • Prior to attendance onsite, all communication and key decisions should be recorded in the major incident log; • Trained staff are available in the University to act as Log Keepers. NB: the Business Resilience Officer can activate these staff in support of the response to the major incident.

ROLE OF SILVER (TACTICAL) COORDINATOR

Designated senior member of the University to act as Chair of Silver (Tactical)

- Interprets strategic direction;
- Co-opts relevant Specialist Advisers, dependent on the nature of the incident (refer to Incident Flowcharts in Appendix A);
- Develops tactical plans; and
- Coordinates activities and deployment of assets.

CREDIBLE SCENARIOS FOR SILVER (TACTICAL) TO CONSIDER

- A major loss of teaching/research/office/accommodation space;
- A single or multiple fatality of students/staff/visitor, on or off campus;
- A Serious injury that could lead to a fatality.
- A significant issue within a college, leading to evacuation.

IMMEDIATE ACTIONS FOR SILVER (TACTICAL)

Establish the likely scale, duration and impact of the major incident.	<ul style="list-style-type: none">• Liaise with key staff to establish recovery requirements; and• Brief Gold (Strategic) on a pre-agreed frequency.
Interpret strategic direction provided by Gold (Strategic).	<ul style="list-style-type: none">• Begin formulating the tactical plans to mitigate the effects of the incident, i.e. identifying space and facilities required for displaced students and/or staff.
Coordinate activities and assets.	<ul style="list-style-type: none">• Ensure required resources are identified and delivered, where they are needed, in a timely fashion; and• Use the College <i>Critical or Major Incident Guidelines</i> as a checklist• Refer also to University MIRP
Ensure a log of all key actions and decisions is maintained.	<ul style="list-style-type: none">• Prior to attendance onsite, all communication and key decisions should be recorded in the major incident log;• Trained staff are available in the University to act as Log Keepers. NB: the Business Resilience Officer can activate these staff in support of the response to the major incident.

ROLE OF BRONZE (OPERATIONAL) GROUP

Front line College staff and University responders, including, but not limited to: College porters, reception housekeeping and Maintenance teams. University: MarComms; University Security; Estates and Facilities; CIS; Departmental or College personnel.

Bronze (Operational) is the level of management and response directly working at the physical scene of an incident, if applicable. This may include, but is not limited to:

- Fire in a building(s);
- Flooding of University premises;
- Damage to critical infrastructure;
- Major loss of utilities;
- Major loss of IT services; or
- The physical search for a missing student.

ISSUES TO CONSIDER FOR BRONZE (OPERATIONAL)

Identify the immediate effects of the incident including:

- Scale: What area of College operations is affected?
- Duration: How long is the incident likely to last? (i.e. is it clear that the building or area of operations will be denied use for 12/24/48 hours etc.?)
- Impact: What is the impact on operations? (i.e. accommodation unavailable / kitchen unusable / offices unavailable / infrastructure damaged, etc.?)

Ensure the incident has been reported to the On-call College Officer

In the event of a major incident, ensure the emergency services have been contacted, if required.

Collate as much information as possible regarding incident details, i.e. locations affected, potential missing persons, etc.

Remain at the scene in the initial stages, to ensure liaison with required agencies can begin. Consider operational sustainability; if the incident is likely to be protracted, produce a timetable of Bronze (Operational) team members, to ensure the role is fulfilled by a suitable College representative at all times.

5. St Chad's College Response Procedures.

It is the aim of the College using this plan to achieve the following generic response:-

Receive notification of an incident, or the potential for an incident:

- Disseminate information of the incident to relevant senior staff, including the on-call Officer;
- For College Officers, in conjunction with others providing specialist advice, to determine the College's immediate response; and
- Determine Business Continuity priorities;
- To facilitate the *physical response* of the staff and resources required to mitigate the effects of the incident including effective call-out procedures, the identification of a suitable location or locations from which to work and providing the resources required to mitigate the effects of any incident.

Notification of an Incident.

Notification of an incident may be received by College reception or other staff from numerous sources. The University Security Service Office, which operates on a 24/7/365 basis may be alerted by staff or students through the established 0191 3342222 or 0191 3343333 contact numbers. The emergency services may contact the University directly if they are notified separately through the external 999 system.

College Reception is responsible for first-line response to incidents affecting the College.

Immediate Response following notification

Any member of the staff may invoke activation of the Major Incident Response Plan to support the Operational response and begin a wider call-out or notification of staff from the College.

- College Reception hold emergency out of hours contact details for College Officers.
- College Reception also hold a "Major Incident Response File" – if the Main College building should need to be evacuated this file should be taken out of the building and passed to the Silver Co-Ordinator
- The College Officer will inform the Chair or Vice-Chair of Governors:
Chair: Mark Woodruff 07710 024505
Vice-Chair: Paul Chandler 07801 364491

6. Media Relations

MEDIA COMMUNICATIONS RELATED TO MAJOR INCIDENT PLAN

Media Communications will be handled by the University's Media Office in consultation with the Gold Co-Ordinator

WHY?

Crises often attract the media's attention, and swift, open and accurate communication with journalists is necessary to ensure the College's/University's good reputation is maintained.

WHAT?

The College's major incident plan is usually invoked by a 'business continuity' issue i.e. where normal operation of the College is significantly affected, as with a major fire in a building.

It may also include incidents of significant reputational impact, such as those which raise questions regarding the College's/University's duty of care/breakdown of procedure, etc.

There are separate media office protocols for dealing with serious student issues and animal research which may overlap with the major incident plan.

WHEN?

Any time the major incident plan is called into action and in the event of other serious incidents likely to gain media attention, the media team should be called out immediately to manage media communications surrounding this.

Out of office hours:

For emergencies contact the duty media relations officer via University Security on 0191 334 2222.

WHAT WILL THE MEDIA TEAM DO?

College staff have been briefed that **all media communications regarding crisis incidents must be directed to and handled by the media relations office**, although the office may select key university personnel to act as spokespeople.

The Media Office has a strategic and operational role within the crisis communications team. It is a specialist 'cell' linked to the Strategic Group, advising them on media communications.

The Media Office will:

- Liaise directly with the Strategic Co-Ordinator
- Manage enquiries from the media
- Gather information for the media
- Formulate key messages and strategy with other communications colleagues
- Draft and issue media statements
- Organise all media encounters, interviews and facilities
- Brief Strategic Group
- Liaise with the media offices of the emergency services and other relevant organisations

The Media Office will not:

- Manage the call out for of personnel for action.
- Carry out media interviews (this is the role of Strategic Co-Ordinator or other nominated representatives)
- Manage other communications that are not media related (this will be done by other members of the crisis communications team).

General rules for media engagement:

- Practice ‘outside in’ thinking – what will the outside world want to know from the university?
- Give honest and consistent messages
- Tell all bad news up front and at once (to avoid it trickling out in negative media coverage)
- Respond quickly and fairly, where possible being sensitive to deadlines
- Be mindful of legal/liability/data protection issues in all communication
- Review strategy and actions and learn for the next time

MEDIA TEAM STAFFING AND SUPPORT DURING MAJOR INCIDENTS

The media team:

During office hours all media relations team staff will make a major crisis the priority over other routine media enquiries.

Out of office hours the on-call media relations officer will consider alerting colleagues if extra support is likely to be needed in managing the media.

Support from other press offices:

The Media Office will communicate with the press offices of the relevant organisations involved in the incident (i.e. police, fire etc) to ensure consistency of message. We may call on these offices for extra support in very big incidents.

If the incident may affect the reputation of the City/County/North East, extra help from press officers from relevant organisations may be sought.

ACTIONS TAKEN DURING A CRISIS

*** Note- this is only a guide to likely procedure – as with everything, necessary changes will be made based on good judgement.**

PHASE ONE

1. Information gathering

Make contact with Strategic Co-Ordinator

Gather as much information as possible about the crisis.

2. Assess reputational impact

Practise ‘outside in’ thinking, as follows:

Who will this impact upon?

How will this crisis reflect on the College/University? Who else will it impact on (city, region, UK universities, etc)

What type of media are likely to be interested?

3. Allocate team roles/set up a media incident room/inform switchboard

Where relevant, divide tasks to ensure smooth running of team. Who will be team leader? Who will manage telephone calls? Who will go to the scene of the incident? The Media Incident Room will normally be the Media Office but an off-site location may be required.

Keep switchboard informed re media team location and extension numbers. Consider whether other media offices need to be involved i.e. police, fire, etc, and whether to call in the help of colleagues in the Communications Team

4. Formulate key messages

Develop initial key messages (addressing identified reputation issues) for consistent communication internally and externally with the Strategic Co-Ordinator. Decide whether a proactive or reactive approach will be adopted, perhaps using (5)

5. Draft a holding statement (see templates)

Note this may come before point 4 depending on timescales

The Media Team leader or nominated other will draft a holding statement for approval by the Strategic Co-Ordinator. This will normally say:

- a. What the situation is
- b. What we are doing about it
- c. Who’s involved, if we know
- d. When the next update is.

6. Issue holding statement proactively or reactively

Consider voicemail messages/web content, distribution to Chair of Governing Body.

NB: Legal/liability/identity issues

Consider the data protection act and other existing protocols regarding personal/incident details. For example, if it's an incident that will require investigating, we should be careful not to admit liability and even say sorry at this stage. Do not release any names without consulting with the relevant authorities and/or next of kin i.e. police, fire etc.

8. Establish a media liaison point near the scene of the incident and consider refreshments, toilet facilities and a decent viewpoint of the incident for the media.

PHASE TWO:

7. Gather updated information and consider next move

8. Monitor the media coverage and keep a log of media enquiries Further information gathering to get update on the situation. Log all media enquiries carefully using the media log

9. Review and implement new strategy and action

More detailed assessment of the situation with the Director of Communications. This may include:

- re-assessment of reputational issues
- revision of key messages
- pulling together a media and communications brief
- deciding on media strategy
- identifying spokespeople to speak to the media
- organising a media conference
- briefing spokespeople, ensuring appropriate dress, tone, message
- write and issue press release
- calling in support of other media teams.

PHASE THREE

10. Debrief and review

Gather media coverage, review and debrief on crisis actions. Build actions points into crisis plan for next time.

Major Incident Response Plan

APPENDIX A - Characteristics of an Incident.

Although this plan aims to act as a generic framework within which the College can respond to incidents, certain characteristics of incident management can be identified in advance. It is crucial therefore that those responding on behalf of the College are fully aware of these characteristics, most of which specifically relate to management techniques employed by the emergency services and how these might impact on the University.

Described as a 'Multi-Agency' response, this includes 'cordons' that will be set up by the attending emergency services, for which individual organisations will have certain responsibilities, details of which will be contained in this section with illustration. Aligned with this it is also possible to identify the approximate chronological stages of an incident, from its start through to the point at which it is considered normality has been restored, through use of a simple model.

Stages of an incident.

It has been identified that most Major Incidents have four distinct stages:

1. The initial response;
2. The consolidation phase;
3. The recovery phase; and
4. The restoration of normality.

These phases are demonstrated by Figure 1, below.

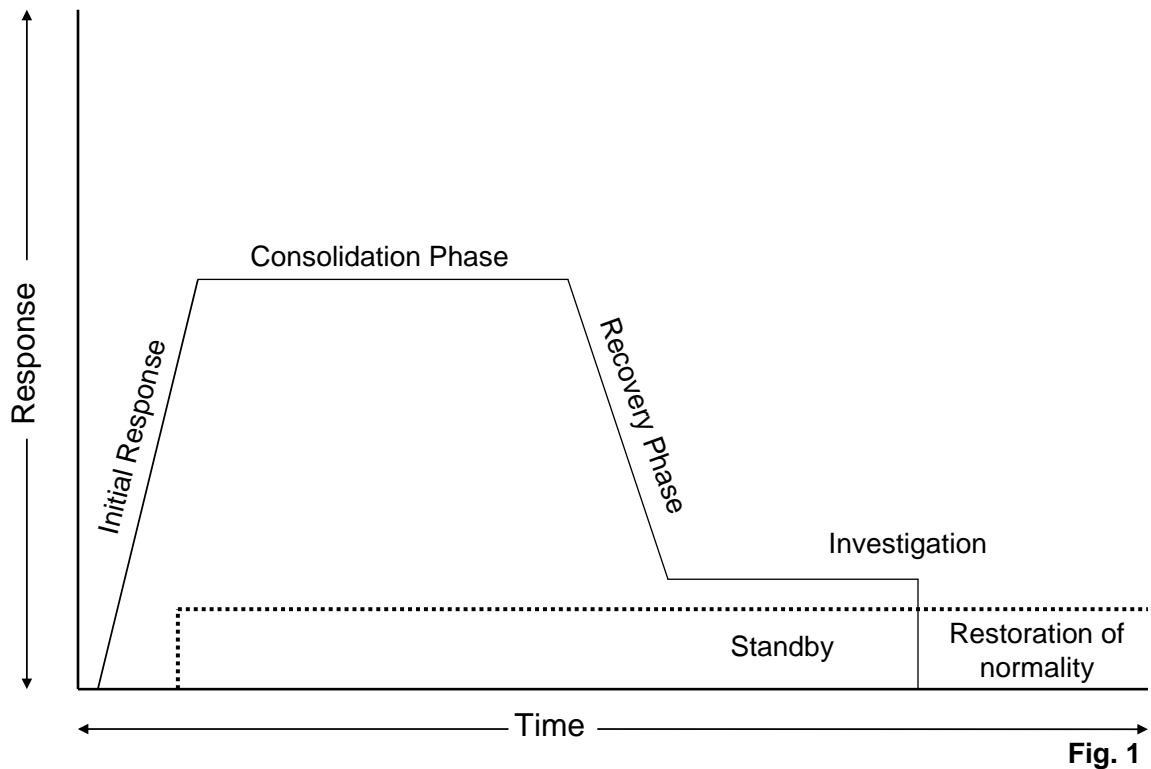


Fig. 1

As can be seen from Figure 1 a sharp initial response is expected immediately after the incident has been initiated. In the case of St Chad's College this would entail the call out of the Strategic and Tactical Co-Ordinators. The emergency services may also respond in kind, sending an initial response following notification and deploying further resources as required.

As the response to the incident begins to plateau the consolidation phase emerges. Here the responders are in place and are implementing actions required to mitigate the incident. This may be offensive or defensive fire-fighting, evacuation of property, establishing temporary flood defences or the re-location of displaced students or staff.

The recovery and restoration phases are closely linked whereby the immediate effects of the incident have been mitigated and work becomes focussed on the return to normality. This may be through the removal of debris or flood water and the reinstatement of buildings and other infrastructure. This may also relate to managing the impact on the College's/University's reputation. This phase may also include the counselling of those persons affected, where applicable.

It should also be noted that the investigative stage of the causes of any incident, whether conducted by the Police or Health and Safety Executive for example, together with an official inquest or public inquiry may be superimposed onto the whole structure.

Cordons.

Section 4 of this plan provides more detail on the roles and responsibilities of potential external responders, most notably the three 'Blue Light' emergency services. In particular with regard to part of the role that the Police and Fire Brigade will take if responding to an incident, such as a fire or building collapse for example, cordoning procedures must be fully appreciated.

Purpose of a cordon.

Cordons will be established around the scene of an incident by the responding emergency services for the following reasons:

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

At least two cordons will be established at the scene of an incident. Dependant upon the nature of the incident the first responding emergency service on the scene may begin this process.

Inner Cordon.

This provides immediate security of the hazard area and /or potential crime scene. In the case of a serious fire, chemical or toxic release or structural failure of a building this will normally be established and controlled by the Fire and Rescue Service. For other serious incidents the Police will establish the cordon.

The relevant officer in charge on the scene from either the Police or Fire and Rescue Service will determine the size of the cordon required. For certain types of incident involving, for example, gas cylinders national 'Standard Operating Procedures' have been established dictating the size of a cordon and the minimum duration that it will be in place and this will be adhered to rigorously.

When the inner cordon has been established persons who do not have a role, or who are wearing inappropriate clothing will be directed to leave the cordon. This may include staff or students of the College, as well as members of the public.

For the majority of incidents requiring an inner cordon the Fire and Rescue Service will be responsible for all aspects of health and safety of persons within the cordon and will control access and egress to and from the cordon. This includes an inner cordon around any College property including land and buildings.

As the incident develops the relevant emergency services will co-locate to a Forward Control Point at the edge of the inner cordon, a safe distance from

the physical scene. Assuming that the incident involves University property it is at this location that a member of staff from the University will either self present or be requested to attend by the emergency services and designated by the IMRT.

Figure 2, below illustrates the composition of an inner cordon.

Composition of an Inner Cordon.

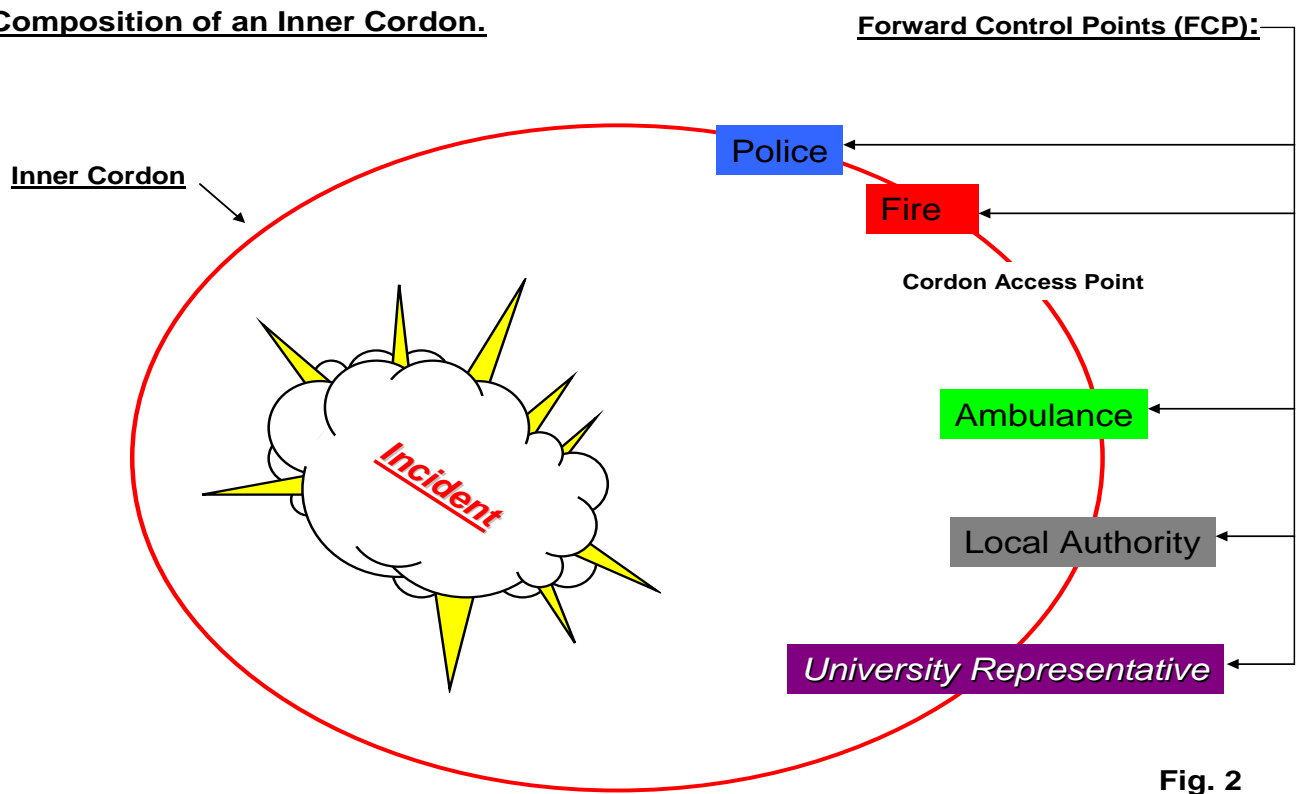


Fig. 2

Composition of an Inner Cordon.

Forward Control Points (FCP):

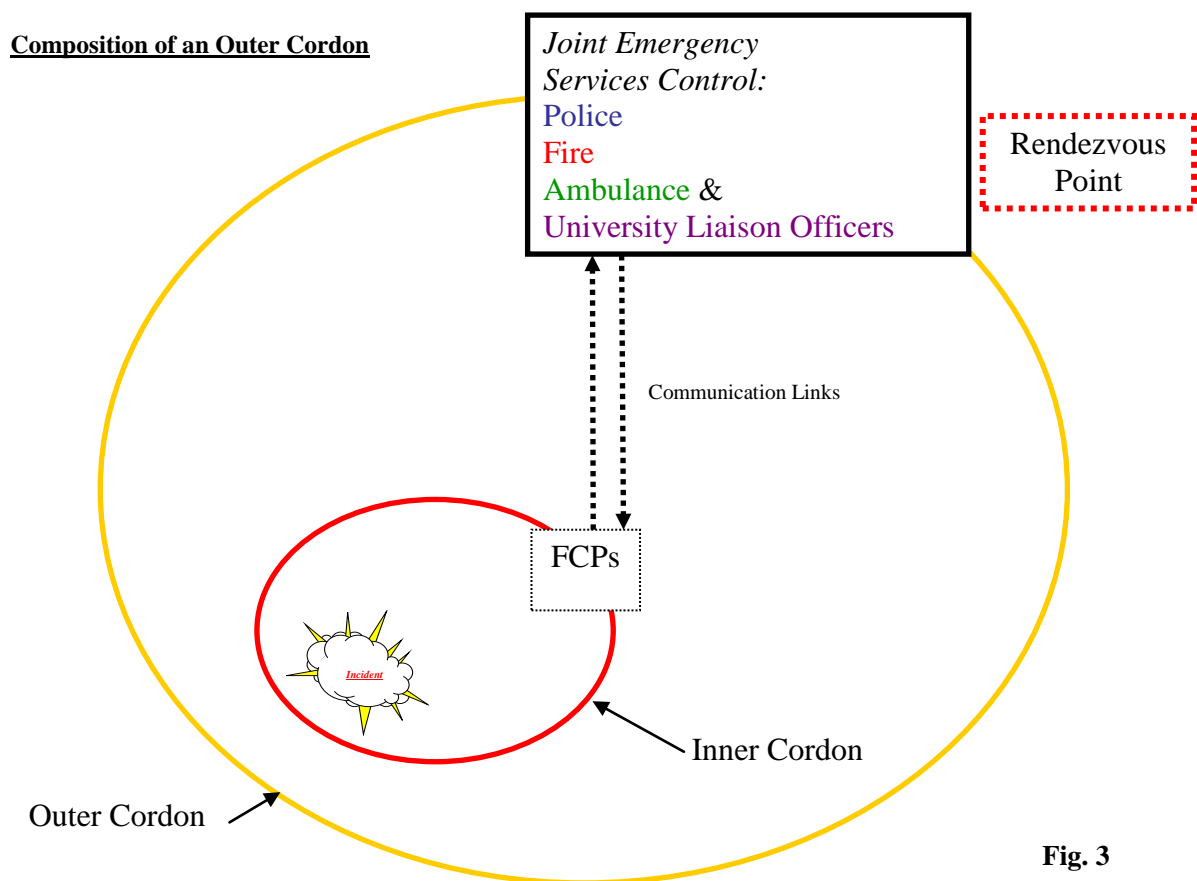
Outer Cordon.

An outer cordon, if required will always be established by the Police. The main purpose of the outer cordon is effectively to seal off a larger area around the inner cordon facilitating the arrival and co-ordination of further emergency services personnel and resources, if required.

Also, if it is deemed necessary for a protracted incident, the emergency service may deploy Command vehicles from which Senior Officers at the scene can work. These mobile Command vehicles will be located between the inner and outer cordons and will form a 'Joint' control point. The University may be requested to provide a member of staff to liaise with the emergency services at this location (University Liaison Officer). At this point the Police will assume the overall co-ordination of all emergency services personnel at the scene and others, as requested to attend.

Access and egress from the outer cordon will be controlled by Police Officers on duty at its perimeter at a designated access/egress point. The College may have cause as part of the response to send personnel and resources through the outer cordon and those staff will be vetted by the Police. ***It is crucial that identity badges are held by individual College staff to expedite this process.***

Figure 3, below illustrates both the inner and outer cordons:



'Sudden Impact' and 'Rising Tide' Incidents.

The nature, scale and type of incident the College may be faced with can be anticipated to a certain extent, through the risk assessment process. Two main categories of incident will be considered for the purposes of response in this plan.

Sudden Impact.

A 'Sudden Impact' incident is of the type that will happen without warning and will require an immediate response from the College/University and external responders if appropriate. This may include:

- Fire;
- Explosion;
- Severe Weather events, including Flash Flooding;
- Utility failure;
 - A transportation or other accident involving students and/or staff whilst undertaking University sponsored studies or activities; and
 - Sudden loss of I.T. or communications provision / infrastructure.

Rising Tide.

A 'Rising Tide' incident is of the type where through the College's normal monitoring or horizon scanning a situation is identified which, although some way off in the future, shows the potential to impact on a scale that may well require a coordinated response. This may include:

- Health Pandemics (Pandemic Influenza);
- Downstream Fuel Shortages;
- Certain flooding events;
- Severe weather;
- Industrial action; and
- Prolonged utility outage

Operational Sustainability.

The term 'operational sustainability' refers to the ability of the College to continue to deliver an appropriate level of response throughout the duration of an incident. This should take into account the fact that the duration may be protracted over many hours, or even days when considering a Sudden Impact event, such as Flooding or a large fire, or even weeks if considering the implications of a Rising Tide event such as Pandemic Influenza.

At the earliest opportunity when facing either Sudden Impact or Rising Tide incidents, arrangements should be considered to allow for rotation of staff in key roles at all levels of response.

Appendix B

Roles and Responsibilities of Emergency Services. The Police.

St Chad's College will deal with Durham Constabulary.

However, national generic roles and responsibilities of the Police in the event of a major incident appear in the Association of Chief Police Officers (ACPO) Emergency Procedures Manual and are summarised below:

- Discharge their responsibilities through the implementation of their emergency plans and associated procedures.
- Perform their general policing role of:
 - Saving of life in conjunction with other emergency services;
 - Protection of property;
 - Protection and preservation of the scene;
 - Co-ordination of the emergency services and other support organisations;
 - Investigation of the incident, in conjunction with other investigative bodies where applicable e.g. the Health & Safety Executive;
 - Collation and dissemination of casualty information;
 - Identification of the deceased on behalf of H.M. Coroner; and
 - Restoration of normality at the earliest opportunity.
- The primary function of the Police is to **co-ordinate the multi-agency response** to a major incident. This will necessitate the early notification to and liaison with the other emergency services and the College/University through the correct channels.
- In order to provide co-ordination of the incident at the earliest possible stage, the Police will establish:
 - Inner (in conjunction with and on the advice of the Fire Brigade) and outer cordons, where applicable to prevent people entering (or leaving) the area and to facilitate the work of the emergency services and other agencies;
 - Rendezvous points for vehicles/persons attending the scene;
 - Forward Control Point normally co-located with other emergency services; and
 - Road closures and control of access to the incident scene.
- Durham Constabulary have emergency plans and procedures which incorporate comprehensive arrangements for all other important measures necessary, which will include:

- Traffic Management;
- Facilitation of any communications strategy and warning of the public;
- Establishment of a Casualty Bureau;
- Evacuation; and
- Co-ordination of the media. (**See also Section 6**)

The Fire and Rescue Service.

- If it is necessary to establish an inner cordon, the Senior Fire Officer will be responsible for the health and safety of all those entering the inner cordon. (However, in the event of an incident, which is, or is suspected to involve terrorist activity, all movements in and out of the inner cordons will be under the direct supervision of the Senior Police Officer at the incident).

Major Incidents will encompass some or all of the following aspects:-

- Taking charge of *fire fighting* and *rescue* operations
- Establishing a Forward Control Point at the scene.
- Rescuing trapped person and/or casualties.
 - Preventing further escalation of the incident by intervention, dealing with released chemicals and other hazardous situations.
 - Gathering information and completing risk assessment(s) in order to provide advice to the Police and enable them to advise the public (including staff and students of the University) to evacuate or remain in their homes.
 - Liaising with the Police regarding the provision of an Inner Cordon.
 - Ensuring the safety of all personnel involved in the rescue work.
 - Giving consideration to the effect the incident may have on the environment and to liaise with the Environment Agency and Local Authority Environmental Health Officers.
 - Liaising with the Medical Incident Officer, the Ambulance Service (see 3.1.3) and other appropriate organisations with regard to providing assistance at ambulance loading points or any decontamination centre, if applicable, and with the priority evacuation of injured persons.
 - Participating in investigations as appropriate and preparing reports and evidence for Inquiries.
 - Standing-by during non-emergency recovery phase to ensure the continued safety at and surrounding the incident site as necessary (known as 'Protective Standby').
 - Providing specialist equipment where necessary, e.g. High volume pumping equipment or specialist Chemical, Biological, Radiological and Nuclear (CBRN) detection, identification and monitoring equipment.
 - Implementing detection and monitoring procedures where radioactive substances are suspected or known to be involved.

North East Ambulance Service (NEAS).

- In accordance with established ambulance operational arrangements, dispatch ambulances and personnel to the scene, including an Ambulance Incident Officer.
- Establish early contact and liaison with the other emergency services
- Perform their general role of saving life and limb through effective emergency treatment at the scene and by the transportation of injured persons to hospital.
- The Ambulance Incident Officer will establish at or near the scene the following:
 - Medical Control Point and Triage Area for initial casualty assessment (Triage) and supervision of first aid.
 - Ambulance Loading Point, to co-ordinate ambulance movements.
- Undertake decontamination of casualties, if required, prior to transport to receiving hospital. Decontamination may be done in conjunction with the Fire Brigade.
- To co-ordinate all National Health Service Resources deployed to the scene of an incident.

PLAN ENDS: PLEASE REFER QUERIES OR AMENDMENTS TO ASHLEY WILSON, COLLEGE COMPLIANCE OFFICER, 0191 3343362

