

REPORT OF BUSINESS & PERFORMANCE MANAGER

SUBJECT: RESPONSE TO MAJOR INCIDENT

Purpose of Report

This Report is to ask Members to confirm the response procedures.

Introduction/Background

The Authority does not have a lead role in responding to any major incident or emergency, however in some incidents the Authority may play an important supporting role by providing staff with expert knowledge, equipment, vehicles and other resources.

The document in appendix 1 sets out the roles and responsibilities of the key personnel likely to be involved in any incident.

Financial considerations

Unknown – may depend on nature of any incident.

Risk considerations

Additional risk assessments will be carried out as necessary.

Compliance

None

Human Rights/Equality issues

None

Biodiversity implications/Sustainability appraisal

Unknown – may depend on nature of any incident.

Welsh Language statement

No additional implications.

Recommendation

Members CONFIRM these procedures.

Background Documents

None

(For further information, please contact Alan Hare)

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Appendix 1 PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY RESPONSE PROCEDURES TO A MAJOR INCIDENT

Should any major incident occur in Pembrokeshire, it would normally be the responsibility of Pembrokeshire County Council (PCC) or one of the rescue services (co-ordinating authority) to organise a suitable response.

Pembrokeshire Coast National Park Authority (PCNPA) does not have the resources, equipment, or staffing to take a lead role, but it does have some specialist skills and resources which may be asked to provide in order to support the main participants. This plan sets out a communication hierarchy to enable rapid access and deployment of specialist skills and equipment.

LEAD OFFICER

It is important that there is a clear line of command and control between the managing authority and PCNPA and this is the Head of Park Delivery. In his absence the alternate is the Ranger Service Manager or the local Area Warden Manager for the area where the incident is occurring. Only the Lead Officer can deploy PCNPA resources and all requests for assistance and all offers should be referred to him before any action is taken.

COMMUNICATION LIST

This document (Appendix 1) sets out the contact details – mobile phone, home phone and home email addresses of all staff who may be required to assist in any emergency recovery. The home numbers should not be released to any third party other than during any emergency recovery exercise. Staff should not contact others on the list during an incident unless requested to do so as unnecessary requests for information may delay essential actions. General information will be distributed to staff and members on a need to know basis initially and then more widely when resources permit, making use of the website, Facebook and Twitter.

ACTIVATION OF THIS PLAN

If the Lead Officer is contacted by the co-ordinating authority responsible for any incident recovery and asked for assistance he will determine whether the incident justifies activating this plan, based on the nature and scale of the incident and the likely involvement of PCNPA resources and the impact on the National Park. The first priority is to rescue/protect human life and only when that has been achieved should we divert resources to environmental issues.

Once this plan has been activated the Lead Officer will:

- Contact the essential staff and issue the necessary instructions as required by the co-ordinating authority;
- Contact the CEO (or in his absence the appropriate Director) and inform him that the plan has been activated and the involvement of PCNPA resources;
- Contact the Communications and Marketing Manager (or if no response another member of the communications team) and brief him/her about the nature of the incident and PCNPA involvement so that requests for information by the media can be co-ordinated;

- Agree an initial statement with the Communications person to be published on Facebook and Twitter as soon as possible;
- Contact the alternate lead officer to be on stand by and arrange a time and location for hand over if the incident is likely to be more than 8 hours; and
- If appropriate refer to other specialist Emergency Plans to ensure PCNPA provides the necessary response (See APPENDIX 2)

The CEO will:

- contact the Chairman (or vice chair) and brief them of the events and PCNPA involvement;
- brief other Members as appropriate;
- brief Senior Management Team and appoint a co-ordinator (normally a Director) who will act as the Link Officer between the Lead Officer and the rest of the PCNPA response team.

These initial contacts will be by mobile phone leaving a voicemail message and/or text if no response.

The Lead Officer has the authority to make available any PCNPA resources he feels appropriate, including vehicles, specialist equipment, staff, and if necessary buildings to provide communications facilities, briefing areas or simply refreshment facilities. The Lead Officer should maintain communications with the Link Officer about any actions being taken and as soon as is practical the Link Officer should initiate the Incident Communications and Media Response plan at the level appropriate to the incident with updates on Facebook and Twitter and the website as appropriate. When PCNPA involvement in any emergency is terminated the Lead Officer should ensure all staff involved or on standby are stood down.

Support for staff

When staff are involved in an emergency, the Link Officer must keep a register of those staff and ensure that their Head of Service and/or Team Leaders are informed. They must ensure that staff receive the appropriate level of support in terms of refreshments, taking breaks, being replaced after a reasonable period of time etc. If the emergency recovery involves staff for more than a day or two, their team leader should ensure that their normal day to day work, emails, etc are monitored and if possible dealt with by other members of the team.

Appendices

1. Contact numbers of key staff
2. Contacts in other organisations