MK Milton Keynes City Council
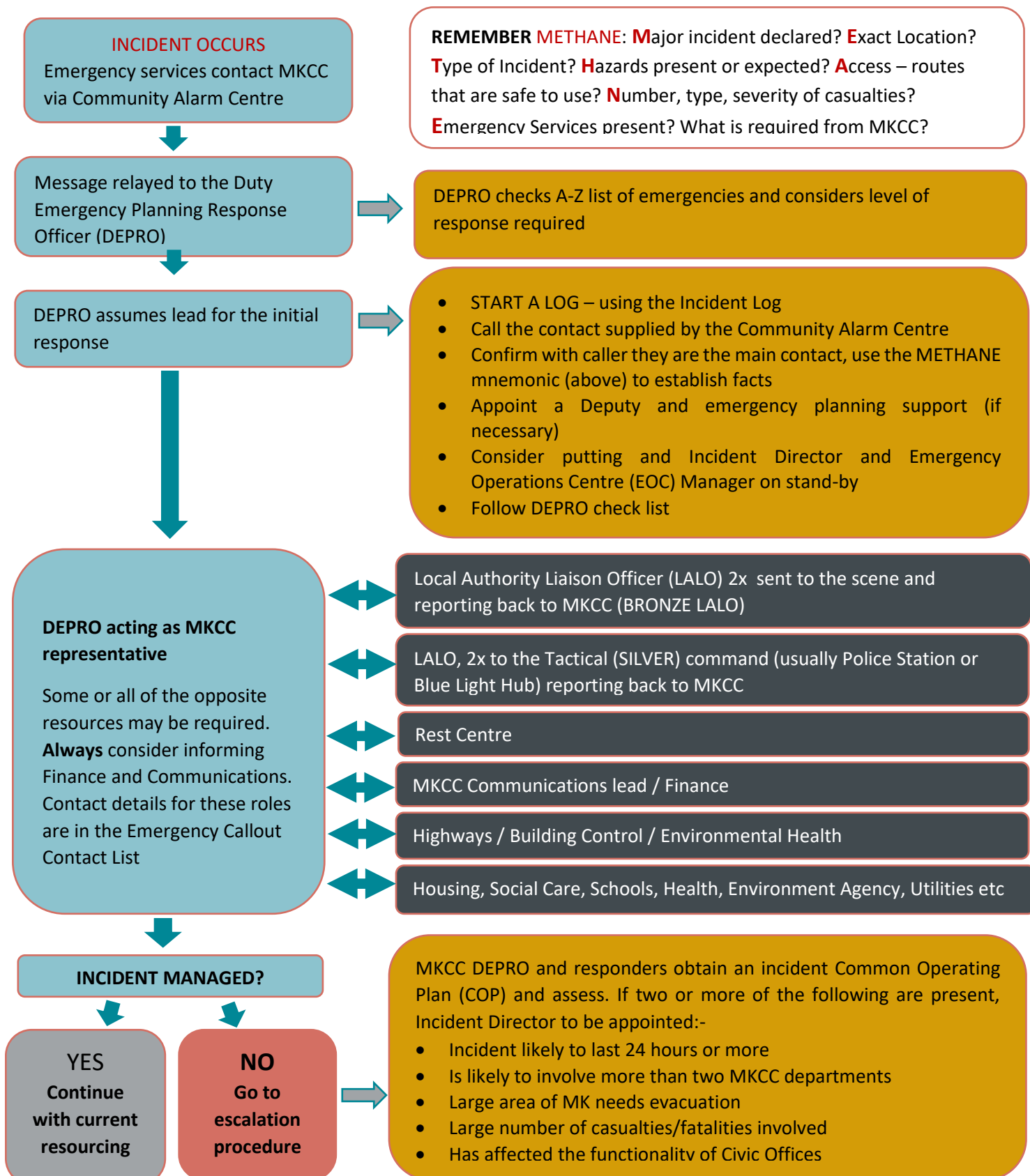
Appendix 27
Emergency Initial Response.

The initial emergency response procedure at Milton Keynes City Council (MKCC).

INCIDENT OCCURS
Emergency services contact MKCC via Community Alarm Centre

REMEMBER METHANE: **M**ajor incident declared? **E**xact Location? **T**ype of Incident? **H**azards present or expected? **A**ccess – routes that are safe to use? **N**umber, type, severity of casualties? **E**mergency Services present? What is required from MKCC?

Message relayed to the Duty Emergency Planning Response Officer (DEPRO)

→ DEPRO checks A-Z list of emergencies and considers level of response required

DEPRO assumes lead for the initial response

→
- START A LOG – using the Incident Log
- Call the contact supplied by the Community Alarm Centre
- Confirm with caller they are the main contact, use the METHANE mnemonic (above) to establish facts
- Appoint a Deputy and emergency planning support (if necessary)
- Consider putting and Incident Director and Emergency Operations Centre (EOC) Manager on stand-by
- Follow DEPRO check list

DEPRO acting as MKCC representative

Some or all of the opposite resources may be required. **Always** consider informing Finance and Communications. Contact details for these roles are in the Emergency Callout Contact List

↔ Local Authority Liaison Officer (LALO) 2x sent to the scene and reporting back to MKCC (BRONZE LALO)

↔ LALO, 2x to the Tactical (SILVER) command (usually Police Station or Blue Light Hub) reporting back to MKCC

↔ Rest Centre

↔ MKCC Communications lead / Finance

↔ Highways / Building Control / Environmental Health

↔ Housing, Social Care, Schools, Health, Environment Agency, Utilities etc

INCIDENT MANAGED?

YES
Continue with current resourcing

NO
Go to escalation procedure

→ MKCC DEPRO and responders obtain an incident Common Operating Plan (COP) and assess. If two or more of the following are present, Incident Director to be appointed:-
- Incident likely to last 24 hours or more
- Is likely to involve more than two MKCC departments
- Large area of MK needs evacuation
- Large number of casualties/fatalities involved
- Has affected the functionality of Civic Offices

The escalated emergency response procedure at Milton Keynes City Council (MKCC).

MKCC GOLD (strategic) – Corporate Leadership Team (CLT)
Provides strategic objectives and advice to the appointed Incident Director (ID)

SCG multi-agency Local Authority Liaison Officer (LALO) provides local focus to GOLD commander and reports back to MKCC emergency management team via ID

TCG multi-agency LALO liaises between SILVER control and reports back to MKCC emergency management team via ID

Operational multi-agency LALO liaises on-scene with emergency services and reports back to MKCC emergency management team via ID

EMERGENCY OPERATIONS CENTRE (EOC) / EMERGENCY CONTROL CENTRE (ECC)
Corporate Incident Management Team (CIMT) Chaired by the ID coordinates MKCC response activities

Managers from Functional Groups	Public Health Coordinator
EOC Manager	Call handlers
Communications Lead	Data Entry Clerk
Loggists	Team Managers
Emergency Planning Officer	Mappers
Corporate Health and Safety	Receptionist (if required)
Emergency Services Liaison Offices	Caretakers (if required)

INFORMATION GROUP
Informs external partners, media, public, staff and elected members about the emergency and MKCC activities
Consider:
- Corporate Communications
- Community Facilities – Libraries

RECOVERY GROUP
Identifies possible recovery issues at an early stage
Consider:
- Housing and Community
- Economic Development
- Building Control
- Facilities Management
- Business Continuity
- Bereavement Services
- Environment and waste

RESOURCES GROUP
Supports the other functional groups with resources
Consider:
- Finance
- Transport
- IT
- Facilities
- Business Continuity

WELFARE GROUP
Provides support to people affected by the emergency
Consider:
- Housing and Community
- Adult Social Care
- Children and Families
- Schools
- Volunteer Groups
- Human Resources
- Emergency Rest Centres

ENVIRONMENT GROUP
Supports emergency services on-site and monitors wider environment and health issues
Consider:
- Public Health (STAC)
- Environmental Health
- Highways
- Environment and waste
- Building Control