

Hinckley Road Explosion

Leicester City Council response

Miranda Cannon

Major incidents

“An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies”

- Leicestershire Police
- Leicestershire Fire & Rescue Service
- East Midlands Ambulance Service
- Health Organisations
- Environment Agency
- Military
- Local Authorities
- Voluntary Sector
- Others including the utilities
- Community / Faith Groups



Working in partnership

Local Resilience
Forum (LRF)



Local Authority
Resilience
Partnership

LCC responsibilities in a major incident

- Part of multi-agency response
- Provide specialist resources and support
- Provide support to those affected and wider community
- Provide emergency centres
- Lead on recovery from the incident
- Liaise with voluntary sector and faith / community groups
- Maintain internal business continuity
- Support effective communications

Emergency Planning in LCC

- Risk, Emergency and Business Resilience Team
- 24/7 on-call resilience officer cover
- 24/7 on-call senior officers & communications
- City Hall control room and facilities
- Develop, review and test plans
- Play a significant role in major events
- Regular training and exercising
- Debriefs and implementation of learning
- Ongoing recruitment and training of volunteers
- Work informed by community risk register



MAJOR INCIDENT PLAN


OFFICIAL – For Local Resilience Forum Use Only

Leicester City Centre Evacuation Plan



Date Authorised	15/01/2016	Authorised by	LR Governance Delh. Ciro Otti
Date Next Review	December 2016	Protective Marking	

Emergency Centres Plan



Last Issued/ Authorised Date	Nov 2015	Authorised By	
Next Review Date	Nov 2017	Protective Marking	OFFICIAL LLR USE ONLY

Emergency Centres Plan Nov 2015 Version V.2

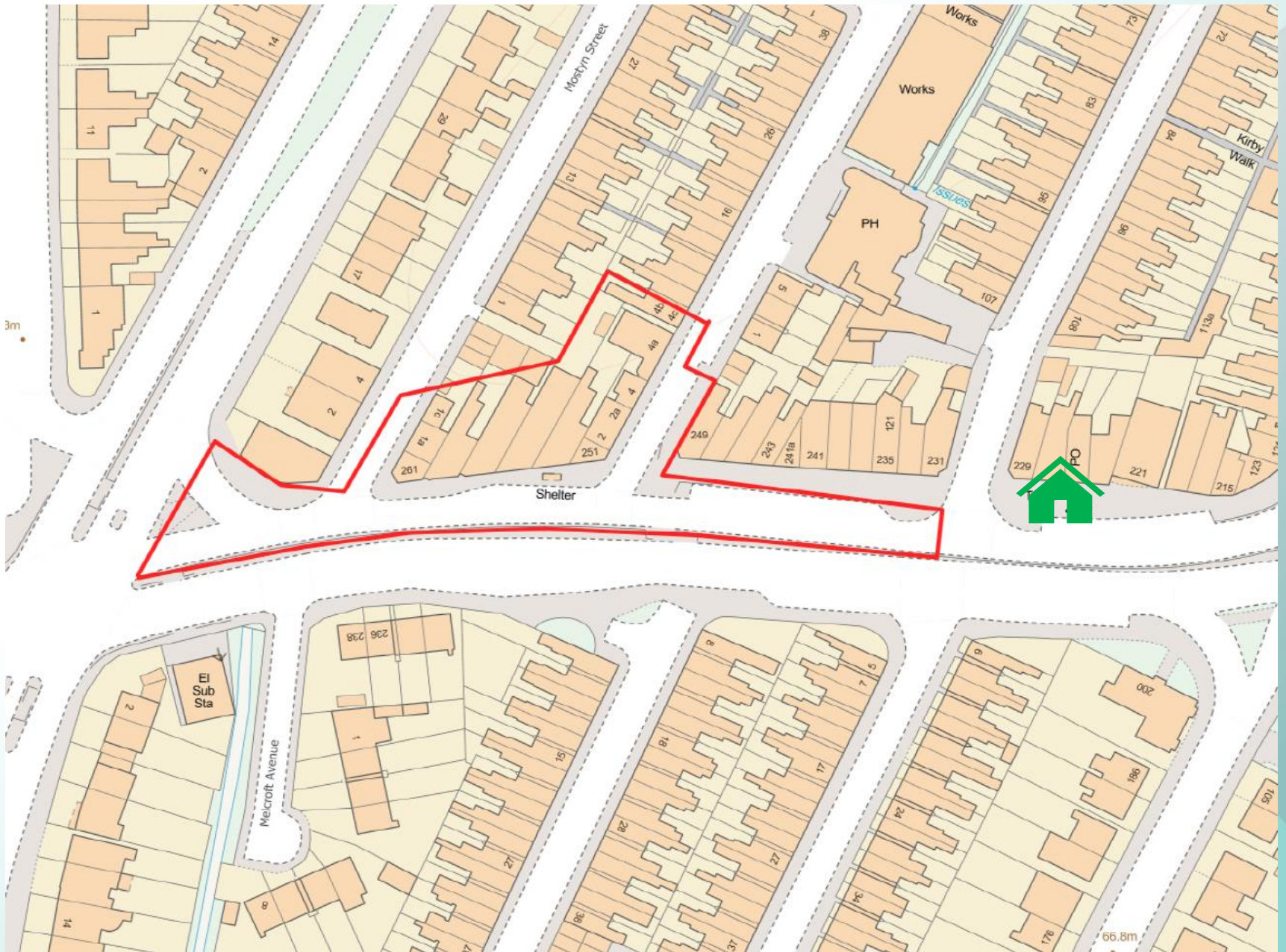
Sunday 25 February 2018



Some headlines.....

- **22+** LCC services
- **11 individuals**/families housed temporarily
- Emergency centre - **6 days, 16 shifts**, 38 attendees, 400 hours LCC staff, 175 hours volunteers and others
- Resident support point - **23 days, 29 shifts**, 100+ attendances, 350 hours LCC staff, 160 hours volunteers and others
- 3 Directors full-time for 2 weeks, 2 Comms officers for 2 weeks, Building Control 5 weeks full-time.





LCC response

- Multi-service response within the hour & continuous presence
- Involvement in multi-agency co-ordinating groups
- Emergency Centre and Resident Support Point (3 ½ weeks)
- Recovery Co-ordinating Group from day 1 until mid April
- Significant communications & community engagement activity
- Political stakeholder updates and engagement
- Accommodation and practical support for victims – 25 households initially plus businesses
- Site hand over to LCC 12 March - management of site incl security and safety/recovery works
- Community Recovery Committee ongoing

Lessons learnt - people



Lessons learnt – Info & Comms



Consistency of key messages and approach across agencies.



Community response and support incl volunteers and Red Cross



Visibility and value of personal contact – community meeting, letters, patch walks, resident support point, business visits



Consideration of language barriers



Role of local councillors – keeping informed and leading community recovery



Info gaps - identifying owners and occupiers - Leased properties and HMOs



Clear chain of command is critical

Lessons learnt – a last word...

Plans versus reality.....



People and relationships.....



And now?

- Formal debrief process concluding (internal and LRF)
- Community Recovery Committee ongoing.....
 - Personal recovery?
 - Site?
 - Memorials?
 - Business recovery and promotion?

