



Diocesan Major Incident Plan

Foreword

The nature of disasters and emergencies are unpredictable. We never know when, where or in what form they are going to occur. We do know it is important that appropriately trained people can be relied on to respond quickly with the necessary help.

Major Incident Plan Chaplains are recognised by the statutory agencies as having a significant role to play in a major incident or emergency within Derbyshire and Derby City.

The training you receive will equip you with some of the needs of the role, but each of you will bring to the task special gifts which you have displayed in your ministry so far. The ministry you provide is just as important as any of the other responders at the incident.

We are grateful for your willingness to participate in the continuing training that this role requires. In your response you are bringing the love and compassion of God into other people's lives.

A handwritten signature in black ink, appearing to read '+ Alton'.

Bishop of Derby

Definition of a Major Incident

A major incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services and will generally include the involvement, either directly or indirectly, of large numbers of people.

For example:

1. The rescue and transportation of a large number of casualties,
2. The large scale combined resources of Derbyshire Constabulary, Derbyshire Fire and Rescue Service and East Midlands Ambulance Service,
3. The mobilisation and organisation of the emergency services and support services; for example, a local authority to cater for the threat of death, serious injury or homelessness to a large number of people,
4. The handling of a large number of enquiries likely to be generated both from the public and the news media usually made to the police.

A major incident can be declared by any member of the emergency services which considers that any of the criteria outlined above has been satisfied. In certain circumstances, such as flooding, the local authority may declare a major incident.

Despite the fact that what is a major incident to one of the emergency services may not be so to another, each of the other emergency services will attend with an appropriate predetermined response, even if they are to be employed in a standby capacity and not directly involved in the incident.
(The Civil Contingencies Act 2004 (Contingency Planning) Regulations 2005)

Co-ordination of Major Incident Plan

The Diocese of Derby will act as co-ordinator for all the denominations and for inter-faith relations in the Derby City and Derbyshire area.

This is facilitated through Workplace Chaplaincy in Derbyshire (WCD), with the WCD Principal Chaplain, Revd. Canon Paul Morris, liaising with the Major Incident Co-ordinator, Hilary Streek.

Each area will be co-ordinated by an Area Dean, who serves as the Major Incident Team Leader.

Incident Chaplains are serving as chaplains with Workplace Chaplaincy in Derbyshire, Derby City Centre Chaplaincy or other local Town Centre Chaplaincies.

The role involves:

1. Liaison with Derbyshire County Council, who provide Emergency Planning for the City of Derby and County.
2. Liaison with others in the provision of training for chaplains.
3. The annual review and update of the Major Incident Plan.
4. Training with Derbyshire County Council Emergency Planning Division. The Principal Chaplain is responsible for co-ordinating the training of Major Incident Team Leader and Emergency Chaplains.

On satisfactory completion of the specific Major Incident Training, the chaplain will be allowed to attend a major incident.

Action by Derbyshire County Council Emergency Planning Division (DCC EPD)

DCC EPD inform the Major Incident Co-ordinator that there is a need for Incident Chaplaincy Support by telephoning the emergency contact number 07050 267402.

The Major Incident Plan of Derby Diocese is an integrated part of the Emergency Services and Voluntary Agencies plan in response to a major incident.

Derbyshire Constabulary are responsible for the co-ordination of the response to a major incident.

In the event of a major incident the police will respond in conjunction with the other emergency services and agencies of central and local government.

An important part of the response to a major incident involves the co-operation and working in a multi-agency environment. The plan is designed to cope with even the most serious incident and this plan should be the primary guide to all action taken.

The Church Leaders of Churches Together for Derbyshire have agreed that the Anglican Diocese of Derby will co-ordinate any response under the plan and call upon other denominations in the area involved.

Request for Chaplaincy Assistance

The Major Incident Plan will be activated by DCC EPD. Details of the incident will be passed to the Major Incident Co-ordinator together with the specific request for assistance that is required.

This is usually a reception centre not an incident site as this would usually be dealt with by the Emergency Services Chaplains. (These would respond to the request from their own service and the Fire and Police Lead Chaplain. EMAS have their own chaplains who are part of NHS).

Their assistance at the reception centre would be through negotiation with the Major Incident Team Leader and the Lead Emergency Service Chaplain.

In the case of a major incident, Incident Chaplains will be called out through the Incident Team Leaders.

For the purposes of this plan, the term "Incident Chaplain" refers to chaplains appointed by Workplace Chaplaincy in Derbyshire, Derby City Centre Chaplaincy or other local Town Centre Chaplaincies.

The Incident Team Leaders will be Area Deans (or their representative) under the authority of the Bishop of Derby.

Role of Major Incident Co-ordinator

When called by DCC EPD, the Major Incident Co-ordinator completes Appendix A and calls the Major Incident Team Leader.

The Major Incident Co-ordinator will continue to be available as the link between DCC EPD and the requirements for response.

It is important to:

1. Liaise with DCC EPD as to the number of responders needed and the assistance they require from the Incident Chaplains.
2. Maintain a log of all action taken.
3. Log all incoming and outgoing calls.

Information required includes:

1. Chaplaincy support needed, type of incident and numbers needed.
2. Location of the Incident and type of centre attending:

Rest centre (RC) Residents who are evacuated following a major incident are encouraged to relocate to family and friends. If this is not possible, then arrangements will be put in place to care for these people until they can return home.

Survivor reception centre (SuRC) A SuRC will be established if there have been people directly involved in an incident, for they may have minor injuries or be in shock. There will be a higher level of police presence at this type of centre as the survivors may be able to assist with the investigation into the cause of the incident.

Family and friends reception centre (FFRC) A FFRC will be set up following a major incident involving serious injury and/or fatalities. Following such an incident, people will travel to the scene or a designated meeting point if they know or believe that their family or friends may have been involved in the incident.

Humanitarian assistance centre (HAC) A HAC acts as a focal point for information and assistance to bereaved families and friends, to families and friends of those missing or injured as well as the wider community who have been affected by the incident.

Reception centre (REC) This centre is opened to support a police modern day slavery operation. The police request the assistance of the local authority to establish a centre to look after the victims of modern day slavery whilst the police operation is in progress. Several agencies may be involved in this type of centre.

3. Access Routes

4. Receiving Hospitals

5. Emergency Planning Officer attending, if known

Role of Major Incident Team Leaders

The Major Incident Team Leader may be required to attend (if invited), Derbyshire County Council Headquarters, Police Headquarters, or a designated location. Alternatively, they will remain at their home.

The Major Incident Team Leader acts as the point of contact and needs to ascertain what assistance they require from the Incident Chaplains. They will:

1. Start a new log book and write down all the details of the incident on Appendix B,
2. Start and maintain a log of all action taken including telephone calls made and telephone messages taken,
3. Make direct contact with the nearest Incident Chaplains. Make it clear that they are not to turn out unless they are called with further instructions. That includes when looking at shift changeovers if it will be an extended incident. It may also be that the requirement for the response may not be at the site of the incident.
4. Do not leave messages to be passed on. The Team Leader must brief personally the Incident Chaplains with the full details of the incident as they have been advised by DCC EPD.
5. Ensure they have your telephone number and they know you are Incident Team Leader
6. Contact the Diocesan Communications Officer who should deal with all enquiries from the media in respect of the Faith response to the incident. The Diocesan Communications Officer will liaise with the emergency services Communications Officers to ensure that a consistent message is given.

7. If people of other faiths are involved in the incident then the Multi-Faith Centre at Derby University should be informed (01332 591 285; mfc@derby.ac.uk) and arrangements made for the other faith leaders to be informed by our own church leaders.
8. In the case of a prolonged Incident you will need to work out relief rotas for yourself and the Incident Chaplains. Ensure you have sufficient help to deal with on-site casualties, casualty clearing station, other survivors, temporary mortuaries or identification areas, relatives, refreshment areas.
9. You may find it helpful to attend the incident to co-ordinate the response. This might make it easier for chaplains at the incident to focus on the task in hand rather than having to 'phone you with updates. It also means you would have an overview of events as they unfold.
10. It is advantageous if there is a church centre or hall nearby which can be used as a rendezvous for Incident Chaplains to brief them before they go onto site. It is also helpful as a place to debrief if shift patterns need to be used.
11. Inform WCD Principal Chaplain and Diocesan Senior Staff of the Incident and make arrangements in consultation with DCC EPD and the Diocesan Communications Officer if it is an incident which is of sufficient gravity for visits to scene or hospitals to be made. It is also essential to keep ecumenical colleagues informed of progress of the Incident, usually at 4 hour intervals unless a major change in circumstances occurs.
12. Following the incident, and possibly some weeks later, there will be a multi-agency debrief for you to attend to catch any lessons learnt for future planning.

Role of Major Incident Chaplains Introducing the Role

The church and other faith responders have a specific role to play in any major incident:

1. To support the community and those affected by the incident.
2. To recognise the spiritual dimension of life and death.
3. To provide a ministry of care and comfort to relatives and others caught up in a major incident. This could be exercised in any of the centres outlined on pages 6-7.
4. To minister at the scene of the incident. If you cannot respond for any reason, say so immediately. Know your own limitations, they will be respected. (Think of your own circumstances and recent events in your life). You will be required to work no more than 8 hours in a 24 hour period.
5. To be logged in and deployed as necessary by the Emergency Incident Commander on arrival at the scene.
6. To support others as requested by the Major Incident Team Leader.
7. To be willing to receive confession and give absolution. In an emergency, denomination and church tradition is not important. Sometimes even other faith issues can be overcome.
8. To offer ministry at the scene of the incident of care to the injured and dying and those affected by the incident. This may be needed in exceptional circumstances. This normally will be for a limited duration.

9. To be aware that Emergency Service Chaplains are responsible for the care and support of their respective service at the scene and beyond.
10. To be aware that NHS emergency plans are brought into effect in the receiving hospitals and the Hospital Chaplains Major Incident plans are well equipped to deal with these issues.
11. To attend a short debrief with the Incident Team Leader and notes of that debrief must be kept. Give consideration to whether parish clergy need to be informed of the incident and offer ongoing pastoral support.
12. To attend a Diocesan debriefing in a context of prayer and support.

Response to a Major Incident

- 1 Do not go anywhere until requested.
- 2 When contacted, write down where to go on your log sheet and how best to get to the site and park without causing obstruction (bear in mind the area may be cordoned off). Check with the caller you have the correct details, see Appendix B.
- 3 Whether you are called out to the scene, a reception centre or temporary mortuary, make sure you equip yourself properly. You must wear your chaplain's jacket and take identification with you, either your Chaplain ID (if you have this) or a Driving License / Passport, enabling you to enter the incident area. Take the Major Incident Plan, mobile phone, log book and pen. You may want to take some snacks as it may be a considerable time before refreshments are provided on site.
- 4 Go to the site, ensure you park clear of access routes and report to the Church Incident Team Leader, who will allocate you a task and location. The Team Leader should be somewhere around the Operational Control.
- 5 Do not enter into dialogue with the media about anything – refer them to the Press Officer.
- 6 Ascertain what assistance is required from the Incident Chaplains.
- 7 Maintain a log of all action taken, including all incoming and outgoing calls.
- 8 No clergy must be allowed to enter the controlled zone of the incident site to minister to the dead or injured without the permission of the emergency services. This is because the dead or injured may be contaminated or it is a crime scene.

- 9 If there is a requirement for this ministry then a chaplain from the Fire and Rescue Service who has the appropriate safety clothing and training may respond to this.
- 10 Emergency Service chaplains should be used to look after emergency services personnel and should not be used as general Incident Chaplains.
- 11 If you are required to leave the site with someone at the request of Operational Command, inform the Team Leader and if you have been sent to hospital with someone, inform the Hospital Chaplain on your arrival and departure.
- 12 Consider when the first phase of the Incident is finished and identify arrangements that need to be made after the incident and inform the Team Leader.

APPENDIX A
Major Incident Co-ordinator information Record

NAME OF PERSON CALLING

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TYPE OF INCIDENT

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LOCATION

.....

ACCESS ROUTES

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RECEIVING HOSPITALS (If applicable)

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RECEPTION SITES (If applicable)

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EMERGENCY PLANNING OFFICER CONTACT AT SITE

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ARE CLERGY AND/OR OTHER FAITH DENOMINATIONS
REQUIRED AT INCIDENT SITE? Numbers?

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APPENDIX B
Major Incident Team Leaders and Incident
Chaplains Information Record

NAME OF PERSON CALLING

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TYPE OF INCIDENT

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LOCATION

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ACCESS ROUTES

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RECEIVING HOSPITALS (If applicable)

.....

RECEPTION SITES (If applicable)

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EMERGENCY PLANNING OFFICER CONTACT AT SITE

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ARE CLERGY AND/OR OTHER FAITH DENOMINATIONS
REQUIRED AT INCIDENT SITE? Numbers?

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SHIFT TIME

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Receiving Hospitals

Hospitals	Telephone Numbers
Burton General Hospital	01283 566333
Chesterfield Royal Hospital	01246 277271
Royal Derby Hospital	01332 340131
Queens Medical Centre Nottingham	0115 924 9924
Nottingham City Hospital	0115 969 1169
Northern General Hospital Sheffield	0114 243 4343
Hallamshire Hospital Sheffield	0114 271 1900
Sheffield Children's Hospital	0114 271 7000
Stepping Hill Hospital Stockport	0161 483 1010
Tameside General Hospital	0161 922 6248

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