

Ealing Council – LALO Training

EALING COUNCIL

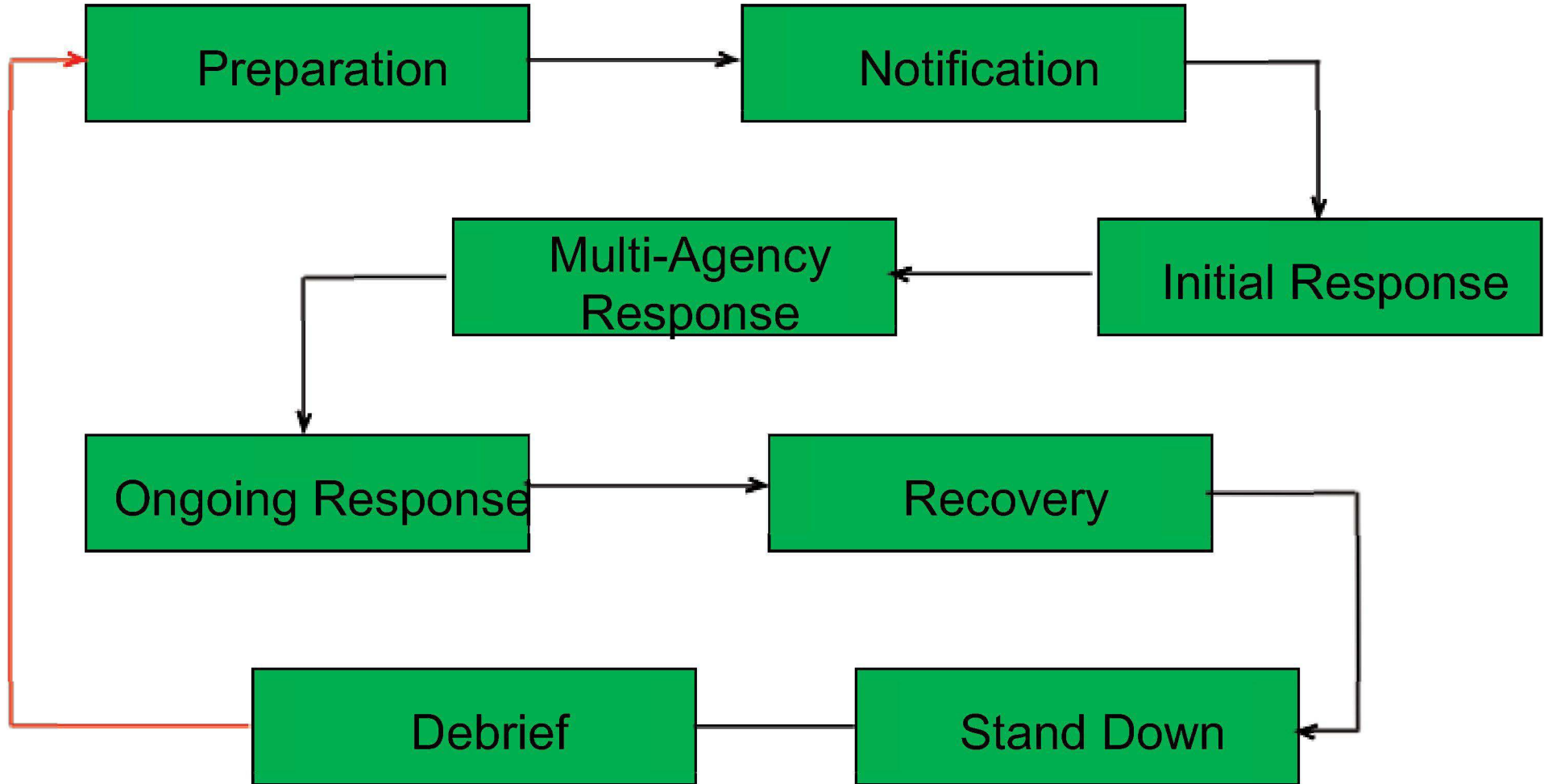


Course Aim

To prepare Emergency Response Officers to perform the role of a Local Authority Liaison Officer.



Timeline



Case Study – Croydon Floods

Croydon Floods – February 2014

- Ealing LALO responded as part of a mutual aid agreement
- Excessive rain threatened stability of water treatment works
- Crews pumping 24,000 litres of water away per minute
- Works provide water for 47,000 homes
- 100+ Firefighters involved



www.ealing.gov.uk residents evacuated into a RC





What he did...

- Soon after he arrived, the emergency services handed over responsibility to the Local Authority
- Arranged the distribution of 300 leaflets across all the properties yet to be evacuated
- Compiled the first comprehensive database of all residents following the Police's door knocking exercise
- Liaised hourly with the BECC, requesting Trees, Sandbags and Highways
- Continuously liaised with Silvers on scene

Lessons...

- You can never have enough note paper
- The Police are your best friends on scene
- Introduce yourself to anyone in a coloured or white tabard
- Make friends with local businesses
- Be prepared for tough questions from residents
- If you don't know the answer, don't make it up

Experience...

- Many of the actions undertaken by the LALO were applied again during flooding in Ealing. He used his experience to enhance the response.
- August 2014 – Burst Water Main (Ealing Broadway)

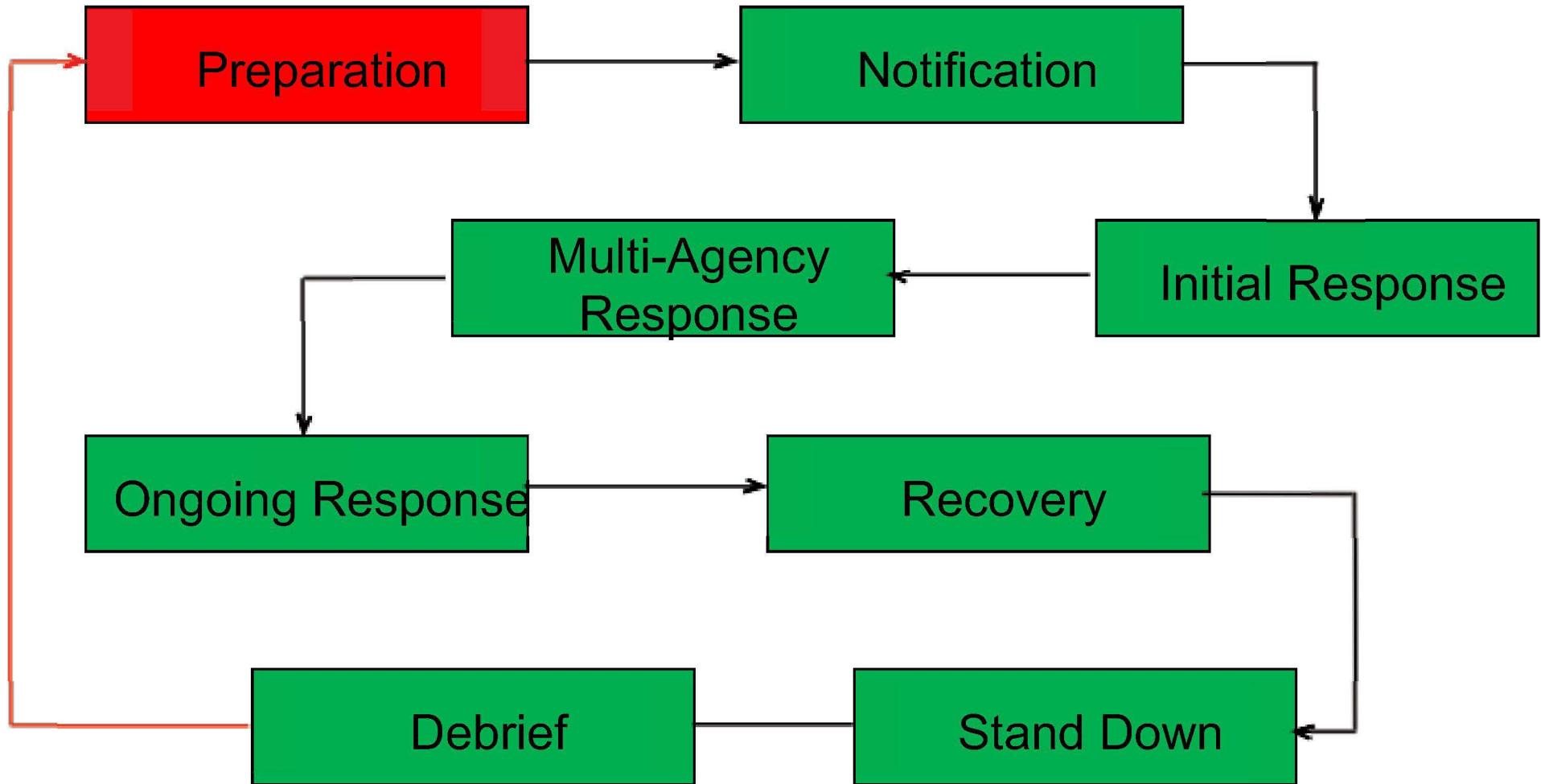


Tough questions
from businesses

Letter drop to
businesses



Timeline



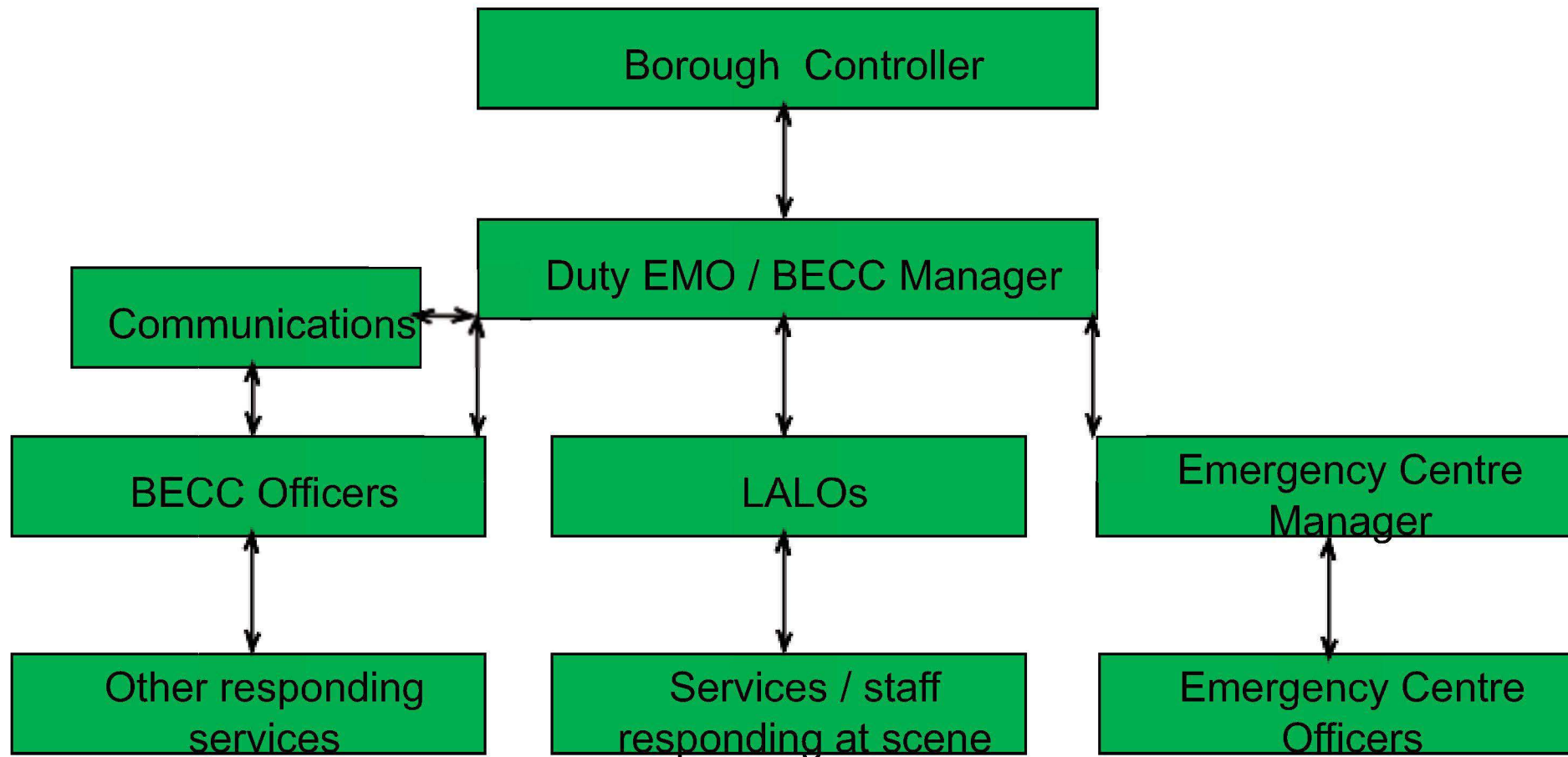
Preparation

1) Response Preparation	2) Ongoing Preparation
<ul style="list-style-type: none">• LALO high-visibility jacket / vest• LALO identification card• LALO handbook• Safety shoes• Wellington boots• Incident response logsheet• Food and drink	<ul style="list-style-type: none">• Remaining up to date on plans and procedures• Training and exercising• Learning from others

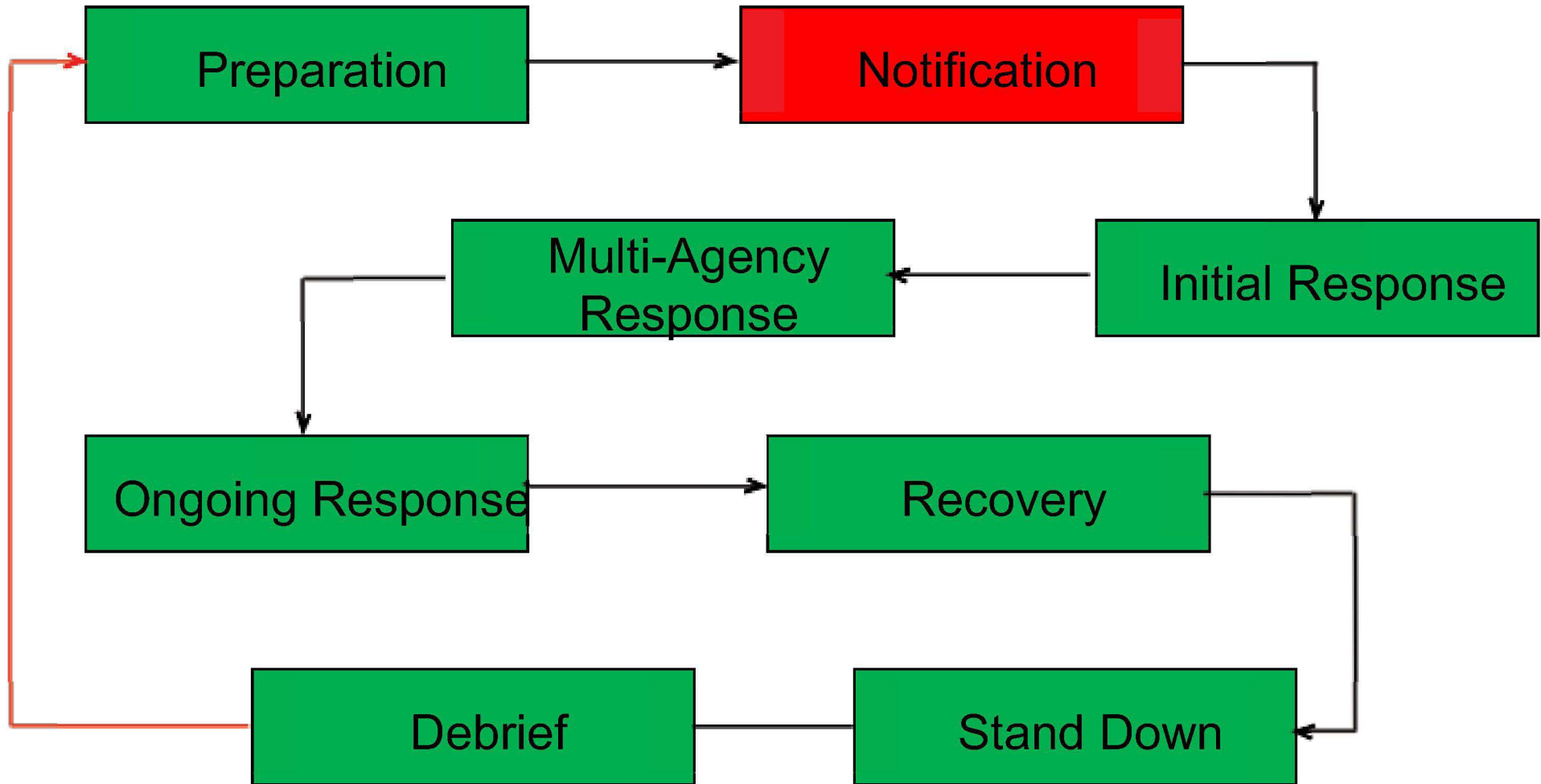
What sorts of emergencies could you respond to as a LALO?

Fluvial Flood Storms/High Winds/Tornadoes Evacuations
Terrorism House Fires Tidal Flooding Groundwater Flooding
Structural Collapse Tower Block Fires Industrial Site Fires
Train Accident Reservoir Flooding Surface-Water Flooding
Suspicious Package Hostage Situation Aircraft Accident
Transport Accident Burst Water Main Flooding Unexploded
WWII Bomb Public Disorder Malicious Attack Failure of Critical
Infrastructure Significant Road Accident Sewage Flooding
Hazardous Materials (HazMat) Chemical, Biological,
Radiological & Nuclear (CBRN) Gas Leak

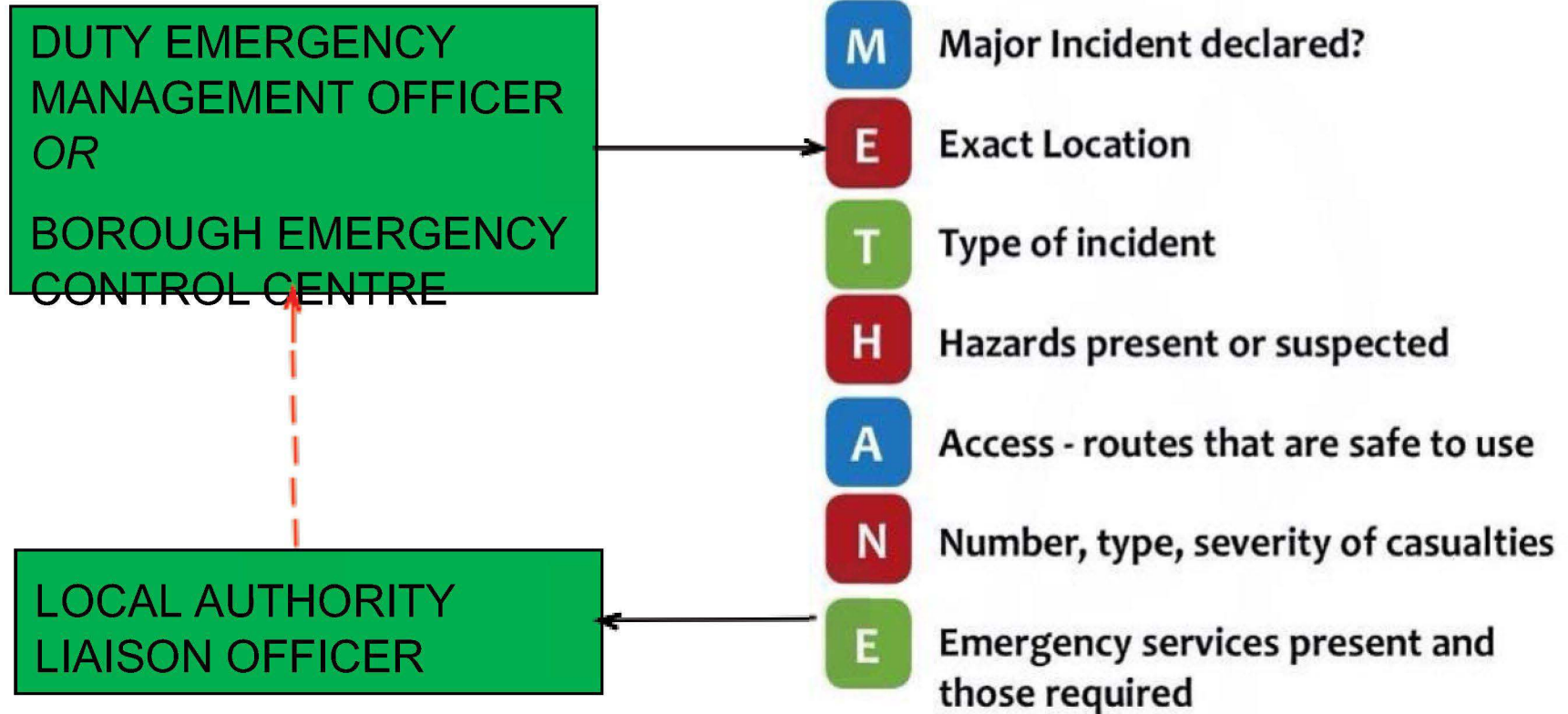
Ealing Council Emergency Response Structure



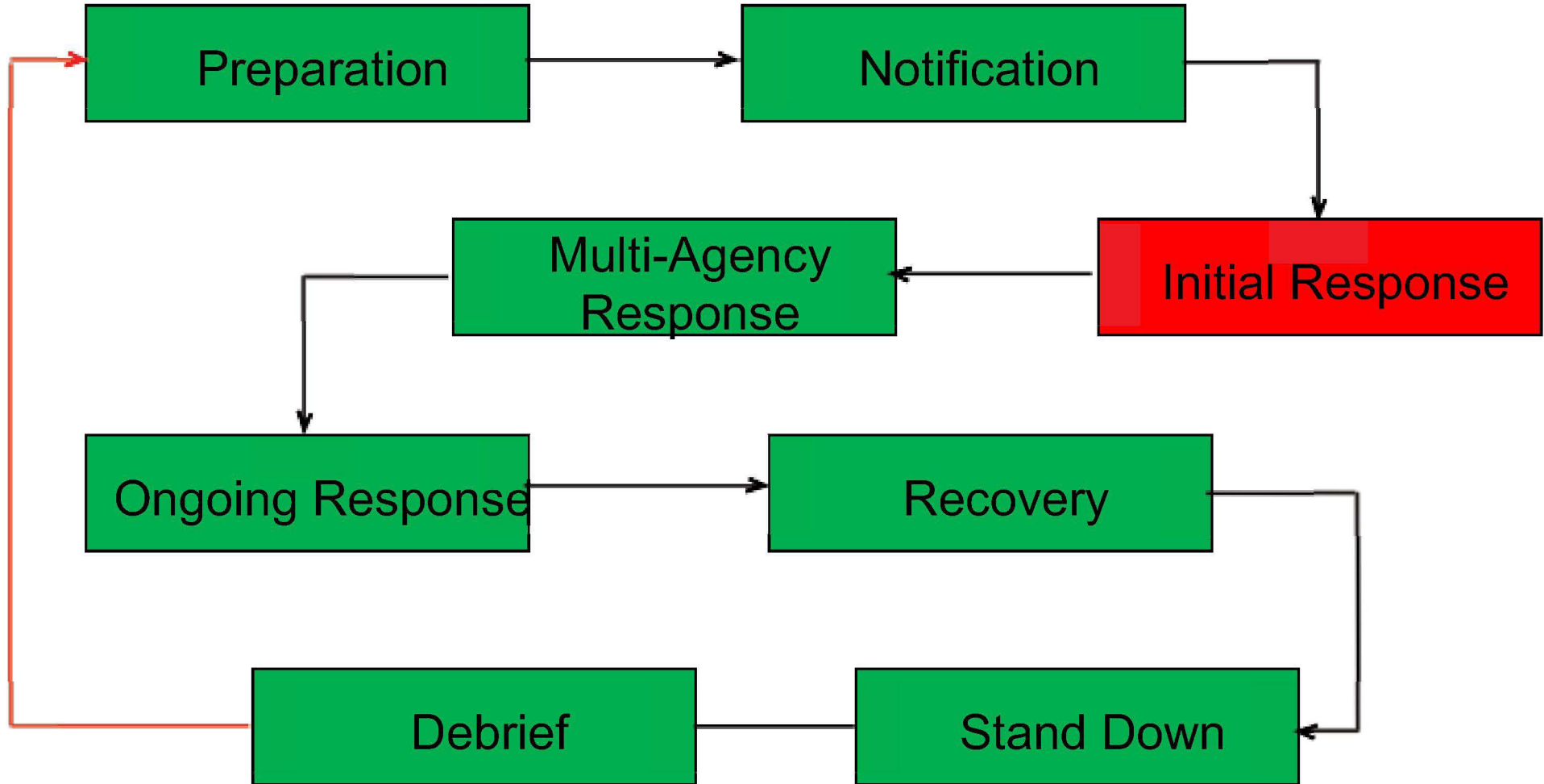
Timeline



Notification



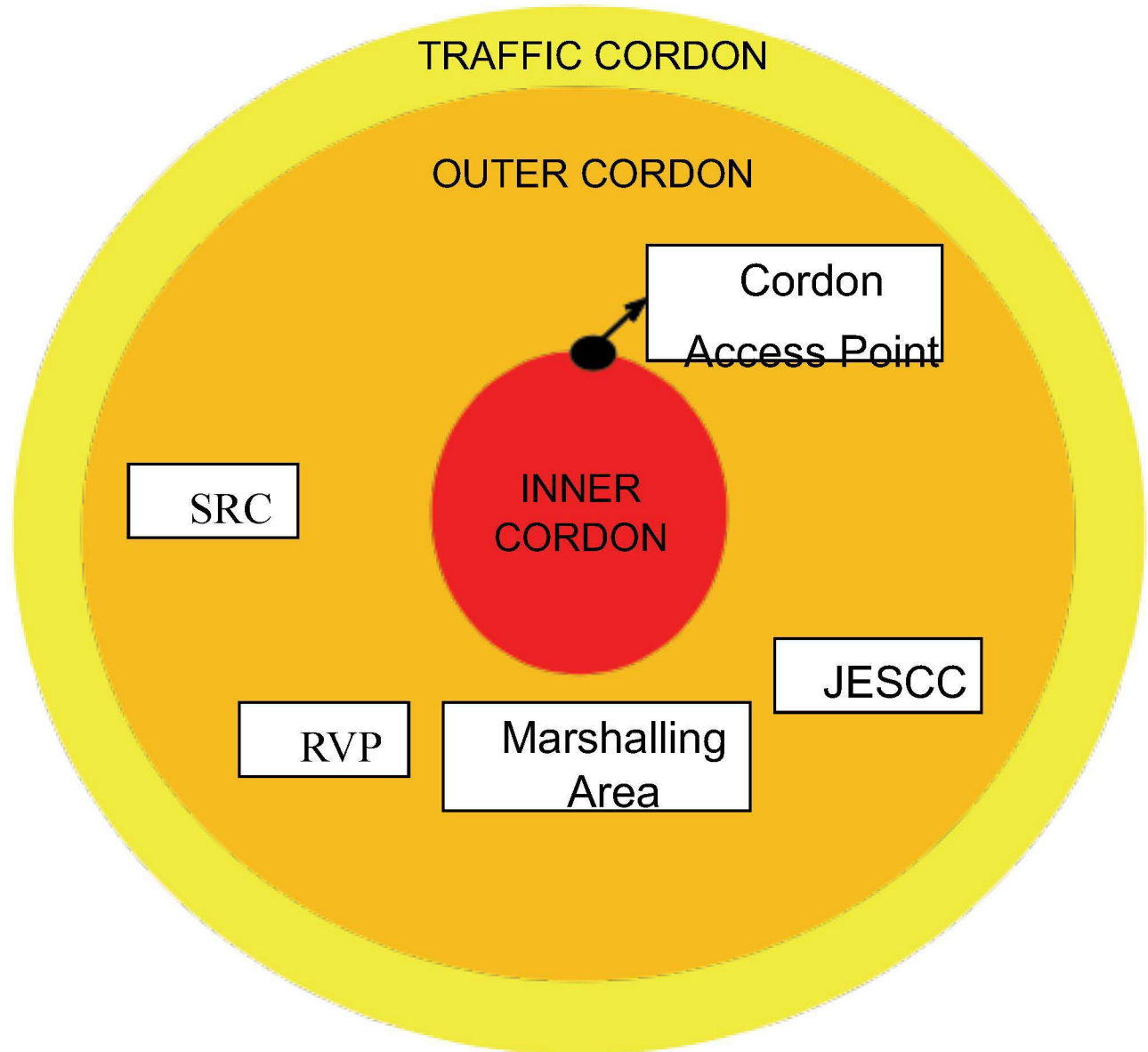
Timeline



Scene management

Cordons are established around the scene for the following reasons:

- To guard the scene
- To protect the public
- To control sightseers
- To prevent unauthorised interference with evidence or property
- To facilitate operations of the emergency services and other agencies



JESCC



Initial Response (part 1)

ACTIVITY: Complete a METHANE situation report

Initial Response (part 2)

- Find the MPS and LFB Silver Officers and let them know that you are present.
- Let the Duty Emergency Management Officer or BECC know that you have arrived.
- Speak to relevant people to find out information and understand local authority actions that are required.
- Undertake actions / requests that were given from the Duty EMO / BECC or emergency services.

Command and Control

STRATEGIC (GOLD)

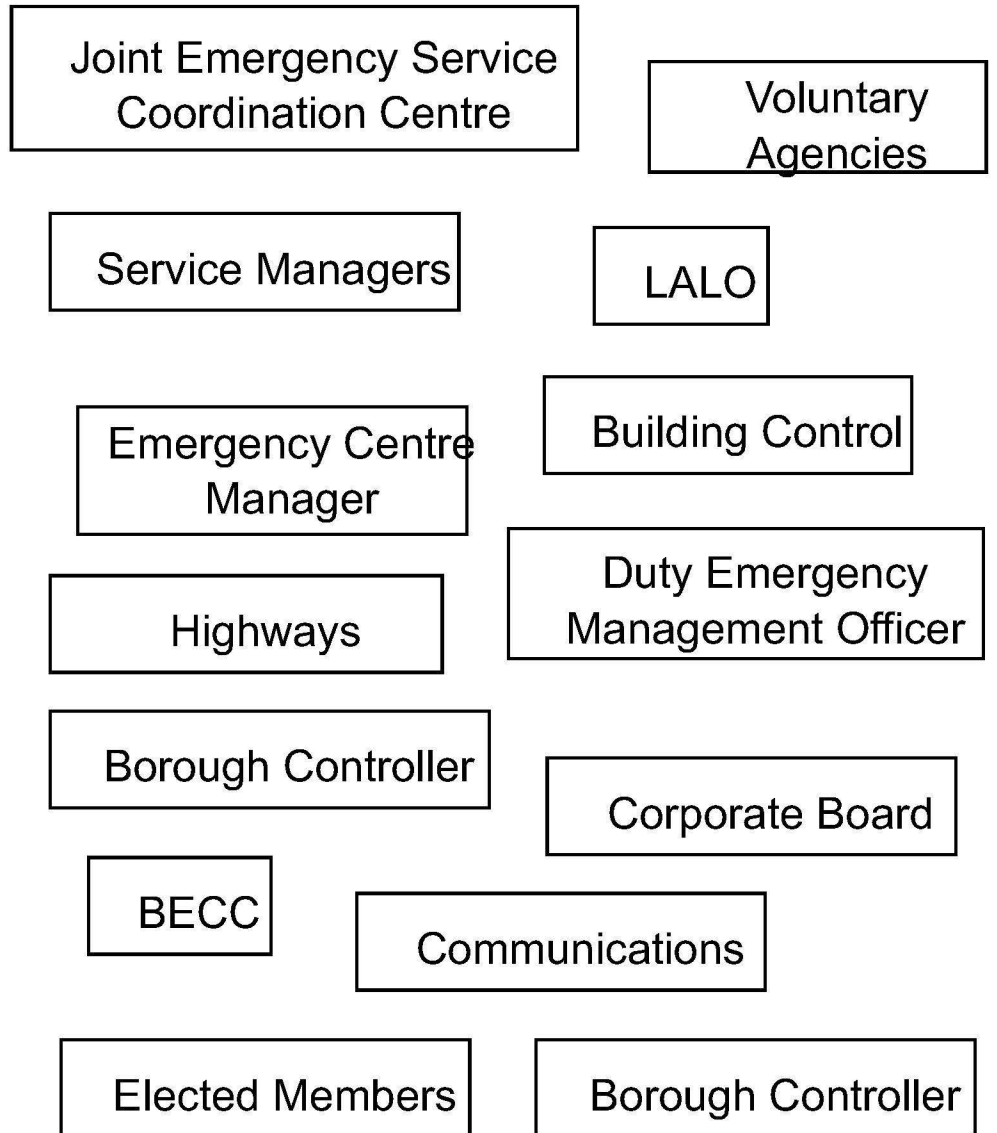
Strategic Commander(s) for each organisation is responsible for formulating strategy for their organisation's role in the incident. They retain overall command of the resources but delegate tactical decision-making.

TACTICAL (SILVER)

Tactical Commander(s) are responsible for formulating the tactics to be adopted by their organisation to achieve the strategy.

OPERATIONAL (BRONZE)

Operational Commander(s) control and deploy the resources of their respective organisation within a geographical or functional area, to implement the tactics formulated



Command and Control

N/A

Elected
Members

STRATEGIC (GOLD)

Strategic Commander(s) for each organisation is responsible for formulating strategy for their organisation's role in the incident. They retain overall command of the resources but delegate tactical decision-making.

Corporate Board

Borough Controller

TACTICAL (SILVER)

Tactical Commander(s) are responsible for formulating the tactics to be adopted by their organisation to achieve the strategy.

BECC

Duty Emergency
Management Officer

Joint Emergency Service
Coordination Centre

LALO

OPERATIONAL (BRONZE)

Operational Commander(s) control and deploy the resources of their respective organisation within a geographical or functional area, to implement the tactics formulated

Communications

Highways

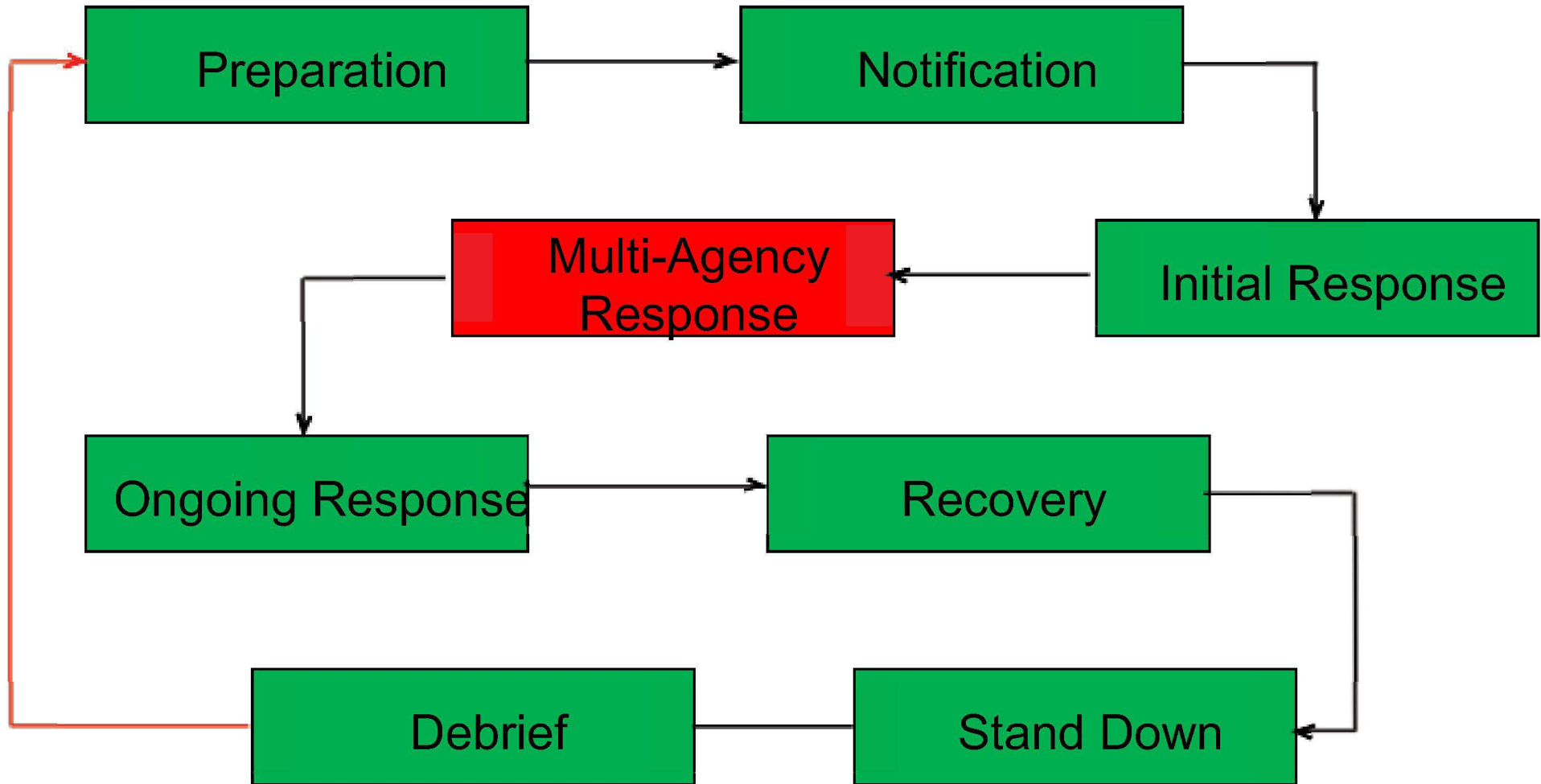
Emergency Centre
Manager

Building Control

Service Managers

Voluntary
Agencies

Timeline



Multi-Agency Response



Category 1 responders

Category 1 responders are known as core (front-line) responders. They include:

- Local Authorities
- Metropolitan Police Service
- London Fire Brigade
- London Ambulance Service

- NHS Hospitals
- Public Health England
- Environment Agency
- Etc. (all the main responders to an incident)

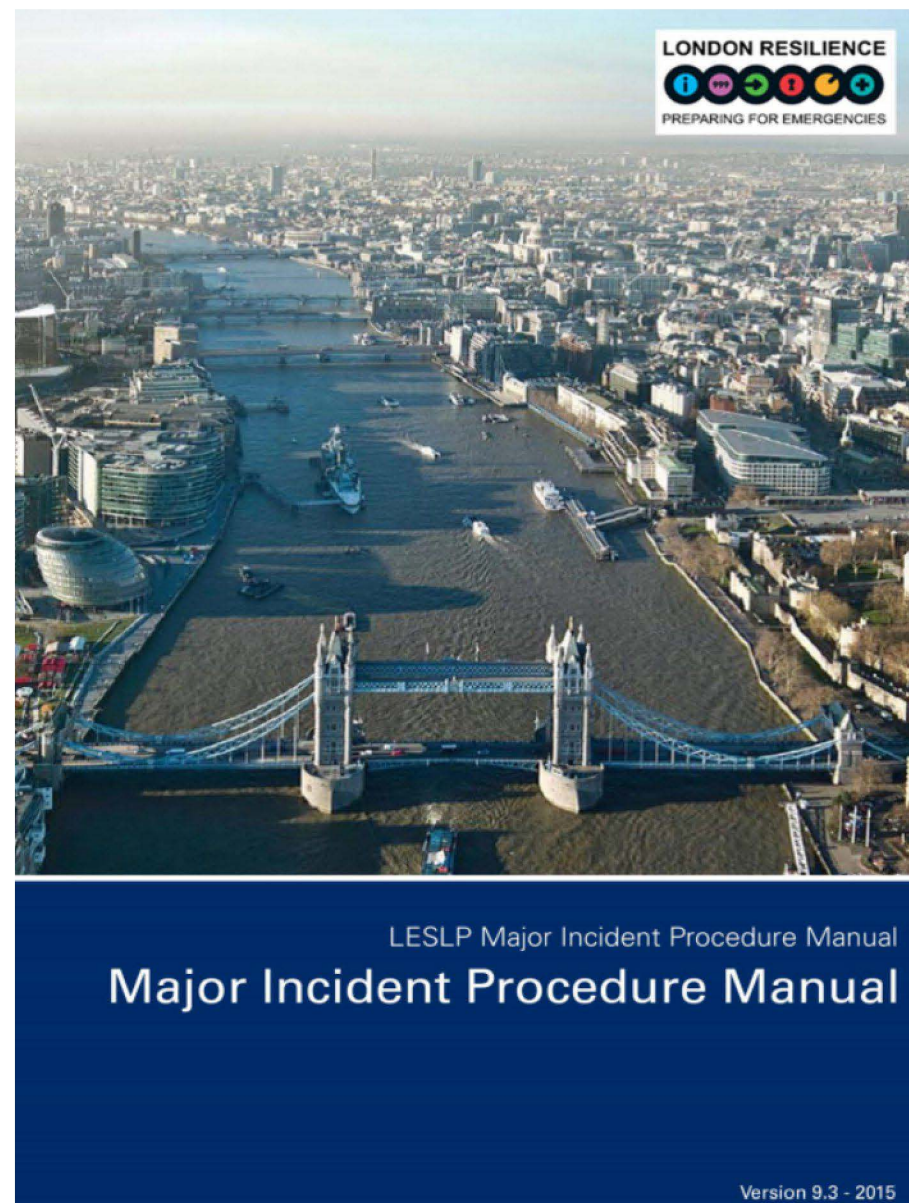
Category 2 responders

Category 2 responders are key cooperating responders that support Category 1 responders in emergencies. They include:

Utilities	Transport	Others
Electricity	Rail	NHS Clinical Commissioning Group
Gas	Transport for London	Health and Safety Executive
Water	Highways England	
Telephone Providers	Airport	
	Ports	

Multi-Agency Roles & Responsibilities

ACTIVITY: Match the responsibility to the appropriate agency



LALO Roles & Responsibilities

FROM LESLP MAJOR INCIDENT PROCEDURE MANUAL:

The LALO is a senior representative of the affected borough who is able to react to requests for local authority assistance and is the on-scene liaison point for the Council.

- Required to attend tactical coordination meetings to represent the local authority;
- The link between the incident and the Borough Emergency Control Centre (BECC).

Other local authority roles & responsibilities

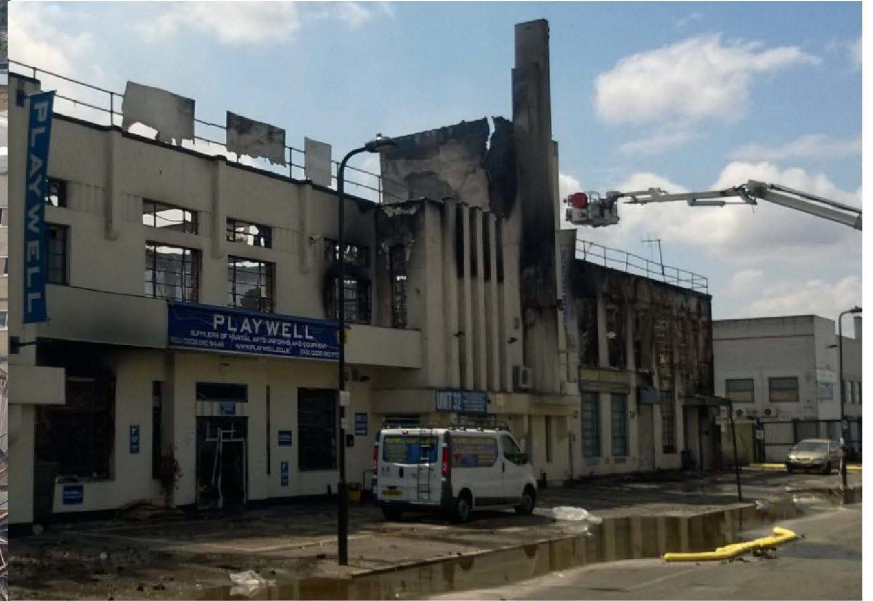
Professional	Physical Resources	Caring
Technical and engineering advice	Rehousing and accommodation needs	Welfare and financial needs
Building Control (Dangerous Structures)	Provision of emergency centres	Psychosocial Support
Highways Services	Transport	Social Services
Public Health & Environmental Health Issues		Help Lines

Case Study – Perivale Fire

DURING



AFTER



What we did (and what you will do)...

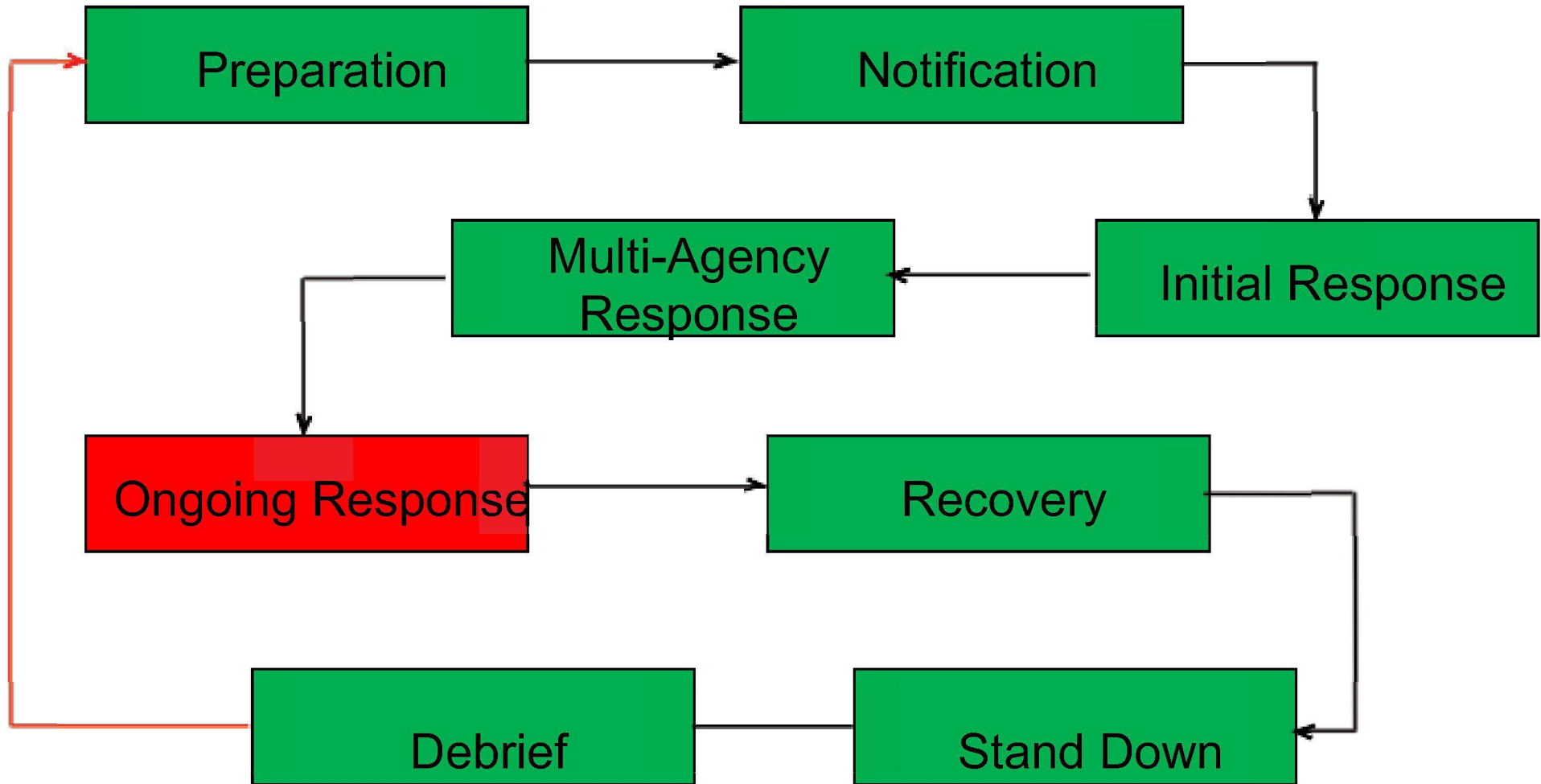
- Ongoing communication and liaison with businesses
- Took over a nearby restaurant to collate business details
- Represented the needs of the businesses in silver meetings
- Leadership in recovery phase in a dynamic and ever-changing situation
- Liaison with Dangerous Structures Officer

Environmental and public health considerations



Liaison with highways over road closures

Timeline



Silver Meetings

Example Agenda:

- 1) METHANE update
- 2) Brief update from each organization:
 - Significant Issues
 - Immediate Tasks/Objectives to be achieved and progress
 - Control measures
- 3) Horizon scan - What is coming up, likely to happen, needed for the future
- 4) Agree a plan
- 5) Comms issues
- 6) Next meeting time

Situational Awareness

What has happened?

What are the impacts?

What might happen?

What are the risks?

What is being done about it?



Joint decision-making

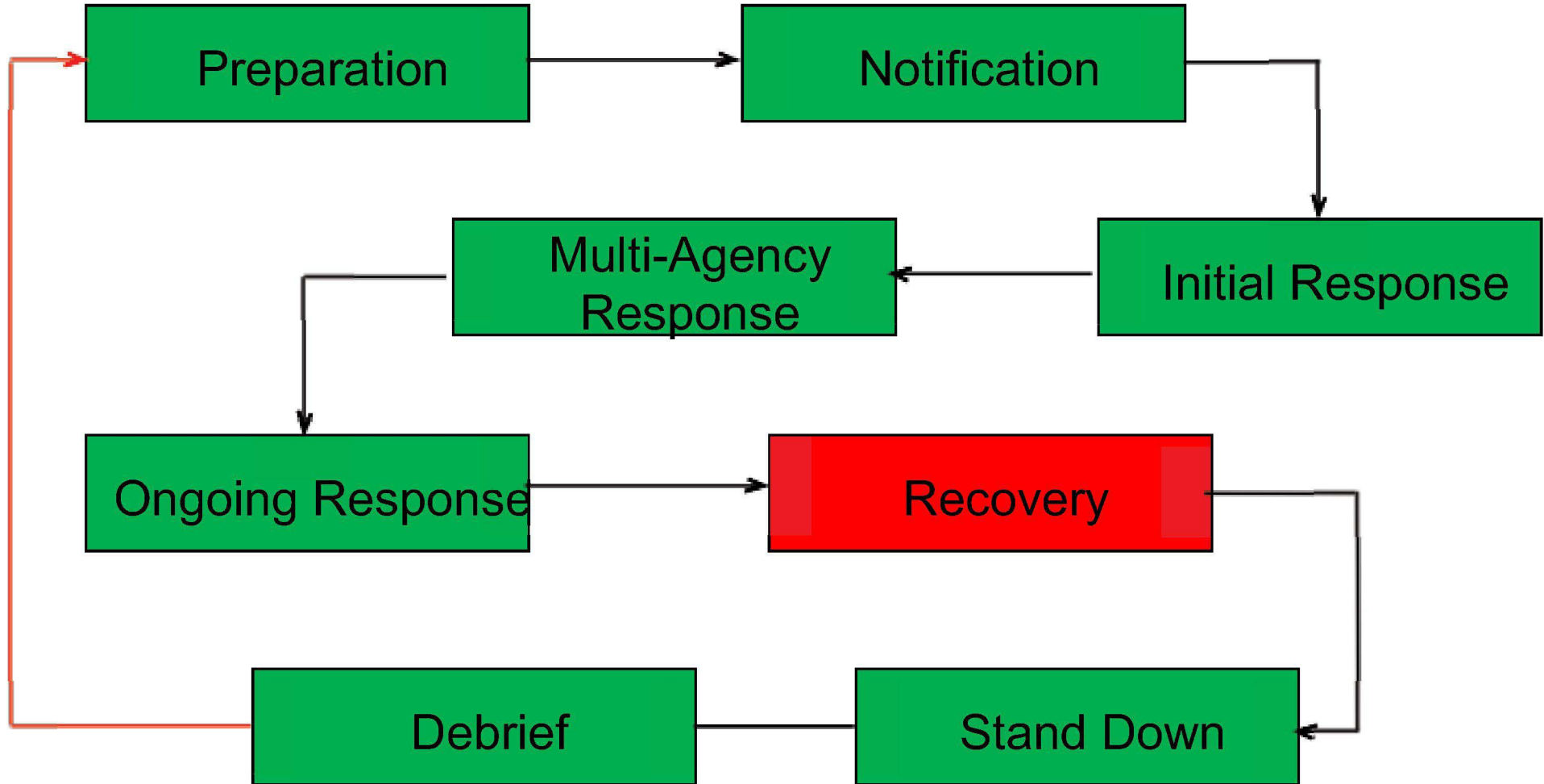


Ongoing response (activity)

ACTIVITY: Read the fictional incident and decide what you would like to take forward and discuss in the Silver meeting.



Timeline



Recovery (Handover)

- Make sure you are happy before you commit to the emergency services handover – it is your signature!
- Speak to the Duty EMO / BECC before you sign
- Ensure the handover is comprehensive and that we are in a good position to take over leadership

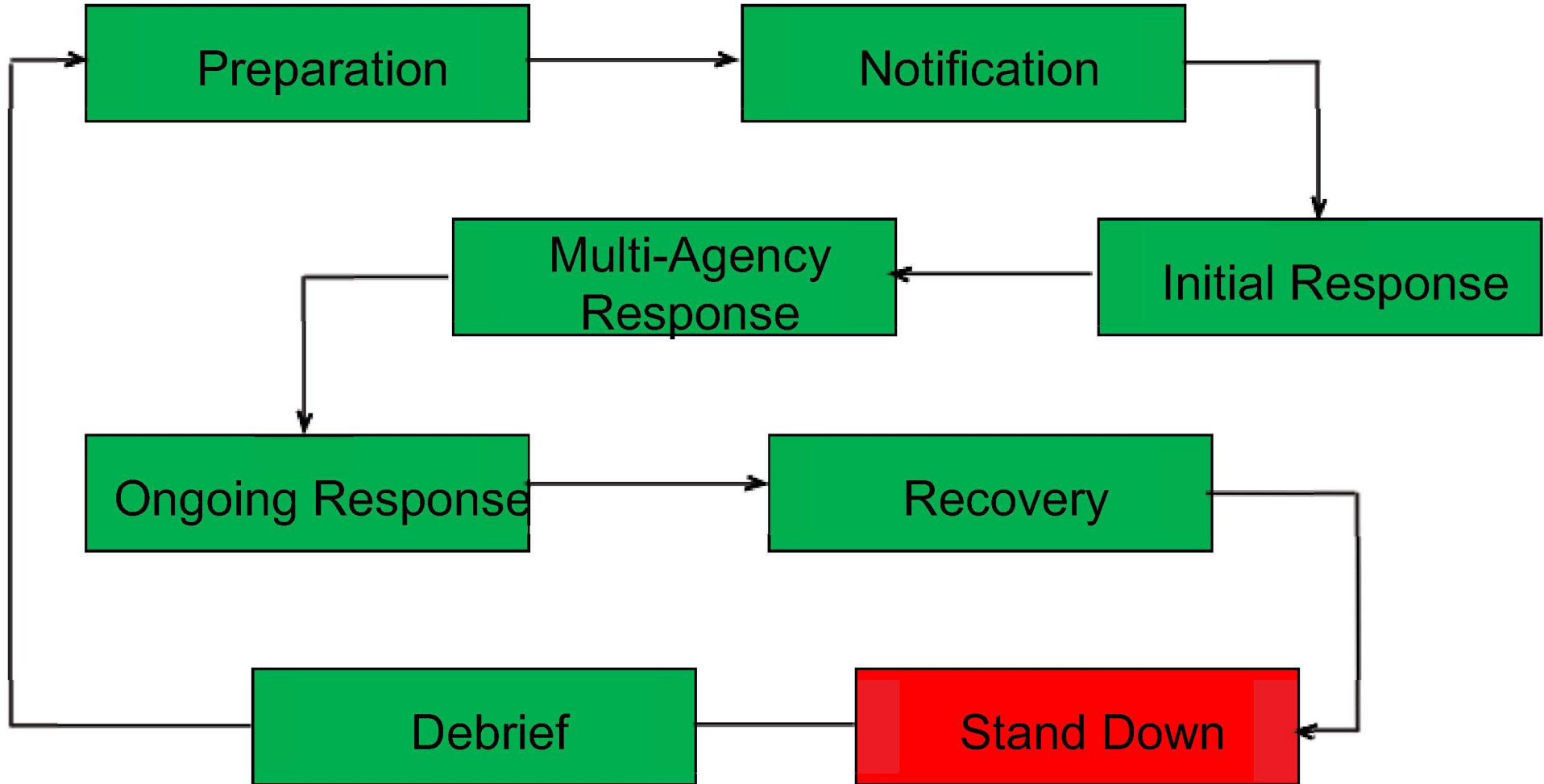


Recovery activities

- Coordinate the beginning stages of the recovery phase to ensure a joint up and understood approach going forward.



Timeline

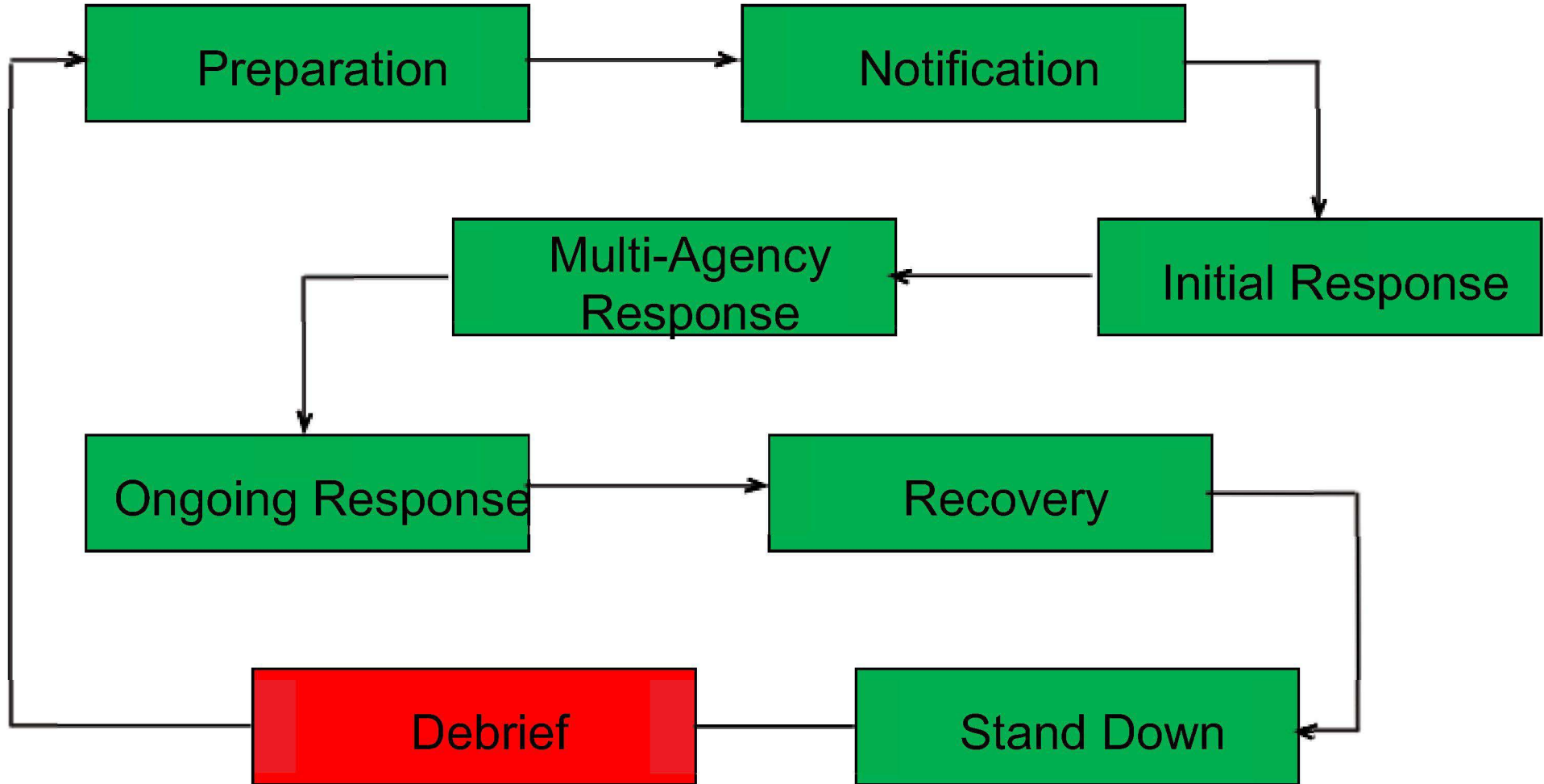


Stand Down

- Obtain final details from responders
- Discuss with the Duty EMO any further actions and the latest information/situation
- Ensure the Duty EMO is aware if you are standing down. LALOs can stand themselves down upon agreement with Duty EMO that they are no longer required at the scene.



Timeline



Debrief

- What went wrong?
- What could have been improved?
- What went well?

- What went wrong?
- What could be improved?
- What went well?

- What went wrong?
- Post-exercise report
- What went wrong?
- What could be improved?
- List of recommendations
- What could be improved?
- What went well?
- What went well?

- What went wrong?
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- What went wrong?
- What could be improved?
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- What went well?
- What went well?

- Preparation for the next
- Post-exercise report
- List of recommendations to improve
- List of recommendations to improve

- Preparation for the next
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- Preparation for the next emergency.
- Preparation for the next emergency.

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- Preparation for the next emergency.

Summary

You should now be able to:

- Prepare for an emergency
- Illustrate the set-up and management of a scene
- Formulate a METHANE report
- Identify the different levels of command and control
- List Category 1 and 2 responders you could be working with



Ealing

www.ealing.gov.uk

Understand the roles and responsibilities of key
emergency response organisations

For further information contact

Kieran Munnelly
Deputy Head of Emergency Management
Emergency Management Service


munnellyk@ealing.gov.uk

