

Croydon Resilience Team

Evacuee Transportation Capability Document

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Croydon Resilience Team

Place Department

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1 Ownership and Version Control

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Author(s)	Resilience Officer			
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Responsible Officer/s	Resilience Manager	Contact details	<u>This information has been redacted.</u>	
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2 Croydon Council Types and Definitions of Incidents

Emergency (or incident):

An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or the security of the UK or of a place in the UK.

- ‘Emergency’ and ‘Incident’ can be used interchangeably when speaking generically about this definition.

<i>Manifestation</i>			Business Continuity Incident		
Rising Tide	Rapid Onset			Significant Incident	An incident that requires special activities by council services, coordinated by the Duty Resilience Officer.
				Major Incident	Declared by the emergency services (or the local authority for flooding), this is an incident 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.
				Pan-London Incident	Where a large incident, or a number of incidents, directly or indirectly impact a large part of the city and so require a joint-borough response.
				National Incident	When the scale or complexity of an incident/s is such that some degree of central government support or co-ordination becomes necessary. As a last resort, central government may use emergency powers to make temporary legislation in order to prevent, control or mitigate an aspect or effect of the emergency.
<i>Manifestation</i>		Business Continuity Incident	A disruption to single or multiple council services that affects the council’s ability to operate normally. Any of the above incident types can concurrently be a business continuity incident		

Rising Tide – An event or a situation that develops into an incident over a period of days, weeks or even months (such as health pandemic, flooding, industrial action), the final impact of which may not be apparent early on.

Rapid Onset – Incident which develops quickly, and usually with immediate effects, thereby limiting the time available to consider response options.

2.1 Acronyms

BECC	Borough Emergency Control Centre
CG(G)	Council Gold (Group)
CS(G)	Council Silver (Group)
CTS	Croydon Transport Services
DRA	Duty Resilience Advisor
LALO	Local Authority Liaison Officer
TS	Transport Services

3 Introduction

This evacuee transportation plan has been developed to document Croydon Council’s capability to undertake the local authority roles and responsibilities as detailed in the London Mass Evacuation Plan. A minimum expectation is **to be able to mobilise and transport 200 evacuees (including provision for wheelchair users) within 3 hours of notification** (however, Croydon Council would seek to do this as quickly as possible from point of notification).

3.1 Aim

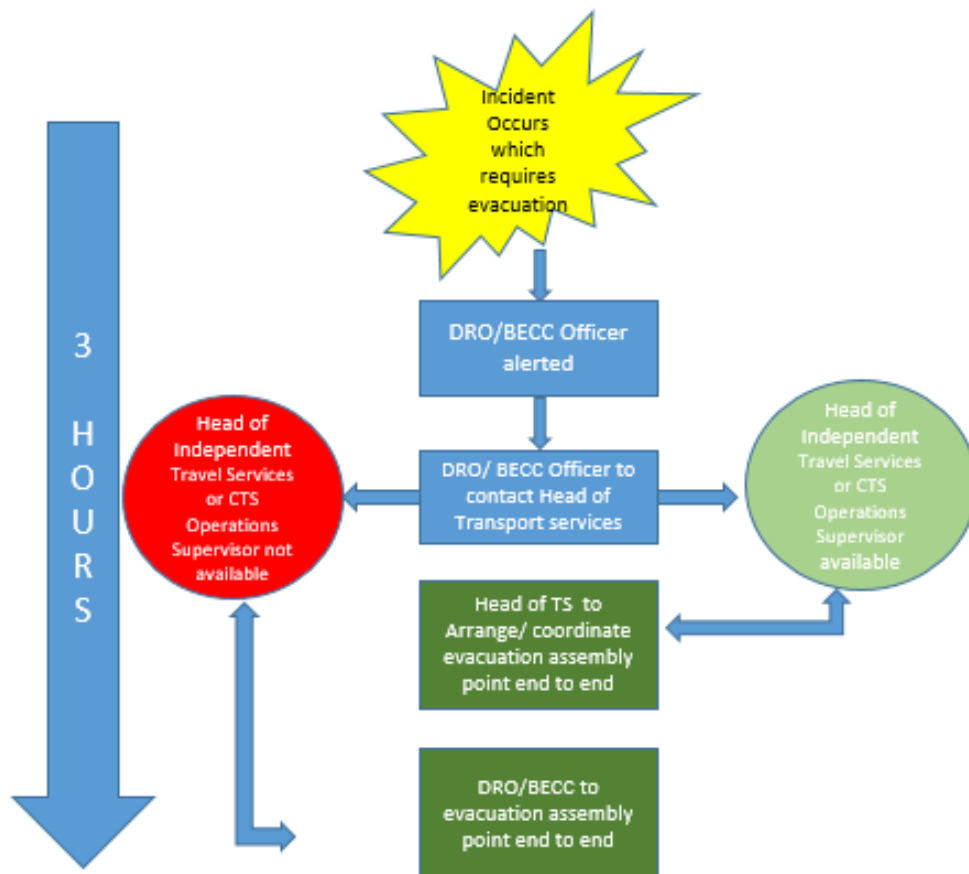
To provide a framework to be able to mobilise and transport 200 evacuees (including provision for wheelchair users) within 3 hours of notification.

3.2 Objectives

- To provide a framework for those managing the evacuation, so that this takes place in a safe, effective and timely way.
- To act as a signpost to sources of transportation options, information and actions in the event of an evacuation within the London Borough of Croydon.

3.3 Process framework

This process is for use 24hrs, including weekends and bank holidays.



3.4 Planning assumptions

This capability document has been established to plan for the reasonable worst case scenario. It is expected, that if an event were to occur which requires an evacuation, the Head of Independent Travel or the Croydon Transport Services (CTS) Supervisor will initiate the coordination of transport infrastructure for evacuees between assembly point and evacuee destination points. This is an action which will occur in and out of hours.

This plan provides the contact details of transportation companies which will be used by the Head of Independent Travel. The contacts within this plan are existing resources used by Croydon Council, and also consist of in-house resource which must be used in the first instance. Where there is a necessity to use another company outside of this plan, agreement must be sought by the Head of Transport Services.

In the event that the Head of Independent Travel is not available, and the CTS Supervisor is unavailable, the contact information provided can be used by the Duty Resilience Advisor (DRA) or Borough Emergency Control Centre (BECC). If the latter occurs, Transport Services will still need to give authorisation for bookings to proceed, providing assurance to the transport company that they will be paid.

3.5 Identification of those with mobility issues

It will be the responsibility of the DRA or BECC to gather the information regarding evacuees who may have issues with mobility. Information is to be gathered via the Local Authority Liaison Officer (LALO) or onsite police or fire brigade incident commander in the LALO's absence.

An example of the type of information required is:

- Wheelchair user (fully immobile or able to walk short distance onto a vehicle)
- Elderly/ frail

This information is imperative and must be sought before contacting Head of Independent Travel as it will determine the type and number of vehicles required.

3.6 Identified risks

1. Driver Hours

There may be an issue for bus/minibus drivers. If the incident requires evacuees to be transported in the late evening, driver hours (already completed that day) will need to be taken into consideration. This specifically relates to the amount of daily rest a driver must take before starting work the next morning (generally 8 hours).

2. Availability of vehicles normally use as student transport

Croydon Council has a statutory duty, within the hours of 07:00-09:30 and 14:30-17:00 Monday-Friday to provide transport to identified students to/from school. Vehicle availability may be limited if the incident requires transportation during these hours.

The above risks will be dynamically managed by the head of IT or CTS Supervisor at the time of the incident. Alternative arrangements (i.e. use of private companies or taxis) may be considered.

3.7 Alternative in-house arrangements

There are alternative arrangements which exist in the organisation for smaller amounts of displaced persons, (up to 10 persons). The process is currently used by the Social services emergency team (Appendix 1), and has been approved by the Head of Independent Travel services.

4 List of transportation companies used by Croydon Council

Key: **24 hour contact**
Special Attention

The following list are transport companies which Croydon Council has a contract or an account with.

This information has been redacted.

5 LBC contact details

This information has been redacted.

6 Appendix 1 – Considerations for a smaller number of evacuees

TRANSPORT ARRANGEMENTS (Updated 29th July 2019)

To be used in the absence of available council transport for transferring displaced residents to alternative temporary accommodation (B&B's, hotels)

The following taxi firm is currently used by the Social Services emergency duty team.

This company is a licensed minicab operator who can supply normal saloon cars and MPV'S.

- They can also provide child seats on request.
- They do not have wheelchair accessible vehicles. (Unfortunately Croydon Council does not have a contract with any Hackney carriage companies (black cabs) at present.)

To book taxis use the following procedure:

This information has been redacted.