

Incident Response Plan



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Business Process	Sub Process 3.06

Incident Response Plan

Area 13 MAC

Incident Response Plan



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Document Control Sheet

Review Process

This document will be reviewed annually, as a minimum. If any changes are made during this or other reviews, the Plan will be re-issued.

Record of Review

Date Reviewed	Reviewed by	Re-issued (Y/N)
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Record of Issue

Issue	Version	Author	Date	Approved by	Date
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1.0 Purpose

The purpose of this plan is to describe how the Area 13 team will respond to, manage and escalate incidents on the network.

2.0 Scope

This plan applies to all Area staff and explains the general process for managing incidents on the network. It should be read in conjunction with the [Area 13 Incident Response Manual](#) which contains more detail regarding incident management in Area 13.

3.0 Definitions & Responsibilities

Area Network:

The Area 13 Network covers sections of the following All Purpose Trunk Roads (APTRs) and Motorways:

- M6 from boundary with Area 10 (Higher Walton Viaduct) to J45
- A74 (M) from M6 J45 to Scottish Border (Sark Bridge)
- M55 from M6 J32 to M55 J4 (A583)
- A590 from Barrow in Furness to M6 J36
- A66 from A596 Workington to boundary with Area 14 (Cumbria/Durham border)
- A595 from A66 Chapel Brow to Calder Bridge
- A585 from M55 J3 to Albert St, Fleetwood (non-core)

Also the following partial routes:

- Roundabout on A7 (M6 J44)
- Roundabout on A69 (M6 J43)

Tactical Incident Response Plan

The TIRP outlines the immediate steps the Provider will undertake to make safe the asset following an incident including the actions to rectify any defects and estimated time for the incident clearance. This must include incidents where the decision is made not to respond. The production of the TIRP is the end of the response phase of the incident.

Network Control Centre:

NCC at Penrith – produces the TIRP on the EM control log, deploys resource, monitors, manages and records all incident related information and escalates when appropriate.

Incident Management Database

IMD - database populated by NCC staff

Bronze on Scene

The BOS attends all critical and major incidents, liaises with emergency services/Traffic Officers, instructs deployed resources and updates NCC operators. Liaises with NCC and BOM as necessary.

Bronze Operational Manager

The BOM supports the BOS and NCC in managing incidents and the escalation of incidents. Generally only for critical/major incidents.

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Silver Manager	Provides support to BOS, responsible for strategic decisions, takes responsibility for escalation to Contingency Plan
Regional Control Centre	The Highways Agency Network Regional Control Centre (NWRCC) at Warrington - controls the Traffic Officers and on road incidents and is in direct contact with the NCC.
Traffic Officer Service	The Highways Agency TOS
Emergency Traffic M'ment	Emergency traffic management as detailed in Chapter 8
Temporary Traffic M'ment	Temporary Traffic management as detailed in Chapter 8
Incident Response	IR is the term given for the EM Highway Services Ltd (EM) resource once assigned to undertake duties at an incident.

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4. Procedure

4.1 Tactical Incident Response Plan (TIRP)

Following notification, all incidents are subject to assessment via a TIRP and allocation of Incident resources (should they be required) will follow the method of works detailed in the Incident Response Manual. Listed below are the generic TIRPs with brief summarisation of content, further details are listed under Section 12.0 Associated documents.

Incidents are classified under 28 general types, listed below (as defined in the Incident Data Standard version 1.0). Incidents on the Network will be assessed according to the type of incident and as detailed on the [TIRP Decision Flowchart](#)

4.2 Incident Types

The 28 incident types recognised by the Highways Agency are listed below. EM have produced a standard [TIRP Decision Flowchart](#) for each one of these 28 incident types.

Number	Incident Type
1	Abandoned Vehicle
2	Animal In Road
3	Asset Damage (e.g. Manhole, Gully, Gantry, Verge)
4	Barrier Damage (e.g. Acoustic, Safety)
5	Boundary Fence Damage
6	Broken Down Vehicle
7	Dangerous Vegetation
8	Debris In Road
9	Electrical Defects (e.g. Lighting)
10	Flooding (e.g. Defective Gullies, Drainage)
11	Graffiti
12	Ice/Snow Reported
13	Illegal Signs
14	Litter
15	Main Carriageway Defect (e.g. Pothole, Patching, Fretting)
16	Other (detailed description required)
17	Other Carriageway Defects (e.g. Kerbs, Lighting Columns)
18	Other Fire (e.g. Verge, Gully)
19	Pedestrian On Carriageway
20	Poor Road Marking
21	Road Traffic Collision
22	Signage Issues (e.g. Condition, Damage, Missing)
23	Spillages
24	Structures Damage
25	Tech MAC (e.g. Comms)
26	Traffic Management
27	Vehicle Fire
28	Welfare (e.g. Potential Suicide)

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4.3 Critical Incidents

The following are deemed to be critical incidents:

- Multiple collisions involving fatalities, serious injuries or vehicles disabled on a carriageway;
- Partial or full closure of motorway/trunk roads due to weather or road conditions. This will also include minor incidents occurring at differing locations aggravated by other circumstances, which taken as a whole fall into this category;
- Collisions involving crossover of a vehicle from one carriageway to another;
- Collisions involving passenger coaches, school minibuses, trains or other public service vehicles resulting in fatal or serious injury;
- Fatal collisions involving fire;
- Serious collisions involving a vehicle carrying dangerous substances. (e.g. hazardous chemicals, flammable liquids such as petrol, radioactive materials etc);
- Collisions on motorway/trunk roads resulting in serious/potentially serious structural damage (e.g. to a bridge) necessitating road closures;
- Fatal collisions on trunk roads where road works are in progress;
- Any significant event impacting partial or full closure of the trunk road due to collisions, security alerts or criminal/terrorist acts;
- Any incident off or adjacent to the network that may meet any of the above criteria, and affects the network;
- Any incident or event off the HA network which results in stationary vehicles for a period of 1 hour or more;
- Suicide or attempted suicide resulting in the closure of lanes or carriageway;
- Roadworks overrunning by 30 minutes or more, and likely to have an impact on the network.
- Any instance of 50% of the reserve winter maintenance fleet being utilised within any area.


4.4 Incident Debriefs

4.4.1 Hot Debriefs

Incident Hot debriefs will be carried out following each NILO Critical incidents on the Network in accordance with the Highways Agency De-Brief Guidance. It will be the responsibility of the Silver Commander on duty during the incident to call a Hot De-Brief as soon as practicable following the Critical incident.

The following topics should be discussed and the [Hot De-Brief Record](#) completed. :-

- Causation factor & Identification
- Verification
- EDR use
- Issues regarding Traffic Management
- Scene management
- Congestion
- Recovery

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- Restoration
- Issues

4.4.2 Cold Debriefs

EM will attend Cold Debriefs as and when requested by the HA.

5. Incident Response

To facilitate the management of incidents, EM resources (whether Supervisors, Stewards, Maintenance Crews, Inspectors) will act as IR crews for deployment at incidents across the network. These crews are directly deployed by the NCC where required. An operational judgment will be made by the NCC operator as to the most appropriate asset available to deploy at the scene of any incident. EM vehicles deployed to incident scenes will be marked in compliance with Chapter 8 standards.

5.1. Initial Assessment at the scene

Once the IR has arrived on scene, they must contact the NCC with their 'arrival time' and update the NCC operator with an initial assessment of what they have found on site and where necessary, request additional resources to deal with the incident.

The IR in liaison with any emergency services/TOS on scene will work to resolve the incident within the limits of their training and risk assessments. Once the incident has been brought to a satisfactory conclusion, the crew must contact the NCC with any further updates; details of any materials used and their time of departure.

5.2 Bronze On Scene (BOS) Role

The BOS (usually a ganger or supervisor) attends critical and major incidents, on request of the NCC. Once on scene they liaise with the emergency services/Traffic Officers, deploy resources or instruct deployed resources. They provide regular updates to the NCC operator and liaise with the BOM as necessary. Generally before getting to site, the BOS will where necessary agree the appropriate Emergency Diversion Route with the Police and ensure that appropriate resources for the incident are mobilised. The NCC will keep a log of their actions.

The BOS role on site will be to:

- Notify NCC on first arriving at site.
- As soon as possible, provide NCC with a situation report indicating nature of incident, traffic management in place, anticipated duration of incident, an observation on any queues/delays and options for the implementation of variable message signs (VMS) or Portable VMS (PVMS) if available
- Situation reports every hour and when key events occur i.e. re-opening lanes etc. Include an indication of queue lengths.
- Request any additional resource via the NCC, i.e. traffic management support, road sweeper, specialist cleaning, tree cutting etc.
- Liaise closely with any attending Emergency Services &/or Highways Agency Traffic Officers.

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f) Prior to reopening the carriageway to live traffic (following any lane or road closures) the BOS will inspect the carriageway and any damaged street furniture to ensure that the road is safe to reopen. Where required, the BOS in liaison with the Bronze Operational Manager (BOM) may insist that lane closures remain in place until further infrastructure repairs can be carried out. The BOS will advise the NCC when the road has been declared safe to re-open and of any lane closures that remain in place. Note: for serious barrier damage, the BOS will liaise with the BOM who will attend the incident and complete a [Category 1 Barrier Risk Assessment Form](#) which will help determine the necessary actions to take.

g) Liaise with the BOM where required.

5.3 Bronze Operational Manager (BOM) Role

The BOM assists the BOS and NCC in making tactical decisions when requested. They will also make the decision to escalate the management of incidents where necessary, in conjunction with the [Area 13 Contingency Plan](#) & [Group Significant Incident Procedure](#).

5.4 Incident Details

In addition to the information required above, the NCC must maintain an accurate record throughout the life of the incident to satisfy the requirements of the Incident Data Standard and Appendix 3.3 requirements.

5.5 Liaison with the HA Regional Control Centre

Calls for response anywhere on the network will be generated from a number of sources, but mainly they will come into the NCC from the RCC.

5.5.1. Where available, IR crews will use Airwave radios and will use the appropriate channels for contacting the NCC/RCC depending on incident type and area procedures. Refer to the Airwave Policy for the relevant area for full details.

5.5.2. TOS are not able to transport debris/dead animals etc in their vehicles, therefore anything they find in the carriageway will be removed to a safe location on the nearside verge. TOS will inform the RCC who will in turn notify the NCC of the items location; general resources can then be deployed under a Non-Emergency Response to deal with the item as appropriate.

5.5.3. The NCC must update the RCC on the status of incidents on the network.

5.6 Incident Resource – Internal (EM Resource)

EM operate a 24/7/365 NCC based in Penrith to manage and coordinate the response to incident across the network. In addition, there are two NCC supervisors based in the NCC during the week (M-F) 08:00 to 17:00 to deal with the management of incidents which require an escalated level of response. EM operate a 24/7/365 operative rota for the north and south areas of Area 13, this provides a minimum of 8 no. general works crews available 24/7/365 available to respond to any incidents.

5.7 Incident Resource – External (Supply Chain Resource)

The NCC have a list of Area 13 Emergency Supplier Call Out contact information which forms part of the Area 13 Contingency Plan Contacts List.

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6. Performance Measurement

Below are the relevant Performance Metrics from the AMOR Version 1.7 for Area 13.

Road Type	Emergency Services Present	Time of day	Road Traffic Levels	Performance Metric 1 From provider incident identification/notification from Emergency Services/TOS to production of TIRP. 100% compliance	Performance Metric 2 For all Provider attended HA led incidents time from lane closure to lane opening. Monthly mean – 100% compliance	Performance Metric 3 Emergency Services led incidents. Time from handover to HA to lane opening. Monthly mean – 100% compliance
Motorway	No	Day	Heavy	30 minutes	70 minutes	NA
Motorway	No	Day	Light	45 minutes	90 minutes	NA
Motorway	No	Night	All	60 minutes	120 minutes	NA
Motorway	Yes	Day	Heavy	30 minutes	NA	70 minutes
Motorway	Yes	Day	Light	45 minutes	NA	90 minutes
Motorway	Yes	Night	All	60 minutes	NA	120 minutes
APTR Dual	No	Day	Light	45 minutes	90 minutes	NA
APTR Dual	No	Night	All	60 minutes	120 minutes	NA
APTR Single	No	Day	Light	45 minutes	70 minutes	NA
APTR Single	No	Night	All	60 minutes	100 minutes	NA
APTR Dual	Yes	Day	Light	45 minutes	NA	90 minutes
APTR Dual	Yes	Night	All	60 minutes	NA	120 minutes
APTR Single	Yes	Day	Light	45 minutes	NA	70 minutes
APTR Single	Yes	Night	All	60 minutes	NA	100 minutes

Area 13 Route Classification

Day (04:00 to 20:00) M6 between the Area 10/13 boundary & J32 designated **Heavy**
All other routes designated **Light**

Night (20:00 to 04:00) All routes designated **Light**

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7. Communications

7.1 Airwave

Where possible, all communications for dealing with incidents will be made over Airwave. Refer to [Area 13 Airwave Page](#). During major incidents attended by the TOS and on request, the EM BOS will change frequency to the RCC incident channel where possible. All IRs will carry an Airwave set when available to attend incidents.

7.2 Landline Phones and Mobile Phones

In addition to landlines in the NCC, there are also two mobile phones for emergency use.

7.3 IMODUS SMS Messaging

For critical incidents where full carriageway closures are required or a significant impact on journey times is expected the NCC will send out an SMS text to those on the SMS distribution list, as per the [Action Card - Imodus Text Messaging](#).

7.4 Group Significant Incidents

Occasionally incidents occur which, by nature of their seriousness or degree of public interest, have the potential to severely damage the reputation of an organisation or its parent company's if not handled efficiently and effectively. A GSI will be invoked at the instruction of the General Manager or other member of the Senior Management Team

8. Escalation Process

The increasing scale and seriousness of any incident will be met with an escalating response as detailed as part of the [Area 13 Contingency Plan](#) and [Business Continuity Plan](#).

9. Welfare

Most incidents are relatively short duration and do not require welfare facilities. During longer duration incident the emergency services will normally provide welfare for the staff involved managing the incident scene. If however during a long duration incident the emergency services are unable to provide welfare, the BOS will arrange it where possible, via the NCC.

10. Technology

All technology on MAC networks will remain the responsibility of the TechMAC and therefore any faults, defects and damage must be reported to them. Technology available on the Network, whether permanent or portable will be used to help notify road users of incidents and resulting congestion on the Network.

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11. Associated Documents

[TIRP Decision Flowchart](#) (corporate document)

[Group Significant Incident Procedure](#) (corporate document)

Area 13 Plans & Procedures

[Sub-Process 3.06 Incident Management Planning](#)

[Sub-Process 4.06 Manage Incidents](#)

[Area 13 Incident Response Manual](#)

[Area 13 Contingency Plan](#)

[Business Continuity Plan](#)

[Incident Recording Log Procedure](#)

[Incident Recording Log Sheet](#)

[Area 13 Manage Incidents Page](#)

[Hot De-Brief Record](#)