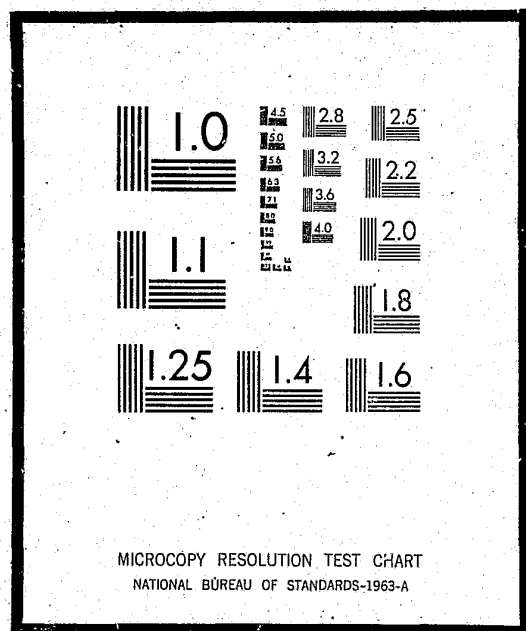


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U.S. DEPARTMENT OF JUSTICE  
LAW ENFORCEMENT ASSISTANCE ADMINISTRATION  
NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE  
WASHINGTON, D.C. 20531

Date filmed

11/24/75

London (England) - Police -

## MAJOR INCIDENTS

### BACKGROUND INFORMATION

Notes on the Roles of the Emergency Services, Local Authorities, Public Utilities, Support Services, Government Agencies and Other Organisations and their Intervention at Major Incidents.

This booklet has been compiled by the City of London Police from information supplied by the various services and organisations who may, in some form or another, become involved in the co-ordinated intervention at a scene following a Major Incident or Serious Occurrence.

The notes are designed to give all the services and organisations an indication of the facilities available, the means of visually identifying the services and organisations present at an incident and the duties or assistance that the service or organisation can provide.

For an organisation to effectively participate in the intervention at a Major Incident it is essential that members of that organisation have a background knowledge of the operations of the organisations with whom they co-operate at the scene and elsewhere. It is hoped that this booklet will prove of some assistance to training staff and planning officers in ensuring that their organisation operates smoothly and efficiently at times of a Major Incident.

City of London Police,  
Emergency Planning Office,  
26, Old Jewry,  
London, EC2R 8DJ

October, 1974.

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## THE CITY OF LONDON POLICE.

Whilst these notes apply to the City of London Police, the general principles contained therein are those adopted by the Police Service as a whole.

### 1. Aims of the Service

The general duties of police do not vary from those of everyday policing however special plans are formulated for:-

- (a) The alert and mobilisation of agencies which can assist the police or other organisations acting at an incident at a time when specialist knowledge is required and when the full time emergency services are severely stretched beyond their everyday commitments;
- (b) The command of Police operating at the scene, and liaison with all other intervention services;
- (c) Ensuring the closure of an affected area and the control of entry of non-essential services and individuals into the area;
- (d) The control of sightseers and traffic diversions around the scene of an incident;
- (e) The co-ordination of the intervention of all services, both full-time and voluntary, so as to ensure that adequate facilities exist for those services to perform their essential functions;
- (f) The maintaining of records of persons killed, injured or surviving from an incident. Informing the next of kin and dealing with enquiries received from the public and friends;
- (g) Establishing liaison with the press and news media representatives present at the scene and those making telephone enquiries for information;
- (h) The control and policing of emergency routes, especially those connected with rescue, life-saving and hospitalisation.

### 2. Equipment and Services.

The Force has a purpose-built control vehicle equipped with the basic requirements of the first police intervening at an incident. This is further backed-up by extensive stores of emergency equipment of various types.

### 3. Identification of Vehicles and Officers

The Incident Control Vehicle is painted 'panda blue' with a white chequered band around the upper edge of the vehicle. It is surmounted by a Blue/white chequered dome and a blue rotating beacon on top of a 16 foot telescopic mast. At night additional identification is afforded by means of an amber/white flashing tube alongside the length of the telescopic mast.

The Police Incident Officer is identified by a Saturn Yellow and Orange Tabard bearing the legend "Police Incident Officer". The officer also wears a white cap cover.

Other officers are identified by white and orange tabards bearing a legend relating to their task, viz:-

- "Police Personnel Officer" - controlling police at the scene;
- "Police Property Officer" - receiving property recovered at the scene;
- "Police Press Officer" - Liaising with and releasing information to Press and News Media representatives at the scene;
- "Police Mortuary Officer" - Responsible for temporary mortuary facilities at the scene.

The Staff Officer responsible for administration of the Incident Control Vehicle wears a brassard bearing the legend "Police Staff Officer".

#### 4. Assistance of Other Organisations.

The Force is generally self-sufficient in performing its normal police role at an incident, but calls upon various organisations to perform special functions incidental to its main duties.

#### 5. Response Time

The response time for the first police to attend at an incident is a matter of minutes. The build-up of police aid from other officers continues until such time as the Incident Officer considers that he has sufficient manpower and equipment to carry out the various police tasks connected with an incident. Generally the full police attendance will be accomplished within 15 minutes of an alarm being received.

#### 6. Officer to contact for Planning Purposes.

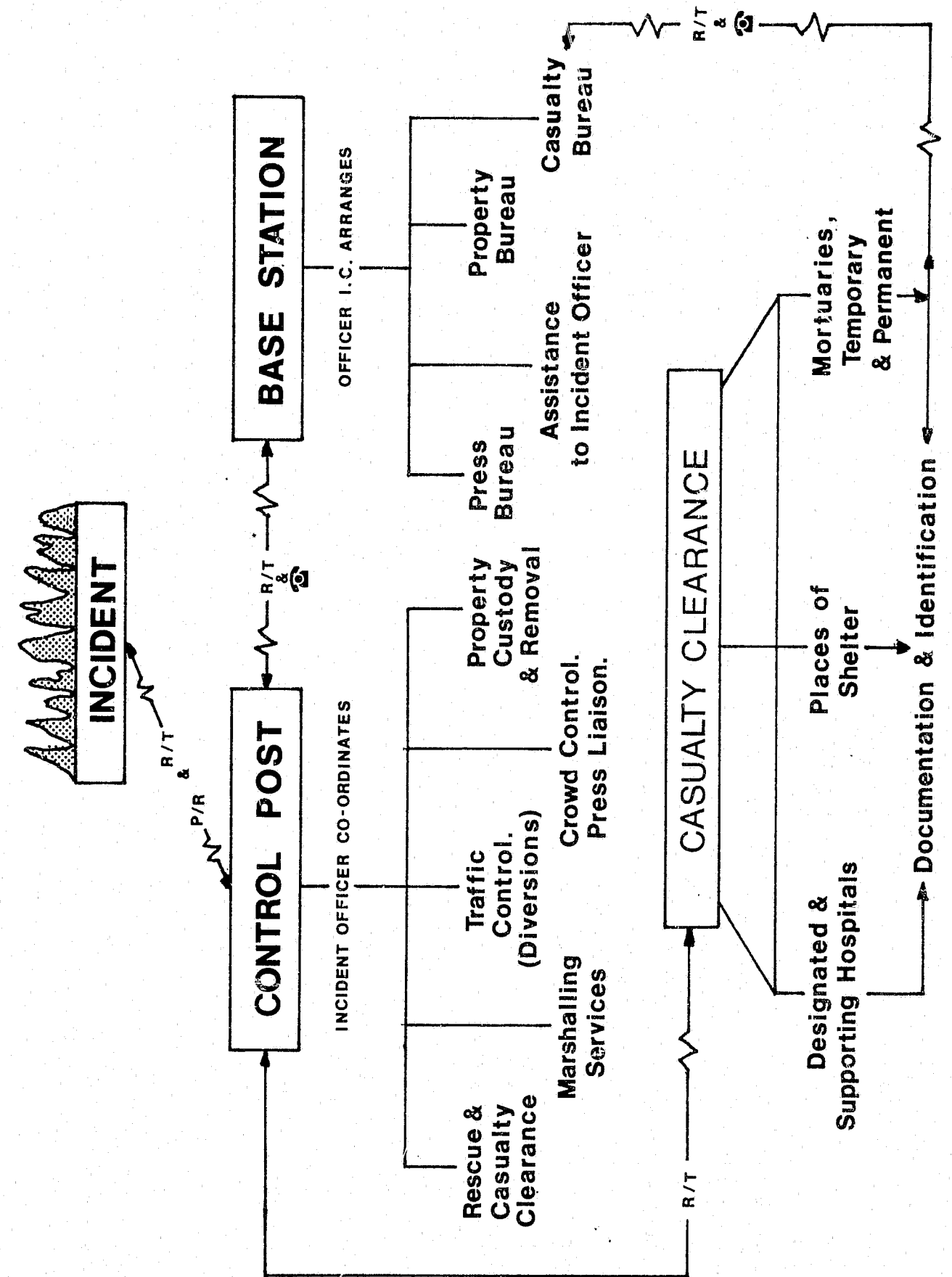
The Emergency Planning Officer,  
City of London Police,  
Headquarters,  
26, Old Jewry,  
London, EC2R 8DJ

(Tel. 01-606-8866 Ext. 282)

#### 7. Mobilisation Messages.

All messages to mobilise the Force for an incident should be sent by dialling '999' on the Post Office telephone service.

### POLICE RESPONSIBILITIES AND COMMUNICATIONS



THE METROPOLITAN POLICE

1. Aims.

No precise formula can be laid down but Police responsibilities may be summarised as follows:-

- a) Preservation of life;
- b) Co-ordination of emergency services;
- c) Control of traffic;
- d) Casualty Bureau;
- e) Protection of property.

2. Equipment and Services.

An R/T van is kept on permanent stand-by at New Scotland Yard and can be despatched to the scene to act as Control Vehicle. A mobile Police Station will be sent if the incident is likely to exceed 2 hours in duration.

Major Incident Boxes are maintained at each Divisional and sub-Divisional Station and contain equipment for setting up a 'base station' and a base nearer the incident if required.

Supplies of additional stationery and equipment are held at Divisional Stations and can be sent to the scene if required.

3. Identification.

The R/T van Control Vehicle is fitted with a blue/white chequered dome with a recirculating light inside and suitably marked as a control vehicle.

Distinguishing jackets will be issued to the following officers performing duty at the scene of a major incident:-

- |                            |                                |
|----------------------------|--------------------------------|
| "INCIDENT OFFICER"         | "CONTROL POST OFFICER"         |
| "PROPERTY OFFICER"         | "OFFICER i/c C.I.D."           |
| "COLLECTING POINT OFFICER" | "POLICE PRESS LIAISON OFFICER" |
| "CASUALTY OFFICER"         | "MORTUARY OFFICER"             |

Armbands bearing the legend "POLICE" will be issued to police in plain clothes delegated special tasks by the Incident Officer.

"PRESS" and "OFFICIAL" arm bands are available for issue to members of the Press and other authorised persons, e.g. Gas, Electricity, Water, Local Authority, etc.

4. Assistance of other organisations.

Several voluntary bodies can be called in when necessary to assist Police including:-

- |                               |                           |
|-------------------------------|---------------------------|
| St. John Ambulance Brigade    | British Red Cross Society |
| Civil Defence Voluntary Assn. | Women's Transport Service |
| W.R.V.S.                      |                           |

5. Response Time.

The response time for the first police officer to attend at an incident is a matter of minutes. The build-up of Police officers would then continue until such time as the Incident Officer considers that he has sufficient numbers to deal with the incident.

6. Responsible officers.

Metropolitan Police,  
A.8. Department,  
New Scotland Yard,  
Broadway,  
London, SW1H 0BG (01-230-1212)

7. Telephone number.

All emergency messages should be sent by dialling '999'.

THE BRITISH TRANSPORT POLICE.

The British Transport Police Force is organised and maintained in accordance with the British Transport Police Force Scheme 1963 (Approval) Order 1964 which provides for the organisation of the Force as a single force to provide police services as required to the British Railways Board, British Transport Docks Board and London Transport Executive. The Force is responsible for policing the railways, docks, harbours, stations, wharves, garages, hotels, works, depots, and other premises in the United Kingdom belonging to, leased to or worked by the two Boards London Transport Executive and their associate transport undertakings. The Force operates on a national basis.

The Force Headquarters is at:-

Coronation Road, Park Royal, London, NW10 7QP (01-965-2441)

1. Aims of the Service.

When information of a major disaster involving British Railways services or premises is received, the aims of the Force are to:

Immediately notify all essential services;

To attend the scene as quickly as possible with as many uniformed officers as possible;

To take any action to avert further disaster;

To perform those functions specifically the responsibility of Police (work on behalf of H.M. Coroner, investigation of criminal offences, protection of property, etc.);

To assist and facilitate the efforts of essential services;

To perform, where possible, the functions of any essential service which has not yet reached the scene.

2. Equipment and Services.

The British Transport Police have 50 motor vehicles in the London Area (exclusive of the London Transport Area). Most are equipped with radio, controlled from the Force Headquarters at Park Royal. All officers are equipped with personal radio also controlled from Park Royal with 'talk-through' facility. Portable high power search and rescue lamps, loud hailers, and 'disaster Boxes' containing First Aid and other equipment sufficient to set up an Incident Post are kept available.

Officers of the British Transport Police have a specialised knowledge of British Railways working procedures and safety measures in connection with high voltage electrical systems and at the scene of a railway accident will maintain a close liaison with Operating and Engineering Departments of British Railways who will provide heavy lifting gear and other specialised equipment. High visibility jackets will be worn by all personnel at the scene of the accident.

3. Support of Other Organisations.

Of the six British Rail Stations in the City of London, a complement of British Transport Police is stationed only at Liverpool Street where there is a Police Unit with an establishment of 43 officers. In dealing with an incident

of any magnitude involving railway property within the City of London, the assistance of the City of London Police would be essential. A progressive build-up of police manpower would be arranged from other units of the Force and officers of the British Transport Police would take over all duties on railway premises as soon as this could be done without prejudice to the prompt and efficient handling of the incident as an emergency operation.

4. Response Time.

Officers of the British Transport Police would respond to an incident within the City of London with a response time varying between immediate and fifteen minutes.

5. Emergency Planning - Appointed Officer

The following officer may be contacted with a view to the preparation or up-dating of contingency plans:-

Mr. R.E. Kerr,  
Assistant Chief Constable (Operations),  
British Transport Police Headquarters,  
Coronation Road,  
Park Royal,  
London, NW10 7QP (01-965-2441; Telex 23508)

6. Telephone Numbers

In the event of an incident involving British Railways property the British Transport Police Information Room at Force Headquarters, Park Royal should be informed on:

01-965 2441

THE BRITISH TRANSPORT POLICE (LONDON TRANSPORT AREA).

The London Transport Area of the British Transport Police is responsible for the policing of railways, stations and premises of London Transport. The Headquarters is situated at:-

55, Broadway,  
London, SW1

Officers are stationed at Baker Street Station, East Ham Station, Seven Sisters Station and Lambeth North Station.

1. Aims of the Service

The aims of the London Transport Area are identical with those of the British Transport Police nationally.

2. Equipment and Services

The London Transport Area has five vehicles allocated and it is anticipated that at least three of these could be immediately deployed. These vehicles are equipped with radio for communication with Area Information Room and Force H.Q. One vehicle, a mini-bus, would be used as a control vehicle. Two portable high power search and rescue lamps and loud hailers are immediately available and more of these items would be obtained as the build-up at the scene of the disaster progressed. Personal radios are available for use in surface situations, but these are ineffective at below ground levels. Six 'Courier' person to person portable radios are available, these being effective below ground under certain conditions. Three 'Disaster Boxes' are kept in readiness. These contain First Aid equipment, forms, lamps, high visibility jackets, labels and bags for property etc., sufficient to set up an Incident Post.

The most useful service that would be provided by officers of this Area is their specialised knowledge of the London Transport railway working procedures and safety measures in connection with high voltage electrical systems. All officers of the Area are conversant with the comprehensive private London Transport telephone systems. It would be possible to set up an incident post close to the scene of a disaster, with effective telephone communications to the London Transport Area Police Information Room. This Information Room fulfils the function of both Information Room and Control Room and is in direct telephonic communication with the Metropolitan Police Information Room, New Scotland Yard; British Transport Police Force H.Q.; the London Divisions of the British Transport Police Force; and the London Transport Railway Controllers. The Information Room also has a telex link.

3. Identification of Control Vehicle and Officer-in-Charge.

No purpose constructed Control vehicle is provided. The mini-bus mentioned above would be utilised as a Control/Incident Post and a sign bearing the Force crest and the legend "British Transport Police, London Transport Area - Control Vehicle" would be displayed thereon.

The British Transport Police officer in charge at the scene will wear a high visibility jacket with the legend "British Transport Police, London Transport Area - Incident Officer" thereon.



#### 4. Support by other organisations.

In the initial stages of a major disaster, very limited manpower would be readily available from this Area. A progressive build-up of manpower would be obtained from other London Divisions of the British Transport Police. In dealing with an incident of any magnitude involving London Transport railways or property within the City of London, the assistance of the City of London Police would be essential. However, it would be possible for officers of the British Transport Police to take over all duties during the run-down phase of an incident.

#### 5. Response time.

Officers of this Area would respond to a call to a major disaster involving London Transport railways or property in the City of London within five minutes. The total available strength would be deployed within thirty minutes. Further assistance, if required, would be obtained from other London Divisions of the British Transport Police, with a response time varying from five to thirty minutes.

#### 6. Emergency Planning Officer.

Superintendent J. NIXON,  
British Transport Police,  
London Transport Area,  
55, Broadway,  
London, SW1 (01-222-5600 Ext. 609)

#### 7. Telephone numbers.

In the event of an incident involving London Transport railways or property the London Transport Area Police Information Room should be informed on any of the following numbers:-

01-222-5600 Exts. 347 & 348  
01-222-5710  
New Scotland Yard CO extension 3768  
London Transport automatic telephone system - 999  
Telex No. 919874

### THE LONDON FIRE BRIGADE.

#### 1. Functions

- 1.1 Fire fighting and rescue under fire conditions.
- 1.2 Fire precautions and heavy rescue under non-fire conditions.
- 1.3 Rescues which require fire service specialist equipment and techniques, or in conditions where hazardous substances or gases are present.
- 1.4 Effective liaison with other essential services.

#### 2. Responsibilities of Senior Fire Officer present at an incident.

- 2.1 Initiating the rescue plan and the rescue of trapped persons.
- 2.2 Deployment of specialist rescue equipment available to him, viz:
  - flame or compressed air cutting plant,
  - lifting gear,
  - purchase tackle,
  - breathing apparatus,
  - anti-acid and high voltage protective clothing,
  - mobile lighting plant as necessary,
  - and all forms of fire control.
- 2.3 To call upon other suitably equipped bodies or organisations for the use of ultra-heavy equipment and tools.
- 2.4 To operate from the London Fire Brigade Control Unit which is the mobile advanced communications and control nucleus of Brigade activity at the scene.
- 2.5 To define and reserve a zone adjacent to the control unit for occupation by all the essential services' control units.
- 2.6 To liaise with the officers of all other essential services at the incident either by walkie-talkie or physical delegation of fire officers. Each service control unit is able to provide complementary message flow should one of the services' units be subjected to excessive traffic.

#### 3. Identification of Control.

- 3.1 The London Fire Brigade Control Unit is a 'bus-type' vehicle painted red. Fitted on the roof of the vehicle is a translucent dome marked conspicuously with large red and white checks.
- 3.2 The Senior Fire Brigade Officer present will wear a reflective garment bearing the legend "Fire Incident Officer".

#### 4. Services.

- 4.1 The pumping appliances, special appliances, personnel and Mobilising Controls of the Brigade are self-sufficient in the execution of their tasks with the possible exception of the occasional necessity to contract ultra-heavy equipment and tools (as mentioned in para. 2.3).
- 4.2 It would not be economically practicable to maintain such facilities on a 24-hour alert as part of the Brigade establishment.

### 5. Response Time.

The first appliance would normally arrive at the scene of an incident within four minutes of the emergency call being made. An augmented attendance of several special appliances would be ordered initially to a major accident and could be expected to arrive at the incident from three to twenty minutes after the emergency call, dependant upon the number and type of vehicles required and the density of the traffic prevailing at the time. It is worth noting that they will not all arrive at the same time; fortuitously, this circumstance is conducive to efficient control of the incident by the respective fire officers taking command.

### 6. Emergency Planning Officer

The Senior Fire Officer responsible for contingency planning for Major Accidents and Home Defence matters is:

Divisional Officer F.L. HURCOMBE,  
London Fire Brigade Headquarters  
Albert Embankment,  
London, SE1 7SD (01-735-3811 Ext. 533)

### 7. Telephone Numbers

For all mobilising requirements of an URGENT nature in the GLC area, callers must dial '999' and ask for "FIRE". When they are connected to the Fire Brigade they must explain their requirements slowly and precisely. (If the call was made from outside the GLC area, callers must use the local emergency procedure which will be clearly displayed on or adjacent to the telephone being utilised).

## THE LONDON AMBULANCE SERVICE.

### 1. Aims

Within the Greater London area, the London Ambulance Service is responsible for:

- (a) the removal of persons ill at home to and from hospital if their condition prevents them from using public transport and the arrangements are made by a doctor,
- (b) providing initial treatment and conveyance to the nearest accident and emergency department of:
  - i. persons who are injured in an accident whether it happens in the home or in a public place and
  - ii. persons taken suddenly ill in a public place. (Persons taken ill at home should send for a general practitioner).

In the event of a major incident involving a large number of casualties, special arrangements have been made to muster as much of the Service's resources as are required to deal with the situation.

The aims of the London Ambulance Service under these arrangements are:-

#### (a) At Control -

- To get sufficient personnel and equipment on the spot quickly to deal with immediately accessible casualties.
- To keep up a flow of ambulances to meet the total requirements.
- To maintain adequate cover throughout the rest of Greater London.
- To reduce as much as possible, dislocation of routine work.

#### (b) At Scene -

- To provide immediate life-saving treatment, e.g. resuscitation, arrest of bleeding Etc., followed by immobilisation of fractures, applications of dressings and other appropriate treatment for the less seriously injured before removal from the scene.
- To convey the casualties according to greatest need to hospital and to continue treatment en route.
- To spread the casualties amongst appropriate hospitals.

#### (c) At hospital -

- To speed the turn-round of ambulances and equipment.
- To keep the hospital aware of the likely demands and to check how many patients can be accepted.
- To meet the hospital's need for other ambulance transport, e.g. for transfer or discharge of other patients to make way for the casualties.

### 2. Services and Equipment

The Service has a staff of some 2,500 and about 1,000 vehicles including 250 fully equipped ambulances. The remainder are mainly small bus type vehicles for patients who can sit up. There are 4 emergency control vehicles (E.C.V.) stationed in different parts of London specifically for use at the site of a major

incident. The nearest is sent to the incident to act as the focal point for ambulance and hospital personnel at the scene and to provide the Ambulance Incident Officer with the equipment and communication facilities he needs to control the resources under his direction. Each of these vehicles is a Land Rover with four wheel drive which enables it to go anywhere and it tows to the scene a trailer carrying large quantities of stretchers, blankets, dressings and other items.

The Service sends officers with radio to each of the hospitals alerted to receive casualties and thereby direct communication is established between the site and the hospital.

### 3. Identification

The Officer nominated to take charge of ambulance services at the scene wears a reflective waistcoat bearing the words "AMBULANCE INCIDENT OFFICER" on the front and back. He is likely to be in the vicinity of the E.C.V. or if he has moved away he can be contacted by walkie-talkie radio from the E.C.V. or (on request to the crew) through the radio of any ambulance at the scene. The E.C.V. is usually positioned near the Police and Fire Brigade control vehicles. Both the Land Rover and the trailer are painted white and bear the London Ambulance Service markings. For additional recognition purposes the Land Rover has on its roof a flashing blue light flanked by flashing yellow lights.

With Police assistance the Ambulance Incident Officer sets up ambulance loading point(s), ambulance parking point(s), casualty collecting and/or first aid point(s) and a first aid equipment point. The trailer carries appropriate sign boards. Reflective waistcoats reading "AMBULANCE LOADING OFFICER", "AMBULANCE PARKING OFFICER" and "AMBULANCE EQUIPMENT OFFICER" are being provided for the officers allocated to these duties. The trailer brings to the scene a waistcoat of similar style for use by the "SITE MEDICAL OFFICER".

Until the E.C.V. arrives, the duties of Ambulance Incident Officer are carried out initially by the attendant of the first ambulance to arrive and subsequently by the first officer on the scene. This officer wears a yellow cap cover.

### 4. Support of other services

The London Ambulance Service relies on the London Fire Brigade for the rescue of victims and on the Police for assistance in establishing and keeping clear the ambulance parking and loading points.

The Service is very much dependent on the ability of the Police to control traffic congestion, so that ambulances are not impeded in reaching the injured, and to keep clear the route(s) to hospital.

If treatment beyond what it is appropriate for an ambulanceman to apply is needed at the scene, the Service will call for the assistance of a team of doctors and nurses from a nearby hospital and in the assessment of priorities and removal of casualties to hospital, the Service works closely with the Site Medical Officer who normally attends from the designated hospital.

Volunteers trained in first aid frequently offer their services at a major incident. It is helpful if they report to the London Ambulance Service E.C.V. so that they can be directed to where their assistance is most required.

### 5. Response time

Average response time to reach an emergency throughout Greater London is 7½ minutes. In the City of London it is likely to range between one and ten minutes.

### 6. Responsible officers

London Ambulance Service,  
Headquarters,  
220, Waterloo Road,  
London, S.E.1 (01-928-0333)

Deputy Chief Officer Ext 271

Assistant Chief Officer Ext 283

Divisional Officer (Control) Ext 345

Mr. E. Chidley Ext 282

### 7. Telephone number

In an emergency call out is via the '999' emergency system.

ST. BARTHOLOMEW'S HOSPITAL.

1. Aims of the Service.

Within the terms of this publication, the main aim of the Hospital is to provide medical treatment for casualties arising out of a 'Major Incident'. An 'incident' need not be an 'accident' in the accepted sense of the term, but may still cause casualties.

The Hospital is also able to give assistance, if required, at incidents involving, for example, chemicals and radio-active substances.

2. Services.

The major contribution of the Hospital will be the treatment of casualties brought to the Hospital complex, but there is provision for a Medical and Surgical Team to attend the scene of the incident to give emergency treatment.

3. Identification.

In the event of the Hospital being 'designated', a Senior Medical Registrar will be despatched to the scene of the incident, and will establish a Medical Services Report Centre in the emergency control vehicle of the Ambulance Service. He will wear a white coat bearing the legend "Site Medical Officer". The Site Medical Officer will decide if the Mobile Medical Team is required on the site.

The Hospital is considering the suggestion of the Police that an Administrative Officer should also be despatched to the site to assist the Site Medical Officer with organisation and communications.

4. Support of other Organisations.

The prompt despatch of the Site Medical Officer, and the internal organisation of the Hospital depends on early notification of an incident, especially if the Hospital is being designated. The Hospital relies on the Police, and/or the Ambulance Service to provide immediate transport for its staff, and communications from the incident to the Hospital.

The Hospital looks to the Ambulance Service to provide transport for patients discharged. There is also considerable liaison with the Police on details of casualties, and facilities are available for the Police Documentation Team to be established in the Appointments area of the Outpatient Department.

5. Response Time

The experience of the 'Old Bailey Bomb' shows that the response time for the Hospital to be ready to receive even large numbers of casualties is almost instantaneous. The maximum response time from receipt of designation for the Site Medical Officer to be ready to leave the Hospital is in the order of five minutes.

6. Emergency Liaison Officer.

Mr. R.H. McCOY,  
Administration,  
St. Bartholomew's Hospital,  
West Smithfield,  
London, EC1 (01-606-7777 Ext. 7333)

7. Telephone Numbers.

The telephone number of the Hospital is - 01-606-7777.

A separate telephone is installed adjacent to the Personnel Paging Controller for emergency use only, e.g. Major Incident. The number is ex-directory and known to the emergency services.

GUY'S HOSPITAL

1. Aims of the Organisation.

- 1.1 To provide care for all types of accident.
- 1.2 For this care to be available to all as quickly as possible.
- 1.3 To provide the appropriate type of care for different types of accident.
- 1.4 To send medical teams out to the scene of the accident if this is necessary.

2. Equipment and Services.

- 2.1 A mobile team consisting of: One Casualty Officer - leader.  
Four Surgical Take-in Dressers.  
Four Nurses.
- 2.2 They will be carrying an Emergency Pannier containing:
  - An Anaesthetic Box
  - An Amputation Pack
  - 8 Dressings Satchels
- 2.3 The team available in the Accident and Emergency Department will consist of the resident Medical Officer (in charge), two Casualty Officers, six Medical Take-in Dressers, six nurses, one resident Anaesthetist, one Anaesthetic Registrar and a resident pathologist.
- 2.4 The care that will be provided will be appropriate to the patients' needs and will include admission and bed care.

3. Identification

- 3.1 The mobile team which will be at the scene of the incident will be dressed in day-glo orange sailing suits. They will be wearing badges identifying them as doctors and nurses. The person in charge will wear a badge reading "Doctor".

4. Support of other Organisations

- 4.1 The Hospital relies on the London Ambulance Service to move casualties as quickly and effectively as possible from the scene of the incident to the Hospital where they can receive the appropriate care. Liaison with the Metropolitan Police is also necessary for the identification and disposal of bodies.

5. Response Time

- 5.1 This is dependant on the time that the incident takes place. If it took place between 0830 and 1730 hours it would be possible for the mobile teams to be on the scene of the accident in about three to five minutes. At night or weekends it would be possible in approximately fifteen minutes.

6. Planning

6.1 A committee will be set up to discuss the Major Incident Plan for the Hospital and it is likely that this will be chaired by the Clinical Superintendent who would therefore be in the best position to act as spokesman.

7. Telephone numbers

7.1 Guy's main switchboard - 01-407-7600, is the only number which needs to be contacted in the case of a major incident. The switchboard have instructions of the staff and services which need to be contacted after this point and they will undertake to do this.

NORTH EAST THAMES REGIONAL HEALTH AUTHORITY.1. Aims

After consultation with other emergency services, by the issue of guidance to Area Health Authorities and the monitoring of the service provided by them, to facilitate the efficient and speedy response by hospital and other health care staff to ensure that the injured are given the emergency treatment and care they require as quickly as possible.

2. Equipment and Services

The Designated Hospital will provide a Site Medical Officer to act as medical controller at the scene of the accident. If required a Mobile Medical Team can also be provided. This team will normally consist of a Doctor of registrar grade or above and nursing assistance. The Mobile Medical Team will bring with them a specially prepared pack, including medical and surgical equipment, drugs, dressings, amputation packs, blankets, essential labels and stationery and possibly cylinders of oxygen.

3. Identification

The Site Medical Officer will be based at the Medical Services Report Centre and will wear a white coat with the words "Site Medical Officer" across the back.

The Mobile Medical Team will be based at the Casualty Post in the vicinity of the Medical Services Report Centre and will wear identifiable brassards.

4. Assistance from Voluntary Bodies

Any voluntary organisations, such as the St. John's Ambulance Brigade or British Red Cross Society wishing to help, can make local arrangements via the Police Force to be notified in the event of a major accident. For ease of identification where possible such voluntary workers should wear their uniforms.

5. Response Time

The length of time it will take for the Site Medical Officer (and the Mobile Medical Team) to arrive at the scene of the accident once notified will vary depending on the distance between the designated hospital and the location of the disaster. If required, the Police will assist where possible with transport for the Site Medical Officer and the Ambulance Service will transport the Mobile Medical Team.

6. Planning

The Regional Specialist in Community Medicine is available to discuss any planning implications, he is:-

Dr. I.H.F. MURRAY,  
North East Thames Regional Health Authority,  
40, Eastbourne Terrace,  
London, W2 3QR (01-262-8011)

CORPORATION OF LONDON  
TOWN CLERK

Broadly major incidents and peacetime emergencies fall into two categories - unwarned and warned. Bomb incidents, air crashes and gas explosions are examples of the former. A Thames Flood, or an epidemic are typical of the latter, and in either case they develop over a period of time, and create effects which may take weeks or months to mitigate and finally restore to normal.

Only a few Corporation Departments have a specific role to play in a peacetime emergency. They are:-

Public Cleansing Department. Minor debris clearance and removal of mud from streets.

City Engineer's Department. Heavy debris clearance requiring plant, and provision of essential work services.  
 Assessment of dangerous structures.  
 Demolition as necessary.  
 Closure of roads as required by the City Police.  
 Repairs to roads, bridges and sewers.

Health Department. Welfare including temporary accommodation of Homeless in Rest Centres.  
 Hygiene and Prevention of Disease and spread of Disease.

Housing Department. Long term accommodation of the Homeless.

Representatives from the Public Cleansing, City Engineer's and Health Departments report to the City Police Control Vehicle on the ground on being called out to help with a major incident.

The role of the Town Clerk is to satisfy himself that Corporation departments concerned know their task and have their plans and personnel ready to carry them out. However, in respect of Thames Flooding a detailed plan for co-ordinating Corporation Departments at Guildhall, and liaison with the Greater London Council Group Headquarters has been drawn up and circulated.

CORPORATION OF LONDON  
CITY ENGINEER'S DEPARTMENT

1. Aims

The City Engineer has, amongst other duties, a duty to safeguard the public against avoidable dangers in their normal use of the public highway. The City Engineer's other function connected with public safety is that of Surveyor of Dangerous Structures. When a dangerous structure adjoins a public highway both these functions combine.

A third and fortunately rare circumstance when the City Engineer can be directly concerned is that of a sewer for which the Corporation acts as agent for the Thames Water Authority, becoming severely damaged.

It is important to realise that in the two basic situations mentioned in the first paragraph, the Engineer's Department provides protection for the public and is not organised, except in a limited circumstance, to provide immediate remedial measures. The structures for which the City Engineer is responsible - highway surfaces, bridges and sewers, rarely subside or give rise to serious incidents without a cause for which other organisations have priority of responsibility. In the initial stages the City Engineer and the Commissioner of Police are the two Chief Officers in the City responsible for the safe movement of the public, whether on foot or in vehicles, with as little inconvenience as practicable, both are much concerned in limiting the effects and duration of an incident and minimising secondary effects.

2. Equipment and Services

The Highways and Dangerous Structures functions are separately organised under the general direction of the City Engineer.

So far as the protection of the public in their use of the City's highways is concerned a 24 hour call out service is provided from the Highways Maintenance Depot which is located at the south eastern end of the Minories.

A stock of safety barriers and red lamps is available for immediate use at all times. Materials for temporary repairs of defects in highways are also available. The equipment consists of timber poles and trestles, portable tubular barriers and the normal type of oil danger lamp. A limited amount of other road equipment is available but it would not, at present, be feasible to provide labour outside normal working hours to make use of it.

3. Identification

Normally few, if any, of the City Engineer's Officers and direct labour wear Corporation uniforms or badges of identity. Personnel would identify themselves to the Police or other uniformed service and seek direction and information as may be necessary.

4. Relationship to other organisations

This may vary according to the circumstances, but if an incident is considered to comprise of three stages i.e. (1) the occurrence, (2) its containment and (3) remedial or other consequential measures, at Stage 1 the City Engineer's staff would communicate primarily with the Police in taking measures to protect the public i.e. by excluding them from the area of risk;



and providing such supplemental services as may be needed by the Police in diverting traffic etc.; at Stage 2 communication would mainly take place between the City Engineer on the one hand and, on the other, the persons or bodies having responsibility for initial repairs and safety measures which, amongst other things would be aimed to reduce the area of interference with safe public passage as expediently as practicable; At Stage 3 it is envisaged that the City Engineer would, with the Police co-operation as necessary, pursue the measures needed to re-open to public use such areas of public highway as were closed by the incident.

5. Response Time

Normally communication with regard to incidents takes place directly between the Police and the City Engineer's Department Divisional Highway Engineering Sections or Dangerous Structures Assistants, during office hours or between the Police and Highways Maintenance Depot. At other times contact is directly between the Police and the Depot unless the incident warrants the attendance or advice of a member of the City Engineer's Staff.

Subject to prompt contact, barriers and lamps can be delivered in about 15 minutes to the furthest part of the City.

Outside normal working hours, however, if the night duty driver is already attending to an incident, or servicing existing barriers there may be a delay and repeated attempts may be necessary to make contact.

6. Liaison Officers

Correspondence should always be addressed to:-

The City Engineer,  
P.O. Box 270,  
Guildhall,  
London, EC2P 2EJ

In cases of Major Incidents and for general liaison telephone contact may be made with the following:-

- Mr. J.H. WILLIAMS, Senior Principal Assistant Engineer 01-606-3030 Ext. 2554
- Mr. J.A. POPE, Senior Assistant Engineer Ext. 2571
- Mr. F.T.J. WISE, Senior Engineering Assistant, Ext 2567.

7. Telephone numbers

All emergencies or Incidents requiring barriers, trestles, lamps.	01-488-4375 or 01-606-3030 Ext. 2570
Major Incidents - as above and Highways	01-606-3030 Ext. 2569 or Ext. 2571
	Sewers Ext. 2567
All types if no reply from above	Ext. 2560
Dangerous Structures	01-606-3030 Ext. 2564
Pipe Subways	01-606-3030 Ext. 2549

Outside office hours, the City of London Police have the names and telephone numbers of the City Engineer's Officers who may be able to assist in dealing with the incident.

CORPORATION OF LONDON  
SOCIAL SERVICES DEPARTMENT.

1. Aims.

Because of the huge daytime population of the City, The Corporation's services must aim to deal with the needs of both the residential and working population.

Services must therefore, be arranged to provide the following:-

- a) The presence, at the scene of the disaster, of a control officer who would be responsible for mobilising staff as required.
- b) The provision of shelter for those City residents who have been made homeless and for those City workers who, for a variety of reasons may be unable to return home immediately, bearing in mind that the care of City residents may extend until suitable alternative accommodation has been found.

2. Services and Equipment

The resources of the Department itself and of those voluntary organisations who play a part in the Corporation's plan would ensure that the necessary initial care would be provided and that follow-up support is arranged in so far as it is possible to plan this in advance.

Arrangements have been made as follows:-

- a) for the setting up of a Rest Centre;
- b) for the motorised conveyance of people to the Rest Centre;
- c) for refreshments and also longer term feeding at the Rest Centre;
- d) for simple nursing care at the Rest Centre;
- e) for general welfare work, including record keeping and the setting up of an information bureau;
- f) for the provision of clothing;
- g) for the provision of bedding which is suitable for overnight or longer term accommodation;
- h) Social work follow-up and liaison with Housing Department in relation to residents rendered homeless.

3. Identification

The Corporation has, at present, no control vehicle. However, the member of staff first to arrive at the scene will report to the Police Control. The Police will then refer to that Officer (who will station himself nearby) all relevant enquiries. Corporation staff will be identifiable by armbands marked "Social Services". The Department's control officer will report back to the Police Control at the end of the incident.

A Post Office Telephone Vehicle will be available for use by the Department's staff to enable them to contact other officers etc.

#### 4. Support of other organisations

The Corporation relies to a great extent upon the services of other organisations but it should be noted that the decision to call them out must be the responsibility of the Senior Social Services Officer at the site. This decision would depend upon the magnitude and the type of the disaster.

After the setting up of a Rest Centre, simple nursing care will be provided by the British Red Cross Society and the provision of refreshments will be the duty of the W.R.V.S. as will be the supply of clothing. A private coach company will provide transport at any time of day or night. Other organisations such as the Citizen's Advice Bureau, the Salvation Army, and Toc H all have a part to play. One of the most important tasks, that of record keeping and documentation in respect of the persons received into and leaving the Rest Centre will be carried out jointly by the W.R.V.S. and the Citizen's Advice Bureau.

#### 5. Response Time

It is estimated that the Social Services staff on call are likely to arrive within 30 minutes.

It is anticipated that the earliest arrival time of the voluntary organisations if called up for Rest Centre work would be 30 minutes.

#### 6. Responsible Officers

All enquiries about the part which would be played by the Department (and any of the organisations within the Department's plan) should be made to the Director of Social Services, Guildhall, EC2P 2EJ (01-606-3030).

#### 7. Mobilisation messages

For initial call-out:- (outside office hours)

Miss G.L. Benfield	0843-64530
or Miss M.T. Dowd	01-898-3809

### LONDON BOROUGH OF SOUTHWARK

#### 1. Functions

The usual functions of a local authority, i.e.:

- Social Services;
- Housing;
- Highways;
- Planning;
- Environmental Health;
- Public Control;
- Weights and Measures; etc.

#### 2. Equipment and Services

- Vehicles, normal and specialised;
- Equipment (blankets, cooking utensils);
- Professional Services (Engineers, Surveyors, Public Health Inspectors)

#### 3. Identification

Vehicles would bear the Council Coat of Arms. Individuals would not have any means of identification.

#### 4. Support of other organisations

In relation to Tidal Flooding procedures, this Council has developed a twinning arrangement with another London Borough. Voluntary organisations are involved in the Tidal Flooding work to some extent.

#### 5. Response Time

Much would depend upon commitment of existing vehicles and services, but the response could be very quickly undertaken once these were ascertained. There would of course, need to be a clear indication of the type of services required. Bearing in mind the closeness of this Borough to the City of London, turn out would be very quick.

#### 6. Appointed Officers

Borough Engineers	-	Mr. J. WILLIAMS - 703-5464
Social Services	-	Mr. W. WRAGG - 703-6311
Housing	-	Mr. R. PERRY - 639-4353
Environmental Health	-	Mr. W. EVANS - 237-6677
General Services	-	Mr. K.J. GODDARD - 703-6311

Mobilisation messages should be made to the above for any of the respective services.

THAMES WATER AUTHORITY  
METROPOLITAN PUBLIC HEALTH DIVISION.

1. Aim:

The aim of the Division is the provision and maintenance and operation of sewers for the conveyance of:

- (a) sewage to the treatment works
- (b) storm sewage to the river.

2. Services

Where required a sewer gang with safety equipment including:

- (a) apparatus for testing air for toxicity or oxygen deficiency,
- (b) breathing sets,
- (c) rescue harness,

can attend at any incidents affecting sewers.

3. Identification

Sewer vans are pale blue in colour with "THAMES WATER AUTHORITY METROPOLITAN PUBLIC HEALTH DIVISION" in white lettering. Officers and representatives do not wear uniforms but officers carry identity cards.

4. Support of other services

The Division can call upon the resources of its Contractor for General Works and Repairs for the supply of labour and plant.

5. Response Time

During normal working hours, a sewer gang could be in attendance at an incident within one hour. Outside normal hours, attendance will depend upon the ability to contact men off duty but attendance should be possible within one to three hours.

6. Appointed officer

Contact should be made with:

Mr. Middlemass,  
Head of Operations (Sewerage),  
Thames Water Authority,  
Metropolitan Public Health Division,  
Broadway Buildings,  
50/64, Broadway,  
London, SW1H 0DB

7. Telephone numbers

Office hours - 01-839-8822 Extn. 46 or 50

Outside office hours - 01-837-3300

THAMES WATER AUTHORITY  
METROPOLITAN WATER DIVISION

1. Aims

The aim of the Metropolitan Water Division of the Thames Water Authority is to provide a wholesome water supply.

2. Services

In the event of a major incident (e.g. large mains fracture) the Division's pipelaying contractor would be called upon to carry out the necessary repair works. Adequate men and plant, including air compressors, cranes, pumps, pipe cutters, etc., would be readily available.

3. Identification

The Division's vehicles are dark green in colour and clearly marked 'Thames Water Authority - Metropolitan Water Division'. The contractor's plant and vehicles, however, are not clearly marked. Some officers (District Foremen) wear uniforms, but others (District Engineers) do not.

4. Support of other organisations

Depending on the severity of the incident - the police and local authority may be contacted to make arrangements for road closures and diversions if necessary, and to check on the extent of any damage to the road structure. Pipelaying contractors called upon as mentioned in (2) above.

5. Response Time

In the event of a major incident it should be possible for action to be taken within one hour (i.e. men on site to shut down fractured main).

6. Appointed Officers

The Senior Resident Engineer (Distribution)  
 Western Area  
 Mr. R.A. RAYNER      G1-748-3826

7. Telephone numbers

In the event of an emergency, the following numbers should be contacted:

01-748-3826 or 01-837 3300

NORTH THAMES GAS.

1. Aims of the Organisation

1.1 Supply of gas and provision of associated services to industrial, commercial and domestic premises within an area extending mainly north of the Thames from Southend in the east to Maidenhead in the west, including the City of London.

1.2 Gas supplies to premises in the City are distributed through mains and service pipes which extend underground in virtually every street.

2. Equipment and Services

2.1 A round the clock, on call, emergency organisation is maintained to provide personnel and equipment to take appropriate action where gas is involved in an incident.

3. Identification

3.1 Service vehicles are distinctly marked "North Thames Gas".

3.2 Personnel are not always uniformed but carry a North Thames Gas identity card bearing a photograph.

4. Support of other Organisations

4.1 The support of civil engineering contractors is readily available for carrying out major excavations and repair of underground pipework.

4.2 In connection with a major incident involving gas, reliance is placed on the Police, Fire and Ambulance services for providing specialist support, in maintaining access to the scene keeping the general public away from areas of risk, controlling traffic, providing on occasions a mobile public address system, extinguishing fire, and handling casualties.

5. Response Time

5.1 North Thames Gas operates an emergency radio network to assist in making contact as speedily as possible with Gas Service personnel nearest the scene of any incident. Response time would depend on a number of factors, including:

- Accuracy of the original identification of an incident as major;
- Whether or not the original report recognises the involvement of gas;
- The proximity of North Thames Gas personnel to the scene of the incident;

Traffic conditions.

6. Contact by other Organisations

6.1 Arrangements for discussion concerning the preparation and up-dating of contingency plans covering major incidents by the most appropriate

officers of North Thames Gas would be made, in the first instance, by

Mr. P.A. SHEPHERD,  
Deputy Engineering Director,  
North Thames Gas,  
2, Monck Street,  
Westminster,  
London, SW1P 2BH

## 7. Telephone numbers

- 7.1 Information about any incident in North Thames Gas Central Area, which includes the City of London, and any request for assistance at the scene should be passed to the Emergency Service:

Emergency Service,  
North Thames Gas,  
Central Area H.Q.,  
Vincent Street,  
Westminster,  
London, SW1 (01-828-9878 day and night).

- 7.2 Restricted telephone numbers are available for direct contact between North Thames Gas and essential services such as Police and Fire Brigade.

## LONDON ELECTRICITY BOARD.

### 1. Aims of the Organisation

The main aim of the LEB is the retail distribution of electricity to individual customers within the Board's area which includes the whole of the City of London.

### 2. Equipment and Services

The LEB can provide the Following services at the scene of a major incident:

- (a) Limited emergency power supplies and floodlighting.
- (b) Emergency cable jointing and electricians' services.

### 3. Identification

The Board's emergency services operate from radio-controlled vehicles of distinctive orange colour with "LEB" logo in white and "EMERGENCY SERVICE" label on the side of the vehicle.

Personnel are not in uniform, but in the event of a Thames Tidal flooding emergency will wear an arm band.

### 4. Support of other services

At any major incident in City Streets all services, i.e. Electricity, Gas Water, Telephones, Sewers, will probably be affected to some degree and representatives of each should be present to support each other.

Police are always necessary to control traffic and public.

Fire Services are necessary to cover the possibility of an outbreak of fire.

Ambulances Services are necessary to cover the possibility of injury to operators and public.

### 5. Response Time

Twenty-four hour coverage is provided. The response time depends on the time of day, traffic conditions, etc. In the City the minimum response time would be of the order of 30 minutes, maximum response time about 1 hour, possibly extending to 2 hours outside normal working hours.

### 6. Planning

Contact with other organisations for preparation and planning and updating of contingency plans should be made with:

The Chief Operations Engineer,  
London Electricity Board,  
Alpha Place,  
Chelsea,  
London, SW3 5TA (01-352-8155)

7. Telephone numbers

Messages for assistance should be sent to:

Distribution Control Centre,  
Finsbury Market,  
EC (01-247-1736)

London Area Control Centre,  
Valley Road,  
Streatham,  
SW16 (01-769-3028)

LONDON TRANSPORT (RAILWAYS)  
BREAKDOWN ORGANISATION

1. Introduction

In an intensively operated urban railway system it is essential that the traffic is kept moving. Engineering staff are located at certain stations and attend to minor defects on trains. However, incidents such as collisions, derailments or locked wheels are dealt with by the Breakdown Gangs, which are available 24 hours a day, 365 days a year.

The gangs are based at Neasden Depot (24 hours a day) and Ealing Common Depot (0700 - 2300 hours Mon - Sat) and use Leyland PD3/1A 15 ton heavy vans and Thames Trader 3 ton vans. Each van is in direct contact with the Report Centre of the Chief Signal Engineer's Department using short wave two-way radio.

Emergency equipment to deal with flooding, etc. is provided by the Department of the Mechanical Engineer (Lifts and Escalators).

2. Equipment

The equipment carried on the lorries has been developed from experience and tends to be specialised. Hydraulic jacks from 5 to 25 tons capacity and screw jacks from 5 to 15 tons capacity are carried, together with quantities of timber packing of various sizes and thicknesses, including wedges. Oxy-acetylene equipment is also carried.

Generally, heavy rail-mounted cranes are not used for breakdown purposes on London Transport because of restricted overhead clearances.

There is no specific equipment for pump failures - pumps operating on petrol, 660 volts D.C. and 415 volts A.C. are available.

3. Control

The Breakdown Engineer and his assistant are not identified except that they are the only individuals concerned with the clearance of the rolling stock who do not wear overalls. Their private cars bear a windscreen sticker showing, in red, the L.T. symbol and the legend "EMERGENCY SERVICES - LONDON TRANSPORT EXECUTIVE".

The Breakdown vans are painted red and carry an illuminated sign bearing the legend "L.T. - URGENT" over the cab.

At the site of a major rail accident there will also be representatives of L.T. Traffic, Permanent Way and Signal Departments. The Traffic representative is in overall control of the incident.

4. Other organisations

By arrangement with the London Fire Brigade, incidents involving persons falling under trains are dealt with initially by them. Instructions into the methods of lifting rolling stock is given to the Brigades by the Breakdown foreman. This is done at Neasden and, at present, Hainault.

5. Response time

The Breakdown Gangs are usually on their way to an incident within 3 minutes if receiving the call. Any subsequent changes in instructions can be conveyed to them by radio. The Breakdown Engineers can be contacted by 'bleeper' initiated by the Headquarters Traffic Controller at 55, Broadway.

The Lifts and Escalators vehicle can be on its way to an incident within 10 minutes, but is incapable of recall.

6. Appointed officers

Department of the Rolling Stock Engineer (Railways):

Divisional Engineer 'A', Mr. H. Clarke,  
London Transport,  
Acton Works,  
130, Bollo Lane,  
Acton, W3 8QY (01-992-3262 Ext. 38)

Department of the Mechanical Engineer (Lifts and Escalators):

Mr. L. Hooker,  
Divisional Engineer,  
London Transport,  
Griffith House,  
280, Marylebone Road,  
London, NW1 (01-262- 3444)

7. Telephone numbers

Requests for assistance should be made to the Headquarters Traffic Controller giving details of the assistance required.

01-222-6268

THE ARMED SERVICES1. Aims

The Armed Services are able to give assistance to the civil community on certain occasions. A wide range of professions, trades and skills being available in the three services.

2. Equipment and services

The assistance available from the armed services can be divided into three categories:-

Category A - Assistance in time of natural disaster or other emergency.

Category B - Routine assistance:

- (1) Construction, demolition using explosives, repair and rehabilitation work (especially in the involvement of amenities in the countryside).
- (2) Provision of manned transport and equipment for particular projects or events.
- (3) Provision of individual skilled specialists.
- (4) Assistance to Youth Organisations.
- (5) Assistance to the National Health Service and to the Welfare Services of the Local Authorities.

Category C - The full-time attachment of volunteers to social service organisations for specific periods.

3. Identification

Military uniform will normally be worn by Service personnel engaged in such assistance.

4. Support

Armed Services will normally work independently but in certain disasters may be placed in support of the Police.

5. Response Time

Normally from 3 hours to 7 days.

6. Contact Officer

Major J.V.E.F. O'CONNELL (GSO 2 Operations),  
Headquarters London District,  
Horse Guards,  
Whitehall,  
London, SW1A 2AX (01-930-4466 Ext 311 (normal working hours  
Ext 203 (Duty Officer, quiet  
hours)

THE POST OFFICE TELEPHONE SERVICE.

1. Aims

The nature, scale and location of the incident may create an immediate need for telephone services at the scene of a disaster. Local telephones, if readily accessible may meet this need but the aims of the Post Office is to provide additional telephone facilities for access to the public telephone network quickly if required. The requirements which can be catered for are:

- 1.1 Telephones for the Police and other rescue services.
- 1.2 Telephones for survivors or members of the public directly affected by the incident.
- 1.3 Longer term needs of the rescue services or other authorities involved in restoration work.
- 1.4 Public telephone facilities, where the incident has resulted in a widespread or prolonged breakdown of normal telephone service in the locality.
- 1.5 Operational control "in the field" in the event of major damage to Post Office plant.
- 1.6 Special measures by Post Office exchange operators necessary to handle telephone calls generated by the incident.

2. Equipment and services

The following equipment and services are available to provide emergency communications via the public telephone system:

- (a) Portable radiophone units
- (b) Emergency telephone units
- (c) Mobile call office units
- (d) Mobile engineering communications office
- (e) Services provided by Post Office operators

- 2.1 Portable radiophone units - these are intended
  - i. to provide immediate telephone communications for the Police and other rescue services;
  - ii. to provide skeletal communication for a hospital if isolated by loss of normal telephone services.

The radiophone equipment is housed in two wooden cases for easy transit. The units will be despatched to the scene of an incident immediately details are available. The senior Police control officer will be informed and a suitable point for them to be set up arranged. An attendant will be on hand to give help in obtaining calls.

- 2.2 Emergency telephones - Ordinary telephones can be provided in accommodation at or near the scene of the incident for use by the emergency services or members of the public. Emergency telephone units (engineering vehicles carrying telephones, cable, etc) are available for sending to the scene to provide skeletal communication. The emergency telephones are connected to the nearest point in the external network and can, if necessary, be used in the vehicle with one telephone located in the cab for the use of the emergency authorities. Calls made from the emergency telephones are free of charge.



- 2.3 Mobile call office units - Two units are available and these are normally stationed at Colindale (N.W. Telephone Area) and Mitcham (S. Telephone Area). They are intended for use by emergency authorities, members of the public directly involved in the incident and the press.

N.W. Area Unit

A trailer caravan fitted with 8 coin-box telephones. The size of the vehicle precludes it from being sited on a normal roadway.

Length - 21' 4"      Height - 10' 3"  
 Width - 12' 4"      Width including room for access - 18' 0"  
 Weight - 4 tons

S. Area Unit

An articulated trailer fitted with 8 coin-box telephones, a telephone for international calls, and an office. Access is at the rear of the vehicle.

Length - 26' 2"      Length with towing vehicle - 36' 0"  
 Width - 10' 6"      Minimum site width - 15' 0"  
 Weight - 3 tons 16cwt; with towing vehicle - 5 tons 15cwt.

- 2.4 Mobile engineering communications vehicle - This is primarily for the use of senior Post Office officers to control operations in the field in the event of a major disaster involving major damage to Post Office plant when office and communication facilities cannot be otherwise provided. It can also be used to provide accommodation for on site discussions with other authorities.

The office is a two wheeled trailer caravan equipped with a radiotelephone.

- 2.5 Services - Post Office operators will give priority in the connection of life-saving "flash" calls originated by the emergency services. The hospital selected as the principle or designated hospital for the reception of casualties and supply of medical teams may require the help of the Post Office operators at the local telephone exchange. The following assistance will be provided on request to the supervisor-in-charge:

- (a) call-out of key medical personnel;
- (b) priority connection of urgent telephone calls passed to the operator as "disaster priority" or "major accident" calls;
- (c) diversion of calls received at exchanges for information about casualties to any casualty enquiry bureau which may be set up.

Following a major railway accident, the large number of enquiries to the London terminus, or to the London Transport Executive if underground trains are involved, will give rise to complaints of "ringing tone, no reply" and "engaged tone" at Post Office exchanges. A brief general statement will be obtained from the transport authorities to be used for answering enquiries at exchange switchboards.

3. Identification

The colour of Post Office vehicles is yellow. A senior officer from the City Telephone Area will go to the scene of the incident and liaise with the Police Officer in charge.

4. Support

The assistance of the Police may be required in deciding the most suitable position for mobile units and gaining unimpeded access to the site. If road conditions are difficult, a Police escort for a mobile unit will be sought from the New Scotland Yard, Information Room.

5. Response Times

To attend for provision of:-

Portable radiophone units	$\frac{1}{2}$ - 1 hour
Emergency telephones	$\frac{1}{2}$ - 1 hour
Mobile call office unit	$\frac{3}{4}$ - 1 $\frac{1}{4}$ hours
Mobile engineering communications office	$\frac{3}{4}$ - 1 $\frac{1}{4}$ hours

5. Liaison Officer

The City Area Emergency Liaison Officer who can be contacted by other organisations for the preparation or updating of contingency plans is:

The Area Service Manager,  
 City Telephone Area Office,  
 Reference CY/TS,  
 Riverside House,  
 2A, Southwark Bridge Road,  
 London, SE1 9BA      (01-921-8722)

6. Mobilisation Messages

These should be telephoned as follows:

0900 - 2230 hours - Regional Service Division or Regional Telecommunications Superintendent 01-587-8000 Ext. 7545  
 2230 - 0900 hours - Post Office Headquarters Duty Officer 01-432-1234

THE CHEMICAL EMERGENCY CENTRE, HARWELL.

1. Aims

The Chemical Emergency Centre has been established by the Home Office and Department of the Environment as part of the Hazardous Materials Service of the U.K. Atomic Energy Authority. In collaboration with the Chemical Industries Association it also forms part of the "Chemsafe" Scheme being the national "Chemsafe" Centre.

The Centre has a continuously manned emergency telephone through which the emergency authorities can obtain technical advice and/or assistance in the event of a chemical incident, if the nature of the hazard cannot be ascertained from other sources, e.g. manufacturer, local advice centre, etc. One particular feature of the Centre is that it is manned by technically qualified staff with practical experience of a broad range of chemicals.

2. Service provided.

In order to ease the problem of identifying hazards associated with trade name products, a computerised data bank is being set up at Harwell. Information on chemical products (e.g. trade names, chemical names, hazards, recommended procedures, etc) is being obtained from chemical industries both in the U.K. and in other countries. A computerised information retrieval service is also available covering commercial literature and scientific reports, etc. of particular interest in the treatment and disposal of toxic or hazardous materials. A review of the information available is published in a monthly journal.

If assistance is required at the scene of an incident, the Chemical Emergency Centre has a specially equipped Landrover fitted with breathing apparatus hydraulic winch, generator, various items of electrical and simple mechanical equipment, VHF radio, and a rudimentary chemical analysis kit. Should more detailed chemical analysis be required a laboratory caravan with a wide range of physical and chemical measuring instruments is immediately available. It also contains shower facilities for decontamination of personnel, 2-way radio and standard chemical reference books. If necessary the repackaging, removal and safe disposal of chemical residues arising at an incident can be arranged by the Hazardous Materials Service. Should assistance at an incident be necessary beyond a reasonable travelling distance from Harwell, this can normally be organised through one of the other centres throughout the country which have agreed to help when requested by the Chemical Emergency Centre.

The Harwell team thereby support the emergency services which have responsibility for alleviating the consequences of an incident by providing such information and advice as may be required.

3. Identification

Both Landrover and caravan are "off white" and clearly marked. The basic protective clothing worn by Harwell staff at an incident is white Nomex coveralls with distinctive red stripes on each arm.

4. Response

Throughout the 24 hour period, a Harwell team should be able to reach the City of London within 2 hours depending on traffic conditions. The emergency telephone number at the Chemical Emergency Centre has already been circulated by the Home Office to the Public Emergency Authorities. It is expected that

calls for assistance will always be routed through them.

#### 5. Planning

The preparation or updating of contingency plans involving the Chemical Emergency Centre should be made through:-

The Manager,  
Hazardous Materials Service,  
Building 151,  
Harwell,  
Oxfordshire.

#### THE DEPARTMENT OF TRADE, ACCIDENTS INVESTIGATIONS BRANCH.

The Accident Investigation Branch (AIB) is part of the Department of Trade (not the Civil Aviation Authority) and the Chief Inspector of Accidents is responsible for ensuring that a report is made indicating the causes and circumstances of the aircraft accident to the Secretary of State for Trade with a view to preventative action being taken to avoid similar accidents in the future. The Branch consists of a Chief Inspector and a number of Inspectors, some pilots, some engineers. Inspectors conduct formal investigations in private or assist the Treasury Solicitor in public enquiries. A major air disaster in the centre of the City would almost certainly be the subject of a public enquiry.

#### 1. Aims and Services

The Inspector's work in the field is the same whatever the form the investigation takes. He and his colleagues will urgently require to examine the accident site and the wreckage in detail as soon as possible after the accident, to interview witnesses and technical experts and to remove evidence, either for retention or for further examination. He will work closely with at least one specialist aviation pathologist. Both will want to know, as far as it is practical to ascertain, how the wreckage and the victims lay before they were disturbed by rescue operations and the aviation pathologist will wish to assist the Coroner's pathologist in post mortem examinations. Most immediately the Inspectors will:-

- (a) Review arrangements for guarding the wreckage undertaken by the Police;
- (b) Ensure that it is understood that only duly authorised persons have access to the site, which should if possible be roped off;
- (c) Take steps to preserve ground impact marks and ensure that they are adequately photographed;
- (d) Impress on rescue personnel, police and authorised persons on the site the importance of not moving or interfering with the wreckage more than absolutely essential for rescue or fire-fighting. (No altering of settings, twiddling of knobs, etc).

It is then up to the Inspector of Accidents and his staff to carry out the preliminary examination of the aircraft at the wreckage site before authorising its removal, probably to the accident hanger at Farnborough, for detailed examination.

The Accident Investigations Branch has no equipment of its own (except for a mobile headquarters) but standing arrangements exist with the RAF for the removal of aircraft wreckage using the necessary specialised lifting and transporting equipment. One of the major problems likely to arise, if the wreckage is not burnt out, is the disposal of thousands of gallons of fuel, particularly if much of it has leaked out and run into the drainage system.

#### 2. Identification

The mobile headquarters is a white, 18ft. purpose built caravan with a flame orange dayglo stripe all round it and the words "Accidents Investigation Branch (Civil Aviation)" on both sides. It is equipped with telephones and short range UHF radio. The Inspectors and their co-opted assistants wear a flame orange dayglo armband marked "AIB" in black.

### 3. Support of other services

The AIB is not normally dependant upon services other than the Police and the RAF as mentioned above, but if special support of a particular kind is required, the AIB will make the necessary arrangements.

### 4. Response

The response of AIB Inspectors to notification of an aircraft accident in the City of London would be almost immediate during normal working hours. Outside working hours any delay would be confined to travelling times of Inspectors who live in the usual suburban areas.

### 5. Planning

All communications on the subject of contingency plans and accident investigation organisation should be addressed to:-

The Chief Inspector of Accidents,  
Department of Trade,  
Shell Mex House,  
Strand,  
London, WC2.

### 6. Telephone numbers

Mobilisation messages for assistance should be sent to:-

Day/Night reporting of accidents	01-217-3627 direct line
General Office, routine enquiries	01-217-3074 direct line

The direct line for reporting accidents (01-217-3627) goes during office hours to an officer at AIB Accident Information Centre, Shell Mex House, and at night to the Department of Trade Duty Officer.

These officers have the names, telephone numbers (office and private) and addresses of all AIB staff and are in direct touch with a Principal Inspector on 24 hour duty who, on the notification of an accident, directs the activities of the AIB Inspectorate and co-ordinates them with the activities of other organisations.

## THE BRITISH HELICOPTER ADVISORY BOARD

### 1. Aims

Promotion of the use of helicopters in the UK and provision of expert knowledge and specialist advice on all aspects of helicopter operations.

### 2. Services

Mobilisation of a wide variety of civil helicopters belonging to commercial corporate and private operators, who are members of the BHAB.

### 3. Identification

No control vehicle or officer will normally be provided by the BHAB at the incident.

### 4. Response Time

This will vary from three minutes to one hour depending on whether the helicopter is in flight in the vicinity of the City of London or on the ground at one of the airfields adjacent to the London Control Zone.

### 5. Support of other services

Control of civil helicopters assisting at a major incident will be through the Air Traffic Control Services and the Police Incident Officer.

### 6. Planning Contact

Captain E.M. BROWN,  
Chief Executive,  
British Helicopter Advisory Board,  
Knowles House,  
Cromwell Road,  
Redhill,  
Surrey. (Redhill 62371)

### 7. Telephone numbers

B.H.A.B. Headquarters - Redhill 62371  
Battersea Heliport Air Traffic Controller - 01-228-0181

THE RADIOCHEMICAL CENTRE1. Aims

The Radiochemical Centre is a commercial company which specialises in the construction and servicing of radio-active equipment.

2. Equipment and services

The company can provide a senior technician with a team of 4 to 5 trained monitoring assistants, together with a driver and general helper.

3. Identification

The team will most likely arrive in private cars and do not wear any distinctive clothing. The senior member would make himself known to the Police or Fire Incident Officer on arrival. Depending on the time of day, it may be that a company vehicle bearing the 'radioactive' symbol would attend.

4. Support of other organisations

The team is self-sufficient, using battery operated monitors. Self-air sets may be required. The company would rely on the back-up of the U.K. Atomic Energy Authority if the operation became large.

5. Response Time

Between one to two hours.

6. Liaison officer

Mr. Ponting,  
The Radiochemical Centre,  
Amersham,  
Bucks. Tel. Little Chalfont 4444 Ext. 311.

7. Telephone numbers

As above. Outside office hours the security staff would pass messages on to the responsible person.

J.H.KENYON LTD. FUNERAL DIRECTORS,  
AIR ACCIDENT AND REPATRIATION BRANCH.

1. Aims

It has been found that the smallest efficient working unit capable of dealing satisfactorily with an operation of the magnitude of a major disaster involving aircraft is a team of five. Where the total number of fatal casualties exceeds 50, an additional two operators would be required in the initial stages. One member must be a qualified embalmer and one a qualified Dental Officer.

The duties of the field team are very flexible and members are expected to carry out any practical work according to the availability of labour at the site of the accident.

2. Equipment and Services

The Kenyon Field Team has all the necessary documentation available for immediate dispatch to the scene of the disaster on request. These forms consist of:-

Autopsy Report - Male and Female;  
 External and Dental examination - Male and Female;  
 Identification and Registration particulars;  
 Clothing specimen forms;  
 Dental classification charts;  
 Fingerprint forms;  
 Information Record sheets;  
 Funeral arrangements forms;  
 Property receipt forms.

Valid passports are held by all members of the Field Teams who are also fully inoculated for travel to all parts of the world.

The procedure is divided into five main operations as follows:-

1. Recovery of the Remains;
2. Identification;
3. Arrangements for Disposal (carried out simultaneously with 1 & 2)
4. Removal to the place of disposal and final disposal by Burial or Cremation.
5. Recovery, renovation, cleaning and identification of Personal and other effects.

From experience it has been found that no two accidents follow the same pattern and different problems arise according to the varying regulations concerning the disposal of the dead.

3. Support of other services

Transport to the site of the accident is usually made available by the Airline on the first aircraft leaving for the area. Embalming equipment and a supply of embalming fluid will be carried at this stage.

Transport at the site of the accident, when required is provided by arrangement with the Airline but as their own transport is generally in high demand, it is usually necessary to use local hire vehicles. The Field Team hold International credit charge cards with Hertz.

#### 4. Telephone numbers

A day and night staff is set up to deal directly with relatives for the collection of identification information when required at:

81, Westbourne Grove,  
London, W.2. (01-229-9861)

The staff would be in direct contact with the Field Team and the Airline concerned. Methods of communication include:-

Telex - 265846

Cables - KENYON, UNDERTAKER LONDON, W2

### WOMEN'S ROYAL VOLUNTARY SERVICE

#### 1. Aims

The W.R.V.S. is a national organisation working under the auspices of the Home Office. Its aim is to give help either on a long-term or short-term basis wherever there is human need. The London Region, which covers the whole of the Greater London Area, is administered from a Regional Office at:-

11, St. Chad's Street, London, W.C.1.

On the Regional staff are organising experts on various aspects of the work undertaken by the W.R.V.S. including Emergency Services Organiser with responsibility for the Emergency Services throughout Greater London. Each London Borough and the City of London has a complement of W.R.V.S. members organised by a Borough Organiser. The City of London Office is at:

Public Services Building, Milton Court, Moor Lane, EC2.

Where an emergency is local and of small proportions it should be possible for all necessary action to be taken by the Organiser for the City of London. Where, however, the emergency is likely to last for a lengthy period or where a large number of "hands" is necessary then the Regional Emergency Services Organiser will be in a position to arrange for aid from surrounding Boroughs and co-ordinate all efforts. W.R.V.S. members receive a basic training in emergency services work and are therefore qualified if they should be required to help.

#### 2. Equipment and Services

##### 2.1 Equipment

Thermot urns; Soyer boilers; Insulated containers;  
Clothing; Blankets; Layettees etc for babies;

All the above can be supplied in quantity.

W.R.V.S. vehicles are available both for transporting emergency supplies and to act as a control point for W.R.V.S. work.

##### 2.2 Services

W.R.V.S. can set up and man rest centres, organise and staff emergency feeding centres (cooking if needed), man enquiry points and information centres, centres for distribution of clothing.

#### 3. Identification

W.R.V.S. members wear a distinctive green and red uniform. In an emergency members will wear a Day-Glo orange tabard. Leaders will have a Team Leader label on the left breast.

Vehicles will have a white lamp marked with red "W.R.V.S." on the roof whilst stationary.

The W.R.V.S. member in charge of the organisation at the scene of the incident will make herself known to the officer in charge at the said incident.

4. Support

W.R.V.S. are not dependent on the support of any organisation. They are themselves very much a support service and are prepared to give such support to anyone else working at the scene of an incident.

5. Response Time

During office hours W.R.V.S. could supply a presence with skeleton aid arrangements in approximately one hour. Depending on the assistance required, a full build-up would take about two hours or more (for clothing, etc). At weekends and during the night the call-out time for a skeleton presence would be approximately two hours.

6. Contacts

Mrs Goodenday City of London Organiser	Home 01-346-5634 Office 01-606-3030 Ext 2636
Mrs Wilkinson Regional Emergency Services	Home Watford 46991 Office 01-837-8222
Mrs Becke Regional Administrator	Home 01-874-9053 Office 01-837-8222

7. Emergency Call-out

As above and in addition:

Miss Hutcheson Regional Organiser	Home 01-794-3333 Office 01-837-8222
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WOMEN'S TRANSPORT SERVICE (F.A.N.Y.)1. Aim

The First Aid Nursing Yeomanry formed in 1907 has the proud distinction of being the Women's Voluntary Organisation with the longest record of unbroken service. Our aim is to provide a trained and disciplined body of women to be ready at any time in Peace or War to give help where needed. This has progressed from Ambulance Driving and Nursing in the 1914-18 War to service with the Auxiliary Territorial Service, Special Operations Executive and British Red Cross Society and a Polish Unit in Scotland, which were our major commitments in the 1939-45 War. Our primary aim today is to provide a communications service both technical and linguistic of a kind not provided by any other voluntary organisation.

2. Equipment and Services

- A transit bus, equipped with a telescopic mast; which carries a team of eight Radio Telephone Operators using Pye Cambridge sets, capable of maintaining a "radio net" between the incident, police station and the designated hospitals.
- Radio Telephone Operators trained to work on documentation in the Casualty Bureau.
- Some of the operators in a) and b) are competent linguists. Other linguists would be available if needed to report to hospitals and First Aid posts.

3. Identification

A green transit bus with "Women's Transport Service (F.A.N.Y.) Communications Unit" painted on both sides. Team members wear green jerseys and slacks with a 'F.A.N.Y.' flash on both shoulders.

4. Support

The team is self-sufficient.

5. Response time

Within one hour.

6. Appointed officers

Adjutant, Mrs J. WILSON	)	Women's Transport Service
or	)	Duke of York's H.Q.,
R.T. Officer, Mrs P. SCHOONHOVEN	)	Chelsea, London, SW3 4RX
	)	(01-730-2058 Office hours

7. Telephone numbers

Headquarters - as above

Emergency call-out - Mrs Heath 01-736-5875  
Mrs Cleary 01-310-0266



10/1/70

NATIONAL VOLUNTARY CIVIL AID SERVICE incorporating  
THE GREATER LONDON VOLUNTARY CIVIL AID SERVICE

1. Aim

The NVCAS is a voluntary organisation formed after the disbandment of the Civil Defence Corps and Auxiliary Fire Service. The aim is to assist in any way required at a major incident, emergency or disaster. The incident is looked at from the point of view of the persons affected, to decide whether it is an emergency; therefore an emergency to NVCAS need not be an emergency to any other authority.

2. Equipment and Services

The following list shows some of the tasks which our members can undertake. We can also supply ambulances, field cookers, field telephones and radio (to a limited extent), as well as other equipment.

Tasks;	First Aid	Emergency Feeding
	Communications	Rescue
	Welfare	Information Centre operation
	Control centre operation	Signals Centre operation

3. Identification

Identification depends on the extent of pre-incident consultations between all the services. For example, in the Thames Valley Police area, the Civil Aid Commander will wear an orange tabard with the words "Civil Aid Commander" thereon and the control vehicle will be one of the only six command vehicles allowed at the inner rendezvous (control point). Members usually wear battle dress, boiler suits or arm bands, all blue in colour.

4. Support of other services

It is realised that in certain parts of the Country, the regular services will usually be sufficient. Our aim would be to support these services and fill the gaps for which no personnel are available. The London Region V.C.A.S. comprises 16 units, spread fairly evenly.

The N.V.C.A.S. is moving away from the idea that the unit in the immediate area is the only one on which the authorities can call. Civil Aid is a national organisation and we expect to operate as one. If you call the local unit, they will arrange their own reliefs from other units and call in additional units if necessary. In this way, if an emergency in the City of London proceeds for over, say 24 hours, it would be quite possible to find that the Cardiff unit will be working there. In addition, all units called are either insured through the NVCAS scheme or otherwise.

5. Response

Being entirely voluntary, this varies, being at its best at night and week-ends and worst during working hours. A 24 hour call-out scheme is operated and the office making the initial move is permanently manned.

6. Contact

Mr. R. MEADS,  
 Hon. General Secretary,  
 12 Wilton Place,  
 Southsea,  
 Portsmouth, Hants.

Tel: Portsmouth 812540

7. Telephone Numbers

Organisations that are participating in the N.V.C.A.S. Scheme have supplied their telephone numbers to the Honorary General Secretary and can be obtained from him.

THE INSTITUTE OF CIVIL DEFENCE.

The Institute of Civil Defence is the oldest independent, professional, technical and educational body connected with civil defence in all its phases and aspects in the world, having been formed as the Air Raid Protection Institute in 1938. In 1973 it became a registered charity and its re-defined aims include the education of its members and the public in measures to mitigate the effects on civilian populations of enemy attack, war-time or peace-time disasters and emergencies irrespective of their cause and to the subsequent care and relief of those who suffer in consequence of such disasters. Through its Special Fund the Institute has power to make practical contributions to relieve distress caused by disaster.

A quarterly journal is published devoted entirely to promoting the aims of Civil Defence and the objects of the Institute. It is supplied to all members and is available by subscription. It circulates in 38 overseas countries and within many organisations in the United Kingdom including Ministries, Police, Fire and Industrial organisations. It is the only Journal of its kind published in UK. A technical library is available to members.

Promotion to the senior grade of Fellow is solely by examination. Three annual competitions with medals accompanied by prize, are held, two are for original theses and one for the best work published or produced within the competition year.

The closest possible liaison is maintained with other bodies be they official professional or voluntary working in the same or related fields.

By means of its Branches and Groups educational meetings and visits are held and promoted.

The address of the Institute is:

The Institute of Civil Defence,  
 P.O. Box 229,  
 3, Little Montague Court,  
 London, E.C.1.

THE CHURCH ARMY1. Aims

The Church Army is a Society of the Church of England that seeks to proclaim the Gospel by word and deed through its widespread Evangelical and Social Welfare activities.

2. Equipment and services

The Church Army is able to offer support to other services after an incident especially in respect of homeless persons. Emergency accommodation may be possible in our London Hostels and more permanent accommodation through our Housing Society. Accommodation in Hostels can also be arranged for relatives who may have to travel long distances to visit their kin in hospital.

Bedding and clothing are available in various quantities to back up other services.

3. Appointed officer

Captain D. WOODHOUSE,  
185, Marylebone Road,  
London, NW1 (01-262-3211)

4. Telephone numbers

Captain D. WOODHOUSE or CAPTAIN F. SMITH,  
Church Army,  
185, Marylebone Road, London, NW1 (01-262-3211 0900-1700 MON-FRI)  
Emergency Hostel, (01-262-3818 Other times)  
1, Cosway Street,  
London, NW1

ST. JOHN AMBULANCE1. Aims

St. John Ambulance which is a foundation of the Order of St. John, provides training in First Aid and Home Nursing to many of the statutory bodies; industry and the general public. Other allied subjects are also taught. The uniformed side, known as the St. John Ambulance Brigade has at its disposal in London alone some 10,000 voluntary members who give annually around half a million hours of duty. At the majority of places where crowds gather in London, St. John members are on duty, e.g. Royal Weddings, Trooping the Colour, Lord Mayor's Show and Political Demonstrations. Some members are trained as Air Attendants to accompany patients travelling by air to all parts of the world.

2. Services and Equipment

At a major incident, large mobile first aid units, ambulances - all equipped with radio with personnel including doctors and trained nurses are available.

3. Support of other Services

St. John Ambulance work with the London Ambulance Service and have a radio link between the two organisations. Our control unit would be adjacent to the LAS Control Unit. In addition we closely liaise with the Police.

4. Identification

If personnel were not in their uniforms, they would wear a fluorescent red jacket with a large St. John Cross back and front.

5. Response Time

St. John Ambulance personnel could be present at an incident within one hour of notification.

6. Planning

Operational planning and direction in London District is undertaken by:

Deputy Commissioner Derek FENTON, M.B.E.,  
St. John Ambulance Brigade,  
London (Prince of Wales's) District,  
29, Weymouth Street,  
London, W1N 4DR (01-580-6762)

7. Telephone numbers

Calls for assistance should be made to:-

0900 - 1700 MON - FRI 01-580-6762

Other times - Mr. Fenton -01-578-2565

or Mr. Mulligan - 0277 213261

**END**