

# Brackmills Industrial Estate, Northampton

## Incident Response Plan Or “Operation Windmill”

**JUNE 2018**



THIS PLAN IS AVAILABLE ON THE **INCIDENT SECTION (ORANGE SECTION)** OF THE BIEL WEBSITE – [www.brackmillsindustrialestate.co.uk](http://www.brackmillsindustrialestate.co.uk)

**IF YOU HAVE BEEN NOTIFIED THAT OPERATION WINDMILL HAS BEEN INVOKED AND YOU HAVE NOT READ THIS PLAN – PLEASE GO STRAIGHT TO SECTION 5.**



Northamptonshire  
Enterprise Limited



Northamptonshire  
County Council

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## **SECTION 1 Introduction**

This plan has been produced to support action that can be taken before, and action that can be taken on activation of the plan once an incident has occurred.

Fundamental to successful control and co-ordination of these incidents will be the liaison between all responding agencies and the companies on the estate.

Inter agency and estate co-operation will be essential in bringing the event to an early conclusion and limiting the effect on the normal working on the estate. Northamptonshire County Council Emergency Planning Team and the Emergency Services will respond at the tactical level and have in place a means of communication between the lead responding agency and the companies involved on the estate.

There may be initial needs by the responding agencies in terms of

- Local knowledge
- Identification of potential hazards
- Assets which may be of use including people to support the cordons
- Appropriate venues from which to coordinate the multi-agency response

In general the police will be the lead agency until such time as it is identified that another agency is better placed to fulfil this role

### **Brackmills Estate BID Team**

Brackmills Industrial Estate BID team are available Monday – Friday, 9am – 5pm (Not Bank Holidays) to help provide information to businesses and the response agencies; however this information is also available in the Incident Section of the BID website, available to all businesses 24 hours per day.

### 6.1 Traffic management

The Emergency responders will be required to work with businesses to identify what restrictions there are in place in managing the incident and if prolonged, how traffic can be managed around the estate to increase access to parts which at present are restricted.

Options:

- Re- routing of fire hoses and equipment
- Providing limited timed access to certain premises if safe
- Identifying any events / large scale movements of vehicles that are likely to take place and managing this accordingly (e.g. car auction etc)
- Identifying lorry storage facilities with appropriate toilet and food accessibility to reduce the risk of the surrounding roads (A45 / M1) etc being affected
- Staffing road access points to determine which deliveries are allowed into certain areas of the estate to allow business as usual for those not affected whilst at the same time redirecting those affected away from the area

### 6.2 Warning and informing

There will be a need for timely and accurate information to be passed to those affected and a multi agency response may be required involving the lead responding agencies, Northampton Borough Council / County Council, the estate companies, utilities and any other agency involved depending on the nature of the incident.

Options

- The Brackmills Industrial Estate BID website has an Incident Section with all plans and useful contact information. It is recommended businesses have multiple contacts and user names so can access this information.
- If the BID team is notified of an incident between the hours of 9am – 5pm, Monday to Friday (Not Bank Holidays), an Incident News e-bulletin will be issued to business primary contacts, with an instruction to visit the BID website for updated information.

## SECTION 3 – WHAT CAN I DO TO PREPARE MY BUSINESS PRIOR TO AN INCIDENT TAKING PLACE

Please take a moment to answer the following questions about your current Business Continuity plans:

Question	Yes / No
Have you an agreed alternative location for your staff to assemble if they are unable to get onto the estate at any time of the day?	
Have you an agreed alternative location for your staff to assemble if they are unable to get onto the estate at any time of the day?	
Have you identified a "buddy" location you could go to, to make use of their facilities in contacting those identified in (2)?	
If you have to vacate your premises in a hurry, have you identified what information / equipment you and your staff would want to take with you in order to minimise any business continuity you may experience – that would include customer and supplier details as well as contact details of your staff?	
Do the staff know what to do if they hear on the local radio or other media that the estate or the part affecting your premises is cordoned off?	
Have any of the staff got children at the nursery on the estate and how would they collect those children if they can't get to the premises?	
Have you got a safe close down procedure if you had to vacate the premises so that when you left it was safe and resumption would be as quick as possible after returning? This should include the switching off of electricity and gas.	
Can you set up a suitable process away from your premises in order to operate as best you could in the circumstances of being refused access to your premises for 24 hours or longer?	
Have you identified any security issues that might be relevant if you had to vacate the premises in a hurry and the appropriate solution to them?	
Have you identified what you would do with your staff if they can not get into the premises? (sent home, sent to alternative premises etc)	
If you rely on lorry deliveries, have you identified where those lorries can be parked if access to the estate is denied pending a return to your premises?	
Have you identified a way of prioritising those lorries if a small number are allowed access whilst other parts of the estate are still cordoned off?	

Have you got a method of informing the Fire and Rescue service of any additional and relevant hazards that you may have on the premises that they are not already aware of?	
Do you have details of your insurance with you off site in case they are required and you cannot access the site?	
Do you know what you insurance covers you in relation to lost production?	

Northamptonshire Fire, will also ask the following questions so companies may wish to have this information available where possible.

Anyone still inside building	Location, Age, Name
Where did the incident start	What's involved
Location of any hazards	Flammables, Pits, Voids, LISP's and restricted areas
Location of services (gas/electricity)	Isolated
Location & type of any cylinders	Type, Quantity, Contents, Size
Location of any asbestos	Asbestos Register
What process do you use	Hazards involved, isolated
Is there a site information pack	Site plan, contact details, salvage plan

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If you would like more information on the preparation of a Fire safety and emergencies – please view Northamptonshire County Council's website

[http://www3.northamptonshire.gov.uk/councilservices/fire-safety-and-emergencies/Pages/default.aspx#\\_ga=2.120403400.1550982333.1497617490-310958034.1497617490](http://www3.northamptonshire.gov.uk/councilservices/fire-safety-and-emergencies/Pages/default.aspx#_ga=2.120403400.1550982333.1497617490-310958034.1497617490)



## SECTION 4 - AN INCIDENT HAS OCCURED ON THE ESTATE – HOW WILL THIS BE DECLARED?

The Emergency agencies responding to a major incident will work to the following common strategic goals. This describes what they are collectively trying to achieve and forms the generic strategy that all organisations should be seeking to achieve.

- Saving and protecting life
- Containing the emergency - limiting its escalation or spread
- Relieving suffering
- Protecting property
- Providing the public with information
- Maintaining critical services
- Maintaining normal services at an appropriate level
- Protecting the health and safety of personnel
- Safeguarding the environment
- Facilitating investigations and inquiries
- Promoting self-help and recovery
- Restoring normal services as soon as possible
- Facilitate recovery of the community and environment
- Evaluating the response and identifying lessons to be learned

### DECLARATION

“Operation Windmill” can be declared if Emergency Services or member of the BID team if it is believed the activation of the plan will meet any of the criteria laid out above.

### WHO CAN DECLARE

- Brackmills Industrial Estate Ltd
- Emergency Services

### DECLARATION ACTIVATION PROCESS

When one of the parties has requested the activation of Operation Windmill, liaison will then be held with the lead responding agencies to determine whether to activate depending on the circumstances which include time of day, likely duration of the incident and the effect it is or potentially will have on the estate.

There are three types of declarations:

**STAND BY** A situation or threat which may imminently lead to the declaration of an incident.

**MAJOR INCIDENT** An incident has occurred which meets the definition of a major incident and requires an estate response.

**STAND DOWN** The situation has stabilised to a stage where an incident response is no longer required or likely to be required

On receipt of a “standby” notification companies must take any steps they deem appropriate to ensure their readiness to respond to a full declaration should it occur.

Where an incident occurs with little or no warning it may be that there is no opportunity for a ‘Stand By’ declaration and it is immediately considered a major incident.

## **WHO WILL BE NOTIFIED?**

Where an incident is declared then the accompanying notification should include the following information (if possible)

- Who by
- An overview of the incident
- Incident location and access routes
- What is required by the responders from the estate if anything
- If estate action is required, then
  - o At what location
  - o In what capacity
  - o In what timescale
  - o Whether any specific skills or equipment is required
- Where will be the locations for the Public Information Points

## **WARNING AND INFORMING**

There is no one way to warn and keep companies involved and/or informed of the incident and therefore the options available at the time may include:

1. Incident News E-Bulletin
2. industrial estate website – [www.brackmillsindustrialestate.co.uk](http://www.brackmillsindustrialestate.co.uk) Incident Section
3. Public Information Points
4. Northants Fire and Rescue community outreach vehicle for texting
5. BBC and other local radios
6. BID Social Media accounts on Facebook and Twitter



## **SECTION 5 – AS A BUSINESS WHAT CAN WE DO WHEN WE RECEIVE NOTIFICATION THAT AN INCIDENT HAS TAKEN PLACE?**

Once Operation Windmill has been invoked and businesses have been notified – affected businesses are requested to contact the Emergencies in the first instance or one of the numbers listed in the Useful contacts page in Section 6.

The Incident Log may also be a simple way to record information about the incident and impacts on your businesses so this can be passed to the lead responders and other agencies for a quick reference on your businesses' status.

## SECTION 6 – USEFUL INCIDENT CONTACTS

**IN AN EMERGENCY DO NOT DELAY IN CALLING THE 999.**

**IF INCIDENTS OCCUR OUTSIDE OF WORKING HOURS, THE CONTACTS BELOW MAY NOT BE AVAILABLE. IN THAT INSTANCE THE LEAD EMERGENCY SERVICES RESPONDENT WILL BE THE KEY CONTACT FOR ALL ENQUIRIES.**

Organisation	Name	Telephone	Email
Brackmills BID Executive Chair	Sara Homer	07891 016896	<a href="mailto:Sara.homer@brackmillsestate.co.uk">Sara.homer@brackmillsestate.co.uk</a>
Brackmills BID Project Manager	Chris Barker	07875 275688	Chris.barker@brackmillsestate.co.uk
PFBB BID Support Team	Office Team	01604 837766	enquiries@brackmillsestate.co.uk
Highways Agency	Highways Agency	0300 123 5000	<a href="http://www.highways.gov.uk">www.highways.gov.uk</a>
Environment Agency Flood Line	Flood Line	03459 881188	<a href="https://www.gov.uk/check-if-youre-at-risk-of-flooding">https://www.gov.uk/check-if-youre-at-risk-of-flooding</a>
Anglian Water		03457 145 145	<a href="http://www.anglianwater.co.uk/your-area/">http://www.anglianwater.co.uk/your-area/</a>
Western Power Distribution		0800 6783 105	<a href="http://www.westernpower.co.uk/Power-outages.aspx">http://www.westernpower.co.uk/Power-outages.aspx</a>
Countywide Travellers Unit		01604 366234	<a href="mailto:ctu@northamptonshire.gov.uk">ctu@northamptonshire.gov.uk</a>
Cycle Connect		01604 372014	<a href="http://www.cycleconnect.co.uk">www.cycleconnect.co.uk</a>
Hotels	Holiday Inn Marriott Express Holiday Inn Hilton Camponile Park Inn Travelodge Ibis	0870 400 7214 01604 768700 0871 902 1627 0333 253 9572 01604 662599 01604 739988 0871 984 6451 01604 608900	
Power Generators	Abird Kettering Generator Power Aggreko	01536 512715 07815 806721 0845 5550101	
Electricians	GM Lawrence	01604 582077	
Portable Toilets	In Site	01604 494141	<a href="http://www.insiteloos.co.uk">www.insiteloos.co.uk</a>
Taxi Companies	A2B Bounds A1 Empire Mayfair	01604 638638 01604 626262 01604 622222 01604 232222 01604 631111	

# INCIDENT LOG

PLEASE TAKE A MOMENT TO COMPLETE THE FOLLOWING FORM AND EMAIL OR DROP OFF TO THE PUBLIC INFORMATION OR EMAIL PROVIDED

<b>Single Point of Contact for Today</b>		<b>Business Location</b>	
<b>Business Name</b>		<b>Zone Colour</b>	
<b>Telephone Number</b>		<b>Building Number</b>	
<b>Email address</b>			
<b>Time Completed</b>		<b>Date Completed</b>	

**Are any of your staff affected by incidents, if so how?**

**Are any of your deliveries affected by incident, if so how?**

**Are there any other issues that are affecting your organisation in the immediate / next 24-hour period?**





## **BIEL INCIDENT NOTIFICATION (DATE AND TIME)**

**All wording to be Arial Font 12**

**Please insert correct contact details for Key communications persons for BIEL for the incident**

**Brackmills Industrial Estate Ltd**  
c/o John Lewis Partnership, 1-2 Mercury Drive  
Brackmills Industrial Estate, Northampton NN4 7PN

**Tel:** 07875 275 688  
**Email:** [chris.barker@brackmillsestate.co.uk](mailto:chris.barker@brackmillsestate.co.uk)  
**[www.brackmillsindustrialestate.co.uk](http://www.brackmillsindustrialestate.co.uk)**