

APPENDIX A

Leighton Buzzard Market Critical Incident Policy 2019

Introduction

The Council has the right to close or cancel the market at short notice and at their absolute discretion if they consider this to be necessary on the grounds of public safety. This includes, and is not exhaustive, “acts of God”, terrorism, flood, unexpected highway maintenance and fire incidents in the High Street, etc.

The Council needs to be confident that all responsibilities and liabilities are managed reasonably.

In making the decision to operate alternative trading arrangements, cancel or close the market, the Council’s approach is to:

- Ensure that safety is of paramount importance for the public, traders and Council employees.
- Ensure that decisions for the market are managed in a consistent manner.
- Enable as many traders as practically possible to have the choice to trade.
- Notify traders of the decision to operate alternative trading arrangements or cancel “in advance” by 48 hours, thus allowing traders to make alternative arrangements.
- If the decision to close has been made on the day, all traders to cease trading at the earliest with no exceptions.
- Undertake the management of the market with due diligence upkeeping the Council’s responsibilities and liabilities working reasonably within legislative and the Insurer’s, advisory parameters.

Payment schedule

On such occasions that the Council initiates critical incident procedures or to close the market on the day, the trading fees for that day will be reduced/waivered – the amount depending on circumstances. If the decision is made to close the market within 48 hours’ notice, no fee will be charged. The same would apply should a representative or the emergency services take an action or makes a decision that impacts on the ability of the market to continue operating.

Adherence to Council Policy

Whilst the Council will implement its critical incident procedures, a minority of traders may place their business needs above the welfare of themselves, their staff and those within the High Street. If a trader ignores the instruction of the Council or from the

emergency services, e.g. Police, Army or Health Authority, in relation to a critical incident, the Council will have no alternative but to initiate the use of the Market Trader Disciplinary Procedure.

Procedures

Incidents & Emergencies

In the event of an incident or emergency taking place, an emergency liaison team (ELT) should form, consisting of;

- Market Manager,
- Market Porter,
- If present – representative of the emergency services (e.g. Police, NHS, Fire Service, Army, Local Authority)
- Leighton-Linslade Town Council's Health and safety Advisor

The ELT should meet where the Market Noticeboard is placed next to the entrance to Pizza Express (Old Fire Station), away from members of the public.

In the event of the information point being unsafe or impracticable, the ELT should arrange to meet in a safe place where the market control can be re-established, preferably away from the public.

Major Incidents

A major incident is defined as one which requires the implementation of special arrangements by one or more of the emergency services; the NHS or the Local Authority.

In the event of a major incident being declared, the ELT may summons the assistance of any members of available staff to assist with the incident.

The ELT will take direction from the agency that has primacy for the incident and make all resources available to them.

In the event of any incident, the Market Manager or their representative will when practicably possible, alert a member of the senior management team of Leighton-Linslade Town Council and the health and safety advisor of Leighton-Linslade Town Council.

Fire within the site

In the event of a member of staff discovering, or being made aware of a fire, they must;

Raise the alarm by calling 999 and requesting the assistance of the Fire Service

and

Inform the Market Manager or their representative, so announcements can be made.

Assist in the evacuation of members of the public and staff in the vicinity of the fire

Assist with clearing an egress route for emergency services vehicles.

The caller should ensure the following information is given to the fire brigade;

- Venue & Location of Fire
- Access to the site is from Lake Street
- There is a large scale / market event taking place at the site

The Market Manager or their representative will meet the fire vehicles upon their arrival on site and provide further information regarding the incident to the senior fire officer.

All members of staff and traders should assemble at the assembly point outside Stratton's Butchers and await further instruction.

Discovery of a Suspicious Package

Should a member of staff discover or be made aware of a suspicious package, they must alert the Market Manager or their representative by the quickest possible means without causing undue alarm. If calling by radio or by mobile phone, this should be done no less than 20m from the package, and out of earshot of members of the public.

One person from the market team should keep watch from a safe distance on the package, ensuring no persons tamper with or try to gain access to the package.

If appropriate, the area around the package should be isolated and staff and public evacuated from the area;

- Rucksack sized devices & smaller – 100m
- Suitcase up to car sized devices – 200m
- Car to Van sized devices – 400m

The area into which people are being evacuated should be checked for secondary suspicious devices prior to evacuation.

The Market Manager or their representative should contact Bedfordshire Police and relay all of the information, which is available to them at the time.

The Police will take control of the incident upon arrival at site, and resources should be made available to support this.

Nobody should return onto site until the Police give the all clear to the Market Manager or their representative.

Cleansing Issues

All cleansing issues should be reported to the Market manager or their representative.

Hazard tape and emergency supplies are available from the Market lock-up (Bell Alley) should they be required.

Missing Persons

Any member of staff or trader who encounters or is presented with a lost child / vulnerable adult should inform the Market Manager or their representative, immediately with the following information;

- Name
- Age
- Description & Clothing items

The Market Manager or their representative shall meet the lost child / person at the place they have been found and remain there until the parent/guardian/carer has been located.

Messages should not be broadcast and messages via mobile radio system between staff regarding lost children should be made away from earshot of the public.

For situations where an adult has lost their child, a name and description of the child should be circulated to all members of staff as quickly as possible.

If a child / vulnerable has remained missing for more that 10 minutes, the Market Manager or their representative, must call 999 and report the missing person to the Police requesting their assistance.

All other incidents

All other incidents should be reported to the Market Manager or their representative who will deal with the incident, utilising staff accordingly.

Any incident, which has the potential for media interest, will be passed onto senior management at Leighton-Linslade Town Council at the earliest opportunity.

No members of staff should speak to the media regarding any incidents.

Market Closure

The Market manager or their representative has the authority to cancel or close the market if a critical incident occurs. The decision must be made with due consideration



and when possible with the agreement of senior management of Leighton-Linslade Town Council.

In the event of a decision to cancel or close the event, the following steps are to be taken;

- Local media to be made aware of the decision to cancel .
- Website, Facebook & Twitter to be updated with the information regarding cancellation / closure.

Pre-scripted Announcements

Partial Evacuation

Ladies & Gentlemen, Due to circumstances beyond our control it has become necessary to evacuate (INSERT EVACUATION AREA). At this time the rest of the market is still operational. Please move away from (INSERT EVACUATION AREA) and continue with your visit elsewhere at the market.

Full Evacuation

Ladies & Gentlemen, due to circumstances beyond our control it has become necessary to evacuate Leighton Buzzard High Street. Please make your way to the nearest exit as quickly and as safely as possible following directions from members of staff.

Closure of Market

Ladies & Gentlemen, due to circumstances beyond our control, and due to an ongoing incident, it has been decided to cancel the remaining portion of today's market. Thank you for your assistance and cooperation.

Post Incident Recording

As soon as is practically possible, the Market Manager or their representative, record the facts of the incident – to include photographs taken, documents/instructions provided by emergency services.