

- p) Pass any media linked issues to the Incident Manager
- q) Re-assess the situation
- r) Update the DMAT / Consultant Duty Manager/Incident Leader

14.3.7 Incident Manager

The Incident Manager will assess the situation from the information received from the Incident Leader or Leaders. The Manager will form an Area Incident Team with staff who are the best to assist him in dealing with the type of incident and the Manager will appraise the Team of the situation.

An Incident Room will be set up and manned by the Area Incident Team.

Tasks will be assigned to the Team and they will liaise with their opposite number in the Project Incident Team(s). Any instructions shall be relayed through the Incident Manager to the Project Incident Team(s).

The Incident Manager will co-ordinate the activities of Project Incident Team(s) and agrees the prioritization of the tasks for the Project Incident Team(s) and subsequently for the contractor(s). The Manager will ensure that the best approach is followed.

The Incident Manager will ensure that adequate alternative service is provided if required during the incident.

The Manager will remain in the office from where the incident is being controlled. It is only in exceptional circumstances that the Manager will leave the office. If this is the case, another member of staff will take the role of the Manager.

The Manager will inform the Head of Section of the incident.

Lines of communication shall be established between the Area Incident Team and the Project Incident Team(s).

The Manager will select the appropriate Incident Plan or Plans which will assist in dealing with the incident.

Any meetings of the Area Incident Team shall be recorded and notes will be circulated. Any media enquiries or requested interviews shall be referred to the Incident Manager if he is in post. Failing that, the DMAT should be informed so that they can deal with the media.

If the incident is likely to last for more than one day and if the Team will be working 24 hours a day, a Rota shall be set in place.

If the Head of Section or the Strategic Manager is not in post he shall be kept informed of the current situation of the incident. The level of incident shall be continually re-assessed.

The Head of Section will be aware of a level 3 or 2 incident but if this senior manager thinks that a higher response is required, this manager can instigate the next level.

- a) Assess the situation
- b) Inform Head of Area/Incident Manager
- c) Establish Area Incident Team with membership appropriate to magnitude and type of incident
- d) Establish an incident room
- e) Set tasks for the Team