

DRAFT

DORSET COUNCIL SUMMER DEMAND PLAN 2022

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1. INTRODUCTION

The summer of 2022 is once more likely to be very busy and Dorset, particularly its coastline areas, is expected to be a popular destination for many holidaymakers, both domestic and foreign.

Whilst we welcome visitors to Dorset, our experience in 2020 & 2021 showed that we can face a number of issues and impacts from an above normal number of visitors.

Our strategic approach is that we should plan appropriately to maximise the opportunities this presents and the minimise the negative impacts. This will require the agreement and support of partners to implement the Summer Demand Plan.

Government Covid-19 restrictions have been removed and travel is permitted in the UK and to many destinations abroad. The ability to travel abroad to holiday destinations will reduce the numbers at UK holiday destinations seen in 2021. However, numbers may still be significantly above 'business as usual' and we need to plan accordingly. We need to ensure that Dorset is a pleasant and safe place for visitors and residents alike.

We will aim to;

- Reassure residents that we have a robust plan in place, managing and minimising any local vs visitor tension
- Protect our natural environment and maximise the opportunities for enhancing people's connection with it
- Maximise the commercial and economic opportunities
- Help keep people safe

The multi-agency Summer Demand Group (SDG) is established to co-ordinate deployable resources, share key intelligence, and provide a joined-up approach to visitor management in conjunction with partner agencies.

The Summer Demand Plan 2022 has been derived from the Dorset Operations Plan 2021. It supports the operation of the Summer Demand Group in delivering services with resilience to cope with additional demand that may be seen during the period. This is especially important with a full season of events planned to take place in our area. It looks to support the integrity of our communities and environment and when appropriate, support the Bronze Command arrangements through the Council's emergency planning and response processes.

As in 2021, a virtual Multi-Agency Control Centre (MACC) provided by Controlled Events Ltd, has been established. This will be operational on agreed dates when visitor numbers can be expected to be high. The MACC will provide essential communications and coordination across services and agencies.

These arrangements are not intended to be an emergency plan or response, but a plan which responds to exceptional demand as part of the 'business as usual' activity of the council and other key partners, across the summer season. They also aim to complement arrangements in the BCP Council area to provide a consistent, well managed response.

2. SCOPE

The scope of this plan includes the Dorset Council area however arrangements exist to ensure good coordination with BCP Council. Dorset is very diverse, from our coastal towns (Weymouth, Swanage, Lyme), market towns and high streets (Dorchester, Wimborne, Shaftesbury, Gillingham, Sherborne and Bridport), open countryside and iconic locations including Durdle Door, Lulworth Cove and Gold Hill for example. The plan sits alongside various normal operating procedures and protocols already in place relating to the management of specific locations.

Dorset Council, Town and Parish Councils have a great deal of experience of destination management at peak times with various management, risk assessments and procedures in place to support this. However, this plan anticipates exceptional circumstances arising from a significant volume of visitors which may present any or all the following challenges;

- exceptionally high footfall and areas of dense population, particularly at peak times
- higher levels of traffic congestion, increased need for vehicular access especially for emergency services
- increased demand for car parks and illegal on street parking when formal settings are closed or full, seafront management issues including water safety, lost children, tents on beaches etc.
- anti-social behaviour and issues of criminality
- exceptional demand at public entertainment events
- media interest and communications management demands
- community tensions arising between residents and visitors.

The objectives for the Plan;

- To reassure residents that we have a robust plan in place
- To maximise the commercial and economic opportunities
- To keep people safe
- To protect our natural environment, maximising the opportunities for people's connection with it, and encouraging both residents and visitors to have a collective sense of environmental responsibility
- To manage and minimise any local vs visitor tension that may arise (e.g., over issues with illegal parking, traffic, wild camping, anti-social behaviour
- Early warning systems - using a multi-agency dataset
- Trigger system and scaled response - informing an early response to risk and management of issues.

We will achieve the objectives through;

- Joint planning – ensuring relevant agencies and departments are working together in the lead up to and through peak periods
- Operational collaboration - co-located operations centre, virtual team approach, joint briefings, and improved staff support
- Effective communication and co-ordination – connected front line operations, real-time information sharing and co-ordination/tasking of resources
- Management of risk and impact – intelligence led, prioritised, and targeted response
- Flexible and agile approach, able to respond to varying demands over a prolonged period.
- Communications which place an emphasis on a balanced approach to key messaging and targeted audience groups
- Managing reputational risks and promoting our place
- Keeping communities informed
- Elected Member briefings and established communications including the weekly e-newsletter.

3. GOVERNANCE

The Summer Demand Group is comprised of representatives from key council services, coastal town councils and Dorset Police, the purpose of this group is to deliver the aims and objectives of the plan.

Meetings will be held each week (Tuesday 1400) by Teams when the Summer Demand Calendar is rated Amber/Red usually for a forthcoming weekend or Bank Holiday from April to September.

The Chair of the SDG will report as appropriate to the Lead Member for Recovery (Cllr Noc Lacey-Clarke) and Place Board.

The Safety Advisory Group consists of multi-agency partners and provides the opportunity for engagement and awareness. The Chair of the Safety Advisory Group reports to the Licensing & Community Safety Manager who is a member of the SDG.

4. COMMAND & CONTROL

Each of the council departments in the Summer Demand Group have established structures and processes that will be in operation throughout peak periods. An SDG Duty Officer rota will be in place to provide support for the SDG, MACC, council services and emergency planning response including the Silver Officer on duty.

Should a situation escalate as per the agreed trigger system, requiring wider support from partners or the Council, the Emergency Planning Duty Officer, the Council's normal emergency planning command structure silver and gold (non-COVID-19) will be alerted and engaged (activation of TCG and SCG).

The following information provides details on the key responsibilities for each role within this plan:

Level 3 – Gold - Strategic Management as part of the Council's standard Emergency planning procedures

Level 2 – Silver - Tactical Management - as part of the Council's standard Emergency planning procedures

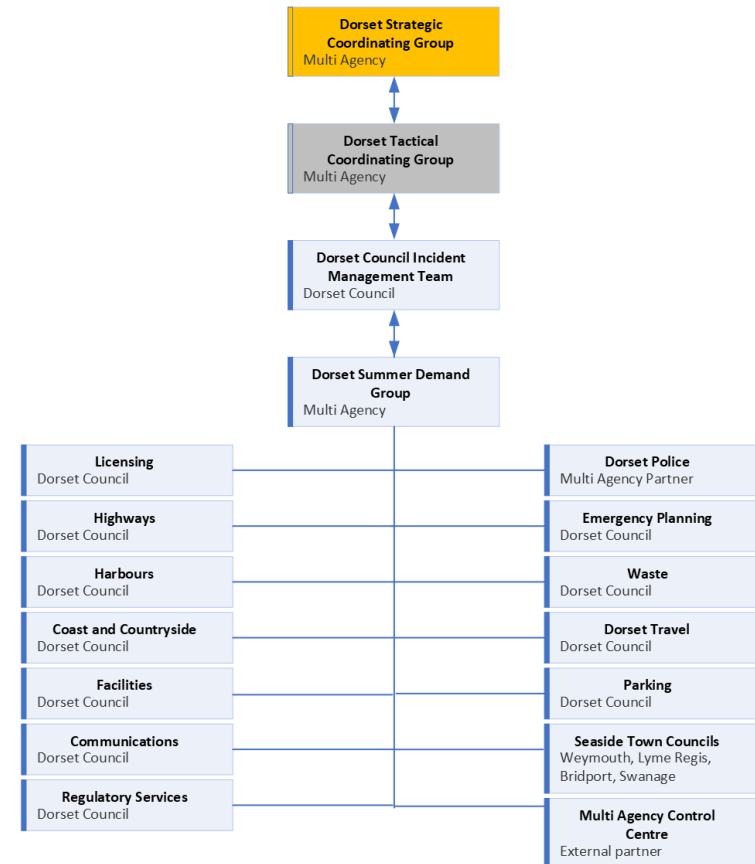
Level 1 – Bronze - Operational Management

- To provide additional operational management and coordination during peak periods (usually weekends)
- To identify when increased staffing levels may be required using the trigger process
- To monitor the logs of incidents and to manage the response to this, feeding up to level 2 – Tactical Management, where required.

Defining the Role and Responsibility

It is important to recognise that the 'Bronze - Operational Management' is separate from the Dorset Council's Bronze Command emergency planning structure. For the purpose of this plan the SDG will support the day-to-day activity of services who are dealing with increases in business-as-usual activity.

If an emergency situation is called then the SDG is likely to be assigned to support the Bronze Command as part of Council's normal emergency planning procedures and response.



5. KEY DATES & ACTIVITY

Holiday Dates

3 May - Early May Bank Holiday
31 May - Spring Bank Holiday
31 May to 4 June - Summer half-term holiday
26 July to 1 September - School summer holidays
30 August - Summer Bank Holiday

Key Event Dates

2 to 5 June	Platinum Jubilee Celebrations – County wide
10 to 12 June	Wimborne Folk Festival
24 to 26 June	Tankfest – Bovington Tank Museum
28 to 31 July	Camp Bestival Festival, Lulworth Castle
30 July to 6 Aug	Swanage Carnival Week
6 to 13 August	Lyme Regis Regatta and Carnival Week
25 to 29 August	Great Dorset Steam Fair
10 September	Tour of Britain Stage 7
18 Sept	Ironman 70.3 Weymouth (and south Dorset)

Holiday dates and key event dates, together with other information, have been used to RAG rate the SDG Summer Calendar. The RAG ratings will help direct the deployment of resources. The calendar is a live document and subject to change however the calendar as of 1 May 2022 is attached as Appendix 1. The live version is held on the SDG Teams site and available on request to the Dorset Council Safety Advisory Group. The updated list of events notified to the Safety Advisory Group is also available - sag@dorsetcouncil.gov.uk

6. SUMMER DEMAND GROUP

The Summer Demand Group will be managed within the Council's management framework with council officers being responsible for the application and adherence to corporate policies, procedures, regulatory and legislative requirements. It will meet virtually by Microsoft Teams preceding a red rated calendar period and during continued red rated periods.

Core Membership

Communications Dorset Police Dorset Travel Emergency Planning Facilities	Greenspace Highways Harbours Leisure & Greenspace Multi-Agency Command Centre Parking	Regulatory Services Safety Advisory Group Tourism Town Councils Waste Services
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Additional agencies/services will be invited to join dependent upon any specific circumstances.

Role

The main role of the group is to manage and deliver this plan through;

- coordination of council services (& with partner agencies) to meet the additional demands from high visitor numbers
- management and review of issues and incidents that do not require an emergency service response but are above the normal levels of business as usual
- assessment of the need for additional resources to support operational delivery during high demand
- monitoring and logging of issues, incidents and trends recording key data and supplying information to inform future planning
- collection and collation of key information to contribute and facilitate horizon scans and assist with identifying potential flash points or areas to have increased monitoring.

Responsibilities

The SDG has specific responsibilities to help manage visitors coming to Dorset in larger numbers again this summer.

a. To liaise with coastal Town Councils & others to manage the effects of higher visitor numbers

- Coastal Town Councils are represented on the SDG to inform the joint delivery of services through periods of high demand
- Key destination operators and agencies will feed-in intelligence, concerns, and potential issues to the SDG who in-turn will provide support to manage the implications of high visitor numbers
- Council services have frontline staff across Dorset to act as point of contact for residents, organisations and businesses which can feed information into the SDG to aid its decision making.

b. To support crowd management and traffic congestion activities

- Additional ASB Patrol Officers (SIA accredited) will be deployed in Weymouth to complement the CSAS Patrol Officers and Dorset Police. They will undertake monitoring and crowd management activities at busy destinations and hotspots
- An increase in the Dorset Council's CCTV operation to cover daytime along with providing temporary CCTV at identified hotspots
- Increase coverage of hotspots by Dorset Council CSAS officers with them being fully integrated into the command arrangements
- Safety Advisory Group warns & informs of larger events so that appropriate actions are taken
- The Dorset Council's Traffic Management & Control (UTMC) system will be used for live information on traffic volumes, journey times, car and coach parking occupancy and crowd information at key locations in Dorset.

c. To ensure a safe environment for residents and visitors

- Dorset Council has engaged the services of Controlled Events to support the SDG in resilience, readiness and communications
- Increased regulatory monitoring and enforcement to cover weekends and evenings to protect public safety especially in licensed premises in conjunction with Dorset Police
- Increased coverage by Dorset Council CSAS Patrol Officers/ASB Patrol Officers in busy destinations and during weekends and evening periods
- Increased monitoring and enforcement of 'pop-up' camping sites and illegal camping including beaches utilising the Public Spaces Protection Order

d. To increase resource levels as indicated by the trigger point process

- Risk assessment undertaken with mitigation/interventions identified to enable the appropriate resources to be put in place
- Trigger points established which will be implemented in phases when defined levels are reached

e. To monitor the logs of incidents and to manage the response to specific issues and trends

- Dorset Council has engaged the services of Controlled Events to manage the Dorset Council Multi Agency Control Centre (MACC) to support

- the SDG in monitoring incidents and trends, horizon scans and production of Situation Reports which feed into the Tactical Management group.
- Dorset Highways will use telemetry across its network that can remotely measure traffic count via induction loops, journey times via Bluetooth sensors and car park level via induction loops.
 - Key data sets to be used to identify trends, increases in demand of services, how busy locations are and how the transport infrastructure is coping.
 - The SDG has representatives from key services across the Council and can request additional resources to be deployed in certain circumstances.

7. MULTI-AGENCY CONTROL CENTRE

The SDG is supported by Controlled Events who provide the virtual Dorset Council Multi Agency Control Centre (MACC) which is stood up on Amber/Red rated days which usually includes Bank Holidays and weekends through July & August. It can also be asked to stand-up (subject to availability) at other times for example trigger point(s) being reached or a major incident occurring where MACC support would be desirable.

The MACC has been established to maintain county wide situational awareness from council departments, suppliers, and partners; coordinate operational resources in support of established on-call structures; and maintain an accurate and timely audit trail of issues, decisions, actions and supporting rationale. The MACC will rely on the daily ongoing analysis of live data sets (traffic volumes, journey times, car and coach parking occupancy and crowd information at key locations); a projected busy period (advanced accommodation booked, weather forecast predicting hot spell or heatwave) or a known (planned) event to determine its activation. This information will also inform the operational deployment of staff, contingencies to areas of pressure.

A Resource Form is sent each week to key departments who will complete contact details of Duty Officers and resourcing for the period that the command centre is operational. Controlled Events issue a Deployment Plan every Thursday to all relevant officers and agencies that has the rota and contact details for the Command Centre and other duty officers.

8. ROLES & RESPONSIBILITIES

The Chair of the SDG represents Dorset Council in the capacity of operational coordinator of the Summer Demand Plan focussed services and the integration of other key partner agencies such as Dorset Police and Controlled Events.

The main function of the chair is to facilitate the coordination of the resources of the key departments identified in the Plan, to ensure continuity of the delivery of Council services during periods of high visitor numbers and management of the agreed Trigger Points and the issuing of Alert Levels along with the coordination of the corresponding actions.

When the situation requires, the chair will convene the Summer Demand Group to support the Dorset Council Bronze Command if the Council's normal emergency planning command structure is instigated.

- a. Management of the operational processes of the Summer Delivery Group
- b. Oversight responsibility for the deployment of local authority resources from the key department's activity during operational time
- c. Responsible for the leadership and management of the Summer Demand Group, the virtual meetings and associated operational resources.
- d. Responsible for liaison with other Council services and partner agencies associated with the Plan
- e. Responsible for Controlled Events and the management of recording incidents, situations and actions and reporting of them
- f. Responsible for overseeing the monitoring and coordination of crowd management arrangements
- g. Manage additional budget allocated to summer demand operations

The Deputy Chair of the SDG supports the Chair in the above and will act as Chair when the Chair is absent.

9. INTELLIGENCE & DATA

It is crucial that key data and intelligence is gathered when managing situations that are likely to be greater than 'business as usual', especially if it is on-going over a period, as it enables a clearer picture to be established of where issues are or may arise. Having an advanced indication of likely issues allows people to prepare, respond and often helps with lessening the impact and strain on services/people. Having good intelligence and data will enable the SDG to focus on key locations or situations and allow for improved management, for key issues to be escalated and the directing of

appropriate resources to respond to a situation. Gathering this information over time allows for historic trends to be identified which is useful for preplanning and allows for updating or revising plans/actions.

Some of the key data sources are shown below and form part of the monitoring of activity in Dorset during the summer to identifying localised and county wide issues.

Advance Warning	Historic & Trend Data	Live Intelligence	Human Intelligence
Known events	Town centre footfall	Traffic Flow and congestion data at key locations	Frontline Staff, CSAS Patrol, from the Public, Private and Voluntary Sectors
Met Office Reports	Historic Planned Events - Attendance	Journey times and delays	Police Data
Local tourism and hospitality intel – advanced bookings	Car park capacities and historic trend occupancy	Car park occupancy	Town and Parish Councils
Rail transport timetables and normal capacities of services	Historic tourism visitor trends	Rail transport providers rail usage on key lines	Attractions, Parks and visitor destinations
	Current occupancy rates of accommodation	Local Meteorological data from 10 Weather stations	Emergency services and NHS data and current status

10. TRIGGER POINTS, ALERT LEVELS & ESCALATION

Evidence-based triggers points are essential to determine when to deploy additional resources and/or take preventative action. Trigger points also allow for early warning alerts to be issued to other Council services and partner agencies. This Plan is designed to be implemented in phases when defined trigger points are reached. These phases are updated using Alert Levels which allows for an appropriate, and scaled, response to situations and incidents.

Trigger points have been defined against key criteria to enable the Summer Demand Group to move between levels in a methodical manner (the build-up of activity is linked to a gradual build-up of resources to support the increase in activity) and enables the escalation of resources and alert awareness, in a formal process, to other services and agencies highlighting the current conditions and/or the issues/problems being faced.

It should be noted, a trigger point description (i.e., car park occupancy at xx%) can be for a specific destination or locations. The messaging in relation

to reaching a trigger point must be defined (i.e., Weymouth car parks are at xx% or the journey time at Lyme Regis is twice than expected) so when issue alert levels these can be for specific destinations/locations (i.e., the hotspots). Monitoring of activity against BAU will be on ongoing throughout the day, this will inform operational deployment of staff/resources to areas under pressure. Live intelligence and reporting will help determine resource requirements, the scale of deployment and key locations to intervene.

A forward horizon scanning will be undertaken weekly using key data sets that are available.

Data will be kept under review to ensure integrity of the data and the trigger points while remaining flexible to respond to changes in circumstances. An on-going review of the intelligence and data set information will be undertaken by the SDG to enable appropriate revisions to be made and to capture lessons learnt.

When nearing LEVEL 2, the Chair SDG will be notified by one or more monitoring teams (transport command, CCTV, car parks, frontline key department) to assess current crowd and traffic volumes. Hourly updates should be given when enter amber and red Alert Levels. If necessary, resources will be placed on standby: CSAS, ASB Patrol, security, parking enforcement, traffic enforcement, street services, comms and Police. Notifications/messages will be sent to Council key service leads on duty (Duty rota) and partners to advise of status.

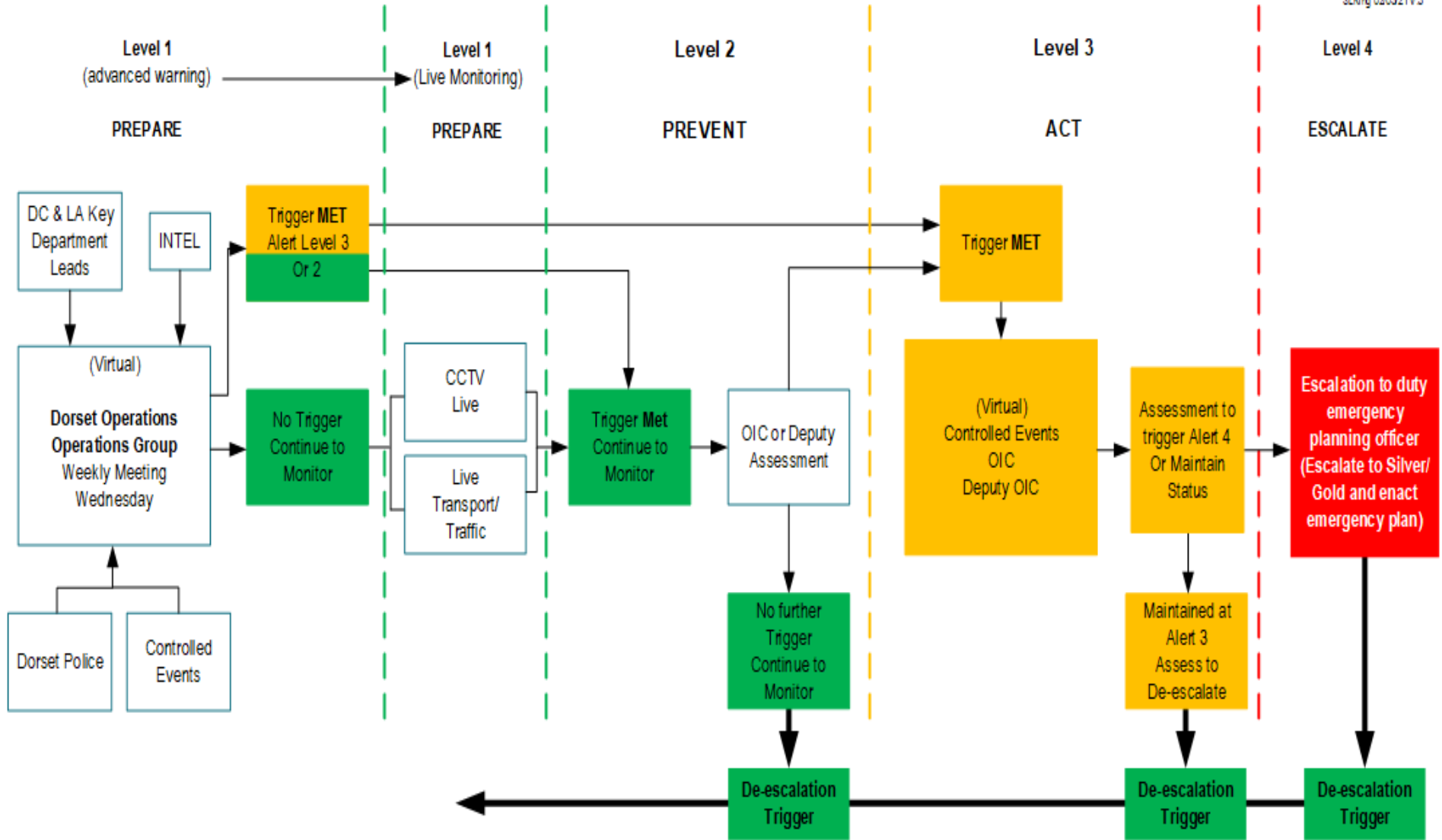
If LEVEL 3 is nearer, the Chair SDG with Controlled Events/MACC will request specific stand-by resources to deploy to focus on identified hotspots and high-density locations.

When LEVEL 3 is activated, Chair SDG will communicate with Controlled Events/MACC the required actions to the Council's key service Operational Duty Leads (frontline supervisors, nominated key department leads etc.) and partner agencies.

When in LEVEL 3, an assessment will be undertaken to see if the level can be maintained or if LEVEL 4 is likely. Escalation to the duty emergency planning officer for consideration whether to escalate to Silver/Gold and enact the emergency plan.

Escalation of Alerts Levels

SLKmg 020921V.3



Note: Dorset Operations Group is the former name for the Summer Demand Group

Trigger Point Example

Trigger Levels		Expectation		
		Car Parks	Incidents	Journey Times
1	<p>Weather forecast for week ahead predicting temperatures on one or more whole days in excess of 22 degrees Celsius and low winds (less than 12-15mph).</p> <p>When car parks reach ~60% occupancy the OIC will be notified to assess current crowd and traffic volumes. If necessary resources will be placed on standby: CSAS, COVID Marshals, security, parking enforcement, traffic enforcement, street services and Police.</p>	BAU Plus Live Monitoring	BAU Plus Live Monitoring	BAU Plus Live Monitoring
2	<p>When car parks reach ~70% occupancy elevate to Level 2 and request specific stand-by resources to deploy to focus on identified hotspots and high density locations</p>	<75% Occupied Green	Minor Delays<15min Green	Normal Expected Green
3	<p>When car parks reach ~75% occupancy elevate to Level 3 and request specific stand-by resources to deploy to focus on identified hotspots and high density locations</p> <p>When car parks at ~85% all remaining stand-by resources to be deployed</p> <p>At ~90% occupancy, the Communications team to use media channels to reinforce traffic information. Hard messaging of car parks full, beach full at early road and rail engagement points</p>	>75% <90 Occupied Amber	Moderate Delays >15 <60 minutes Amber	Twice Expected Amber
4	<p>If a destination or location is gridlocked, then road closures on key roads and redirecting traffic away from destination or affected area commences</p> <p>Escalation to duty emergency planning officer (Escalate to Silver/Gold and enact emergency plan)</p>	>90% Occupied Red	Severe Delays >60mins Red	Three Times Red

Trigger Point Criteria

Trigger	Definition/Data Analysis	Action
<p>Level 1 (advanced warning & live monitoring)</p> <p>PREPARE</p>	<p>Weather forecast for week ahead predicting temperatures on one or more whole days in excess of 22 degrees Celsius and low winds (less than 12-15mph).</p> <p>N.B. Particular emphasis will be given on the preceding weeks weather as prolonged bad weather significantly stimulates demand.</p>	<ul style="list-style-type: none"> • Normal operating procedures continue monitoring via CCTV and through the Traffic Management & Control (UTMC) system for live information on traffic volumes, journey times, car and coach parking occupancy and crowd information at key locations in Dorset. • When car parks reach ~60% occupancy (at a specific destination or a combination of destinations) the SDG OIC will be notified to assess current crowd and traffic volumes. If necessary, resources will be placed on standby: CSAS, ASB Patrols, security, parking enforcement, traffic enforcement, street services and Police. • Daily monitoring of data sets continues to ascertain when and if Level 2 trigger is reached.
<p>Level 2</p> <p>PREVENT</p>	<p>Day response: DC traffic flows will be reviewed from 07:00 on a monitored day to ascertain if flows appear higher than normal on main trunk highway roads.</p> <p>Transport providers to advise on influx on public transport above average.</p> <ul style="list-style-type: none"> • Hotel and hospitality bookings are above the average for the time of year • National rail bookings are above average for the time of year • A bank holiday or public event in a priority location is scheduled <p>Evening response: CCTV staff will assess the density of occupation of the beach, where numbers are still high, this will be consistently monitored. Police intelligence and operational identification of known individuals and organised crime groups</p>	<p>For daytime responses:</p> <ul style="list-style-type: none"> • Normal operating procedures continue with increased live monitoring via CCTV and through the Traffic Management & Control (UTMC) system for live information on traffic volumes, journey times, car and coach parking occupancy and crowd information at key locations in Dorset. • When car parks reach ~60% occupancy the SDG OIC will be notified to assess current crowd and traffic volumes. If necessary, resources will be placed on standby: CSAS, ASB Patrols, security, parking enforcement, traffic enforcement, street services and Police. • When car parks reach ~70% occupancy (either at a specific destination or across an area) the SDG OIC will elevate to Level 2 and request specific stand-by resources to deploy to identified hotspots and high-density locations. • Increase litter collection and street cleansing in priority areas through manual crew collection. • Assess facilities for additional toilet cleansing. • VMS targeted messaging commence on possible delays, journey times and diversions. • Live social media updates including educational and enforcement messaging in line with Dorset Police, and Dorset Council Travel Dorset news engagement. • Daily monitoring of data sets continues to ascertain when and if Level 3 trigger is reached. <p>For evening responses:</p> <ul style="list-style-type: none"> • Street services staffing remain in place with additional litter patrols. • Additional security, ASB Patrols and CSAS staff patrolling in key locations. • Continued monitoring by CCTV • Regulatory Services and CSAS to monitor licensable premises for crowds and activity. • Public toilet open hours increased at midnight for key sites

<p>Level 3</p> <p>ACT</p>	<p>Day response:</p> <p>Car parks reach 75% occupancy (either a specific destination or collectively across the Dorset area)</p> <p>Beach key locations at mid occupancy</p> <p>Evening response:</p> <p>Beaches at high capacity at 17:00 through on the ground and CCTV</p> <p>Policing intelligence present for organised crime and priority individuals.</p> <p>Frequency of anti-social behaviour incidents or tensions within the daytime response</p>	<p>For day responses:</p> <ul style="list-style-type: none"> • When car parks reach ~75% occupancy the OIC will elevate to Level 3 (can be for a specific destination, locations or across an area) • Continuous operating procedures continue with increased monitoring via CCTV and through the Traffic Management & Control (UTMC) system for live information on traffic volumes, journey times, car and coach parking occupancy and crowd information at key locations in Dorset. • When car parks at ~85% all remaining stand-by resources to be deployed (targeted at specific hotspots, destinations or area) • Traffic team adjust VMS and link to Communications team to use appropriate comms channels to reinforce travel information. • Traffic management staff direct traffic from key busy locations • CSAS deployed to priority locations. • As car parks begin to fill, alternative car park information will be displayed and where appropriate 'car park full' information will be displayed together with journey time data where available. • At ~90% occupancy, the Communications team to use media channels to reinforce traffic information. Hard messaging of car parks full, beach full at early road and rail engagement points • Use traffic management officers and Parking staff to help manage car park entrances and exits. • Escalate to Council Silver/Emergency Planning Team <p>For evening responses:</p> <ul style="list-style-type: none"> • All stages of Level 2 • Enhanced policing resource directed to key locations • Additional mobile CCTV deployed to monitor key density areas • Dispersal areas created in key locations if required
<p>Level 4</p> <p>ESCALATE</p>	<p>All main car parks and visitor car parks full</p> <p>Main beach locations at capacity</p> <p>Policing/ NHS resource at capacity</p>	<ul style="list-style-type: none"> • If a destination or location is gridlocked, then road closures on key roads and redirecting traffic away from destination or affected area commences. • Escalation to duty emergency planning officer (Escalate to Silver/Gold and enact emergency plan)
<p>De-escalation trigger</p>	<p>As car parks start to empty and traffic levels reduce to normal.</p> <p>As beach occupancy reduces</p>	<ul style="list-style-type: none"> • Traffic and Parking Teams amend signage and manage car park exits and lift road closures. • Operational staffing de-brief • Reduction in policing and security resource • Start area clean-up operation

11. SITUATION AND EXCEPTION REPORTING

When the MACC is operational, it is responsible for;

- the collation and distribution of Situation Reports (SITREPS)
- maintaining county wide situational awareness from council services, suppliers, and partners
- coordinating operational resources in support of established on call structures
- maintaining an accurate and timely audit trail of issues, decisions, actions and supporting rationale.

The MACC is responsible for logging the meetings, operational decisions, and actions for the MACC up to and including Level 3. Once escalated to Level 3 the Chair SDG will be responsible for escalating the Trigger Points and Alert Levels to Level 4.

The MACC issue a Deployment Plan every Thursday to all relevant officers and agencies that has the rota and contact details for the MACC and other duty officers.

Reporting

Dorset Council key service leads will feed into the MACC to inform and log relevant actions.

Exception reporting must be undertaken when the key services compile their own situation reports to be submitted to the MACC when the centre is operational. The exception report should be summary format which identifies any incidents, events or issues that are outside the scope of what is considered business as usual or normal occupancy range.

The goal of the report is to identify any issues, changes or factors that are not considered within business as usual, making it possible to take actions that help minimise or eliminate issues or potential negative situations.

Email address for inbound reports / issues and photos to be logged:

AVAILABLE IN OPERATIONAL VERSION

Situation Report Form, template shown below.

Controlled Events feed-in Horizon Scan information, partner information and collate the SITREP.

The key information and actions (by exception) are provided to all parties contributing to the SITREP.

Situation Report

DESCRIPTION

This report is to assist in the management and deployment of resources and operational plans

AGENCY DETAILS

OPERATIONAL AREA:	<i>Dorset Council Area</i>	TIME	SITUATION REPORT (from 15:30 returns)
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COMPLETED BY:		TIME OF ISSUE	
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CONTACT DETAILS:			
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- SITUATION REPORTS TO INCLUDE SUMMARIES OF:**
- Approximate numbers
 - Areas of concern
 - Traffic problems
 - Car parking
 - Waste
 - Social distancing
 - Crowding
 - Point of contact and time/date of last update

UPDATE

	Situation	Response	Forward Look
Community & Public Protection			
Car Parks			
Security			
Highways			
Waste			
Lyme Regis Harbour			
West Bay Harbour			
Weymouth Harbour			
Weymouth Town Centre			
Weymouth Beach			

12. STATUS MANAGEMENT

RAG RATING PROCESS

The RED, AMBER and GREEN (RAG) is a colour code system for the status of issues, incidents, or situations the Dorset Council Operations Group are involved with and is used so the group can focus its priorities and resources. There is likely to be a number of different RAG systems being used by multiagency partners and where possible these will be combined to ensure continuity and a clear recognition of the status of situations across the multiagency setting.

It is vital the Dorset Council Operations Group record and monitor incidents and issues because the status can quickly change. Just as crucial is the monitoring of the number of incidents and issues being dealt with as multiple AMBER issues can quickly change the overall status to a RED situation.

It is important to recognise the need to restore to a GREEN state when an incident or incidents has been dealt with so resources can be redirected or relieved and communications can be updated for the Council, partners, public and the media.

The RAG rating, in terms of risk to the Operation Group delivering support to Dorset Council services, partner agencies and public safety, are expressed in the table below.

RAG	RISK	DESCRIPTION
RED	HIGH	A major, or multiple, incidents for a single agency or multiagency that has led to severe public safety or breakdown of service delivery that requires immediate attention. Significant resources are required to rectify the situation and are likely to involve the emergency services and/or the emergency planning team. It is likely the Council's normal emergency planning command structure (Gold, Silver and Bronze) and EPO will be alerted and engaged
AMBER	MEDIUM	Significant disruption to business as usual that may be affecting or lead to public safety issues, one or more systems/services are not functioning correctly that is hindering operations. Additional (planned) resources may be required help resolve the situation either from a single or multiagency
GREEN	LOW	Dorset Council can deal with the incident within business as usual and the additional planned resources through the normal operating procedures with no major effect to public safety

13. KEY CONTACTS – QUICK REFERENCE

AVAILABLE IN OPERATIONAL VERSION

Appendix 1

Baseline RAG rating – Summer 2022

Amber – Expected Increased Demand

Red – Expected Significantly Increased Demand

DATE	RAG RATING	RATIONALE
Sat 9, Sun 10 April	Red	Half Term Weekend starts
Fri 15, Sat 16, Sun 17, Mon 18 April	Red	BH Weekend
Sat 23, Sun 24 April	Red	Half Term weekend ends
2-4 June	Red	Jubilee Weekend
Friday 10 th June	Red	Wimborne FF
Saturday 11 th June	Red	Wimborne FF
Sunday 12 th June	Red	Wimborne FF
Friday 22 nd July	Red	School Summer Holiday Weekend
Saturday 23 rd July	Red	School Summer Holiday Weekend
Sunday 24 th July – Thursday 28 th July	Amber	School Holidays - Standard
Friday 29 th July	Red	School Summer Holiday Weekend Camp Bestival Pay Day Weekend
Saturday 30 th July	Red	School Summer Holiday Weekend Camp Bestival Swanage Carnival Pay Day Weekend
Sunday 31 st July	Red	Camp Bestival Swanage Carnival Pay Day Weekend
Monday 1 st August – Thursday 4 th August	Amber	School Holidays - Standard
Friday 5 th August	Red	School Summer Holiday Weekend

Appendix 1

Baseline RAG rating – Summer 2022

Amber – Expected Increased Demand

Red – Expected Significantly Increased Demand

Saturday 6 th August		School Summer Holiday Weekend Swanage Fireworks
Sunday 7 th August – Thursday 11 th August		School Holidays - Standard
Friday 12 th August		School Summer Holiday Weekend
Saturday 13 th August		School Summer Holiday Weekend
Sunday 14 th August – Thursday 18 th August		School Holidays - Standard
Friday 19 th August		School Summer Holiday Weekend
Saturday 20 th August		School Summer Holiday Weekend
Sunday 21 st August – Thursday 25 th August		School Holidays – Standard GDSF – Controlled / Managed event
Friday 26 th August		School Holidays – Weekend GDSF
Saturday 27 th August		School Holidays – Weekend GDSF
Sunday 28 th August		School Holidays BH Weekend Pay Day Weekend
Monday 29 th August – Wednesday 31 st August		School Holiday - Standard
Thursday 1 st September		BAF
Friday 2 nd September		School Summer Holiday Weekend BAF
Saturday 3 rd September		School Summer Holiday Weekend BAF Dorset County Show
Sunday 4 th September		BAF Dorset County Show

Appendix 1

Baseline RAG rating – Summer 2022

Amber – Expected Increased Demand

Red – Expected Significantly Increased Demand

Monday 5 th September – Thursday 8 th September		Back to School
Friday 9 th September		Swanage Folk Festival
Saturday 10 th September		Swanage Folk Festival Weymouth Seafood Festival
Sunday 11 th September		Swanage Folk Festival Weymouth Seafood Festival
Monday 12 th September – Return to Normality		