

LOCAL FLOODING LCC & DISTRICTS
APPENDIX D – INCIDENT CLASSIFICATION SYSTEM

HFA Incident Level	IMPACT	HFA ACTION								
Level 0 Normal Area HFA response to an incident	An incident that does not cause serious threat to the community, property or the environment and does not seriously affect the functioning of the community or HFA.	The incident is managed via normal service level procedures.								
LEVEL 1 An incident affecting one HFA Network	An incident that cannot be managed through the normal service level procedures and will require additional HFA resources to deal with it, which will be coordinated via a HFA Network Operations Room.	The Network Resilience Manager (or their deputy) requests support from Bronze Duty Rota Manager to provide a co-ordinated response to the incident. The Bronze duty officer contacts the relevant Local Highways Manager to clarify agreement, open and man the operations room and clearly define what responsibilities will be transferred to them. One or two Network Operations Rooms within the affected area are then opened to help manage the response and investigations, working alongside Network Resilience.								
LEVEL 2 An incident affecting multiple HFA Networks	Multiple HFA Network Operations Rooms are opened in response to the incident and a coordinated service will need to be created to manage the resource due to severity of the event.	The decision for escalation to a Level 2 within the IRP should be between the Network Resilience Manager, a representative from Delivery and one from Commissioning. When the Network Resilience Manager feels it to be necessary to escalate, direct contact should be made to one of the representatives below, in the following order, dependant on availability: <table border="1" data-bbox="703 1240 879 1547"> <thead> <tr> <th data-bbox="703 1240 735 1547">Delivery:</th> <th data-bbox="703 1547 735 1709">Commissioning:</th> </tr> </thead> <tbody> <tr> <td data-bbox="735 1240 767 1547">Chief Operating Officer</td> <td data-bbox="735 1547 767 1709">Infrastructure Commissioner</td> </tr> <tr> <td data-bbox="767 1240 799 1547">Highway Network Manager</td> <td data-bbox="767 1547 799 1709">Construction Commissioner</td> </tr> <tr> <td data-bbox="799 1240 831 1547">Highway Asset Manager</td> <td data-bbox="799 1547 831 1709">Alliance Works Contract Manager</td> </tr> </tbody> </table> Network Resilience Manager will demonstrate a trigger point for the liaison with these representatives which should be evidenced. Once agreement for escalation to Level 2, the County Operations Room is opened within the BMU and resource from the service is available at the discretion of the representatives. The Network Resilience team will continue to maintain normal network resilience functions by coordinating the general operations and keeping an overarching viewpoint to monitor what the county needs in terms of resilience.	Delivery:	Commissioning:	Chief Operating Officer	Infrastructure Commissioner	Highway Network Manager	Construction Commissioner	Highway Asset Manager	Alliance Works Contract Manager
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Chief Operating Officer	Infrastructure Commissioner									
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Highway Asset Manager	Alliance Works Contract Manager									
LEVEL 3 Emergency services declare a major incident	Emergency services declare a major incident which requires a LRF Response through strategic and/or tactical co-ordinating groups.	Requires HFA representation at strategic and/or tactical co-ordinating groups. Will require support from all affected departments within LCC, with the LRF taking a leading role.								

Table 3-1: The HFA Incident Classification System