

# Tamworth Castle Emergency Response Plan

## **INFORMATION NEEDED TO SUPPORT THIS DOCUMENT:**

- Individual site plans and information (in Emergency Response boxes)
- Emergency Stores Contents Lists (Kit i.e., wellies, torches etc.)
- TAMCM suppliers list (on intranet)
- Emergency Contact List – (Emergency contact numbers)
- ERP Spill Kit (Yellow satchel)
- ERP Wallet (on intranet)

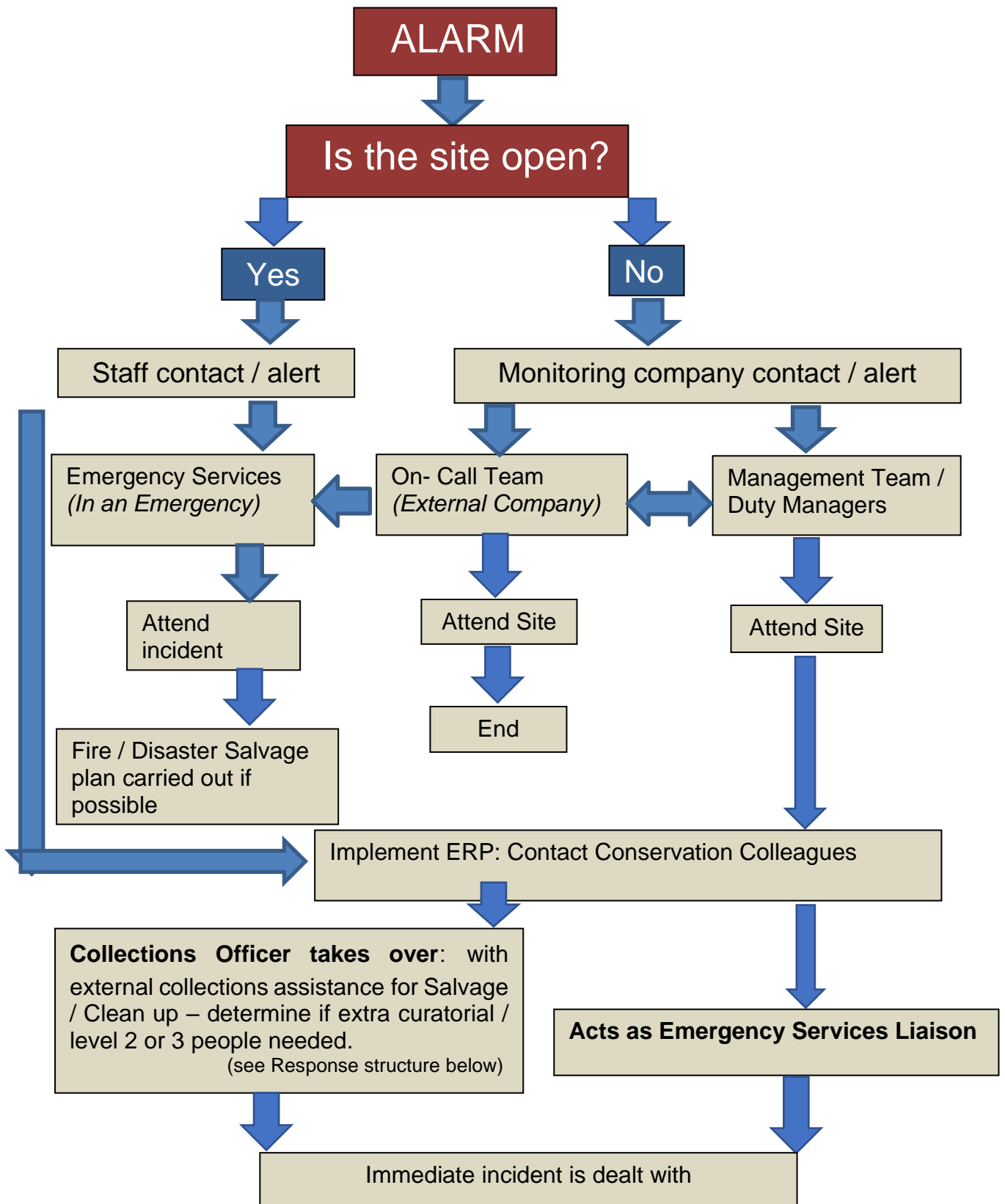
***This emergency response plan applies to Tamworth Castle and its associated buildings. It applies to the Castle, Holloway Lodge, Amington store, and Upper Lodge gatehouse.***

***It should be viewed alongside the Floor plans and Displays and Storage Locations list for Tamworth Castle.***

## **Table of Contents**

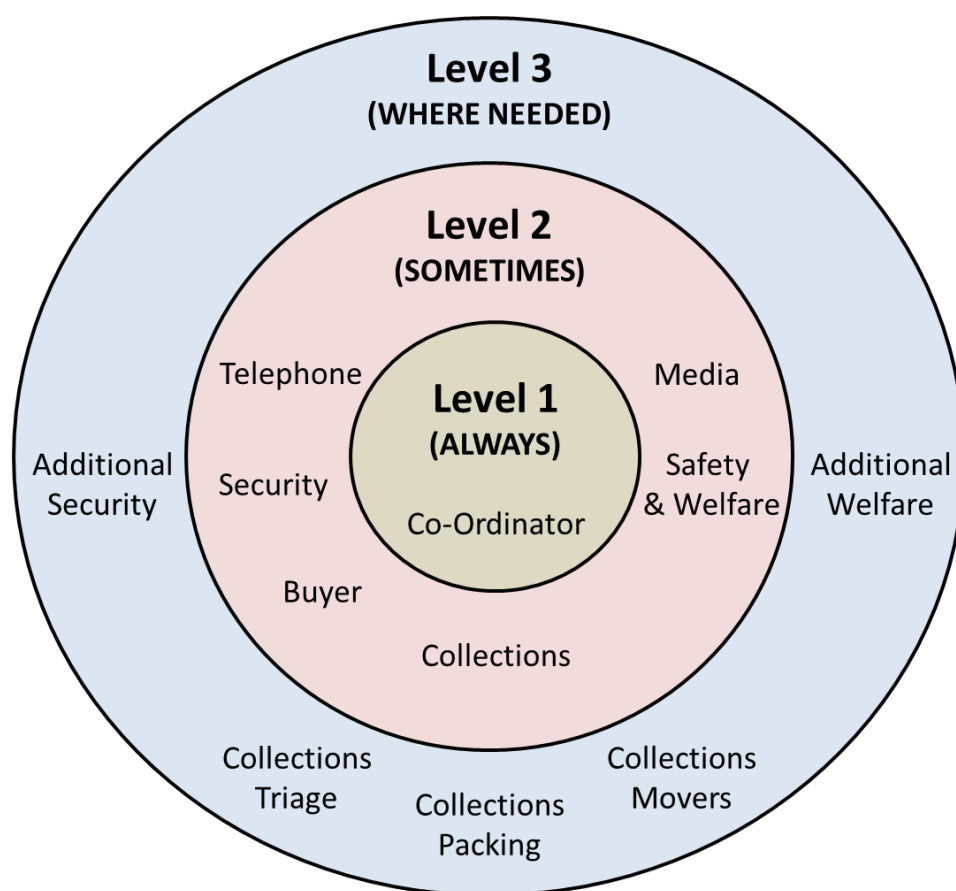
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# Emergency Call-Out Procedure



***After each incident or test, there will be a review of the event.  
Any necessary changes to the plan will be included in response to the review.***

## Emergency Tasks and Response Structure



<b>Level 1</b>	Co-Ordinator	Oversees the whole management of the Emergency Response. Appoints Level 2 officers as appropriate. Role taken by first person on scene. Can hand on if appropriate.
<b>Level 2</b>	Telephone	Directs all incoming telephone calls, assuming lines are available
	Security	Controls all entry and exit to the Museum site with the help of the Security Team
	Safety & Welfare	Provides welfare services to Museum staff involved in and / or affected by the incident. Ensures that Risk Assessments are in place for all staff activities.
	Media	Provides the sole point of contact between the Museum and the Media
	Buyer	Places orders for items required during the emergency
	Collections	Assesses collections needs and appoints teams to carry out collections salvage and movement
<b>Level 3</b>	Additional	Additional Security, Additional Welfare, Collections Triage, Collections Packing; Collections Movers appointed where necessary

## Emergency Services and Contacts

*In the event of an incident that affects buildings and services outside the Museums, the Departmental and/or Corporate Emergency Plans may take effect. These plans will not necessarily affect the Museums' Emergency Response Plan.*

	TAMWORTH CASTLE	HOLLOWAY LODGE	AMINGTON STORE UNIT 44	
<b>Alarm Activations</b>	<b>ADT FIRE &amp; SECURITY 9 – 0344 800 1999</b> <b>Remote Video Response Birmingham (Fire, Intruder, CCTV): 9 - 01827 709 610 / 9 - 0121 214 7283</b>			
<b>Emergency Services</b>	<b>9 - 999</b>			
<b>Electrical Emergency</b>	9 - 0800 6783 105 – <b>Western Power Distribution</b>			
<b>Gas Emergency</b>	<b>Holloway Lodge <u>only</u></b> 9 - 0800 111 999 - Transco			
<b>Water Emergency</b>	9 - 0800 783 4444 – Severn Trent			
<b>Health &amp; Safety</b>	<b>Jason Hodges (TBC H&amp;S Officer):</b> Mobile: 0 - 07903 428 428 / Office 01543 308 784 <b>Steven Langston (H&amp;S Lead):</b> Mobile: 9 - 07980 919 083 / Office: 01543 308 107			
<b>Insurance</b>	Zurich Insurance / TBC Finance Team			
<b>Police</b>	9 - 0845 113 5000 or 101 - (to report crime or non-emergency) <b>Emergency - 9 - 999</b>			
<b>Fire Brigade</b>	<b>9 - 999</b>			
<b>Media Response</b>	<b>Tania Phillips (Head of Comms):</b> Mobile: 07816 196 465			
<b>Call Out</b>	Castle Keyholders – Management team / Duty Managers – staff phone numbers list on Sdrive			
<b>Security Services</b>	<b>Taybar Security Birmingham – subcontracted from G4S : 9 - 08453 020029</b>			

## Site Contacts

	SITE CONTACTS	Site Notes
Tamworth Castle	<b>Lara Rowe, Castle Museum Manager</b> <b>Sarah Williams, Castle Collections &amp; Archives Officer</b> <b>Linda Baker, Education &amp; Events Officer</b> <b>Duty Managers</b>	<b>Access:</b> Via Holloway Lodge or Market Street & bridge
Holloway Lodge	<b>Sarah Williams, Castle Collections &amp; Archives Officer</b> <b>Lara Rowe, Castle Museum Manager</b> <b>Linda Baker, Education &amp; Events Officer</b> <b>Duty Managers</b>	<b>Access:</b> Via Holloway Lodge
Amington Store	<b>Sarah Williams, Castle Collections &amp; Archives Officer</b> <b>Lara Rowe, Castle Museum Manager</b> <b>Linda Baker, Education &amp; Events Officer</b>	<b>Access:</b> Direct access into the store at Amington Industrial Estate
Upper Lodge Gatehouse kiosk	<b>Duty Managers</b> <b>Lara Rowe, Castle Museum Manager</b> <b>Sarah Williams, Castle Collections &amp; Archives Officer</b> <b>Linda Baker, Education &amp; Events Officer</b>	<b>Access:</b> Via Holloway Lodge or Market Street & bridge

## Contractors

Services	Fire Alarm Systems (Repairs)	Intruder Alarm Systems (Repairs)	Heating	Plumbing	Grounds / Parks	Architects
Castle / Holloway Lodge	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	Donald Insall Associates 0121 558 5000
Castle / Holloway Lodge	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	Donald Insall Associates 0121 558 5000
Amington Store	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	
Upper Lodge Gatehouse	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	

## Emergency Storage

### Emergency Response Supplies Locations (all sites)

	Tel No.	Storages Location / Notes
Castle	Reception <b>01827 709 626</b>  Castle Mobile <b>07977 331 041</b>	Emergency kit grab box – in Water Absorbency Kit – yellow bags stored in: - CNS8 Ferrer's Room (office) - CSS5 Cooke's Bedroom (South Side)
Holloway Lodge	Office <b>01827 709 631</b> Sarah's work mobile <b>07800 677 320</b>	Emergency kit grab box – in Alarm cupboard in extension Water Absorbency Kit – yellow bags stored in Alarm cupboard in extension
Amington Store	No telephone	Emergency kit grab box – in entrance hall on shelving Water Absorbency Kit – yellow bags stored in Entrance hall on shelving Additional absorbency sheets in filing cabinet in main store. Wet / Dry VAX – kept in main store at PR3
Town Hall	TBC Post Room <b>01827 709 270</b>	

### Emergency Salvage Areas

	Tel No.
Castle	Ankerside Shopping Centre Mark Burbridge – Centre Manager <b>Tel:01827 60535 / Mobile: 07501 045 131</b>
Holloway Lodge	Stable block – no telephone.
Amington Store	Any available space within the Industrial Estate. Alan Marshall TBC Compliance Officer <b>07812 1 94767</b>
Town Hall	Any available space within the Town hall Alan Marshall TBC Compliance Officer <b>07812 1 94767</b>



# Business Continuity and Town Centre Evacuation Plan

The aim of this plan is to enable this service to cope with the effects of service disruption. This will be achieved through delivery of the following objectives:

- Definition and prioritisation of the Critical Functions within the service.
- Analysis of risks to the service.
- Determination of critical equipment needs.
- Documented local procedure for a response to an emergency / service disruption.
- Identification of key contacts during an emergency.

The Business Continuity Plan (BCP) is being updated, activation mechanisms will be circulated once the plan is complete.

Tasks are as defined in the Emergency Response Plan and allocated according to the nature of the emergency and response required. Different tasks may be required if the BCP is activated, and these may override Emergency Response Plan tasks.

The Emergency Response Plan is used:

- In the initial stages of an emergency to manage the incident.
- To begin the salvage operation, if required.

Once the emergency is under control and the salvage process is underway, the **Business Continuity Plan** will manage the resumption of business. **If site operation is affected, the BCP will be activated.**

## Town Centre Evacuation Plan

The Castle is in the town centre. In the event of an emergency affecting the town centre, the town's emergency and evacuation plan will be initiated. Depending on the nature of the emergency the **Business Continuity Plan** will be initiated to manage the resumption of business.

## The Castle Evacuation Plan

The Castle is in the town centre. In the event of an emergency affecting the Castle, the town's emergency and evacuation plan **may** be initiated, depending on the nature, and severity of the emergency at the Castle, and the effect this might have on neighbouring commercial businesses and residents at the base of the Castle motte. The **Business Continuity Plan** will be initiated to manage the resumption of business.

## The Holloway Lodge

The Holloway Lodge is to one side of the town centre. In the event of an emergency affecting the Holloway Lodge, this could affect car parking access and the adjacent Castle Hotel, and premises on Ladybank opposite.

The town's emergency and evacuation plan **may** be initiated, depending on the nature, and severity of the emergency, and the **Business Continuity Plan** will be initiated to manage the resumption of business.

## Services & Suppliers

Supplier	Contact number	Items supplied
Midland Conservation Ltd	01922 459937 Andrew Cornwell <a href="mailto:enquiries@midlandconservation.com">enquiries@midlandconservation.com</a> Walsall	Structural restoration, conservation, and repair.
Arco Minworth branch, Minworth Industrial Park <b>08:00-17:00, 08:00-12:00 Saturday</b>	0121 794 3510 Minworth.branch@arco.co.uk	Safety clothing and signs Soak up materials <b>Trolleys, ladders etc</b>
Conservation Resources UK Ltd	01235 553 166 <a href="mailto:sales@conservation-resources.co.uk">sales@conservation-resources.co.uk</a> <b>Oxford</b>	Conservation tools, adhesives and cleaning materials Brushes Dust Bunnies Acid free tissue Acid free card Melinex Tyvek labels Smoke sponges <b>Tying tapes</b>
Preservation Equipment Ltd	01379 647 400 <a href="mailto:info@preservationequipment.com">info@preservationequipment.com</a> Norfolk	Conservation kit as above
Key	0808 250 3242 <a href="mailto:sales@key.co.uk">sales@key.co.uk</a> Dorset	Storage boxes and crates, shelving, trollies etc
Steve Morris <b>Lichfield Lock &amp; Key</b>	01543 264468 Mob: 07814 488595 Lichfield	Master Locksmith
Omega Red Group Ltd	Telephone: 0115 877 6666 / 07876 038 412 (Out of hours) Nottingham	Lightning conductor maintenance
STACY?		
Whaleys (WBL Fabrics)	01274 576 718 <a href="mailto:info@whaleysltd.co.uk">info@whaleysltd.co.uk</a> Bradford	Calico, wadding, net.

Nilfisk-Advance Ltd	01768 868 995 Cumbria	UZ 964 hip mounted vacuum cleaner Wet and Dry Vacs Spares
James Lister & Sons Ltd	<b>0121 553 2411</b> Sandwell	Nilfisk spares. May also supply vacs
Ludlow Resource Centre	01584 813 666	Freezer hire
Liverpool Conservation Centre	0151 478 4843 / 4827	Freezer hire
Birmingham Museum Trust	Jane Thompson -Webb 0121 348 8211	Conservation Team Lead Staffordshire Hoard Loans / Birmingham Museum Trust Loans
The Potteries Museum Stoke-on-Trent	Joe Perry 01782 232323	Curator Staffordshire Hoard Loans / Stoke-on-Trent Loans
Kettering Museum	01536 534219	Kettering Loans
V&A London	Helen Dawson	Collection Registrar V&A Loans
Mathew Porton BEng, MSc, FBHI (Fellow of British Horological Institute)	07976 245 415 <a href="mailto:Mat@clockserviceandrepair.co.uk">Mat@clockserviceandrepair.co.uk</a>	Long case clock and mantel clock service & repair

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## Conservation Specialists for Hire

Contractor	Address	Phone number and email	Service supplied
<b>Michelle Harper</b>	189 Longton Road, Trentham, Stoke-on-Trent ST4 8BT	01782 657 516 <a href="mailto:michelleharpertexcon@outlook.com">michelleharpertexcon@outlook.com</a>	Textile conservation
<b>Louise Vaile, Ogilvie Vaile Conservation</b>	58 Lee Crescent, Edgbaston, Birmingham B15 2BJ	0121 440 1209 07780 616 067 <a href="mailto:louisevaile@blueyonder.co.uk">louisevaile@blueyonder.co.uk</a>	Paper conservation
<b>Helen Moody</b>	218 Marksbury Road, Bedminster, Bristol BS3 5LG	0117 949 32222 07785 387 957 <a href="mailto:helenmoody@casterbridge.net">helenmoody@casterbridge.net</a>	Object conservation General salvage
<b>Cliveden Conservation</b>	The Tennis Courts, Cliveden Estate, Taplow, Berks. SL6 0JA  Home Farm, Ammerdown Estate, Kilmersdon, Somerset BA3 5SN	01628 604 721  01761 420 300 <a href="mailto:info@clivedenconservation.com">info@clivedenconservation.com</a>	Stone, plaster, decorative arts
<b>Anything else</b>		<a href="http://www.conservationregister.com">www.conservationregister.com</a>	All specialisms represented
<b>Harwell Document Restoration Services</b>	Dalton Building, Maxwell Avenue, Harwell Science and Innovation Campus, Didcot OX11 0QT	0800 019 9990 01235 434 373 - 24 hour hotline	Paper, books, archive, vellum, salvage
<b>Polygon</b>	Blackstone Road, Huntingdon, Cambridgeshire PE29 6EE	01480 442 327 <a href="mailto:uk_sales@polygongroup.com">uk_sales@polygongroup.com</a>	Leak detection, water damage restoration, document restoration, fire damage restoration, vehicle decontamination.

# Salvage of Collections

**Salvage refers to rescuing the collections. This may mean moving them within the site to place them out of harm's way whilst the emergency is in progress. It may also mean removing the objects after the emergency. At this stage, objects may be severely damaged and vulnerable. Manual handling is very important - objects will be slippery, fragile, and hard to handle. Do not attempt to handle an object without the direction of collections staff.**

**See the salvage notes in the collections folder in the emergency grab boxes**

**During the emergency:** the safety of site staff, emergency services teams and the public is of paramount importance.

If the emergency services deem it safe, staff may remove objects from the building on a room-by-room basis as directed by the emergency services, with objects being removed in order of their priority listing in the salvage notes.

If it is not deemed safe for staff to enter then the emergency services may be prepared to remove collections. The priority objects are documented in the salvage sheets, kept in the emergency grab boxes and with the Fire & Rescue Services. These objects should be removed first; salvage should then proceed on a room-by-room basis as directed by the emergency services if possible.

***Only objects that can be reasonably removed from the Castle and housed elsewhere will be removed either by staff or the emergency services.***

*The four poster bed in the Castle tower CNS10 Ladies Chamber is not deemed removable unless it is cut up by the emergency services in order to remove it. Attempts will be made to cover with fire blankets if possible and accessible.*

**Large objects** may not be easily removable. If it is deemed impossible to protect the object in situ and the emergency services recommend its removal, it is acceptable to damage the object to remove it (e.g., cutting the legs off a table, cutting a painting out of a frame, or in the case of the bed, as above cutting it into sections).

Conservation can repair the damage but cannot restore a pile of ash.

**After the emergency**, once the site has been declared safe, objects should be removed in a logical manner, room-by-room where possible, to a triage station for assessment and emergency treatment. The priority objects should be recovered if they have not already been removed. It would be advisable to remove these first, if possible, but this decision should be taken by staff working on the salvage operation.

# Health and Safety Risk Assessment Emergency Response in Museums

Description of Workplace and Address.....

.....

.....

Assessment carried out by ..... Date of Assessment .....

## Guidance

Employers have a duty to provide a safe working environment which meets the health and welfare needs of all employees. The Workplace Health, Safety and Welfare Regulations 1992 set out guidance for the provision of a safe working environment.

This assessment provides a systematic approach to managing health and safety during an emergency. The nature of the emergency may vary but the basic principles for managing safety are similar.

There should be adequate provision of, for example, sanitary conveniences, washing facilities, workspace, ventilation, lighting. In addition, there are requirements for the safe storage of equipment and materials and the maintenance of safe access and egress routes for both pedestrians and vehicles with all floors, doors, stairways, and ramps kept in a good condition. The Regulations require the provision of suitable signing, particularly of emergency egress routes from the premises.

	Item	N/A	Yes	No
1	Do we have in place a clear line of communication with the emergency services on site: Senior Police and Fire Officers, Emergency Response Co-ordinator, and H&S Officer / Representative.			
2	Is the incident local to the Castle / Holloway Lodge / Upper Lodge not part of a town-wide emergency?			
	Is the incident local to the off-site Amington store, or a wider town emergency?			
3	Have the emergency services granted permission, for emergency contractors to enter the site, to make safe and carry out risk assessments before commencing the salvage recovery operations. Structural Engineers / Building Surveyors. Gas Electrical *Asbestos *Hazardous Substance Safety Officer Authorised Collections Officer or Conservation Officer (with Risk Assessment experience).			
4	Are the Emergency Response Supplies available on site? Are the following items available? Suitable PPE; Dust masks, Overalls, Gloves, Safety Helmets, Eye Protection etc. Appropriate room and site plans for the affected area? Ancillary equipment: torches, safety Signs, first Aid kit, see list of contents inside the box. NOP- Normal Operating Procedures and EAP - Emergency Action Plan for the site. Are there portable fire fighting equipment (i.e. fire blankets or fire extinguishers) in the area.			

	Item	N/A	Yes	No
5	<p>Are traffic routes (including pedestrian) routes, safe means of access and egress available? Clearly identified? Free from obstructions? Suitable in width for the numbers evacuating or works being carried out? Adequately illuminated ? Equipped with suitable handrails where necessary? Is there room for vehicles or mechanical handling aids to manoeuvre? Clearly, marked out where there are steps or uneven ground? Are vehicle and pedestrian routes separated where possible? Are speed limits in force? Are overhead obstructions adequately marked, signed and /or protected?</p>			
6	Are there suitable Mechanical handling equipment available to facilitate the salvage operations?			
7	<p>Are facilities available for guarding or fencing temporary floors, openings, obstructions, and spillages? Fencing equipment. "Danger keep away signs", "No unauthorised access signs", "Hazard tape" etc. Suitable shuttering materials to cover holes, i.e., ¾" plywood.</p>			
8	<p>Have all staff involved in specific tasks been trained in:</p> <ul style="list-style-type: none"> <li>• Risk Assessment</li> <li>• Manual handling</li> <li>• First Aid</li> <li>• Fire Marshals</li> <li>• Operation and erection of plant and equipment</li> <li>• Fire Extinguisher Training</li> </ul>			
9	<p>Has the emergency response co-ordinator been given permission to enter the affected area to commence the salvage operation? Have all significant hazards been identified? Have site rules been established; Risk assessments, Emergency Procedures, Accident Reporting, First Aid, Site Plans etc Have all staff, responding to the emergency, received induction into the above site rules? Are there communication systems in place to respond to additional unforeseen hazards?</p>			
10	Is the building perimeter secure and appropriate security arrangements in place?			
11	<p>Are the temporary storage systems (e.g., shelves, racking , marquees etc) in a suitable, accessible location? Adequate? Secure? Constructed by a competent person? Are lists being created or ticked off as collections items are removed from the building?</p>			
12	Have manual handling assessments been carried out for salvage recovery processes?			
13	Are there adequate temporary welfare facilities available on site? i.e., toilets, washing, rest areas and food / refreshments for staff on site?			
14	Can the nearest TBC Council building be made available for Castle staff to work from?			
<p>Any further items for inclusion should be added to this list. For items marked * are appropriate records kept? <i>Where a tick is placed in the shaded column, further action may need to be taken.</i></p>				
<p>Name of Responsible Officer .....</p>				

# Risk Assessment Report

Workplace/Site/Activity/Process/ /Event/Environment/Machinery/Other

Please state type: .....

Location: .....

Date: .....

Assessment carried out by: .....

Other Persons involved in Assessment: .....

Ref. No.	Hazards Identified What can cause harm?	Risk High Medium Low	Persons at Risk	Existing Control Measures What precautions are in place?	Are Controls Satisfactory? Yes/No	Additional Measures Considered Necessary

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## Document Control – Amendment Record

Issue	Date	Author	Comments
V1	December 2022	Sarah Williams	Responsibility chart & call out procedure reformatted. Site contacts and suppliers put into table. Salvage page updated.
V1	June 2023	Sarah Williams	Updated contacts for TAMCM / TBC on page 6
V1	June 2023	Sarah Williams	Updated contacts for Suppliers & Contractors page 7, 10 -12
V1	May 2023	Sarah Williams	Tamworth Castle room plans & Loan locations updated
V1	May 2023	Sarah Williams	Tamworth Castle Locations guide updated

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