

# Major incidents

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The head of operations and head of communications should ensure there is a communications plan setting out the special arrangements to be implemented during major incidents. As a minimum, this should include:

- arrangements that will be implemented to manage 24/7 public information requirements
- documented and audited workflow between corporate communications departments (CCDs) and other business areas responsible for managing or handling public contact or engagement
- timely triage processes for assessment and joint decision making between CCD and other business areas, including where co-location may be beneficial
- arrangements to deal with increases in contact and engagement during critical and major incidents
- the communications coordination arrangements between partner agencies in the event of a multi-agency incident, including a suspected terrorist incident

Police officers and staff should refer to the [Civil Contingencies Act 2004](#).

## Tags

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