



**Operation STACK
Closure of Port of Felixstowe
to Large Goods Vehicles**

Memorandum of Understanding

Author:	SRF Partnership Manager on behalf of SRF
Date of Implementation:	December 2018
Review:	December 2021
Version	Issue 4.1 (confirmed for 3 years with minor editorial amendments)

GENERAL DATA PROTECTION REGULATIONS 2016/679 AND DATA PROTECTION ACT 2018

This Memorandum of Understanding (MOU) does not include personal, sensitive or special category data as defined under the General Data Protection Regulations. It does include data/information relevant to achieve planning arrangements and identifies how more specific personal data will be used during any emergency.

FREEDOM OF INFORMATION ACT 2000

This document will be made publicly available through the SRF website. Where content has been redacted under the freedom of Information Act 2000 (FOI) in the publicly available version, the paragraph number will be highlighted to show there has been a redaction and the relevant section of FOI referenced.

ENVIRONMENTAL INFORMATION REGULATIONS 2004 (IF REQUIRED)

This Memorandum of Understanding (MOU) presumes disclosure of all environmental information, under Environment Information Regulations. Where exemptions are claimed under Environment Information Regulation 12 (5)a, this will only be where one of the responder agencies has judged that the information may adversely affect either international relations, defence, national security or public safety. Where such content has been identified, the paragraph number will be highlighted and the paragraph text removed from public versions of the plan.

CONTENTS

GENERAL DATA PROTECTION REGULATIONS 2016/679 AND DATA PROTECTION ACT 2018.....	2
FREEDOM OF INFORMATION ACT 2000	2
ENVIRONMENTAL INFORMATION REGULATIONS 2004 (IF REQUIRED)	2
CONTENTS	3
DISTRIBUTION.....	4
AMENDMENT RECORD	4
1 INTRODUCTION	6
2 AIM	6
3 RISK	6
4 FORECASTING.....	7
5 WARNING	7
6 MULTI-AGENCY ACTION	8
7 MEDIA	8
8 PUBLIC INFORMATION.....	9
9 AGREED ROLES AND RESPONSIBILITIES	9
9.1 SUFFOLK CONSTABULARY.....	9
9.2 PORT OF FELIXSTOWE	10
9.3 HIGHWAYS ENGLAND	10
9.4 SUFFOLK COUNTY COUNCIL.....	11
9.5 EAST SUFFOLK LOCAL AUTHORITIES*	11
9.6 SUFFOLK RESILIENCE FORUM	11
10 TRAINING AND EXERCISING	11
11 HEALTH AND SAFETY	11
12 FINANCE.....	12
13 PRIMARY CONTACT LIST	13
Appendix 1 – Decision Flowchart for the Implementation and Cancellation of Operation Stack	14
Appendix 2 – Schematic Overview Map of Stack Area	15
Appendix 3 – Op STACK Phase detail map.....	16
Appendix 4 - Port of Felixstowe Operation Stack Notices 0, A, B, C1, C2, D.....	17
Appendix 5 - GLOSSARY	23

DISTRIBUTION

Suffolk Constabulary
 Port of Felixstowe
 Suffolk County Council
 East Suffolk Local Authorities*
 Highways England
 Environment Agency
 Maritime and Coastguard Agency
 Suffolk Fire and Rescue Service
 East of England Ambulance Service NHS Trust
 Kier
 Suffolk Joint Emergency Planning Unit

AMENDMENT RECORD

Amd no.	Date	Amended By	Amendment
1	Dec 18	KC	Dist list – updated Signature page - updated Para 2 – minor editorial changes to first sentence 4 – deleted duplication (removed old para 4.2) 5.2 and 6.2 – updated to reflect new police unit name Para 8 – revised 9.5 – add new role re liaison about welfare 12.3 – add text re welfare for a prolonged operation Para 13 – contacts updated

* to become East Suffolk Council from 1 Apr 19

Agreement:

This agreement is completed this 22 day of February 2019


Between:

Suffolk Constabulary
Suffolk County Council
East Suffolk Local Authority*
Highways England
Port of Felixstowe

Signed on behalf of Suffolk Constabulary

Supt Matt Rose

Head of Specialist Operations

Signature: 

Signed on behalf of Suffolk Highways

Mark Stevens


Assistant Director Operational Highways

Signature: 

Signed on behalf of East Suffolk Local Authorities*

Phil Gore

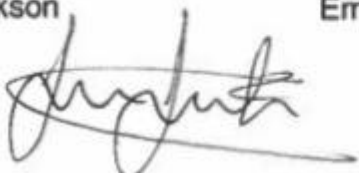
Head of Environmental Services and Port Health

Signature: 

Signed on behalf of Highways England

James Jackson

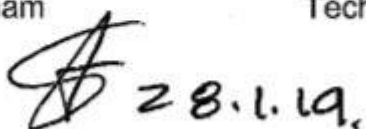
Emergency Planning Officer (East)

Signature: 

Signed on behalf of Port of Felixstowe

Steve Abraham

Technical Director

Signature:  28.1.19.

* to become East Suffolk Council from 1 Apr 19

1 INTRODUCTION

- 1.1 This Memorandum of Understanding (MOU) summarises the agreed Suffolk arrangements for the closure of the Port of Felixstowe to large goods vehicles to allow co-ordinated contingency planning to take place within individual agencies. It was devised and written by the Suffolk Constabulary, Port of Felixstowe, Suffolk Highways and Highways England in conjunction with the Suffolk Resilience Forum.
- 1.2 Primarily the MOU addresses closure of the port to large goods vehicles due to weather-related events. Other circumstances, e.g. security or operational issues, may occur however that necessitates the port closure and consequent implementation or adaptation of the MOU framework.
- 1.3 This multi-agency Op STACK MOU is supported by the detailed procedures of each agency involved to deliver the roles and responsibilities listed in paragraph 9.

2 AIM

The aim of this document is to detail the multi-agency agreements for the closure of the Port of Felixstowe to large goods vehicles and to deliver the following objectives:

- 2.1. Prepare key parts of the community likely to be affected by the closure through the provision of advice and information.
- 2.2 Provide accurate and timely information to public and local business on closure events.
- 2.3 Manage the wider impact of highways response activity to reduce disruption.
- 2.4 Focus recovery activity to return the port, communities and businesses back to normal once the port re-opens.
- 2.5 Maintain critical services within each organisation as part of business continuity arrangements.

3 RISK

Risk Assessment. To anticipate when the port is likely to close, Port Authorities make use of weather forecasts and wind monitoring instrumentation located around the port. They are a vital part of the decision making process to balance the need to maintain full port operations within a safe working environment. Assessments ensure that risk management work is well informed and that decisions are made on a rational basis. The risks from the closure of the Port of Felixstowe can be identified at 2 levels:

- National. The Port of Felixstowe handles over 40% of UK container traffic and thus a closure will quickly impact on the UK supply chain. During a normal working day approximately 5,000 large goods vehicles enter and leave the Port via the A14. A prolonged closure will have significant impact on national supply and logistics chains.
- Local. A closure of the Port will have immediate local impact due to the inability of large goods vehicles to transit the Port and thus will lead to a staged build up of vehicles in the vicinity of the Port causing traffic congestion.

Any closure is likely to impact on Highways England, Suffolk Constabulary, Suffolk Local Authorities; Suffolk County Council, Suffolk Coastal District Council* and Town and Parish Councils along the A14 to the east of the Orwell Bridge.

WARNING AND INFORMING

4 FORECASTING

- 4.1 Overview. The Port receive initial wind warnings from the University of East Anglia Weather Quest system, monitor future weather predictions over a 4 day period using meteorological data supplied by the UK Met Office, and also monitor actual wind speed conditions at various heights within the port area. This allows the Port to provide an early warning of likelihood that the Port may need to close due to adverse weather (wind) and to make decisions to close the Port based upon actual data.
- 4.2 The constant monitoring of weather data once closure is announced also allows the Port to re-open swiftly thus minimising the time that the Port is closed to container vehicles.

5 WARNING

- 5.1 Issuing Warnings. Port Operations and Port Police Officers will liaise when weather criteria are forecast to approach the limits of safe operation as a result of which potential traffic disruption to trunk and non trunk roads may occur.
- 5.2 The Senior Duty Police Officer at the Port shall arrange to send a preformatted email to the Operation Stack Address Group warning of the likelihood that the Port may close for haulage operations. This email shall be copied to Suffolk Constabulary, Roads and Armed Policing Team (RAPT) and implementing organisations/contractors of Highways England.
- 5.3 Such email notification of a traffic emergency affecting the Port will comprise the following standard Notices (see Appendix 4 for examples)
- Notice 0: Pre-notification that conditions exist which may have the potential to affect the processing of vehicles arriving at the Port.
 - Advance Notice A: Advanced warning that traffic congestion is starting to occur within the port and is likely to encroach on to public highways within the foreseeable future unless loading restrictions are eased. Urgent liaison required with Suffolk Constabulary.
 - Notice B (follow-up to Notice A): Confirms that the disruption forecast in Notice A is occurring and that implementation of Operation Stack is required. Immediate assistance is required from Suffolk Constabulary and Highways England.

* to become East Suffolk Council from 1 Apr 19

- Notice C1: Informs Suffolk Constabulary that the conditions are allowing the Port to resume processing road vehicles. The Port has commenced

container operations and the recovery of vehicles waiting in Operation Stack is in progress.

- Notice C2: Conditions have again deteriorated and the processing of road vehicles has again been suspended. Operation Stack is to continue until the issue of Notice C1.
 - Notice D: Operations at the Port have returned to normal. Operation Stack has been lifted and the Port is now open to all traffic.
- 5.4 Confirmation of email safe receipt is sought by telephone from Suffolk Constabulary's Contact and Control Room (CCR).
- 5.5 The Port will also advise professional partners and commence management of the local yard ticketing process.

GENERIC CONCEPT OF OPERATIONS

6 MULTI-AGENCY ACTION

- 6.1 With the issuing of Advance Pre-Notification 0, Advance Notice A and Immediate Warning B, the process flowchart will be as indicated in Appendix 1.
- 6.2 The decision to implement the Operation Stack Port Emergency Traffic Management Plan will be taken following close consultations between Suffolk Constabulary Roads and Armed Policing Team (RAPT) Officers attending the Port, Highways England and the Port Police.
- 6.3 In the very unlikely event that a dynamic risk assessment demonstrates that the situation is deteriorating then consideration shall be given to declaring a multi-agency Major Incident.
- 6.4 As soon as the decision to implement Operation Stack has been made all relevant stakeholders as indicated in Appendix 1 are to be advised as expeditiously as possible.
- 6.5 When port operations and the processing of haulage vehicles recommence a dynamic risk assessment shall be undertaken to assess whether or not there is likelihood that the Port may again be required to stop operations within the near future. If there is no likelihood then Cancellation Notice D shall be issued.
- 6.6 If however there is a possibility that operations may be suspended then Notice C1 shall be issued advising that internal queues are being processed and vehicles in Operation Stack will be called forward. If and when operations are suspended then Notice C2 shall be issued advising of the fact. Appendix 1 refers.
- 6.7 Appendices 2 and 3 depict the OP STACK arrangements on the ground, including the use of an Initial Phase and Phase 1 stacking arrangements.

7 MEDIA

Media interest in any implementation of Operation Stack, based upon historical evidence, is likely to be very high. A single agency, Suffolk Constabulary, through

Corporate Communications working in liaison with other agency communications organisations, has the lead on informing the public to ensure that one accurate and consistent message is promulgated throughout what is necessarily a fluid and rapidly changing situation. Only the Suffolk Constabulary Corporate Communications is authorised to advise the media that Operation Stack has been lifted.

8 PUBLIC INFORMATION

Information can be obtained via:

- The media.
- The Suffolk Constabulary website at <http://www.suffolk.police.uk/>
- The Highways England website at <http://www.highways.gov.uk/traffic>.
- Variable Messaging Signs operated by Highways England.
- Port of Felixstowe alert system at www.portoffelixstowe.co.uk/haulier/frmsunsubscribe.aspx.
- AA Roadwatch will also be used to broadcast warnings.
- During major events, regional or national television may broadcast warning information.
- Local radio stations:
 - BBC Radio Suffolk 95.5, 95.9, 103.9 & 104.6 FM
 - BBC Radio Cambridge 95.7 & 96.0 FM
 - BBC Radio Essex 105.1 & 107.7 FM
 - BBC Radio Norfolk 95.1, 95.6 & 104.4 FM
 - Heart 96.4 & 97.1 FM
- Use of #OpStackFelixstowe by communications officers from all agencies on their Twitter feeds.

9 AGREED ROLES AND RESPONSIBILITIES

Suffolk agencies primary roles and responsibilities in response to the implementation of Operation Stack are:

9.1 SUFFOLK CONSTABULARY

- SRF Lead Agency for Operation Stack.
- Liaise with Port of Felixstowe Police on the implementation of Operation Stack.
- Establish Bronze Control Point.
- Deploy officers for traffic management and control as per Suffolk Constabulary incident plan.
- Inform Force Press Officer:
 - Local media coverage for public information.
 - National media coverage to deter/delay arrival of further container vehicles.
- Liaise with Operation Stack stakeholders on implementation as per flow chart Appendix 1.
- Manage Police response.
- Establish emergency rendezvous point.
- Issue predetermined batch of External Stack Tickets to hauliers in the queue.

9.2 PORT OF FELIXSTOWE

- Receive weather forecasting and continuous criteria monitoring information to identify at the earliest possibility the conditions that may lead to the closure of the Port to large goods vehicles.
- By means of Pre-Notification Notice 0, Advance Notice A and Immediate Warning B follow-up to Notice A:
 - Provide early warning to Suffolk Constabulary and Highways England that closure of the Port is anticipated.
 - Provide early warning to national hauliers advising that the Port is closed to large goods vehicles.
 - Provide means by which external traffic disruption is minimised by the provision of additional large goods vehicle parking facilities on the Port.
- Upon formal implementation of Operation Stack:
 - Manage internal stack process.
 - Prepare for local yard phase.
 - Inform Suffolk Constabulary that internal stack process is complete.
 - Initiate Yard Ticket Process, confirming commencement to Suffolk Constabulary.
- Upon issuance of Advance Notice A / Immediate Warning B
 - Link with Suffolk Constabulary re deployment of resources.
- Upon recommencement of Port Operations:
 - Issue Notice C1 to advise of commencement of the recovery phase from Operation Stack.
 - Liaise with Port Police and Suffolk Constabulary to agree release of hauliers from stack area.
 - Issue Notice C2 if conditions deteriorate and recovery phase ceases. Reissue Notice C1 when recovery phase can recommence.
- Collect tickets at Port Gate entrance.
- Continuously inform Suffolk Constabulary of changes to port operational status.
- Operation Stack to remain in force until stacked lorries are cleared, port will not re-close and mutual agreement made with Suffolk Constabulary to deactivate Operation Stack.
- Publish Cancellation Notice D.

9.3 HIGHWAYS ENGLAND

- Responsible for the overall management and maintenance of all motorways and trunk roads within England, otherwise known as the Strategic Road Network.
- In conjunction with their professional partners (Service providers for Area Six)
 - Activate all local and remote electronic vehicle information systems in accordance with Standard Operating Procedure using Resource.
 - Deploy local Operation Stack manual signage on Trunk and Non-Trunk roads in accordance with mutually agreed procedures with the highways authority (Suffolk Highways – Service Delivery Centre - East).
 - Deploy diversionary route signage.
 - Deploy all Traffic Management Personnel Resources such as has been mutually agreed.

- Deploy all Traffic Management Equipment such as cones, etc.
- Via the National Traffic Operations Centre (NTOC) activate national strategic Variable Message Sign (VMS) signage for Operation Stack.

9.4 SUFFOLK COUNTY COUNCIL

- To be the Highways Authority for Non-Trunk Roads.
- Ensure diversionary routes are suitable for diverted traffic.
- Provide additional signing to the south end of the A12 approaching Seven Hills if the STACK area was up to capacity.
- During ice or snow, alert gritting depots to amend the gritting route around Nacton and Levington

9.5 EAST SUFFOLK LOCAL AUTHORITIES*

- Port Health liaise with the Police Contact and Control Room Duty Inspector to monitor and determine requirement for toilets on receipt of Notice B. If vehicles, drivers, traffic officers and others as may be affected will be in the stack for over 3 hours, Port Health may request provision of toilet facilities. The lead in time from requesting toilets to deployment of same in situ is expected to be around 1-2 hours.
- East Suffolk via waste contractor (Norse) for provision of waste facilities and litter collection arrangements.

9.6 SUFFOLK RESILIENCE FORUM

If the closure of the Port causes significant impact that exceeds the arrangements outlined in this MOU, any partner in the Suffolk Resilience Forum (SRF) may activate the multi-agency major incident response process. The SRF are responsible for the co-ordination of multi-agency response and establishing policy and direction to guide tactical and operational response and recovery activity.

10 TRAINING AND EXERCISING

Suffolk agencies as part of this MOU envisage no additional training outside of normal roles. Any additional staff brought in to augment Suffolk responders will be trained and equipped to complete tasks asked of them.

11 HEALTH AND SAFETY

All organisations referred to in this MOU will have relevant risk assessments in place to carry out the organisation's responsibilities.

* to become East Suffolk Council from 1 Apr 19

12 FINANCE

The following funding arrangements are agreed:

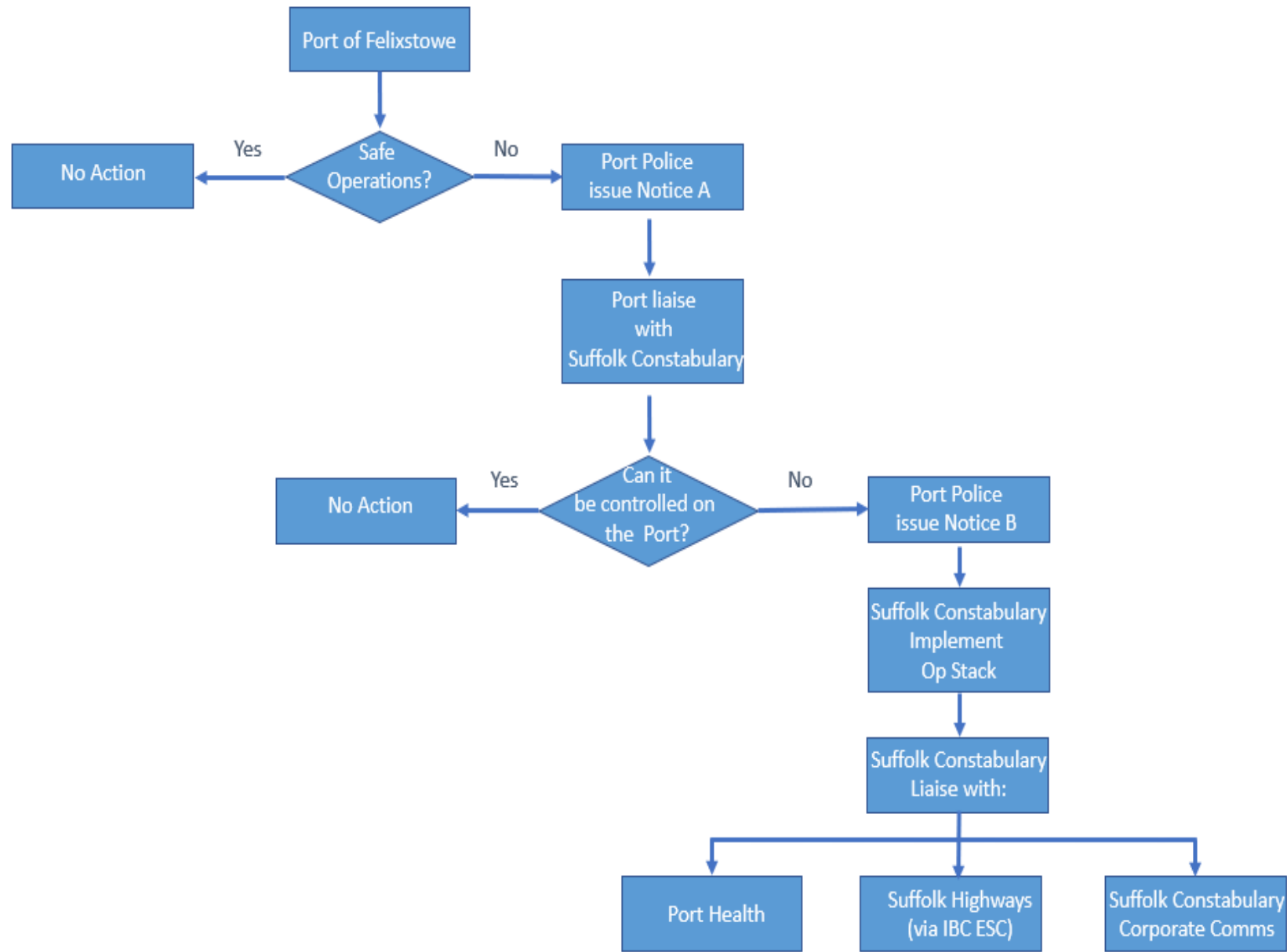
- 12.1 Section 9 defines the primary roles and responsibilities of each agency involved in the operational implementation of, and recovery from, the closure of the Port of Felixstowe to large goods vehicles resulting in Operation Stack.
- 12.2 The dominant costs involved in so doing are therefore the responsibility of the relevant agency.
- 12.3 Local mutually agreed inter-agency recharges exist between:
 - Port of Felixstowe and Suffolk Constabulary for the provision of 2 Roads Policing Officers on over time.
 - Port of Felixstowe and East Suffolk Local Authorities* for the provision of toilet facilities if required and in the case of a prolonged operation, additional welfare facilities.

* to become East Suffolk Council from 1 Apr 19

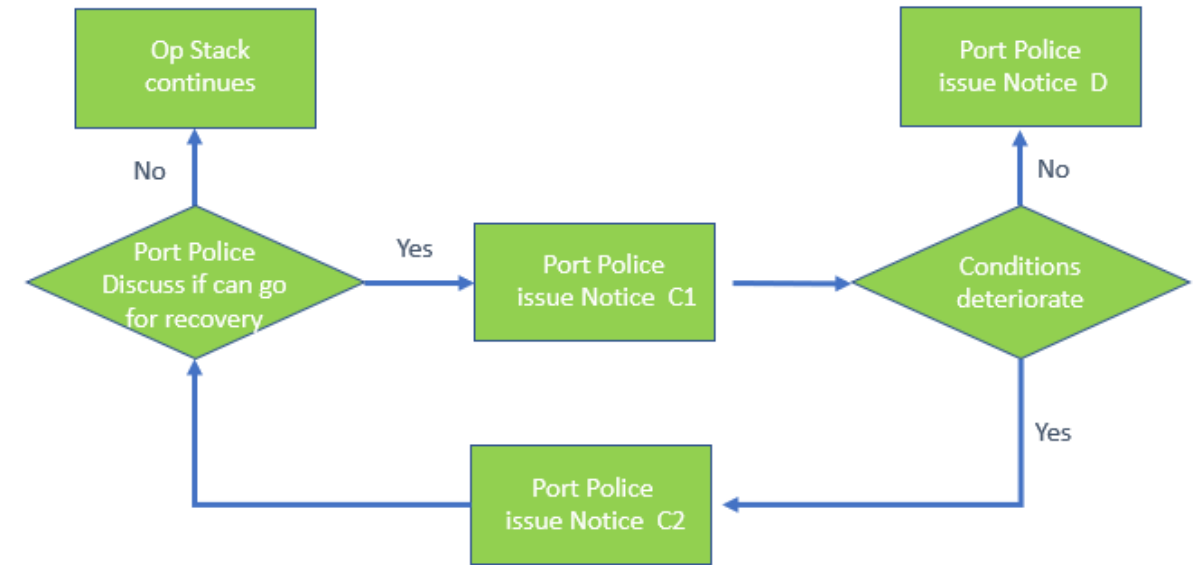
13 PRIMARY CONTACT LIST

Appendix 1 – Decision Flowchart for the Implementation and Cancellation of Operation Stack

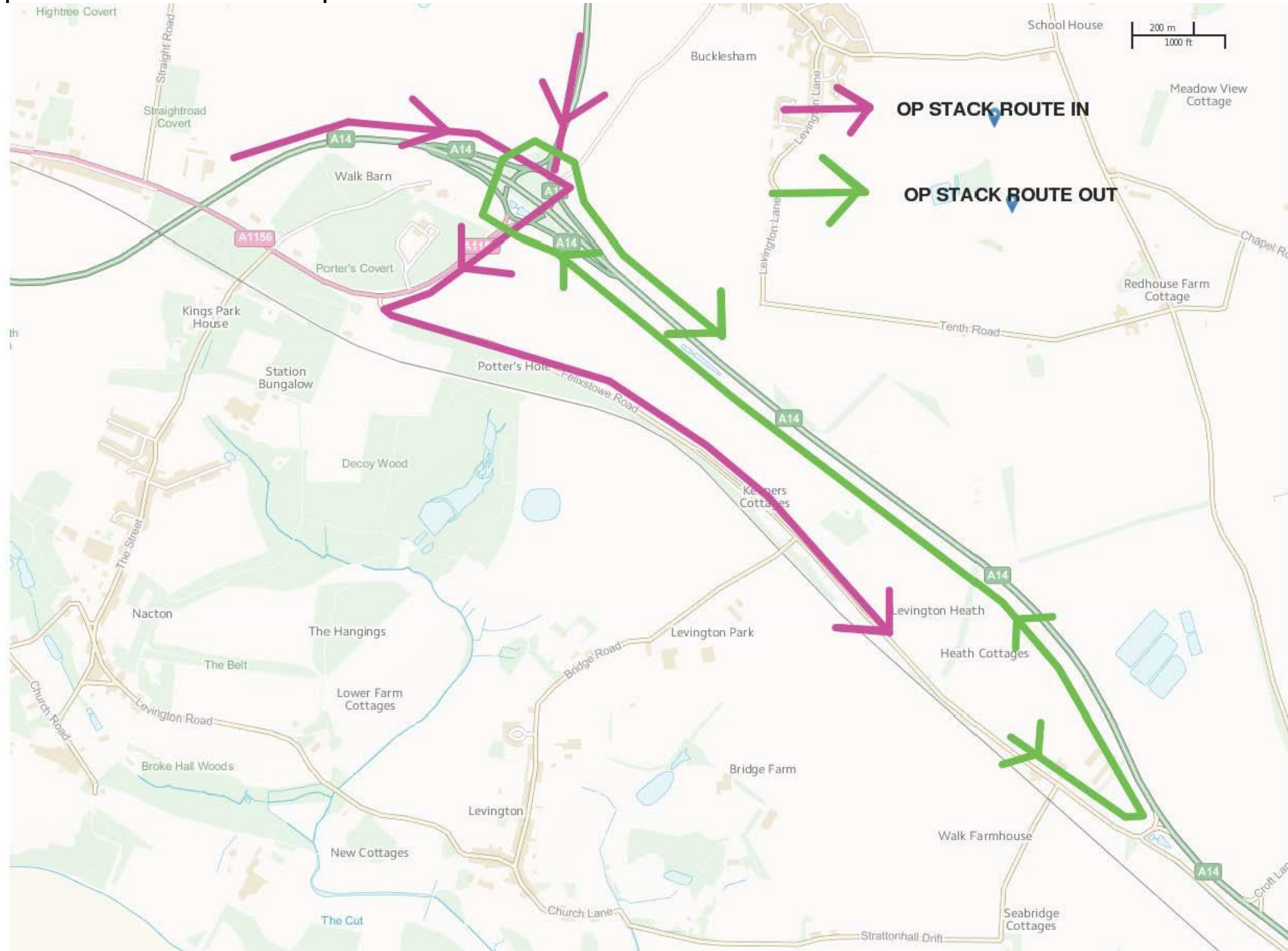
Implementation



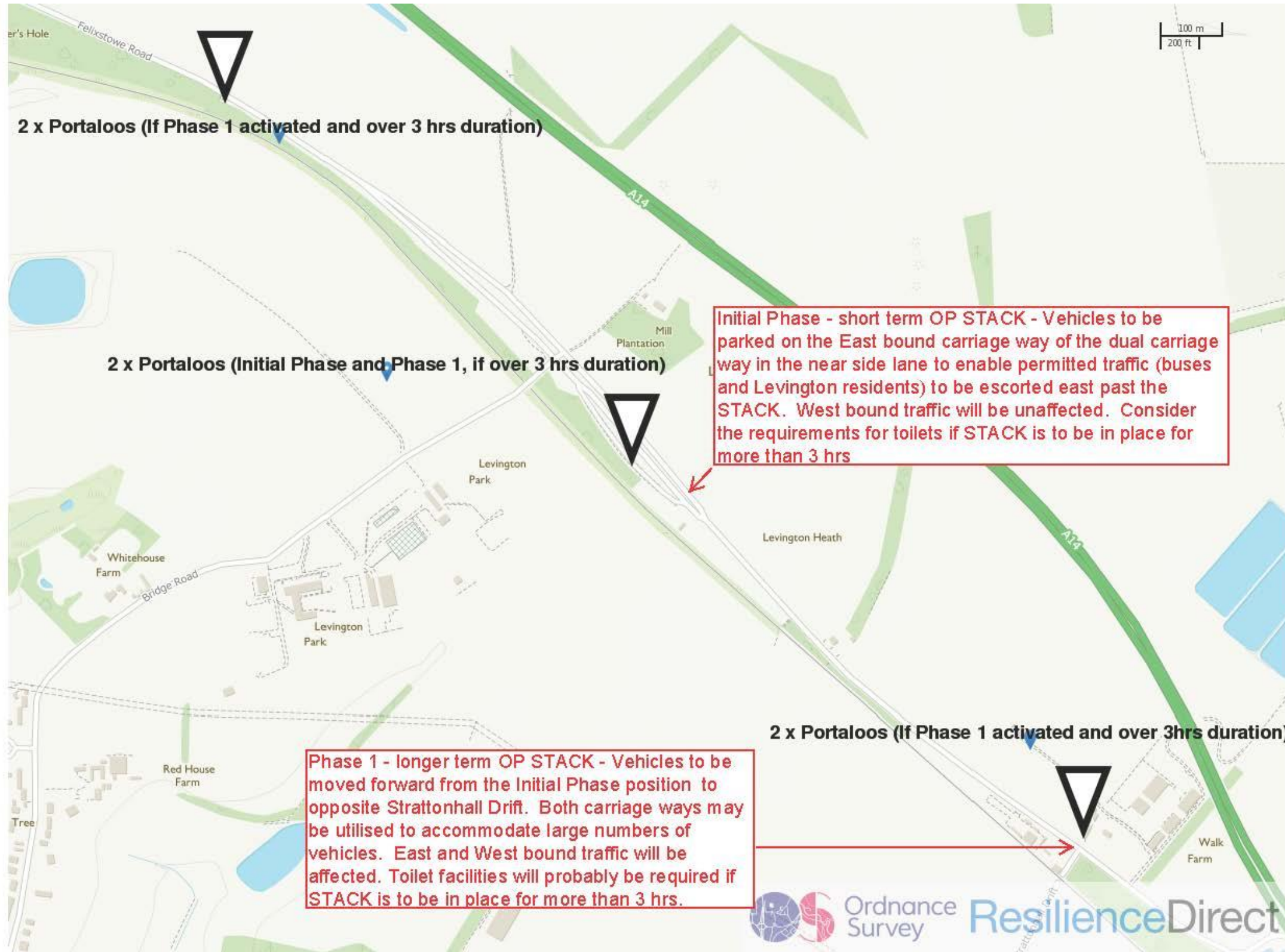
Cancellation



Appendix 2 – Schematic Overview Map of Stack Area



Appendix 3 – Op STACK Phase detail map





PORT OF FELIXSTOWE POLICE

“OPERATION STACK”

**PRE NOTIFICATION
NOTICE - ‘0’**

**For the information of
OPERATION STACK GROUP**

PLEASE BE ADVISED OF THE FOLLOWING CONDITIONS WHICH
MAY AFFECT THE PROCESSING OF ROAD VEHICLES ARRIVING
AT THE PORT OF FELIXSTOWE:

Date:

Time:

Sender:



PORT OF FELIXSTOWE POLICE

“OPERATION STACK”

ADVANCE NOTICE - ‘A’

To: THE OPERATION STACK GROUP

PLEASE BE ADVISED THAT WEATHER CONDITIONS ARE AFFECTING CONTAINER VEHICLE OPERATIONS AT THE PORT OF FELIXSTOWE. URGENT LIASION BETWEEN SUFFOLK POLICE AND THE PORT POLICE IS REQUIRED TO DISCUSS THE POSSIBILITY OF OPERATION STACK.

DESCRIPTION OF CONDITIONS

Date:

Time:

Sender:



PORT OF FELIXSTOWE POLICE

“OPERATION STACK”

IMMEDIATE WARNING ‘B’

TO: OPERATION STACK GROUP

THE CONDITIONS REFERED TO IN NOTICE ‘A’ CONTINUE TO AFFECT CONTAINER TRAFFIC OPERATIONS. TRAFFIC IS QUEUING WITHIN THE PORT AND IS LIKELY TO EXCEED CAPACITY WITHIN THE NEXT [] MINUTES.

OPERATION STACK IS REQUIRED

Date:

Time:

Sender:



PORT OF FELIXSTOWE POLICE

“OPERATION STACK”

NOTICE ‘C1’

To: OPERATION STACK GROUP

PLEASE BE ADVISED THAT CONTAINER OPERATIONS AT THE PORT OF FELIXSTOWE HAVE RECOMMENCED AND INTERNAL QUEUES ARE CURRENTLY BEING PROCESSED.

OPERATION STACK RECOVERY IS IN PROGRESS AND VEHICLES WAITING IN OP STACK WILL BE CALLED FORWARD SHORTLY.

Date:

Time:

Sender:



PORT OF FELIXSTOWE POLICE

“OPERATION STACK”

NOTICE ‘C 2’

To: OPERATION STACK GROUP

CONDITIONS HAVE AGAIN DETERIORATED AND CONTAINER OPERATIONS
AT THE PORT OF FELIXSTOWE HAVE NOW BEEN SUSPENDED.

PLEASE HOLD ALL TRAFFIC AT THIS TIME UNTIL YOU RECEIVE
SUBSEQUENT NOTICE ‘C1’

Date:

Time:

Sender:



PORT OF FELIXSTOWE POLICE

“OPERATION STACK”

NOTICE ‘D’

To: OPERATION STACK GROUP

PLEASE BE ADVISED THAT OPERATIONS AT THE PORT OF FELIXSTOWE
HAVE NOW RETURNED TO NORMAL.

OPERATION STACK HAS BEEN LIFTED AND THE PORT IS NOW OPEN TO ALL
TRAFFIC.

THANK YOU FOR YOUR ASSISTANCE.

Date:

Time:

Sender:

Appendix 5 - GLOSSARY

CCR	Suffolk Constabulary Contact and Control Room
ESDC	East Suffolk District Council
JEPU	Local Authority Joint Emergency Planning Unit
NTOC	National Traffic Operations Centre
SCC	Suffolk County Council
SRF	Suffolk Resilience Forum
VBS	Vehicle Booking System
VMS	Variable Message Sign