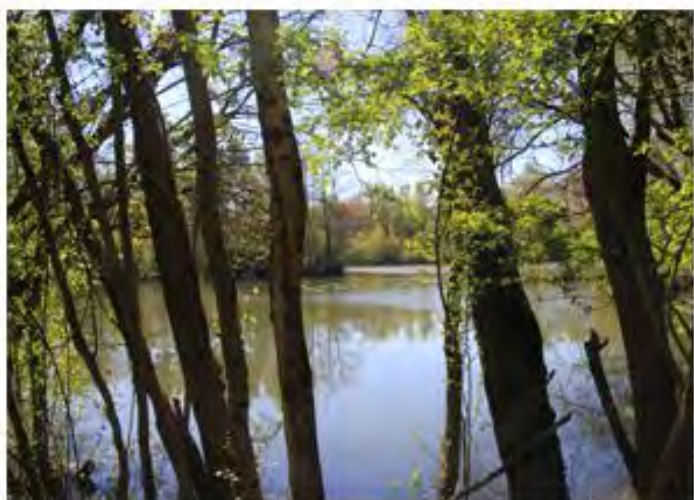# Fareham Borough Council Emergency Response Plan

FAREHAM
BOROUGH COUNCIL

Emergency Response Plan 2015

Foreword

The key to an effective emergency response is the application of sound corporate principles and inter-agency co-operation. The purpose of this document is to set out those principles and provide a plan to enable the District Council to perform its function as a Category 1 Responder, to a wide range of emergencies, including major incidents, as required by the Civil Contingencies Act (CCA) 2004. It complements the plans of other responding agencies within a nationally agreed framework.

There is a quick reference guide included in this plan, which can be used as an aide memoire, detailing the activation of the District Council response together with the working documents to use when an emergency is reported.

This plan will be reviewed annually to ensure it remains valid and accurate. Any changes to departmental structures or responsibilities which alter the agreed actions or roles under this plan should be notified to the District Council Emergency Planning Liaison Officer.

*This plan will refer to a Hampshire lower tier council as a "District" throughout as this what they referred to in legislation. This includes councils which are City, Borough or District.

Chief Executive

Fareham Borough Council

Plan Ownership

Prepared for and owned by:

Plan Author and reviewing authority: Emergency Planning & Resilience Unit (EPRU) Hampshire County Council (HCC)

Implementation Date: 1st Sept 2015

Review Date: 31st March 2016

Protective Marking

This document has been given the protective marking of "OFFICIAL". However the annexes have been given the protective marking of "OFFICIAL SENSITIVE" as copies will contain personal data of staff (in some cases) and other data or numbers.

This document must be kept secure at all times and must not be transmitted via public e-mail systems or other electronic methods of transfer. It will be made available under the same conditions to those staff requiring access as part of their role. A redacted version of this document can be made public if required.

Resilience Direct (RD) is available to manage viewing, sharing and storing of these plans securely. The responsibility for this security remains with the nominated LA Administrator for RD.

Stakeholder Distribution List

This plan is available in a redacted format on RD.

The original document is held by Fareham Borough Council) and HCC Emergency EPRU.

Equality and Human Rights Statement

In the application of this plan the District Council should adhere to the requirements of the Equality Act 2010, Public Sector Equality Duty and Article 14, European Convention of Human Rights and any other relevant pieces of legislation pertinent to the resolution of an incident.

Document Control

To ensure the contents of this document are maintained, it is important that an administrative system is in place to allow updating, changing and amending the contact details. This plan is subject to a three-yearly review and update cycle, from the date on the cover of this plan.

This document has been produced by EPRU HCC and any amendments must be notified to the Team at the following address:

Emergency Planning & Resilience Unit

The Castle,

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Tel: (01962) 846 846

Fax: (01962) 855 020

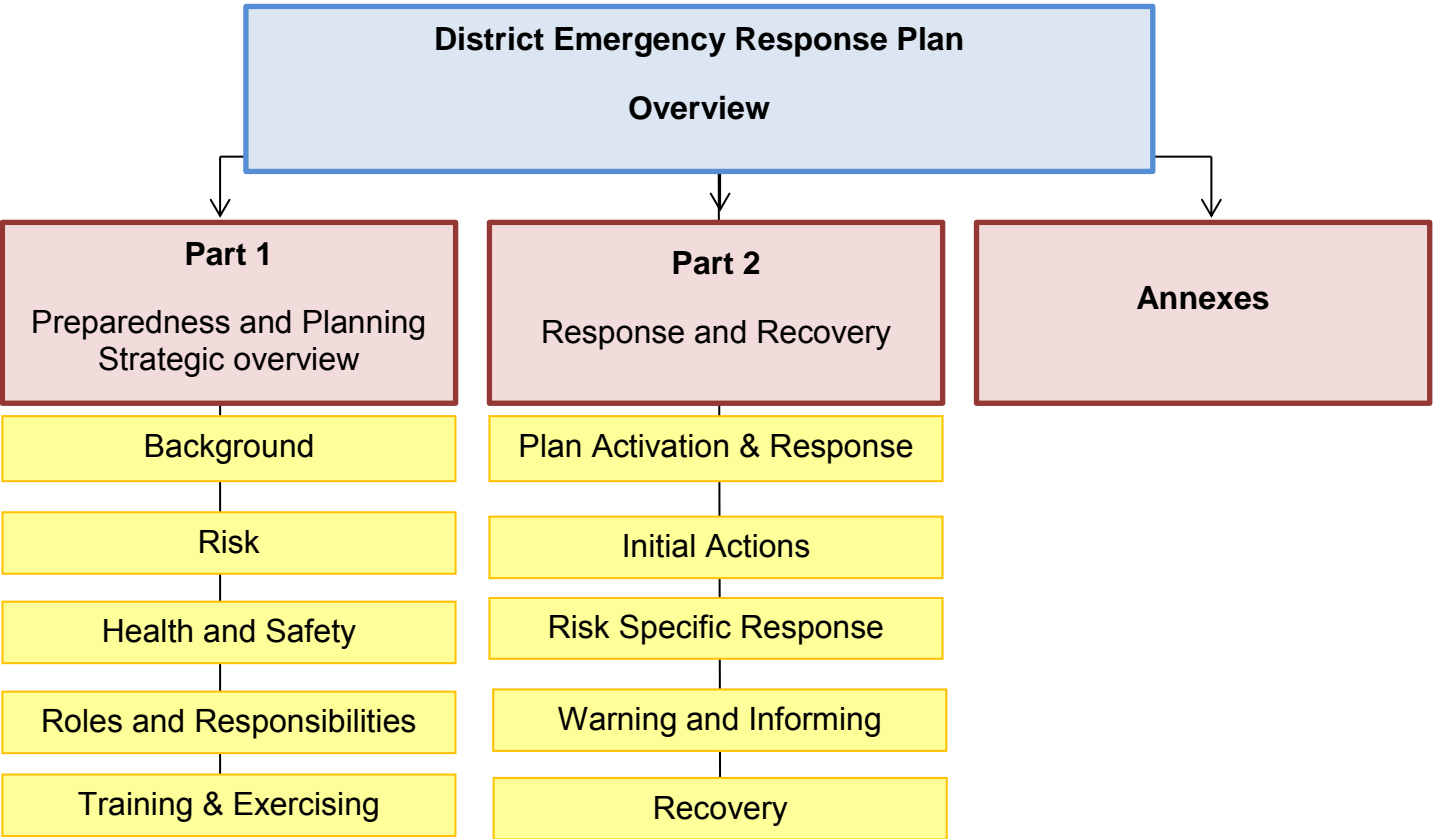E-mail: **emergency.planningteam@hants.gov.uk**

Maintenance Schedule

Version	Date of review
	March 2016
	March 2017

Record of Amendments

Amendment Number	Date	Description of Amendment	Page	Amended by

Plan Structure

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                    ┌─────────────────────────────────────────┐
                    │   District Emergency Response Plan       │
                    │                                          │
                    │                Overview                  │
                    └─────────────────────────────────────────┘
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Part 1	Part 2	Annexes
Preparedness and Planning Strategic overview	Response and Recovery	

Part 1	Part 2
Background	Plan Activation & Response
Risk	Initial Actions
Health and Safety	Risk Specific Response
Roles and Responsibilities	Warning and Informing
Training & Exercising	Recovery

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Part 1

Section One: Background

Minor emergencies occur on a regular basis and are often dealt with by a responding organisation unaided or with limited assistance.

This is the case in most emergencies handled by the emergency services but occasionally the nature or severity of the incident will require an integrated approach utilising other agencies, which include District Councils.

All District Councils, under the Civil Contingency Act 2004, are Category 1 Responders. They provide a range of services which may be called upon, at any time of the day or night by other agencies as part of the response to an emergency. Whilst they are not an emergency service, the District Council's response must be swift and co-ordinated with mobilisation of the council's resources often at short notice.

In response to an emergency both HCC and the District Council will principally be required to:

- Support emergency services with resources – in most cases this will involve no more than the provision of services normally provided by the council
- Look after the care and welfare of people (shelter and re-housing)
- Warn and inform the public
- Protect the environment

Once the emergency response is over and moves to the recovery phase, both HCC and the District Council will have a leading role in remediation.

1.1 Aim

The aim of this plan is to detail the District Council's emergency response and recovery management framework.

1.2 Objectives

All agencies that may be involved in emergency response and recovery at the local level will work to the following set of combined objectives as detailed in the Hampshire and Isle of Wight Local Resilience Forum (HIOW LRF) Emergency Response Arrangements (ERA):

- Saving and protecting life
- Relieving suffering
- Preventing the emergency from further escalation
- Warn and inform the public
- Protecting the health and safety of personnel
- Safeguarding the environment/Protecting property
- Maintaining and restoring critical services
- Promoting and facilitating self-help in the community
- Facilitating investigations and inquiries (e.g. by preserving the scene and effective records management)
- Facilitating the physical/social/economic/psychological community recovery
- Evaluating the response and recovery and identifying lessons learnt

1.3 Scope

The HIOW LRF ERA provides an overview of the emergency response structures, and the multi agency roles and responsibilities these include:

Single agency Emergency Control Centres (ECC)

Multi agency:

The Response Working Group (RWG)

The Tactical Coordinating Groups (TCG)

The Strategic Coordinating Group (SCG)

The Strategic Coordination Centre (SCC)

This plan will not duplicate Command and Control arrangements or roles and responsibilities of other LRF member's plans. Please refer to the ERA for further guidance on RD.

This plan will refer to a Hampshire lower tier council as a "District" throughout. This includes councils which are City, Borough or District.

This plan will also refer to District Emergency Control Centres as "ECCs". Where a reference is made to HCC's Emergency Centre, this will be specifically referred to as the "County Emergency Control Centre".

1.4 Legislation

An emergency is defined under the Civil Contingencies Act 2004 as;

"an event or situation which threatens serious damage to human welfare in a place in the UK; an event or situation which threatens serious damage to the environment of a place in the UK; or war or terrorism which threatens serious damage to the security of the UK"

Implications for the District Council may include:
- Mobilisation of an Incident Liaison Officer (ILO) to the Multi agency Incident Control Point or other locations as necessary
- The establishment of the Emergency Control Centre (ECC) for Co-ordination
- Significant media interest
- Responding to large volumes of public enquiries
- Displaced members of the public
- Disruption to normal services
- Managing critical and normal services
- Pressure on resources
- Mutual aid to other District Councils.

1.5 Command and Control

The District Council may be required to support Strategic, Tactical and Operational Command and Control functions. HIOW LRF ERA defines the multi agency emergency response arrangements.

1.6 Business Continuity Management

An emergency is likely to impact on the council's ability to deliver its normal services. The Tactical Management Team will need to assess the impact on normal business, and implement Business Continuity Management (BCM) plans where necessary.

1.7 Mutual Aid

A Mutual Aid protocol for the shared use of resources in an emergency has been agreed by all HIOW Local Authorities. This protocol is based on national guidance and is a "non legally binding agreement". Those authorities wishing to request mutual aid can do so via their Chief Executive.

Section Two: Risk

2.1 Risk Assessment

Risk drives the emergency planning process and enables us as Category 1 Responders to prioritise planning, training and exercising. There are two levels of assessing risk nationally:

- **Local Resilience Forum (LRF) area wide risks** that have a wide area impact across Hampshire and the Isle of Wight (for example pandemic flu)

These risks are captured within the Hampshire and Isle of Wight (HIOW) LRF Community Risk Register (CRR)

- **Local risks** that are confined geographically to a district council area (for example a gas leak/ house fire)

There is an established process within the district councils to be able to share information on "local" risks not included in the CRR, as combined likelihood and impact do not score highly enough to feature as a priority. HCC EPRU works alongside partner agencies to identify and communicate "local" risk to the district.

Local authorities have a responsibility to support emergencies that have an impact on their residents, even on a small scale. It is important that elements of local risk are shared to inform district councils of potential hazards that they may encounter.

Section Three: Health & Safety

3.1 Risk Management Statement

As far as practicable risk assessments will form the foundation and basis of all deployments of resources and operations at every level.

The health and safety of all persons committed to working at: scenes of incidents, in the ECC, Prepared Rest Centres (PRC) and other emergency locations is of paramount importance. The basic principles of health and safety must be observed and all personnel must be properly briefed on all hazards and risks associated with their role and the actions necessary to reduce those risks including the issue of personal protective equipment (PPE).

District Council employees should always wear identifiable high visibility clothing when undertaking duties at the scene of an emergency. A dynamic risk assessment should to be carried out by Incident Liaison Officers (ILO) on arrival at the scene.

 For more information please see the ILO Incident Log Book, provided to all responding ILOs

3.2 Scene Management

At the scene of an incident a responding agencies will put in place a cordon to restrict access to the scene of the incident e.g. Hampshire and Fire Rescue Service (HFRS), Hampshire Constabulary, and District Councils etc.

Access to inner cordons, which are seen as high risk areas, will be clearly marked e.g. red and white striped tape for HFRS, blue and white striped tape for Police and will be strictly controlled. Before entering any cordons, permission must be obtained from the lead agency in attendance,(or the agency managing the cordon), safety concerns identified, safe working practices employed and correct PPE used. All persons entering cordons will be briefed on the primary hazards, the recognised risks to personnel, the control measures in force and any evacuation arrangements.

If not fully satisfied with the level of protection afforded to the person seeking entry, that person will not be admitted to the inner cordon. Refer to ILO Log book for more detailed information.

The diagram below illustrates how the scene may be set up. District Incident Liaison Officers report to the tactical incident control point, usually located inside the outer cordon.
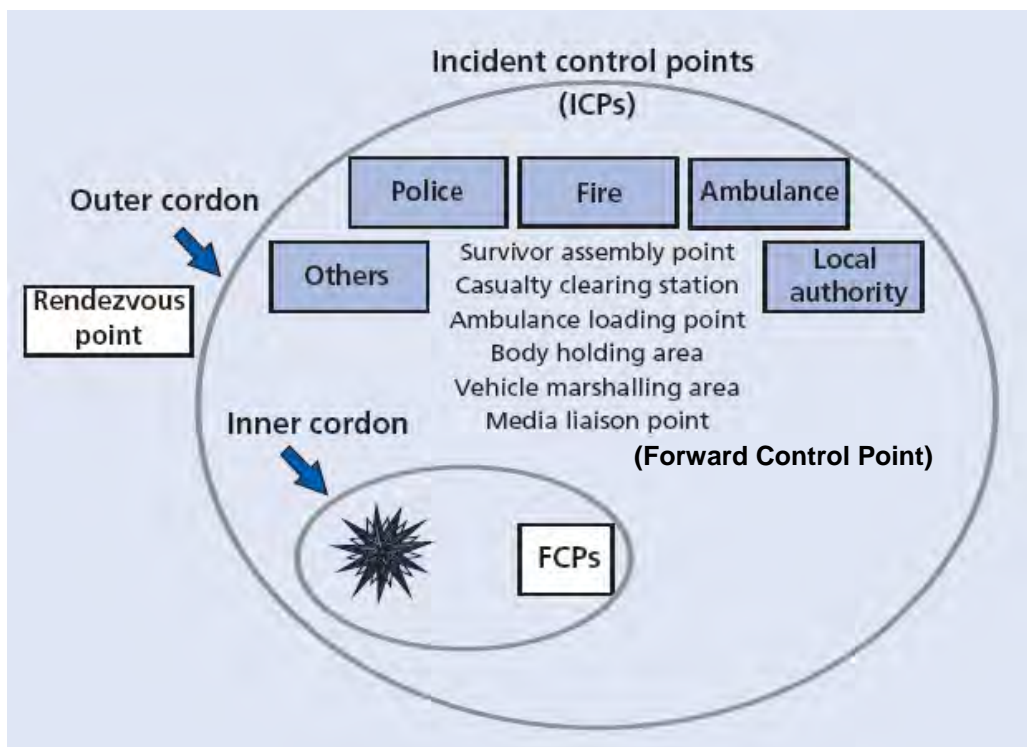
Section Four: Local Authority Roles and Responsibilities

A number of local authority services may be called upon to support an emergency. These could be services provided by either the District Council or HCC or both. It is important for staff of both tiers of authority to have an awareness of the difference in services they provide in support of an emergency. In cases where an emergency involves more than one district and the incident is of a sufficient scale, consideration will need to be given to the co-ordination of resources supporting operational, tactical and strategic management. Discussions between the respective authorities involved should take place at the earliest opportunity.

HCC EPRU will provide a point of contact to receive notification of an emergency requiring LA support and will alert the relevant council if appropriate. The tasks undertaken by local authorities *in support of an emergency response* will depend on the characteristics and nature of the emergency. They may include:

Hampshire County Council	District Council
Emergency Planning / Control Centres	Emergency Planning / Control Centres
Care and Welfare of the Community: • Short term sheltering (Prepared Rest Centres); • Identification of vulnerable people; • Adults and Childrens Social Care	Housing (emergency homelessness) • Emergency accommodation for displaced members of the community following an emergency
Transport / Highways	Town Centre Management
GIS Mapping	GIS Mapping
Countryside Services	Building Control (structural safety services)
Fire and Public Safety	CCTV/Community Safety
Waste Management	Parking enforcement
Trading Standards	Streetscene services
Flood and Water Management	Land Drainage
Public Health	Environmental Health
Communications	Communications
Managing and restoring critical services	Managing and restoring critical services
Managing emergency finances	Managing emergency finances
Provision of mutual aid	Provision of mutual aid

The following section details the support services listed above in greater detail:

4.1 District Council

Chief Executives

- Provide support to Strategic Co-ordinating Group (in accordance with ERA)
- Co-ordinate the council's response in order to achieve combined objectives
- Maintain Services
- Prepare to take over Co-ordinating role
- Provide support to Tactical/Silver (Co-ordinator)
- Provision of Mutual Aid and other resources
- Securing specialist advice and equipment
- Business Continuity Management
- Business Continuity Promotion and advice to firms and businesses

Legal Services

- Provide legal services

Finance

- Provide supportive and advisory role to Chief Executive
- Maintain normal services
- Establish financial controls
- Collate financial expenditure resulting from emergency
- Liaise with Government representatives on Bellwin Scheme
- Prepare to co-ordinate establishment of an appeal fund
- Liaise with insurers and loss adjusters in the event of any claim
- Administration of emergency funding schemes

Information Management and Technology

- Nominate a telecommunications and IT liaison officer if required.
- Establish and support ECC communications and IT as necessary.
- Manage IT for District Council staff and liaison officers from other agencies
- Control co-ordinate and allocate existing IT resources
- GIS provision

Environment, Environmental Protection and Health Protection Teams

- Provide personnel to advise and implement measures to protect life, property and the environment

- Enforcement under Acts/Regulations (Food and Environment)

- Provide specialist advice and information to the public

- Liaise with external agencies as necessary e.g. Dept. of Food and Rural Affairs (DEFRA), Environment Agency (EA), Public Health England (PHE)

- Co-ordinate council's involvement with animal diseases

- Represent the council on multi agency groups in relation to outbreaks of food/waterborne illness and Chemical Biological Radiation Nuclear (CBRN) incidents/spillage of dangerous chemical incidents/toxic release

- Flooding

- Pollution

- Liaise with Health and Safety Executive (HSE)

- Pest Control and Street Care

- Animal Welfare

Strategic Housing and Landlord Services

- Provide facilities, including temporary accommodation for those rendered homeless

- Provide practical assistance to those rendered homeless

- Prepared Rest Centre liaison

- Longer term care and welfare support

- Access to specialist transport

Building Control

- Co-ordinate and control operations to secure, demolish or repair damaged buildings

- Provide advice on the safety of buildings for rescue operations

- Secure the services of private contractors as necessary

- On-site incident management of site clearance operations in the event of a major emergency

Access and Infrastructure

- Safety of some roads and bridges
- Assist with diversions, signs, barriers, danger lights and traffic signals
- Co-ordinate activities with HCC Highways, Highways Authorities Police and contractors
- Clearing drains, ditches
- Rivers and land drainage
- CCTV
- Community transport

Communications

- Council's Media response
- Identify Council's spokesperson

Customer Service Centre

- Dealing with customer enquiries by both personal callers and telephone contact

4.2 Hampshire County Council

HCC Corporate Resilience Plan contains details of the specific roles and responsibilities of HCC departments and resources in an emergency.

Corporate Services

Chief Executives

- Ensure the effectiveness of the County Council's response
- Act as the Chair of SEMT at the County Emergency Centre (or appropriate location)
- Involve the Leader of the County Council and any committees as necessary
- Authorise any special arrangements that may be required in dealing with the response
- Represent the County Council at a multi agency SCG or nominate a senior deputy

Legal Services

- Provide a senior officer for the TMG Logistics Group when activated
- Provide specialist support to the Chair of SEMT

Emergency Planning and Resilience Unit

- Provide a 24 hour Duty Officer who will act as the first point of contact for any emergency callout required
- Notify the district councils of an emergency requiring support
- Produce and maintain emergency plans in accordance with relevant legislation, all of which can be found on Resilience Direct
- Provide representation on behalf of the District Councils at RWG/SCG
- Provide an EPRO to support the senior officer at the multi agency Strategic Coordinating Centre (SCG) if required
- Provide an EPRO to advise the HCC TMG Strategy Group

- If the emergency requires it HCC will alert and liaise with the lead Government department and other public bodies involved in the emergency.

- Ensure the effective organisation of the County Council's Emergency Centre

- Ensure that there are sufficient staff at SCG and in the County Council's Emergency Centre if established

- Make available appropriate training for the TMG and other response staff

- Provide an EPRO to any established multi agency TCGs / District Emergency Control Centres if available

- Deploy and manage members of the Emergency Support Team (EST) and ASSIST Team

- Co-ordinate activation of Community Plan contacts

Communications Team

- Provide a senior officer for the TMG Information & Advice Group

- Work with communications officers from other responding organisations to provide a consistent and accurate message to the media

- Manage, through the Information & Advice Group, the County Council's media response.

- Provide information to County Council staff

- Manage Hampshire County Council's contribution to the public website Hantsweb and any social media issues

Integrated Business Centre / HR

- Specialist support on request.

- Advice with regard to staff and public telephone help lines

- Advice with regard to personnel contracts

- Advice with regard to next of kin issues

- Advice with regard to trauma and welfare support

Contact Centre (Hantsdirect) Manager

- Provide a helpline for the public in collaboration with the Emergency Planning and Resilience Unit

- Arrange for the Contact Centre to work extended hours to meet the demands of the response or the public

IT

- Provide a senior officer for the TMG Logistics Group as necessary

- Ensure that integrity of the ICT and telephone network on a 24-hour basis

- Provide additional ICT and telephone equipment as required by the TMG on a 24-hour basis

Finance

- Provide a senior officer to the TMG Logistics Group

- Act as paymaster to the County Council, including payments for hired labour or rented equipment or premises

- Administer, if required, the British Red Cross Disaster Appeal Scheme or similar

- Provide the necessary financial support systems for the County Council emergency related activities in accordance with local government legislation

- Liaise with Government Departments regarding financial procedures and support - particularly the operation of the Bellwin Scheme

Adult Services

- Arrange for Area Team Managers to go to District Emergency Control Centres if required

- Arrange for the provision of welfare for people who have to leave their homes, places of work or have their journeys disrupted (especially those people with special needs), wherever they may be gathered, but particularly in support of the relevant district at Prepared Rest Centres

- Arrange for the care of people who are discharged into the community as a result hospital discharge

- Arrange for the assessment eligibility of people involved in a major incident to receive hardship payments and offer advice on welfare assistance

- Working in partnership with HCC Public Health, ensure that the Service considers the medium and longer term needs of those people involved in an incident

Children Services:

- Arrange for trained officers to go to District Emergency Control Centres when required

- Co-ordinate the welfare support to children and young people affected by an incident (at home or abroad) and provide support at Prepared Rest Centres if requested

- Support all education staff, particularly the head of any establishment involved in an incident (at home or abroad)

- Notify elected members, school governors, parents, students and other client groups of any changes or disruption to normal services; put school closure information onto Hantsnet

- Arrange for the H3CS Catering Service to provide feeding as required by the TMG

- Where necessary, identify and prepare to make available schools and other educational establishments, which could serve as rest centres, vaccination points etc.

* The ASSIST membership is drawn from volunteers from both Childrens and Adults Services and are an HCC resource that can be activated via HCC's EPRU to support in welfare issues in emergencies

Economy Transport and Environment (ETE)

Highways

- Arrange for trained officers from Hampshire Highways to go to District Emergency Control Centres if required
- Provide maps and other geographical information required to support the emergency response
- Maintain highways, including gritting in icy weather, and clearance of obstructions
- Assist the police in setting up traffic diversions including signage, road closures
- Assist with demolitions and excavations, including drainage
- Provide and co-ordinate the use of contractors to assist in the above tasks and to support local services
- Maintain a record of appropriate transport and equipment held by contractors
- Provide advice and information on highways, drainage and bridges, and surveying and structural matters
- Arrange for the provision of sand and sandbags as required
- Liaise with district councils on matters of site clearance

Waste Management

- Be responsible for the disposal of oil and chemical waste in the event of a coastal pollution incident
- Manage the HCC Recycling facilities across the County

Flood and Water Management

- Section 19.0 investigations

Culture Communities Business Support

Countryside

- Work with ETE, the Environment Agency and district councils to effect the removal and disposal of debris and waste materials
- Advise on the county response to incidents involving the Basingstoke Canal
- Provide advice in the event of an emergency occurring on or near to a significant environmental site, e.g. Site of Special Scientific Interest, Scheduled Ancient Monument or National Nature Reserve
- Advise on issues associated with rights of way

Trading Standards

- Provide information and advice on farms and business premises situated in Hampshire
- Advise on the storage of liquid and solid fuel and explosives
- In relation to animal health, make plans for the response to an outbreak of animal disease
- Co-ordinate the County response to incidents concerning the contamination of food with reference to the Food & Environmental Protection Act (1985)

Property Services

- Provide a senior officer to the TMG Logistics Group
- Negotiate any rental or hire charges incurred as the result of an emergency for private or council owned premises
- Advise on County Council properties that could be used in the emergency
- Co-ordinate the use of contractors to assist in the above tasks and to carry out emergency works as required
- Procure materials required to mitigate the effect of an emergency in Hampshire

FM / Engineering

- Provide a senior officer to the TMG Logistics Group

- Provide technical advice to facilitate the rescue from Hampshire County Council property of trapped casualties and others, and to ensure the safety of those engaged in the rescue

- Advise on mechanical, electrical and engineering services and negotiating with electricity, gas and/or water companies for the temporary provision of product supply to buildings involved

- Give advice and information on building, surveying and structural matters of Hampshire County Council properties

- The newly recruited Emergency Support Team (EST) has been created with volunteers from CCBS and are an HCC resource that can be activated via HCC's EPRU to support in severe weather events

Section Five: Training and Exercising

The Civil Contingencies Act 2004 requires all plans to contain training and exercising schedules.

The Regulations require provision for the training of all staff required to support emergencies to be included in plans. The training should extend beyond those employed by the responder and include contractors and where relevant any other organisations, including voluntary ones, that might be used in support of the plan.

Each agency is responsible for ensuring that appropriate training is carried out in accordance with this plan. Each agency will therefore retain its own training records.

5.1 Intent to Train

HCC EPRU, in consultation with District Council's, produces a training schedule to ensure that all relevant members of the Authority involved in the response to emergency incidents receive adequate training for their identified role and responsibilities.

Training is carried out to mutually agreed aims and objectives. Records of training delivered by HCC EPRU will be maintained by both the HCC EPRU and the individual District Councils.

5.2 Training Competencies

Competence development aims to ensure that each member of staff is enabled to do their job effectively. The competencies are divided into two key areas:

- Management
- Generic

Anyone who manages staff will need management competencies to be effective within their role. Everyone involved in civil emergency response will be expected to demonstrate and develop core areas, for example; team working, organisational skills, customer care and professionalism. This will be achieved by attending the relevant training modules as listed below in 5.3.

5.3 Annual Training Schedule

This training schedule is in place to support the District Emergency Response Plan and is designed to ensure that District Council's can respond effectively to an incident.

Modules will be delivered for the following groups:

- District ILO (local and multi agency training)
- Strategic and Tactical Management Decision Making
- Emergency Control Centre Training
- Specialist Officer Training:
    - Environmental Health
    - Building Control
    - Communications Staff
    - Customer Services
    - Housing Officers
- Elected Members
- Resilience Direct Awareness

Part 2

Section One: Plan Activation and Response

The responsibility to activate the District Emergency Response Plan lies with the Chief Executive or nominated officer (Controller / Co-ordinator).

Management, resourcing, roles and functions required to support the incident will vary depending on the nature, type and severity of the incident. What may be a major incident for one organisation may not necessarily be for another. The council's level of response to an emergency will be determined by the Chief Executive or nominated officer in consultation with other agencies where appropriate. The response, staffing levels and roles will be that necessary to effectively and efficiently meet the council's responsibilities on the information available at any given time during the emergency.

This section contains guidance which will help determine the response, which will be dependent on the significance of the incident in terms of scale, impact or complexity. For less significant incidents a *business as usual* response may be adequate. In cases of doubt the deployment of Incident Liaison Officers (ILOs) to obtain further information should be considered.

1.1 Triggers

The district may become alerted to an emergency from the following:

- Support requested by the Emergency Service Control Rooms.
  This may come directly from HCC EPRU Duty Officer or the relevant emergency service.
- Pre-identified procedures such as Flood Warnings; activation of specific plans (COMAH/MACR/REPPIR)
- Volume of calls coming into the Customer Service Centre (request for sandbags for e.g)

On receipt of the notification, the Chief Executive or nominated officer should ascertain the nature and extent of the emergency and the type of assistance required, to decide the appropriate district council response. If the decision is made to activate the District Council Emergency Response Plan, then the appropriate staffing levels and supporting roles can be implemented.

Where notification of an emergency originates from the District Council, HCC EPRU should be notified so that they can support where necessary.

The following pages will assist the Controller/Co-ordinator in deciding the appropriate level of response:

Emergency Action Flow Chart

1.2 Overview for Chief Executive (Controller) or nominated officer

Receive call notifying an incident

Key

🟧	Operational
⬜	Tactical
🟨	Strategic

See checklist in section 2.1

- Name and number of caller
- Nature of incident and location
- Type of assistance required
- Location and name of contact at incident control point

Is the threat or hazard of a sufficient scale and nature that it is likely to seriously obstruct the district council in its critical functions?

NO - Minor Emergency

YES - Significant Emergency

Can it be dealt with by deploying resource(s) from one district council's service?

Is the emergency significant and/or requires the council's response to be co-ordinated and relevant plans activated?

YES

NO

NO

YES

Notify appropriate Head of Service or nominee to respond. No further action required at this time.

Consider deployment of an Incident Liaison Officer to multi agency RVP and/or scene and await further information.

Council response is limited at this time and does not require co-ordination.

Consider staffing of ECC

Alert Link Officer to initiate call-out personnel required.

Deploy Incident Liaison Officer (s) to scene and/or multi RVP, rest centres etc.

Establish a Strategic Management Team

If multi agency response is required nominate rep for SCG

YES

Is the emergency likely to be of such a scale or duration that a higher level of incident management is required by the council?

YES

Set up ECC (Notify other tactical control centres outside of council when established)

1.3 Emergency Management Structure
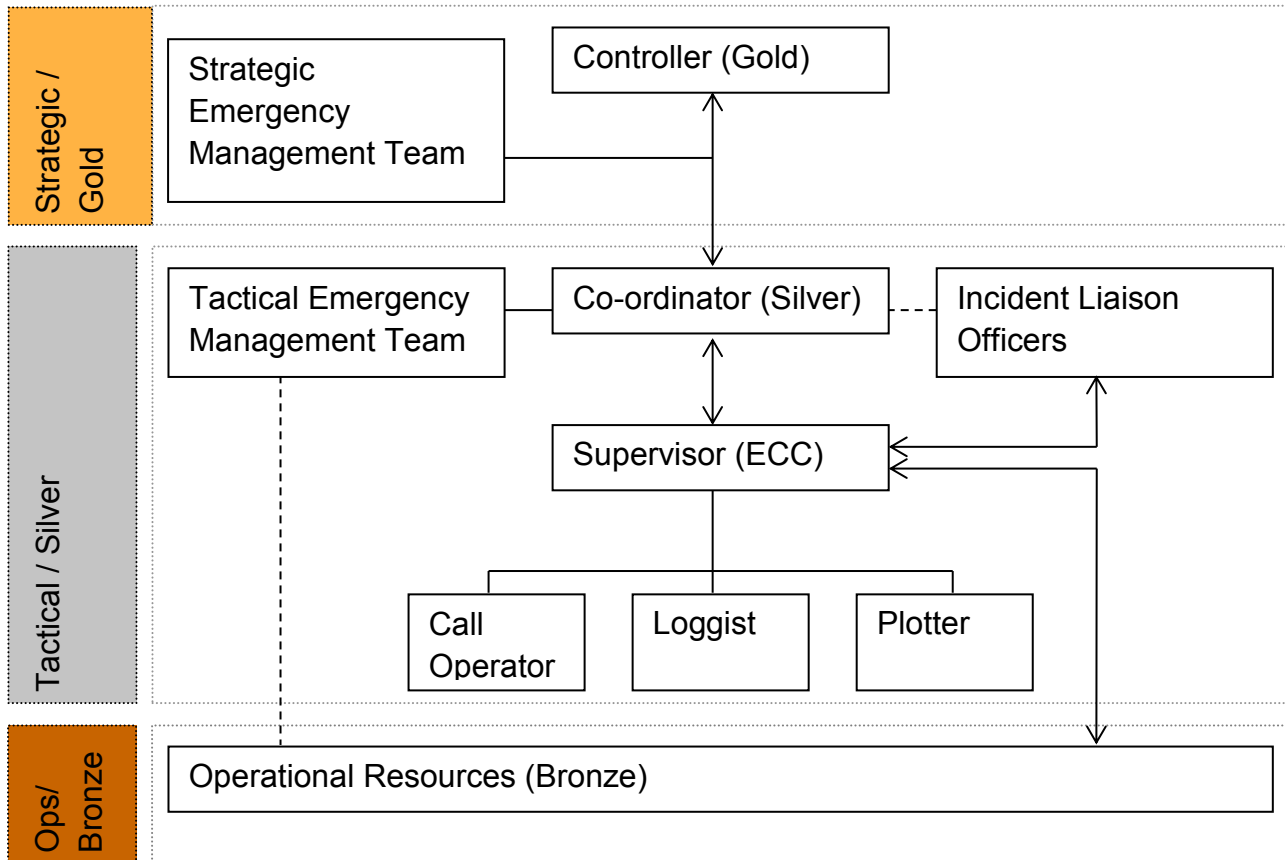
This shows the full response levels that can be activated for all three levels of Command and Control. It is rare that all three levels are activated but the district council should be prepared to implement this structure "internally" for a single agency response or to support the multi agency structures as detailed in the *HIOW LRF Emergency Response Arrangements.*

Escalation

Whether the nature of the incident is a flash flood with no prior warning, or a gradual rise such as pandemic flu, the escalation of the response will be the same and is contained within HIOW LRF ERA. Annex F summarise the escalation of the response for both **rapid onset** and **rising tide** emergencies.

Section Two: Initial Actions

2.1 CHECK LIST OF INFORMATION REQUIRED WHEN BEING NOTIFIED OF AN EMERGENCY

For Chief Executive (Controller) or nominated officer

On receipt of call, record the following in spaces provided:

1. Time and date call received:_____

2. Name and contact number of caller:

 (Try to gather details of any other persons that may be appropriate to contact inc direct numbers and switch boards numbers)

Contact Name	Contact Role	Contact no.	Any other details

3. What is required of the District Council?
(HCC/ or District Councils including specialist assistance, timescale for assistance i.e. within 2hrs, 4hrs, urgent and non urgent)

_____
_____
_____
_____

4. Is evacuation of the public likely? *(Consider nominating an assembly point/Prepared Rest Centre)*

_____
_____

5. Has anyone informed HCC Emergency Planning and Resilience?

Telephone: 01962 846 846 (Office)

Duty pager: 07623 960259

_____
_____

M Major Incident declared? YES / NO

E Exact Location: (Include map references if possible)

T Type of incident: Including brief detail of types/ numbers of vehicles/ buildings involved and any other relevant information.

H Hazards present or suspected

What are the hazards at the scene and where? – log as much detail as possible

Domestic gas escaping:	YES / NO
LPG/ Acetylene	YES / NO
Bulk fuel:	YES / NO
Chemical:	YES / NO
Biological:	YES / NO
Radiation:	YES / NO
Explosives or bombs:	YES / NO
Moving fire front	YES / NO
Gas / smoke clouds	YES / NO
Flood water (and if contaminated):	YES / NO
Electricity:	YES / NO

Other:

A — Access: (Entry/ exit routes to scene/ silver)

Cordons set up? YES / NO
Blocked roads? YES / NO
Access points:

N — Number, type, severity of casualties
Priority 1 (Seriously Injured, Life threatening) ___
Priority 2 (Seriously Injured, Non- Life threatening) ___
Priority 3 (Walking Wounded) ___
Priority 4 (Fatalities) ___
Any vulnerable persons – elderly, disabled, deaf, blind, children etc.?

E — Emergency services present and those required: (Currently present)
POLICE: YES / NO   HFRS: YES / NO Ambulance: YES / NO
Not present and required:

2.2 STAFFING LEVELS REQUIRED AND NOTIFICATION OF STAFF

To be completed by Chief Executive (Controller) or nominated officer

Role Description	Required Y/N Priority	How many?	Comments (any specialists, named officers, telephone numbers, instructions etc.)
Incident Liaison Officer(s)			
Controller			
Link Officer			
Local Authority Emergency Planning District Liaison Officer HCC EPRU Duty Officer			
Key Holder for ECC Facilities Management			
Directors, Heads of Service			
Communications Team			
Tactical Management Team (Gold)			

Co-ordinator			
Assistant Co-ordinator			
Tactical Emergency Management Team (Silver)			
Local Authority Specialist Personnel			
ECC Supervisor			
Call Operators			
Loggists			
Plotters			
GIS Support			
Administrative Support			
Any other contacts			

Link officer (where relevant) contacted:

Time_____

Date_____

2.3 Controller/Co-ordinators Quick Checklist

Deploy

- Incident Liaison Officer(s) to the scene

Activate

- Local Authority Emergency Response Plan
- District Emergency Control Centre
- Communications Team and liaise with lead agency Communications Officers
- GIS support to attend ECC if activated
- Utilise the Resilience Direct system for sharing information

Contact

- HCC EPRU Duty Officer and inform them of the situation, if they are not already aware.
- Neighbouring districts and authorities to make them aware.

Inform

- HCC EPRU Duty Officer when your ECC is set up and operational.
- Chief Executive, staff and relevant Elected Members of the incident.

Request:

- An accurate and detailed weather forecast for the next 24 hours, including wind speed, direction and possible rain fall. Hampshire Fire and Rescue Service can provide a CHEMET Report if the incident involves pollutants
- Hard copy map of incident location from GIS
- HCC EPRU Liaison Officer to support the District ECC
- Neighbouring districts to inform you if and when their ECC is set up
- Regular welfare checks on ALL personnel deployed to the incident
- Mutual Aide resources if required from other Hampshire Local Authorities

Liaise with

- Hampshire Highways and Hampshire Constabulary regarding road closures.
- HCC EPRU regarding the location of potential Prepared Rest Centres or community assembly points. (HCC function)
- HCC EPRU and possibly assist with identifying vulnerable persons, care homes and schools. (HCC function)
- Controller/HCC to establish a Recovery Group or cell within the ECC to consider the longer term recovery issues such as environmental factors and clean up or waste issues
- Heads of Service to activate Business Continuity Plans to ensure delivery of critical and normal services

Consider

- Numbers of personnel and resources available to assist on the ground with evacuations etc.
- Numbers of personnel and resources available to assist in the ECC
- Who will deploy to the Multi agency:
  - Strategic Coordination Group /Tactical Co-ordinating Group if established, along with loggist and admin support.

2.4 JESIP Joint Decision Model (JDM)

The JDM shown on the following page, has been developed to enable Incident Commanders to bring together information; reconcile objectives and then make effective decisions together. In common with most decision models, the JDM is organised around three primary considerations:

Situation: what is happening, what are the impacts, what are the risks, what might happen and what is being done about it? Situational awareness is having an appropriate knowledge of these factors.

*Direction***:** what end state is desired, what are the aims and objectives of the emergency response and what overarching values and priorities will inform and guide this?
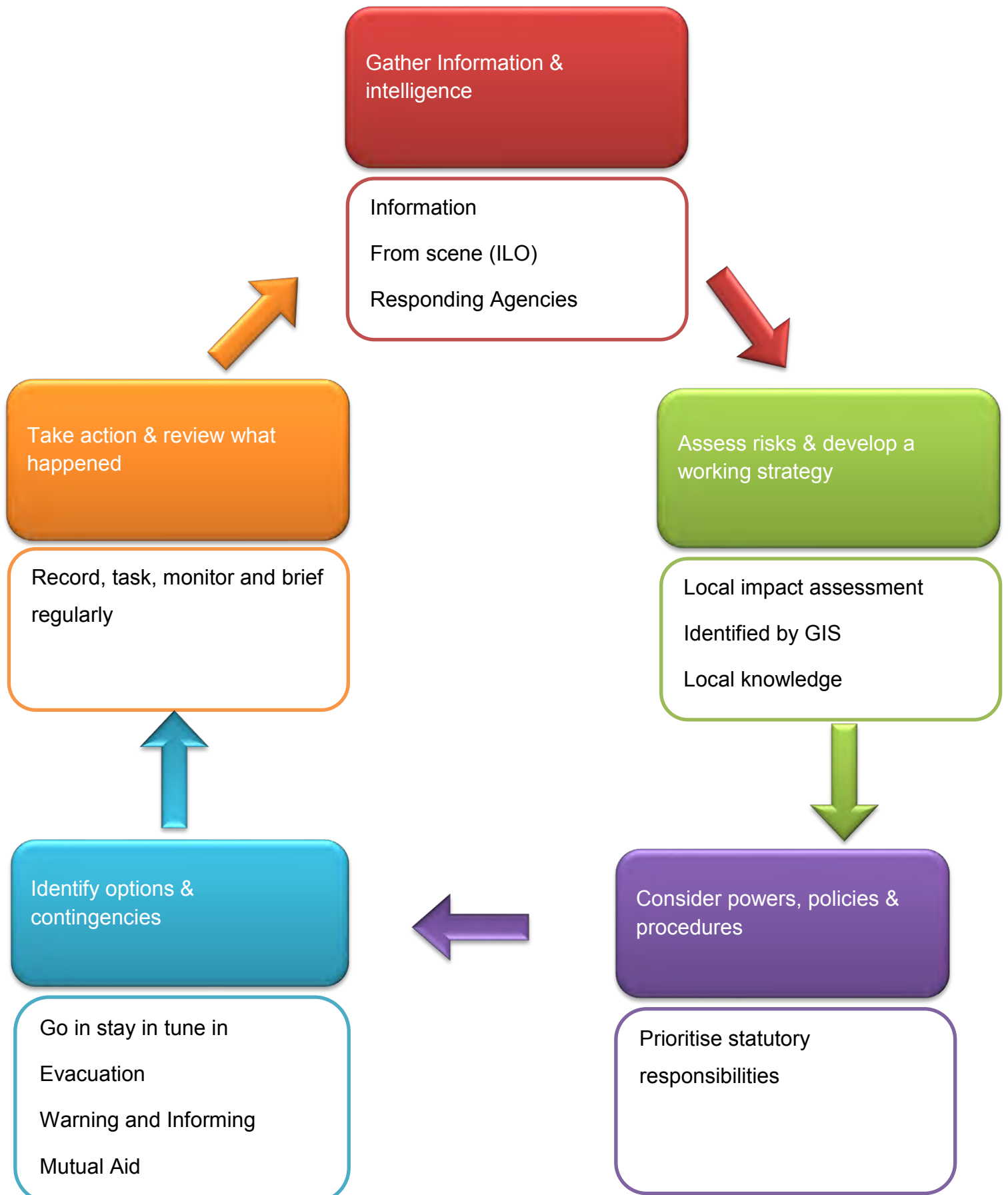
*Action***:** what needs to be decided and what needs to be done to resolve the situation and achieve the desired end state? The JDM develops these considerations and sets out the various stages of how joint decisions should be reached.

More information can be found by following this link

http://www.jesip.org.uk/uploads/media/pdf/Joint%20Doctrine/ JESIP_Joint_Doctrine_Document.pdf

Whilst JESIP was initially promoted amongst the Emergency Services, there are elements of the Joint Decision Making Model that should be used and adapted by local authorities in an emergency.

Joint Decision Making Model

Gather Information & intelligence

Information

From scene (ILO)

Responding Agencies

Take action & review what happened

Record, task, monitor and brief regularly

Assess risks & develop a working strategy

Local impact assessment

Identified by GIS

Local knowledge

Identify options & contingencies

Go in stay in tune in

Evacuation

Warning and Informing

Mutual Aid

Consider powers, policies & procedures

Prioritise statutory responsibilities

Section Three: Risk Specific Response

The following section contains guidance on "common risks" and some of the key initial considerations:

- Initial actions

- Key Objectives

- Relevant Plans

- Relevant Policies

Command and Control Resources Required

3.1 Flooding

Initial Actions:

Check and monitor relevant Flood Alerts / Warnings as issued by the Environment Agency and Weather Warnings issued by the Met Office

Liaise with HCC EPRU to ascertain if the Response Working Group (RWG) is being established and whether affected Community Groups / Plans have been activated

Do you need to deploy Incident Liaison Officers? If so Health and Safety is PARAMOUNT

Is evacuation required?

Do you need to establish the ECC?

Key objectives:

Saving and protecting life

Preventing the emergency from further escalation

Warning and informing the public

Protecting the health and safety of personnel

Safeguarding the environment

Protecting property

Maintaining and restoring critical services

Promotion and facilitation of self help in the community

Command and Control Resources Required / Specialist Knowledge:

- SCG/TCG/RWG/RCG (as detailed in HIOWLRF ERA)
- Finance representative to record all costs
- Drainage Engineers
- Staff qualified in "Module 1 Working in Water"

Relevant plans:

- HIOW LRF Multi agency Flood Plan (Response and Recovery incl. parts 2 &3)
- HIOW Emergency Response Arrangements
- Access to Community Plans / Flood Action Groups Contacts on Resilience Direct
- HIOW LRF Community Recovery Plan
- HIOW LRF Warning and Informing Plan

3.2 Pollution

Initial Actions:

Do you need to deploy Incident Liaison Officers? If so Health and Safety is PARAMOUNT

Check and monitor Weather Warnings issued by the Met Office

For Oil/Chemical pollution, liaise with HCC EPRU to ascertain if the HIOW LRF Solent Environment Group or Response Working Group (RWG) is being established and whether affected Community Groups / Plans have been activated.

Is evacuation required?

Do you need to establish the ECC?

Key objectives:

Saving and protecting life

Preventing the emergency from further escalation

Warning and informing the public

Protecting the health and safety of personnel

Safeguarding the environment

Protecting property

Maintaining and restoring critical services

Promotion and facilitation of self help in the community

Command and Control Resources Required / Specialist Knowledge:

- SCG/STAC/TCG/RWG/RCG
- Finance representative to record all costs
- Environmental Health

Relevant plans:

- District Oil and Chemical Pollution Plan
- HIOW LRF Emergency Response Arrangements
- Access to Community Plans/Contacts on Resilience Direct
- HIOW LRF Community Recovery Plan
- HIOW LRF Warning and Informing Plan
- Hampshire Solent Environment Group Marine Pollution Contingency Plan

3.3 Gas Leak / Fire / Evacuation

Initial Actions:

Do you need to deploy Incident Liaison Officers? If so Health and Safety is PARAMOUNT

Is an evacuation required? To what extent (numbers/duration/size of cordon/vulnerable persons)

Can those evacuated be assembled locally with the help of local community plans/ facilities or is a Prepared Rest Centre required (HCC)?

(These can be accessed via Resilience Direct)

Do you need to establish the ECC?

Key objectives:

Saving and protecting life

Preventing the emergency from further escalation

Warning and informing the public

Protecting the health and safety of personnel

Safeguarding the environment

Protecting property

Maintaining and restoring critical services

Promotion and facilitation of self help in the community

Command and Control Resources Required / Specialist Knowledge:

- Housing Management to support emergency accommodation
- Finance representative to record all costs
- Environmental Health

Relevant plans:

- District Emergency Response Plan
- HIOW LRF Emergency Response Arrangements (if incident escalates)
- Access to Community Plans/Contacts on Resilience Direct
- HIOW LRF Warning and Informing Plan,

Section Four: Warning and Informing

Good public communication is vital to the successful handling of an emergency. The news media remain the primary means of communication with the public in an emergency situation.

4.1 HIOW LRF Warning and Informing Plan

The Civil Contingencies Act requires a co-ordinated response to the media when dealing with major incidents and emergencies. All responding agencies must work together. The key communications objective must be to deliver accurate, clear and timely advice to the public so that they feel confident, safe and well informed.

A range of methods will be used to warn and inform the public before, during and after any incident having an impact on the wider community. District Council Communication Teams will have set mechanisms in place

The public need credible, consistent and accurate information before, during and after an emergency. A communication strategy should be based on the following principles:

- **Keep it simple** – Information should be clear, brief and memorable.

- **Explain** – Why it is in their interests to follow advice.

- **Be Specific** – Individuals need to know what to do, when to do it and where to go.

- **Reassure** – Avoid using overly alarming language.

- **Direct contact** – If from a trusted source will be more persuasive. Use multiple sources, including community leaders, to reinforce messages.

- **Repeat** – Key messages frequently.

- **Use a wide range of information mechanisms** – Media, leaflets, door to door, websites, social media, and community groups.

- **Language** – Keep it simple and consider non English speakers

- **Vulnerable people** – Should receive the earliest possible warnings and instructions.

In the event of an incident, inter-agency communications will be in accordance with standard operating procedures within and between services and agencies. Participating agencies in a TCG and/or SCG are responsible for cascading information to their internal control rooms and responding teams.

The HIOW LRF Warning and Informing Plan ensures consistency with warning and informing messages across all responding agencies.

District Council's are encouraged to establish and maintain strong working relationships with their multi agency communications colleagues to ensure effective partnership working in an emergency.

In the event of an emergency, District Council Communication Teams should work in partnership with HCC Communication Teams to give an overview of the LA support being provided to the public. This enables support for resources.

Role of Communication Officer(s)

A range of communication mechanisms are available to the LA to warn and inform the public in an emergency situation. The lead Communications Officer will be responsible for media releases on behalf of the District Council.

The role, if required, is to:

- Ensure compliance with the HIOW LRF Warning and Informing Plan and provide advice and information to the (SEMT).
- Communicate with local media
- Communicate with affected communities

- Utilise the Chief Executive or nominated officer as a spokesperson

- Arrange press conferences as appropriate

- Monitor local radio/television/press

- Keep Customer Services Units updated with information

- Update the Council's website with information

- Provide a point of contact for the council's Communication Officer at the Multi agency Command and Control locations

- Where requested by the (SEMT) to provide staff and Members with updates.

4.2 ECC Communications

Switchboards

Normal contact with the council is via customer services. If an emergency is likely to generate significant calls into the council both from the public and from other agencies, then the switchboard etc. will only deal with normal council business. Any calls relating to the council's response to the emergency will be forwarded to the telephone operators in the ECC (if operational).

Emergency Call Handling

All calls into the ECC must be properly processed and recorded. It is important that each one passes through one of the dedicated incoming call numbers where call operators can record the details of the call and the information.

Mobile Telephones – Mobile Telephone Privilege Access Scheme (MTPAS)

All local authorities within Hampshire are now registered with MTPAS Staff with MTPAS enabled phones are highlighted in the contacts directory of this plan.

Satellite Telephones

The council is equipped with a satellite telephone, which will provide emergency communications in the event of telephone failure. (See Contacts Directory for satellite telephone no's.)

Radio

Most Districts do not have a radio network. However, the services of RAYNET can be used.

Internet/Intranet

District Council's will use their website homepage to highlight any emergencies that are currently taking place and to advise the public. In addition Districts may use their Intranet to communicate with staff.

The website also has an area dedicated to Emergency Planning, which provides information about the Council's responsibilities and the actions it will take.

Best practice in Hampshire and the Isle of Wight has historically ensured that the media response has been co-ordinated but this arrangement is formalised by the HIOWLRF Warning and Informing for major incidents. A copy of the plan can also be viewed at **http://www3.hants.gov.uk/mediaplanmajorincidents.htm**.

All District Councils in Hampshire have agreed to comply with the plan and are included in the activation arrangements.

District Council communication officers have been briefed on the plan and a communication officer or appropriate representative should be sent to the multi agency media cell, either at Strategic or Tactical, as directed to the ECC to support the council's response. Their role is to assist in the preparation and dissemination of media and public information. They should also ensure that district management teams are kept updated on all press releases and that the advice and information provided to the public is consistent, timely and recorded in a log.

HIOWLRF have produced a website which can also display information to the public from all responding agencies. Details can be found at:
www.hampshireprepared.co.uk

4.3 Resilience Direct

Resilience Direct

Resilience Direct* provides a browser based tool to enable efficient and secure (accredited to Official level) exchange of information during both routine planning and response to emergencies.

The collaboration tool will provide ready access to centrally stored information, including templates and good practice guidance, and enable timely communication of documents such as Commonly Recognised Information Pictures (CRIPS) and Situation Reports (SitReps). The tool supports strategic collaboration between partners locally, regionally, and within central government, including the Devolved Administrations. Resilience Direct also supports applications for emergency planning and incident management.

Overall Aims of Resilience Direct

- A secure software solution that will link the resilience community together at all levels from central government to regional/local responders

- To share Official Sensitive documents

- To support collaborative working

- To provide a level of standardisation and interoperability

- To enable timely communication and sharing of information

- To provide an easily affordable library of templates and information

Resilience Direct can be accessed via any standard internet connection, but will require adherence to connection guidelines.

* Resilience Direct has replaced the National Resilience Extranet (NRE).

Section Five: Recovery

5.1 Planning for Recovery

Recovery is defined as "the process of rebuilding, restoring and rehabilitating the community following an emergency". Planning for recovery should take place during the response phase and a multi agency Recovery Coordinating Group (RCG) will be established alongside the Strategic Co-ordinating Group. District Councils should consider establishing "internal" Recovery Groups to manage the impact on the authority and its business continuity.

The **local authority** is the agency responsible for planning for the recovery of the community following any major emergency, working closely with other local and regional partners via the resilience forums. Following an emergency, it will usually co-ordinate the recovery process, including chairing and providing the secretariat for the RCG, with support from the full range of multi-agency partners as necessary. RCG will start assessing the recovery implications/tasks at the earliest opportunity and facilitate a "phased" move from response to recovery.

Where the emergency crosses local authority boundaries but remains within one LRF area, the affected authorities will need to decide whether to establish one Recovery Co-ordination Group (RCG) at the LRF level, or whether to operate separate RCGs in each local authority area.

Where the emergency crosses LRF boundaries, consideration should be given to the potential assistance *Resilience Emergencies Division* can provide. This will ensure consistency of approach, reducing duplication of effort, minimising the burden on responders, and facilitating the sharing of information, support and mutual aid.

Further information on recovery can be found in the HIOW LRF Community Recovery Plan. Recovery advice specific to "flooding" can be found in Section 4 of the HIOW LRF Multi Agency Flood Plan (Response and Recovery).

Annexes

FAREHAM
BOROUGH COUNCIL

Written and produced by the

Hampshire
County Council

Emergency Planning and Resilience Unit