

Emergency Response Plan

Part 1 – General Principles

In the event of an incident go to
Part 2 for Response Guide

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 Fareham Borough 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.

This plan has been produced by Portsmouth and Southampton's Joint Emergency Preparedness, Response and Resilience Team (EPRRT) with the support of Fareham Borough Council. This plan has adopted a two part approach and is divided as such;

- Part 1 – General Principles
- Part 2 – Specific Response Information (Response Guide)

A handwritten signature in black ink that reads "Peter Grimwood". The signature is written in a cursive style with a large initial 'P'.

Chief Executive
Fareham Borough Council

Amendments

Version	Date	Amendment	Officer
0.1	March 2018	Formal review of the plan	Jazmine Poulter
0.2	April 2018	Feedback from Kevin Wright	Jazmine Poulter
0.3	June 2018	Feedback from Kevin Wright	Jazmine Poulter
0.4	July 2018	Final draft	Jazmine Poulter
1.0	August 2018	Plan Published	Jazmine Poulter

Plan Ownership

Prepared for:	Fareham Borough Council
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Plan Authorised by:	Kevin Wright (Fareham Borough Council)
Implementation Date:	August 2018
Review Date:	July 2021

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 Local Authority Administrator for RD.

Acronyms

Acronym	Definition
AAR	After Action Review
CBRNE	Chemical Biological Radiological Nuclear and Explosive
CCA	Civil Contingencies Act
DCLG	Department for Communities and Local Government
ERA	Emergency Response Arrangements
ECC	Emergency Control Centre
EPRT	Emergency Preparedness, Resilience and Response Team
FCP	Forward Control Point
FBC	Fareham Borough Council
FFRC	Friends and Family Reception Centre
HCC	Hampshire County Council
HCC EPRT	Hampshire County Council Emergency Planning and Response Team
HFRS	Hampshire Fire and Rescue Service
HIOW LRF	Hampshire and Isle of Wight Local Resilience Forum
ILO	Incident Liaison Officer
JESIP	Joint Emergency Services Interoperability Programme
JEPDO	Joint Emergency Planning Duty Officer
LRF	Local Resilience Forum
MIST	Major Incident Support Team
MOU	Memorandum of Understanding
PCC	Portsmouth City Council
PPE	Personal Protective Equipment

SCC	Southampton City Council
SCG	Strategic Coordinating Group
SRC	Survivor Reception Centre
SMT	Senior Management Team
RCG	Recovery Coordinating Group
RVP	Rendezvous Point
TCG	Tactical Coordinating Group

Distribution List

This plan is stored on Fareham Borough Councils pages on ResilienceDirect (Secure website). Appropriate access will be given to responding agencies.

The original document is held by Fareham Borough Council, Portsmouth and Southampton City Council (PCC and SCC).

This Plan will be made available to appropriate members of staff at Fareham Borough Council. This will be done via its internal document sharing system or plans will be printed and shared with Officers.

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.

Any changes to directorate structures and responsibilities which alter the agreed actions or roles under this plan should be notified to Fareham Borough Council or the PCC and SCC EPRRT any amendments must be notified to the following address:

Fareham Borough Council
Civic Offices,
Civic Way,
Fareham
PO16 7AZ

Plan Structure and Overview

Fareham Borough Council have adopted a two part approach to the Emergency Response Plan

- Part 1 – General Principles
- Part 2 – Specific Response Information (Response Guide)

Part 1 General Principles

Part one includes general information regarding emergency planning applicable to Fareham Borough Council, this includes;

- General Command & Control and multi-agency Roles & Responsibilities overview
- Legal, Financial and Welfare arrangements
- Recovery and debriefing process

Part 2 - Council Specific Activation and Response

Part Two includes specific details of actions to be taken by key staff in the event of an incident in the Borough of Fareham; this includes roles and responsibilities as well as specific documentation to support Council staff when responding to an incident.

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1.0 Introduction

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

Most incidents are dealt with by the Emergency Services however the nature or severity of the incident may require an integrated approach utilising other agencies, which include Borough and District Councils.

All Borough and Districts Councils, under the Civil Contingencies Act 2004, are Category 1 Responders. They provide a range of services which may be called upon, at any time by other agencies as part of the response.

Whilst not an emergency service, Fareham Borough 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 Hampshire County Council and Fareham Borough 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

Following the response phase of an incident HCC and Fareham Borough Council will hold a leading role in the recovery phase.

1.1 Aim and Objectives

Aim

This plan aims to detail Fareham Borough Council's emergency response and recovery management framework and the resources that may be deployed.

Objectives

- 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

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) available on Resilience Direct**

1.2 Civil Contingencies Act

The Civil Contingencies Act (CCA) 2004 delivers a single framework for civil protection in the United Kingdom. The Act divides local responders into two categories, imposing a different set of duties on each.

Category 1 Responders are those organisations at the core of the response to most emergencies (e.g. emergency services, local authorities, NHS bodies). Category 1 responders are subject to the full set of civil protection duties. They are required to:

- Assess the risk of emergencies occurring and use this to inform contingency planning
- Put in place emergency plans
- Put in place business continuity management arrangements
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public before, during and after emergencies
- Share information with other local responders
- Co-operate with other local responders
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only).

Category 2 Responders are required to cooperate and share information with other Responders. These include the main utilities such as gas, electricity and water companies as well as transport operators.

1.3 Definition of an Emergency

The CCA defines an "Emergency" as either:

- An event or situation which threatens serious **damage to human welfare** in a place in the United Kingdom,
 - An event or situation threatens damage to human welfare only if it involves, causes or may cause-
 - loss of human life,
 - human illness or injury,
 - homelessness,
 - damage to property,
 - disruption of a supply of money, food, water, energy or fuel,

- disruption of a system of communication,
- disruption of facilities for transport, or
- disruption of services relating to health.
- An event or situation which threatens serious **damage to the environment** of a place in the United Kingdom,
 - an event or situation threatens damage to the environment only if it involves, causes or may cause-
 - contamination of land, water or air with biological, chemical or radioactive matter, or
 - Disruption or destruction of plant life or animal life.
- or **War, or terrorism**, which threatens serious damage to the security of the United Kingdom.

There are two tests for determining whether an event or situation threatening such damage constitutes an emergency for Portsmouth or Southampton City Council, **one** of which must be met:

- the emergency would be likely seriously to obstruct the Council in the performance of his or its functions, **or**
- it is likely that the Council-
 - would consider it necessary or desirable to take action to prevent the emergency, to reduce, control or mitigate its effects or otherwise in connection with it, and
 - would be unable to take that action without changing the deployment of resources or acquiring additional resources.

1.4 Role of the Local Resilience Forum (LRF)

The Local Resilience Forum (LRF) is the principal mechanism for multi-agency planning and co-operation between CCA Responders. The LRF is not a legal entity, nor does it have powers to direct its members. Nevertheless, the CCA and associated Regulations provide that responders, through the LRF, have a collective responsibility to plan, prepare and communicate in a multi-agency environment. The purpose of the LRF process is to ensure effective delivery of those duties under the Act that need to be developed in a multi-agency environment and individually as a Category 1 responder. In particular the LRF process should deliver:

(from 'The Role of Local Resilience Forums: A Reference Document', Cabinet Office, 2013)

Portsmouth and Southampton City Councils are actively involved in all aspects of the LRF process, including production of the Community Risk Register, which is available online here: <http://www3.hants.gov.uk/risk-matrix-2016.pdf>

1.5 Supporting Plans and Documentation

A number of plans can be used to support activation of this plan, the following plans (but not limited to) may be used as part of this response. Further plans that may be used to support an incident **are available via Resilience Direct**

- HIOW LRF Emergency Response Arrangements
- HIOW LRF Warning and Informing Plan
- HCC DMG External Emergency Response Plan
- Business Continuity Plans

An Incident is likely to affect Fareham Borough Councils ability to deliver its normal services therefore individual Directorates Business Continuity Plans should be activated during a response to mitigate the effects of an incident.

<https://collaborate.resilience.gov.uk/RDSservice/home/1824/Plans>

The Contacts Directory is available in Annex 1

1.6 Training and Exercising

Portsmouth and Southampton City Council are responsible for delivery of an annual programme of corporate training and exercising as per the Deed of Agreement. Staff who have roles and responsibilities within this plan are trained and exercised to ensure an effective response. The programme is based on the need to practice generic capabilities and train against specific risks identified in the Community Risk Register and other statutory requirements.

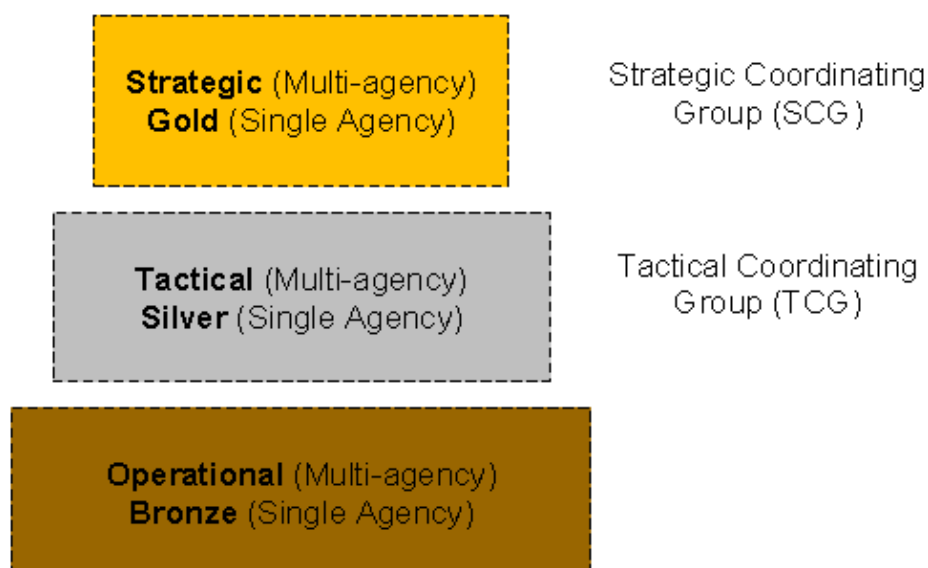
2.0 Multi Agency Response

2.1 Command and Control

The HLOWLRF Emergency Response Arrangements (ERA) for managing emergency response and recovery is used irrespective of the size, nature or cause of an incident. This plan is designed to ensure an integrated approach, which will normally be coordinated at all levels by the Police.

Each responder agency has arrangements in place for commanding its own resources during the response to an emergency. No single responding agency has command authority over any other agencies' personnel or assets.

When referring to levels of command within a single-agency the terms Bronze, Silver and Gold are used. These correspond to the terms Operational, Tactical and Strategic, which are used when referring to multi-agency levels of command.



Operational (BRONZE)

- The operational level is the management of immediate "hands-on" work undertaken at the site(s) of the incident.
- Operational commanders control and deploy the resources of their respective services on specific tasks within their area of responsibility, implementing the direction provided by the Tactical Commander
- As management of an incident becomes complex it may be necessary to establish a number of functional and geographic Bronzes.

Tactical (SILVER)

The tactical level deals with the overall management, tasking and resourcing of the frontline response in accordance with the strategy set by the strategic level.

- The Tactical Coordinating Group (TCG) will usually comprise of the most senior officers or silver commander of each agency committed within the area of operations, who will assume tactical command of the situation.
- Certain types of incident may require more than one tactical location or a specific tactical group dealing with a particular function, such as mass evacuation.
- In most instances the police will co-ordinate the multi-agency tactical level.
- In the initial stages of a major incident the tactical level will assume the strategic function.

Strategic (GOLD)

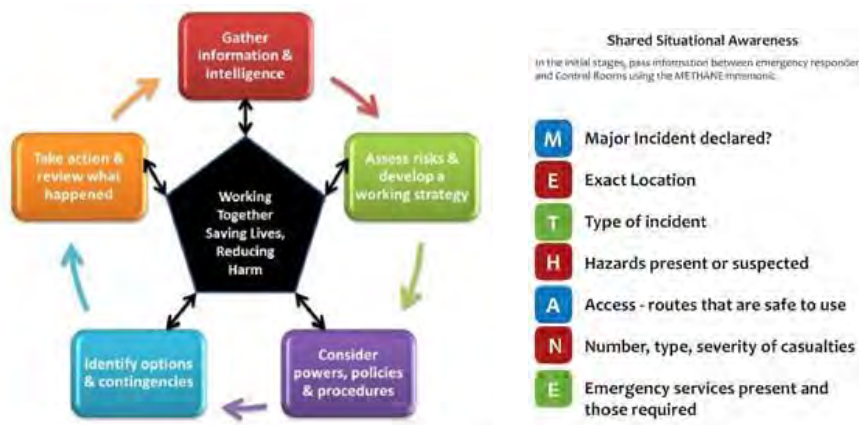
- In those cases where it becomes clear that resources, expertise or co-ordination are required beyond the capacity of the tactical level it may be necessary to invoke the strategic level of management to take overall command and set strategic direction. A Strategic Coordinating Group (SCG) will form, bringing together gold commanders from relevant organisations.
- The purpose of the strategic level is to establish the policy and strategic framework for the response and recovery.
- Depending on the nature, extent and severity of the emergency, either the sub-national or central government may become involved. The SCG will then become the primary interface with these other levels of response.

Further information on Command and Control is located in the **Emergency Response Arrangements** available via Resilience Direct

2.2 Joint Emergency Services Interoperability Programme (JESIP)

The Joint Emergency Services Interoperability Programme (JESIP) was established to address the recommendations and findings from a number of major incident reports, inquests and public enquiries where the emergency services could have worked better together and shown much greater levels of communication, co-operation and co-ordination. Policies and procedures that promote joint working form the basis of the JESIP doctrine. Applying simple principles for joint working are particularly important in the early stages of an incident, when clear, robust decisions and actions need to be taken with minimum delay, in an often rapidly changing environment. Those principles are illustrated in the diagram below. They will often, but not always, be followed in the order in which they are presented

Fareham Borough Council has adopted these principles, METHANE reporting and the Joint Decision Model in its logbooks, plans and supporting documentation



3.0 Roles and Responsibilities

A number of Local Authority services may be called upon to support an emergency. These could be services provided by either Fareham Borough Council, 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/Borough 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. The following table outlines the roles and responsibilities of Hampshire County Council vs Fareham Borough Council

Hampshire County Council	Borough/District Council
Emergency Planning / Control Centres	Emergency Planning / Control Centres
Care and Welfare of the Community: <ul style="list-style-type: none"> Short term sheltering (Prepared Rest Centers); Identification of vulnerable people; Adults and Children's Social Care 	Housing (emergency homelessness) <ul style="list-style-type: none"> 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, planning and development)
Fire and Public Safety	CCTV/Community Safety
Waste Disposal	Parking enforcement
Trading Standards	Waste Collection
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

3.1 Fareham Borough Council

This section outlines the roles and responsibilities of Fareham Borough Councils departments that may be called upon to respond in the event of an incident. Specific roles and responsibilities of other responding agencies are located in the **ERA available via Resilience Direct**. The tasks undertaken by directorates in support of the emergency response will depend on the characteristics and nature of the emergency. However they are likely to include:

- Supporting the emergency services at the scene by providing equipment, plant, and structural safety surveys
- Environmental health management
- Care and welfare of the community, particularly displaced persons (emergency accommodation/housing)
- Providing information, warnings and guidance to the public, media and members
- Maintaining the infrastructure
- Managing emergency finance
- Maintaining critical services
- Maintaining normal services wherever possible
- Providing transport
- Providing staff
- Providing mutual aid

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 and Communications Technology

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

Environment, Environmental Protection and Health Protection Functions

- 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
- 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

3.2 Portsmouth and Southampton City Council

This section outlines the roles and responsibilities of Portsmouth and Southampton's Joint EPRRT that may be called upon in the event of an incident. Further information on specific roles and resources that may be deployed to support a response is located in the **Portsmouth and Southampton Joint Emergency Response Plan**. The tasks undertaken in support of the emergency response will depend on the characteristics and nature of the emergency. However they are likely to include

- Provide a 24 hour Joint Emergency Planning Duty Officer (JEPDO) who will act as the first point of contact for any emergency callout required
- Contact Hampshire County Council Emergency Planning and notify them of the incident and any support that may be required for example Rest Centres
- Provide representation on behalf of the Borough Councils at RWG/SCG
- Provide an EPRO to support the senior officer at the multi-agency Strategic Coordinating Centre (SCG) if required
- Provide an EPO to any established multi agency TCGs / Borough Emergency Control Centres if available
- Provide appropriate training to staff responding to an incident

3.3 Hampshire County Council

This section outlines the roles and responsibilities of Hampshire County Councils departments that may be called upon to respond in the event of an incident. Further information on specific roles and resources that may be deployed to support a response is located in the **Hampshire County Council Corporate Resilience Plan**. The tasks undertaken by departments in support of the emergency response will depend on the characteristics and nature of the emergency. However they are likely to include:

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

- Notify the Borough 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 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
- Deploy and manage members of the Emergency Support Team (EST) and Major Incident Support Team (MIST)
- 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 Borough 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 Borough at Prepared Rest Centres
- Arrange for the care of people who are discharged into the community as a result of 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 Borough 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.

Economy, Transport and Environment (ETE)

Highways

- Arrange for trained officers from Hampshire Highways to go to Borough 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 Borough 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 Borough 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 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

Voluntary Sector

The voluntary sector can support Local Authorities in a number of ways during an incident and they should be taken in to consideration when responding and how they may be able to support.

4.0 Welfare

The type of support required is determined on the nature of the incident, impact it has on the community and demographics of the people affected. During an incident the public are likely to require

- Shelter and welfare
- Information
- Financial and legal advice
- Advice on where to get help
- Longer term support and advice

Those affected by an incident normally include

- Those directly involved in the incident, either suffering injuries or becoming displaced from homes or businesses
- Families and friends who have concerns for people who may have been involved in the incident and require support
- Emergency responders, Local Authority staff, Voluntary Agency staff and witnesses
- In some cases incidents in other parts of the world may impact relatives in the UK, or people returning from overseas involved in an incident may require support.

4.1 Evacuation

During an incident there may be a requirement to evacuate a specific location due to a threat or potential danger. Evacuation will always be the last resort in the first instance the public should be advised to “stay in, tune in”.

Types of evacuation

No Notice Events

- The public Spontaneously evacuate
- First responders decide to evacuate people immediately based on risk

Escalation of an incident already underway

- Multiple calls are received by the emergency services
- Operational deployment is made to the scene
- Multi-agency command and control mechanism is in place

- Risk assessment is made at the tactical level by deployed incident commanders, based on circumstances, likelihood of escalation and potential impact.

Indication or pre-warning of disruption

- Calls are received providing information, including from a third party
- No initial deployment is made
- Assessment undertaken by Force Control Room, based on current guidelines, national threat levels, political situations, code words and likelihood of potential targeting of individuals or property.
- Planned events where properties need to be empty to allow work to proceed safely
- Weather and flood warnings indicate life-threatening flooding is expected

4.2 Displaced Members of the Public

The Emergency Services will provide the initial response, however using well established methods of joint working, incidents are likely to require other agencies to support individuals affected. The following functions are provided by and staffed by Hampshire County Council's Major Incident Support Team (MIST) which is drawn from volunteers from both Children's and Adults Services and are an HCC resource that can be activated via HCC's EPRU to support in welfare issues in emergencies.

Immediate shelter and care will be provided initially by the emergency services as the first responders. To provide shelter and care to persons involved directly in the incident, Police may establish a **Survivor Reception Centre**, located near to the scene.

Members of the public who find themselves displaced because they have been evacuated from their homes or businesses may require temporary shelter. A **Rest Centre** may be established to provide a place of safety for displaced people.

A **Friends and Family Reception Centre** may be established to allow the public to make enquires about loved ones and report missing persons. Reports of people involved, casualties and missing persons is coordinated by the Police Casualty Bureau.

Following an incident those affected may require support in areas such as housing, bereavement support, financial and social care. The range and scope of support required will vary depending on the type, scale and duration of the incident.

A **Humanitarian Assistance Centre** provides a single location where representatives from support and voluntary services provide information, support and signposting.

Support to displaced members of the public

Initial Emergency Response (Hampshire County Council) – initially Evacuees will be accommodated in a Rest Centre for up to 24- 48 hours.

Evacuees may also choose to stay with family or friends, however must still be considered as part of those evacuated as their needs will include information.

Longer-term Support (Fareham Borough Council) - Residents who are unable to return home for the foreseeable future (24- 48 hours) are deemed homeless and therefore are the responsibility of the Housings Teams for temporary accommodation.

5.0 Warning and Informing

As a Category 1 Responder Fareham Borough Council has a duty under the CCA (2004) to ensure arrangements are in place to make information available to the public on civil protection and maintain arrangements to warn, inform and advice in the event of an incident.

5.1 Public Communications Timeline

There are several elements to a communications timeline

- **Public Awareness (pre-event)** – informing and educating the public about risks and preparedness
- **Public Warning (at the time of an event or when one is likely)** – Alerting by all appropriate means the members of a community whose immediate safety is at risk
- **Informing and Advising the Public (immediate and long term post event)** - Providing relevant and timely information about the nature of the unfolding event
- **Recovery period (immediately and long term post event)** - Providing information about the end of the incident and return to normal arrangements

5.2 Media Management

An effective media response is the process of informing the public, through the provision of timely and relevant information to the media. An effective communications strategy relies on consistent messages between agencies. Responding agencies should involve their communications staff at every stage of an incident. Communications staff are essential in shaping messages to the public and providing information to support a response.

In the event of an emergency, the FBC Communication Team should work in partnership with HCC Communication Teams to give an overview of the Local Authority support being provided to the public. This enables support for resources.

5.3 HIOW Warning and Informing Plan

Further specific detail on communications, warning and informing is located in the **HIOW LRF Emergency Warning and Informing plan** (available on Resilience Direct) which describes the multi-agency management structures in place to provide a co-ordinated response to the public and media during an incident.

6.0 Finance

6.1 Initial Costs

Initial costs will fall upon the authorities organising the response. Detailed cost can be discussed and attributed after the incident, as each case must be judged on its own merits. However, it is imperative that operations are not delayed by financial arrangements not being in place.

6.2 Bellwin Scheme

The Bellwin scheme is an arrangement where emergency financial assistance to Local Authorities in an emergency may be obtained from Central Government. The scheme is managed by the Department for Communities and Local Government (DCLG) and the thresholds employed are published each year. The scheme is not available during the recovery phase of an incident.

There isn't an automatic entitlement to financial assistance through the Bellwin scheme. Ministers are empowered by Section 155 of the Local Government and Housing Act 1989 to determine if the scheme should be activated on the circumstances of each individual case.

6.3 Record Keeping

Costs incurred in any response activity must be captured for audit purposes. The financial arrangements for emergencies and major incidents can be complex, therefore it is important that at the earliest opportunity a full and comprehensive record of expenditure is created and maintained.

6.4 Insurance

There is a combined insurance policy providing cover for a range of liability claims made against the council. The policy covers members, employees, school governors and volunteers undertaking activities on behalf of the council

7.0 Records

It is essential to maintain accurate records and logs of all aspects of an incident including actions and decisions made.

The Actions and decisions made during an incident may become subject to scrutiny at a subsequent public enquiry, inquest, criminal or civil proceedings.

Good record keeping also allows lessons to be identified and assists in the debriefing process where lessons directly drive future planning and help improve future responses.

7.1 Records and Logs

Logs must be recorded and retained, signed and dated by the person making them. As far as practical, records should be made at the time whilst the information is fresh in the mind. When recording decisions it is important to log the decision, with the options and rationale as to why that particular decision was made. All documentation following an incident should be sent to FBC's Lead Emergency Planning Officer within 2 days of the incident ending.

7.2 Retention and Disposal of Records

Fareham Borough Council has a retention and disposal schedule which specifies how long documents should be retained before they can legally be destroyed. Records of an incident should be kept indefinitely.

8.0 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. FBC 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.

Further information on recovery can be found in **the HIOW LRF Community Recovery Plan available via Resilience Direct.**

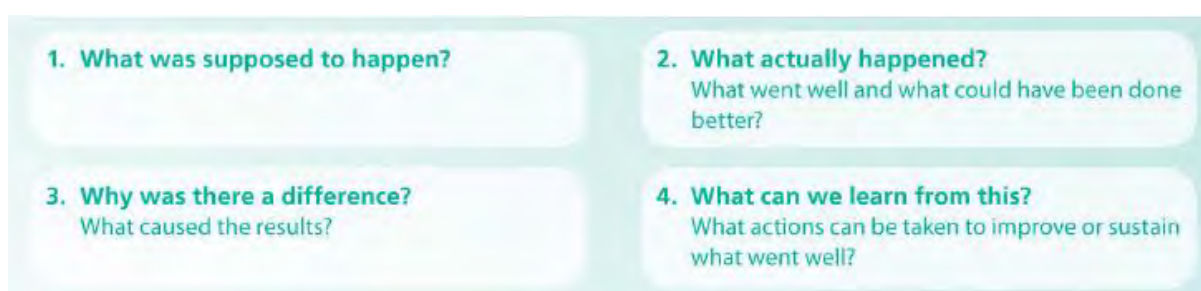
9.0 Debrief

Debriefing is a key part of any incident. A 'Hot debrief' should be organised immediately following an incident and a further formal debrief session is organised at an appropriate time following an incident.

Every individual involved in the incident should provide a handover at the end of their shift/working day so that any lessons learnt and improvements can be identified and documented at the earliest opportunity.

9.1 After Action Review

Consideration should be given to use the following debriefing process after action review. An After Action Review (AAR) is a simple process used by a team to capture the lessons learned from past successes and failures, with the goal of improving future performance.



9.2 Recovery Debriefing

Progress against milestones should be a continuous process in order to evaluate recovery activity, identify issues and resolve as necessary. The RCG is to incorporate the views of the affected community to ensure that an accurate picture of progress can be achieved.

The LRF will produce the final multi-agency debrief report. The report will identify any further action required, including issues of regional and national significance.