RIBBLE VALLEY BOROUGH COUNCIL

PREPARING FOR EMERGENCIES

DISTRICT EMERGENCY PLAN

THIS DOCUMENT CLASSIFIED 'Public'

PREFATORY

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Overview
Business Continuity Management and Plans

Objective

This plan has been produced to detail the Council's response to any emergency or multi-agency incident occurring in the Council area, it details and documents the procedures for any event or occurrence including those whose impact would necessitates a Major Incident being declared.

The Lancashire **Community Risk Register** is a public document and can be viewed at the website:-

 http://www.lancashire.gov.uk/council/strategies-policies-plans/emergency-planning/risks-in-lancashire.aspx

https://www.stayintheknow.co.uk/pages/4018/4/Risks_To_Lancashire.html

https://www.gov.uk/government/publications/national-risk-register-of-civil-emergencies-2017-edition

It details the various risks to Lancashire communities from many sources and also the generic and specific emergency plans that have been created to address them.

This District Emergency Plan is a generic document, produced to address the emergency response to a variety of risks identified in the Community Risk Register. **These risks are refined to reflect the specific risks to RVBC in the EMMA Risk Management Assessment**. It complements those with specific contingency plans produced by both the Council and its partner agencies. The intention is to enable the Council's resources to be speedily mobilised to deal with any emergency, or to render assistance to the Lancashire Resilience Forum member agencies in dealing with a major incident. See current risk status

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EMERGENCY RESPONSE – AIDE MEMOIRE

Emergency Response Procedure:

An emergency call has been received by the Council

The procedure is to contact **one** of the officers below - called in the order in which they are displayed.

Heather Coar
Chris Shuttleworth
Marshal Scott (CE)
John Heap
Jane Pearson
or any
Head of Service

Please note:
Out of hours contact details are:
- **on the page below**
- **also in Appendix B**
- **on your Contact Card**

Details of the emergency have been recorded and you have been contacted.

Your Role:
Familiarise yourself with the tasks expected of you. Responders may have duties to perform at the scene (Bronze), or at Silver or Gold control centres, set up and managed by the Police

1. Call the contact no. given to you and obtain as much information as you can – validate the call, type of incident, probable assistance needed, where to report to, access routes etc. Remember to keep a record of this and subsequent information.

2. Decide who should attend the incident - If **you** are to attend, give your estimated time of your arrival and contact details. Ensure you have a photographic id. card and personal protective equipment (PPE). Proceed to the scene and report to the police officer at the Forward Control Point (Bronze).

   If it is not you to attend the scene then:

3. Call the relevant person and disseminate the information to them. Request that they attend the scene, ensuring the above conditions are met and remember to give them your contact details and whereabouts.

4. Based on the information received, consider:
   Opening the Council's Emergency Control Centre (ECC) in:

   a) Committee Room 1, Council Suite, Church Street
   Or
   b) Training Room, Council Offices, Level D

   - Depending upon the severity of the emergency, convening a meeting of the Emergency Management Team (EMT) plus appropriate support staff.
   - Depending upon the severity of the emergency, contact a senior officer e.g. Chief Executive or Department Director.

5. Remember to engage, if possible, the assistance of others, e.g. the staff member who contacted you, to assist you to make contact with others on your behalf, to cascade information.

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Contact Card

**Emergency Call Centre CCTV
24-hour telephone contact number
01200444448**

Name	Service Unit	Home Tel.	Mobile Tel.
Heather Barton Ken Robinson	Head of Environmental Health Acting Head Environmental Health		
Chris Shuttleworth	Emergency Planning Officer		
Marshal Scott	Chief Executive		
John Heap	Director of Community Services		
Jane Pearson	Director of Resources		
Nicola Hopkins	Director of Economic Development and Planning		
Diane Rice	Head of Legal and Democratic Services		
Adrian Harper	Head of Engineering Services		
Colin Hirst	Head of Regeneration and Housing		
Michelle Smith	Head of Human Resources		
Mark Berveridge	Head of Cultural and Leisure Services		
John Macholc	Head of Planning Services		
Lawson Oddie	Head of Financial Services		
Mark Edmondson	Head of Revenues and Benefits		

Ensure that you can gain access to the Council Suite / Council Offices

If a call is received with regards to a homeless person/s then the call should still be referred to Rachael Stott on 07976 935880 (if regarding Joiners Arms - 01995 61348).
For calls relating to maintenance issues/problems at the Joiners Arms or other Council owned property please contact the following numbers in the order that they are written –

1. Alan Coar
2. Daniel Green
3. Jim Murphy
4. Adrian Harper

Ribble Valley
Borough Council

www.ribblevalley.gov.uk

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Document Ownership

This document is owned by the Chief Executive of Ribble Valley Borough Council.

The Head of Environmental Health in conjunction with the Civil Contingencies Officer will ensure that:-

- The master document is retained together with relevant supporting documents

- The plan is updated and reviewed on a regular basis.

- The plan is tested and exercised regularly

- Health and safety issues are regularly risk assessed

- Details of essential changes / amendments are updated circulated promptly

The RVBC Emergency Planning process consists of two elements the first being the printed plan which is intended as a 'reference document', this is also kept in .pdf format. This contains the 'procedural elements' and is principally for those implementing the plan.
The second element consists the electronic web-based platform. This process sets risk value of all impacts producing the emergency risk register.

Business Continuity Plan's Relationship with the Council's Emergency Plan

- The Council's Emergency Plan is principally concerned with the Council's response and recovery to an incident / emergency that affects the community as a whole, for example a major fire, flood etc.
- The Council's Business Continuity Plan, is concerned with ensuring that the Council can continue to provide essential / critical services when an incident occurs which directly affects it.
- It is important to understand that the rigid structures for command and control which apply for traditional emergency planning procedures may not work during a business continuity crisis. The key to success is flexible use of Council staff and other resources.
- RVBC's Council's Emergency Plan and Business Continuity Plans are complementary.

- **RVBC has devised developed and maintains two linked yet distinctive web based management systems for the fulfilment of this function.**

    Emergency Planning

    Business Continuity

Access is available from and across both platforms via the 'Quick link'

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Plans Storage and Structure

The primary access for Emergency Plans is via the link to Resilience Direct: Username and password have been provided to Directors and Administrators

All emergency plans for the Lancashire Resilience Forum are displayed in the Three Box Model Box 1, Box 2 and Box 3.
Each text box has a hyperlink to take you to the relevant plan that you require Part 1 being the generic LRF Multi-agency response or recover plan.

RVBC has where appropriate created site specific plans as Part 2 version of these plans.

Plan templates for Box 1, Box 2 and Box 3 are now available within the Supporting Documentation tool bar. If you have any issues within these pages use help file or please contact Administrators.
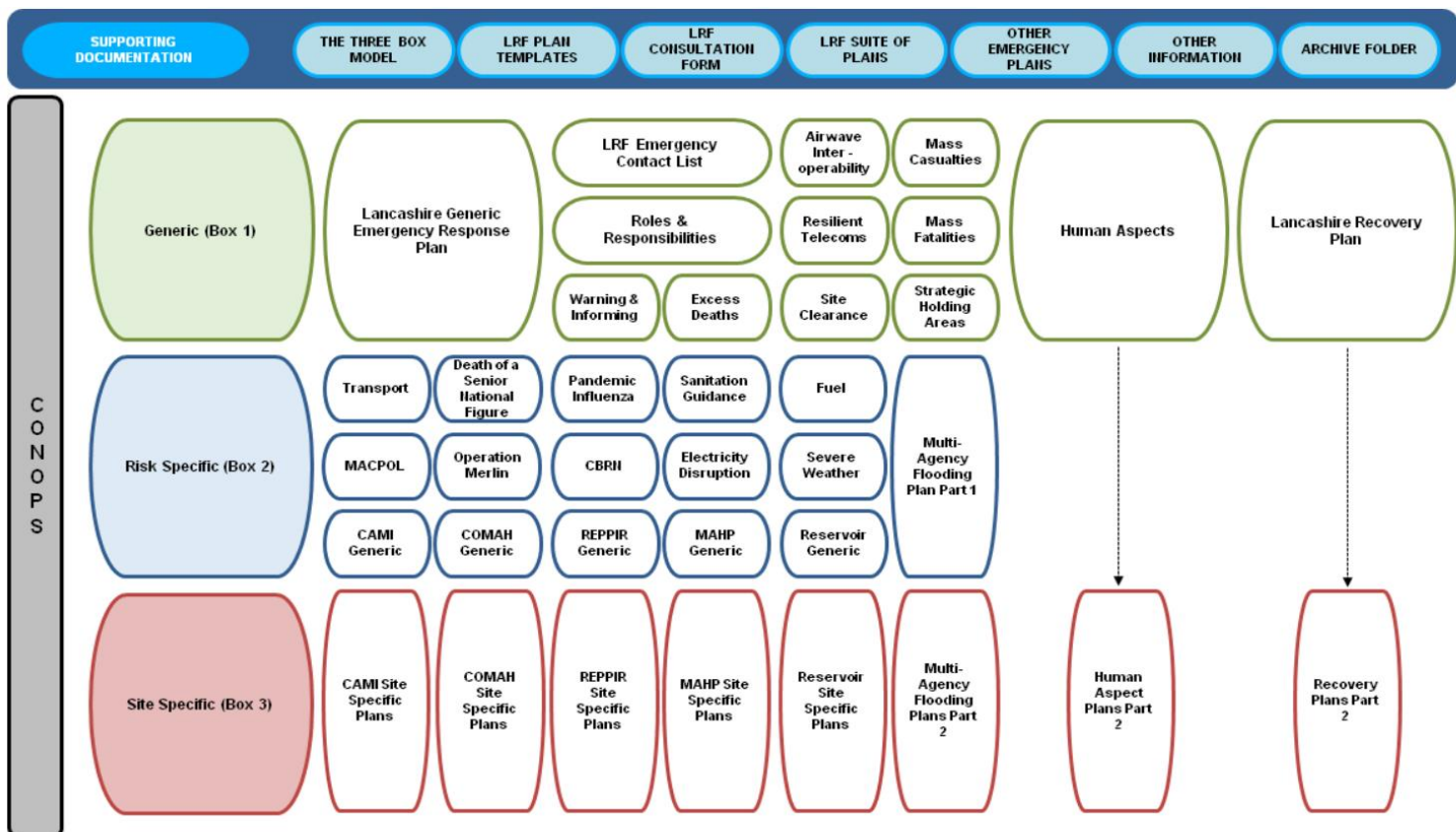
Action Plans

All other site specific plans, action plans also risk status are available via the link below To Emma the RVBC Emergency Management Assessment.

Emergency Planning

Document classification

The policy

All our 'information assets' (an asset is any function, equipment or document information that has value to the authority) must now be classified into one of three categories: **CONFIDENTIAL as OFFICIAL and SENSITIVE**

Overview of Guidance documents
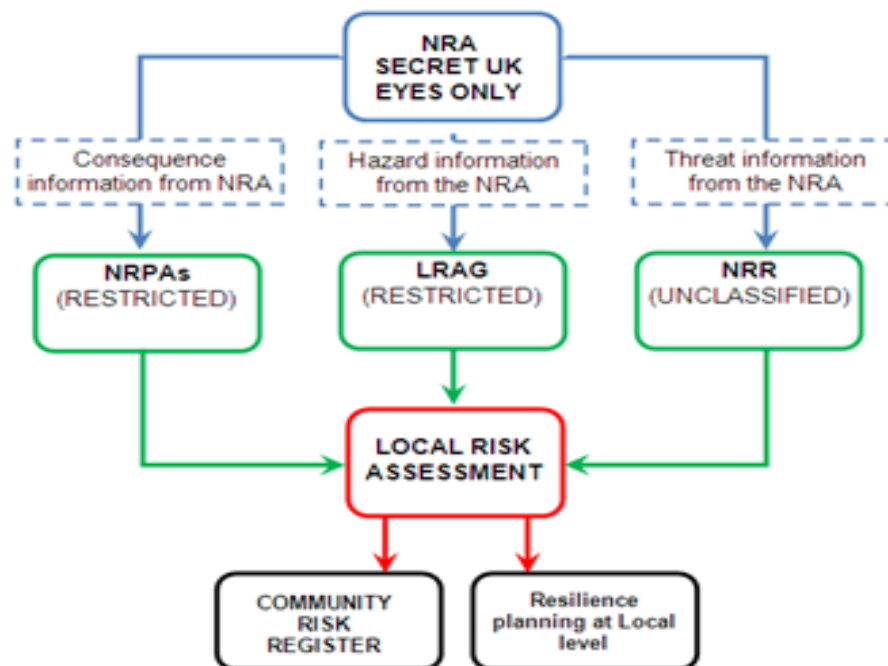
Government requires robust and effective security processes to protect information and other assets. The current Government Protective Marking Scheme (UNCLASSIFIED, RESTRICTED, **CONFIDENTIAL as OFFICIAL and SENSITIVE** has been in place for decades. Although the core requirements of protecting information have not changed, many of the supporting processes were developed for a paper-based system and are now complex, poorly understood and unsuited to the modern workplace.

How does the new system work

Security classifications indicate the sensitivity of information and the need to defend against a broad profile of threats to it. Each classification will attract a level of security controls appropriate for managing the information risks involved
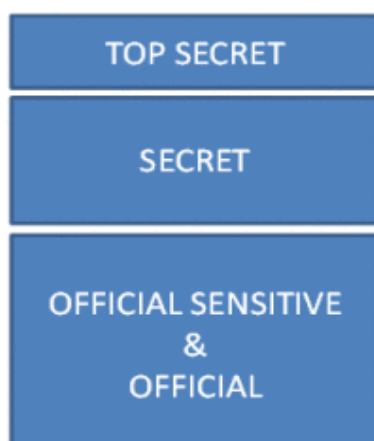
OFFICIAL

ALL routine public sector business, operations and services should be treated as OFFICIAL - many departments and agencies will operate exclusively at this level.

OFFICIAL–SENSITIVE

To distinguish particular types of information and indicate the need for additional common sense precautions to limit access – 'NEED TO KNOW BASIS'

EMMA Emergency Management Assessment: RVBC Emergency Planning District Risk Register

1. Introduction

Using the generic model Governance Risk and Control Evaluation (Grace) Risk Management Software. Ribble Valley Borough Council has devised; developed implemented – the emergency risk management platform referred to as "Emma" 'Emergency Management Assessment'

2. History

In the past when Local District Councils were requested for sight of an Authority's Emergency Planning Risk Register they would accept a copy of the Community Risk Register prepared by the Resilience Forum of which the Authority was a member. District Councils are now expecting the preparation and maintenance of an Authority *specific* Emergency Planning Risk Register. This concept is now deemed as Best Practice. Emma is the means of the best example of that process.

3. Overview of the Platform

The Platform contains a Library of Generic Emergency Planning Profiles formulated using a variety of sources including:

- Lancashire Resilience Forum Community Risk Register
- Lancashire Resilience Forum Risk Assessment Working Group – 'RAWG'
- Community Risks Registers in the **PUBLIC DOMAIN**
- National Risk Planning Register **RESTRICTED**
- Output from Emergency Planning Risk and Control identification workshops
- Officers knowledge and experience
- Articles and publications

They reflect current guidelines, requirements and best practice and are regularly updated.

Using the Platform officers at Ribble Valley Borough Council tailored each of the generic profiles to their Authority's environment, mapped the treatments (controls) and set the risk levels.

Eighteen Emergency Planning Risk Registers were produced – there are 3 specific Flooding Risk Registers.

The Risks are labelled with The Risk ID's used in the Local Risk Management Guidance – Annex B e.g. H25.

These registers are regularly reviewed and updated by designated Emergency Planning officers.

The complete Eighteen Emergency Planning Risk Registers can be accessed on Emma in Reports

Emergency Management Assessment EMMA

Ribble Valley Borough Council -Emergency Planning

| Home | My Profile | Administration | Recent Items |

Navigation

My Risk Registers

Title	Editor
No records to display.	

Risk Owner for

Action Owner for

Search Risk Registers

Search for:

Search type: ● Risk Registers ○ Risks   Find

Title	Editor
No matching records found ...	

Eighteen Emergency Planning Risk Registers were produced There are 3 specific Flooding Risk Registers.

Organisational Structure

- RVBC
  - Emergency Planning
    - Animal and Plant Diseases
    - Chemical, Biological, Radiological and Nucl
    - Emergency Management/Statutory Respons
    - Evacuations
    - Extreme/Severe Weather
    - Fire/Explosion
    - Flooding - Clitheroe 1 and 2
    - Flooding - Ribchester
    - Flooding - Whalley
    - Fuel Supply Shortages
    - Human Health
    - Industrial Accidents and Environmental Poll
    - Industrial Technical Failure
    - International Events
    - Public Protest/Disorder
    - Structural Failure
    - Terrorism - Borough
    - Transport Accidents

Organisational Structure

- RVBC
  - Emergency Planning
    - Animal and Plant Diseases
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    - Terrorism - Borough
    - Transport Accidents

Eighteen Emergency Planning Risk Registers were produced There are 3 specific Flooding Risk Registers.

The Risks are labelled with The Risk ID's used in the Local Risk Management Guidance –

These registers are regularly reviewed and updated by Emergency Planning risk owner.

Elements of Emma in the District Emergency Plan

These registers are regularly reviewed and updated by Emergency Planning risk owner.

Outcomes	Likelihood	Impact	Risk Level
There is a risk that significant numbers of ash trees may be affected by this disease thereby having a significant impact on the landscape of the Borough. (Research suggests that as many as 95% of ash trees may be affected). Such events would have a dramatic effect on budgetary planning, in managing the impact of identifying and removing diseased trees, and re-prioritising of resources. Large areas of woodland and individual trees may become infected, leading to difficulties identifying, treating and removing trees from both public and private sites, including RCBC premises. In addition such work would bring with it health and safety issues as well as environmental issues. This would be at a significant unplanned cost.	L	Mo	M
Poultry, pigeons and wild or migratory birds, such as ducks, can become infected with the virus. Culling of poultry (HPAI), domestic birds, and migratory birds. Outbreak of influenza in the Authority's Geographical area. Spreading throughout Asia since 2003, avian influenza reached Europe in 2005, and the Middle East, as well as Africa, the following year. On January 22, 2012, China reported its second human death due to bird flu in a month following other fatalities in Vietnam and Cambodia.	H	Mo	H
Slaughter of 20,000 to 2 million sheep and cattle.	M	L	L

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Chapter 1

The District Emergency Plan

General Information

Introduction

Ribble Valley Borough Council have clear statutory legal obligations and a duty of care to provide effective, robust and demonstrable emergency arrangements to mobilise resources to deal with a broad range of incidents / emergencies occurring in the Borough and in conjunction with adjacent local authorities, if required.

From time to time incidents / emergencies occur which require special measures to be taken. Such events are defined under the Civil Contingencies Act 2004.

It is the aim of this District Emergency Plan is to provide a framework of procedures action plans and guidance that facilitate an appropriate and proportionate response by the Council to meet the needs of any incident/emergency; thereby contributing through response and recovery to the alleviation of distress and disruption caused by such incidents, whilst enabling the Council to continue to provide our normal services as far as it is possible.

Please Remember:

In an emergency situation, it is vital that all officers involved maintain a record of all communications, actions, decisions, orders, requisitions, telephone calls, expenditure etc. In the aftermath of an incident / emergency, an official inquiry is almost inevitable and officers may be required to provide evidence of their decisions and actions.

Marshall Scott
Chief Executive
Ribble Valley BC

The Head of Environmental Health in conjunction with the Civil Contingencies Officer will ensure that these processes are reviewing / testing and exercised as required.

Please consider your role in this process.

This document to be read in conjunction with the data and information in the Emergency Planning profile and action plans, contained in the Emergency Planning data base EMMA Emergency Management Assessment

web- databases for Emergency Planning

web- databases for Business Continuity.

Personal Logon details have been provided please keep these safely

Personal details, given in confidence and recorded in the appendices of this plan, must not be released to the press or public.

Document Control Procedure

Responsibilities

- The Emergency Planning Officer (EPO) is the document controller for this plan. As such, the EPO is responsible to update the District Emergency Plan and holds the master copy.

- The District Emergency Plan, and subsequent updates, will be emailed to all 'Plan Holders' and a copy is on the Council's intranet (restricted access to contact details).

- Every holder of the District Emergency Plan is responsible for keeping their plan details up to date. Service Directors & Heads of Service are responsible for notifying the document controller (EPO) of any required changes.

All senior management are advised at all times to have available a hard copy of the plan in addition to maintaining access to an electronic copy.

District Emergency Plan Holders

The document controller will maintain a list of the officers who have access to the plan on the web-link host site.

Amending the District Emergency Plan

All senior managers are required to notify the document controller (EPO), via email, of any amendments to the plan, making reference to the relevant chapter and page etc.
Some examples of which are: changes to staff, roles and responsibilities, contact details etc.
The Emergency Planning Officer will update the master copy of the plan and upload changes to the plan accessible on the Council's intranet. The EPO will inform all plan holders and will request that they update their hard copies of the plan to reflect the aforesaid changes.

District Emergency Plan Review

- The plan will be self regulating update updated via the Emma on line database this document reviewed every 12 months or more often if circumstances dictate.
- Senior managers will be consulted at the annual review and the EPO will update the plan as per the above procedure.

Please remember:

This plan is only as good as the accuracy of those details! Please refer to the data on the RVBC Emma and Resilience Direct database

Record of Amendments

Amendment Number	Page No(s)	Amended By	Date Amended
1	All	Emergency Planning Officer - Full plan (reviewed) and issued to all plan holders	January 2013 Obsolete
2	All	Emergency Planning Officer - Full plan (reviewed) and issued to all plan holders	January 2015 Obsolete
3	All	Emergency Planning Officer - Full plan (reviewed) and issued to all plan holders	September 2016 Obsolete
4	All	Emergency Planning Officer - Full plan restructure in the 'JESIP' principles also the data 'District Risk Register' on the risk management database in 'Emma' - Emergency Management Assessment – and issued to all plan holders	January 2018 Current **V3 Sept-2018**
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Aims and Objectives of the Plan

Aim
The main purpose of this plan is to increase the Council's preparedness and ability to respond by ensuring that all those in the Council, and other agencies, charged with responding to an incident / emergency on behalf of the community:

- Be aware of and understand their roles and responsibilities
- Are competent to carry out the tasks assigned to them
- Have access to available resources and facilities
- Have confidence that partner agencies, in the response, are similarly prepared.

This plan establishes general principles and provides for main courses of action to ensure a speedy mobilisation and co-ordination of resources in the Council's response to an incident / emergency which lies beyond the normal control of the emergency services.

Objectives

- To provide flexible arrangements which will enable the Council to deliver a range of services to those affected by an incident / emergency, both in the immediate aftermath and during the recovery stage?

- To assist the Emergency Services by providing additional resources to aid in their response to an incident / emergency.

- To provide co-ordination of the response by non-emergency services and to take the lead role in the long-term recovery of Ribble Valley Borough.

- To ensure effective liaison with the Emergency Services, County Council, Utilities, Voluntary Organisations, and the Media etc. in providing an effective combined response to an incident / emergency.

- To protect the safety and well being of those people who live, work and travel in Ribble Valley borough.

- To prevent, if possible, the escalation of an incident / emergency and to ensure speedy mobilisation and co-ordination of Council staff and other resources in response to an incident / emergency.

- To ensure that sufficient information is provided to the public, with regard to an incident / emergency, and to give assurance that steps are being taken to restore normality to the borough.

- To restore normality as soon as possible after the immediate aftermath of an incident / emergency and to undertake a full recovery programme.

- To facilitate criminal investigation and judicial, public, technical or other inquiries with regard to the incident.

Emergency Planning – An Overview

STATUS

The structure for managing the local multi-agency response to emergencies is based on the Civil Contingencies Act (2004). The act is supported by two sets of guidance: Emergency Preparedness and Emergency Response and Recovery (ERR). Emergency Preparedness deals with the pre-emergency (planning) phase. Emergency Response and Recovery (ERR) describes the multi-agency framework for responding to, and recovering from, emergencies in the UK. Details of the operation and co-ordination of emergency response can be found in the Cabinet Office Concept of Operations and the relevant chapters of *Emergency Response and Recovery.*

This publication complements Emergency Response and Recovery (ERR) by focusing on the interoperability of the emergency services and other responder agencies in the response to an incident.

Separate publications set out specialist ways of working that will apply in specific circumstances, such as chemical, biological, radiological and nuclear (CBRNe) incidents or marauding terrorist firearms attacks (MTFA). These specialist response documents reflect the generic guidance found in this publication.
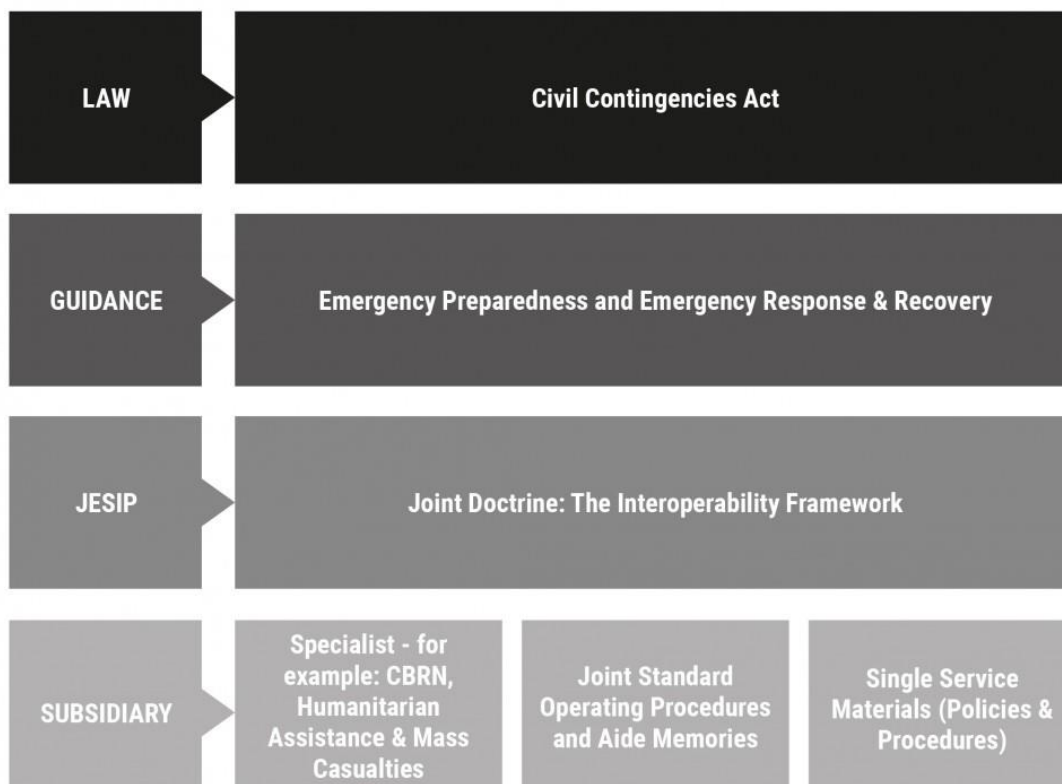
It is now imperative for the emergency services and other organisations involved in emergency response, to embrace and integrate JESIP until staff follow the principles and use the models as a matter of course in the early stages of an emergency.

The majority of emergencies / incidents will be controlled and dealt with by the Police, Fire and Ambulance Services without involving the activation of Local Authority emergency plans. However, when the Police consider that an emergency is likely to require assistance, beyond the resources available to them in normal circumstances; they will declare a major incident and contact the Council for assistance. They may contact the Council directly or alternatively they may inform the County Emergency Planning duty officer who will, in turn, contact the Council.
The Police may also advise the Council of any ongoing incident which could or might escalate into a major incident.

The Civil Contingencies Act 2004, and accompanying regulations, deliver a single statutory arrangement for civil protection in the UK capable of meeting the challenges of the 21st century. The purpose of the Act is to establish this new statutory framework at the local level. Local responders are the building blocks of resilience in the UK. The Act enhances existing arrangements by:

- Establishing a clear set of roles and responsibilities for local responders
- Giving greater structure and consistency to local civil protection activity
- Establishing a sound basis for performance management at a local level

Definition of an Emergency - Civil Contingencies Act 2004
An event or situation which presents a serious threat to:

Human Welfare
Loss of human life.
Human illness or injury.
Homelessness.
Damage to property.
Disruption of a supply of food, water, energy, fuel or essential commodity.
Disruption of an electronic or other system of communication.
Disruption of facilities for transport.
Disruption of medical, education or other essential services.

The Environment
Contamination of land, water or air with harmful biological, chemical, radioactive matter or fuel oils.
Flooding
Disruption or destruction of plant life or animal life.

Political, administrative or economic stability
Disruption of the activities of Her Majesty's Government.
Disruption of the performance of public functions.
Disruption of the activities of banks and other financial institutions.

The security of the United Kingdom or part thereof
War or armed conflict.
Terrorism.

Regardless of perceived timescales, an incident / emergency will require resourcing and co-ordination on either a local, regional or national scale, for which resilience / emergency plans need to be in place.

The Civil Contingencies Act defines responders to emergencies / major incidents as either Category 1 or Category 2 responders. The Act further stipulates responsibilities for each category of responder.

All local authorities are Category 1 responders.

As a Category 1 responder, the Council must:

- Assess the specific risks to the community.
See GRACE, Risk Management Assessments under the tree of Risks, Emergency Planning

- Put in place Emergency Plans (Preparedness, Response and Recovery etc.)

- 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 in the event of an emergency.

- Share information with other local responders to enhance co-ordination

- Co-operate with other local responders to enhance co-ordination and efficiency.

- Provide advice and assistance to businesses and voluntary organisations about business continuity management.

An essential element of emergency planning is the development of procedures to ensure good co-ordination and control as well as to establish rapid staff call-out schemes and access to reserve facilities. Regular plan reviews, staff training and exercises are essential for effective preparedness and confidence.

Type and Scales of Emergencies
From a command and control perspective, emergency events or situations generally fall into one of the following categories:

- Those that happen without warning and require an immediate response, e.g. terrorist attacks, major rail crashes etc.

- Those that are identified as potential major incidents, allowing for a period of pre-planning to take place, e.g. Fuel Crisis, Flu Pandemic etc.

- Those events or situations that are foreseeable and may occur sometime in the future, therefore providing the opportunity to prepare contingency plans, e.g. flooding, severe weather, heatwave etc.

Chapter 2

Plan Activation

Who, When & How

Mobilisation and Response Procedures

Contact during normal office hours:

```
LCC Emergency          Police
Planning        ← ─ ─  or
Officer                Fire Service
   │              │         │
   │              │         │  If EPO unavailable
   ▼              ▼         ▼
Emergency              Head of Env.
Planning               Health Services;
Officer                Service Director
                       Or any
                       Head of Service
```
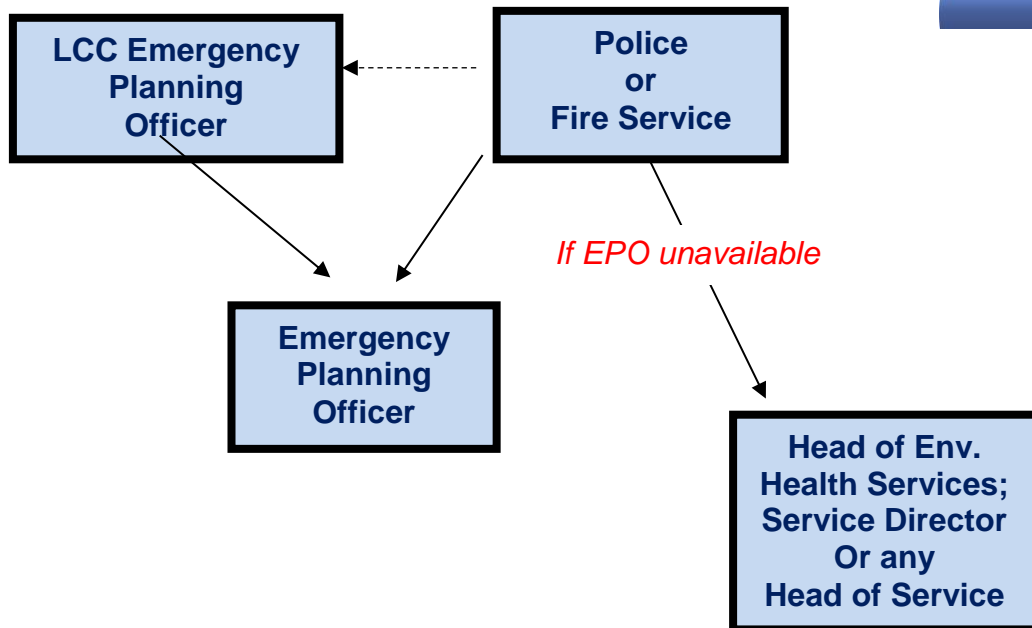
Contact outside normal office hours:

```
LCC Emergency          Police
Planning Duty   ← ─ ─  or
Officer                Fire Service
   │              │
   ▼              ▼
RVBC Control  ─────────►  Head of Env.
Room                      Health Services;
CCTV                      Or
   │                      Emergency
   │                      Planning Officer
   │
   └──────────────────►  Service Director
                          Or
                          Any Head of Service
```
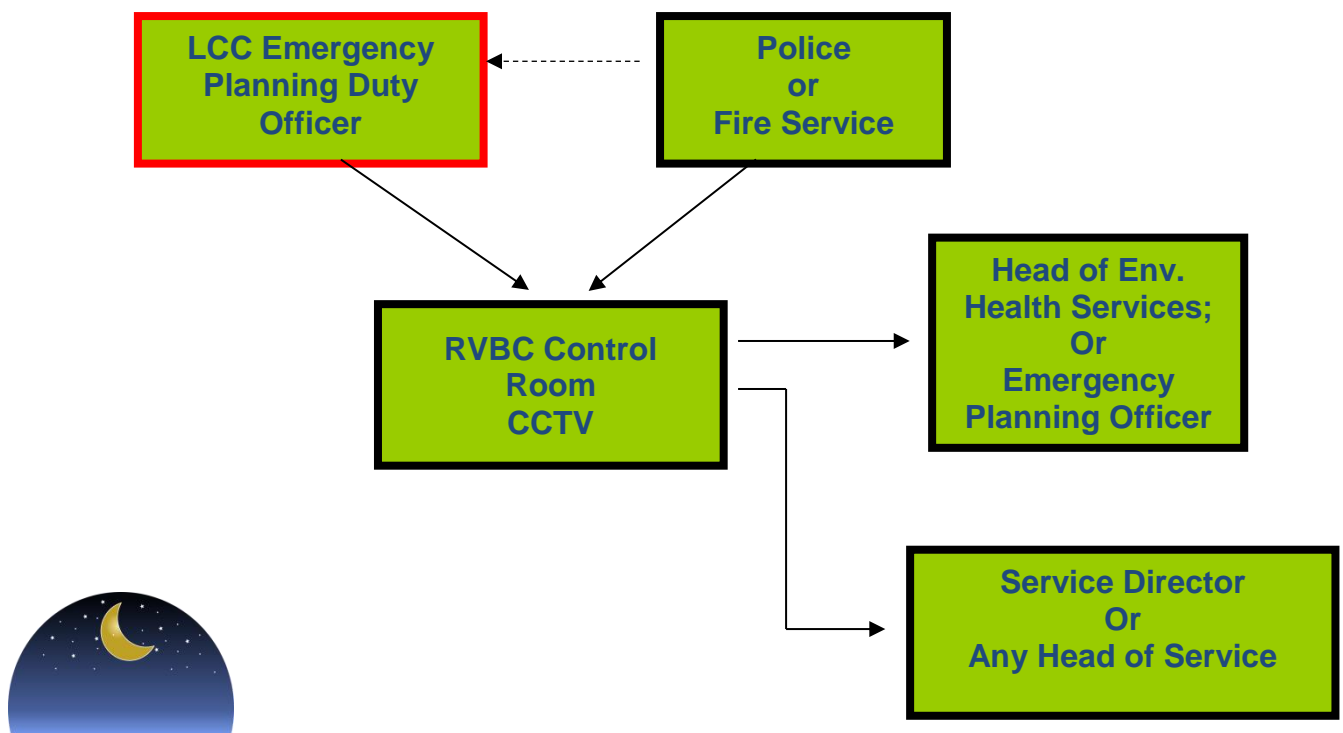
Initial Action

On receipt of a call, **see page 2 Aide Memoir** & take note of the following details (make to use of the Initial Response form, if possible, contained in: (Appendix A)

- Date and time of call received.

- Contact details of caller, for future contact

- The nature and location of the emergency.

- Probable assistance required (e.g. feeding, estimate of numbers rendered homeless etc.).

- Resource / equipment required – now & future.

- Access routes to scene.

- Casualty situation

- Any disruption of public utilities (Telecoms; Gas; Electricity; Water; etc.)

- Contact details at incident location (Bronze)

- Any other useful information.

Remember

- Do not work in isolation, inform at least 2 of your colleagues

- Give them your contact details

- Anyone attending an incident **MUST** carry official Identification for access

- If Council staff are unable to display official id. they may be prevented by the Police from accessing the scene of the incident.

Receiving Notification of an incident / emergency- Detail

During Office Hours

Initially the receptionist, or other member of staff who receives the call, should proceed as follows:

- Obtain sufficient information regarding the nature and location of the incident. (Ideally as per the Aide Memoir at the front of this District Emergency Plan and Initial Action Aid Memoir, on the previous page)

- If alerted other than through LCC or Police channels and/or you are not satisfied that the call is legitimate, then confirm the authenticity of the call by contacting the Police.

- After recording all the relevant details, contact in the following order:

    1. Emergency Planning Officer
    2. Head of Environmental Health Services
    3. Chief Executive
    4. Any Head of Service

- Continue to deal with ongoing requests for advice/assistance as appropriate, until ownership of the problem has been established by one of the above officers and / or until the Council's co-ordinated response has been established.

The officer taking ownership should now follow the procedure as contained in the 'Emergency Response - Aide Memoir', located at the front of this District Emergency Plan.

Remember,

- Do not work in isolation, inform at least 2 of your colleagues

- Give them your contact details

- Anyone attending an incident **MUST** carry official Identification for access

- If Council staff are unable to display official identification they will be prevented by the Police from accessing the scene

Out of Office Hours

Requests for the Council's assistance, out of normal office hours, will normally be made by the Police or LCC Duty Officer to the Out of Hours Control Room (CCTV)

The Out of Hours Control Room (CCTV), on receiving a call for assistance, should:

- Obtain sufficient information regarding the location and the nature of the incident.
(As per the Aide Memoir – Initial Action, earlier in this plan)

- If alerted other than through Police channels or by the LCC Duty Officer, it may be necessary to validate the call.

- After recording all the relevant details, contact one of the following council officers, in the order displayed below:

- Head of Environmental Health Services or
- Emergency Planning Officer or
- Chief Executive : Director of Service or
- Any Head of Service

Contact details for all the above officers are held in: Appendix B

The contacted Officer will follow the procedure as documented in the 'Out of Hours Response - Aide Memoir', located at the front of this District Emergency Plan and will provisionally take ownership of the Council's incident response.

Please remember,

- Do not work in isolation, inform at least 2 of your colleagues

- Give your colleagues your contact details

- Anyone attending an incident **MUST** carry official Identification for access

- If Council staff are unable to display official Identification they may be prevented by the Police from accessing the scene

M/ETHANE is now the recognised common model for passing incident information between services and their control rooms.

All services have used similar models for passing information in the past but JESIP has instigated the use of a common model which will mean information can be shared in a consistent way, quickly and easily, whoever the information is passing between.

Dependant on your role in your organisation, this is a model you may need to become familiar with. The All Staff e-learning package is designed to help staff understand how to formulate a M/ETHANE message including the opportunity to test their knowledge online. (Please note completion results cannot be retrieved once the package has been completed and are not collated by JESIP).

M/ETHANE

M	**Major Incident declared?**
E	**Exact Location**
T	**Type of incident**
H	**Hazards present or suspected**
A	**Access - routes that are safe to use**
N	**Number, type, severity of casualties**
E	**Emergency services present and those required**

JESIP has produced a useful checklist for those working in Control Rooms to help gather information using M/ETHANE. Download the Control Room M/ETHANE checklist.

Other organisations that may be part of a multi-agency response to emergencies may wish to consider ensuring their staff are familiar with the use of M/ETHANE. If you wish to include M/ETHANE in your organisations policies, procedures or training materials download the M/ETHANE graphic here.

Chapter 3

Co-ordination, Control

&

Communications

Major Incident / Emergency Co-ordination and Control

TIERS OF COMMAND

Emergency responders adopt levels of command when responding to incidents. The level does not convey seniority or rank but the level of command an individual has at the incident. The figure below shows the generic tiers of command and basic responsibilities.

STRATEGIC	**Strategic Co-ordinating Group**	Sets strategic direction Co-ordinates responders Prioritises resources
TACTICAL	**Tactical Co-ordinating Group**	Interprets strategic direction Develops tactical plan Co-ordinates activities and assets
OPERATIONAL	**Responder agencies**	Executes tactical plan Commands single-service response Co-ordinates actions

This document refers only to the generic tiers of command and not the specific functional activities of individual organisations.

There should be a clear and identifiable commander or representative who is responsible for co-ordinating the activity of their agency at each level of command.

Responder Staff

It is important that all individuals who could be first on scene for their respective responder agency are able to declare a major incident, and that they understand the implications of declaring one. They must also be able convey incident information using the M/ETHANE model. Declaring a major incident begins the process of activating relevant plans.

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Operational

Operational commanders will be working with colleagues from other responder agencies. This will most likely be at, or close to, the scene of the incident.

They will control and deploy the resources of their respective service within a functional or geographical area, and will implement the tactical plan as directed by the tactical commander.

Clear communications should be established and maintained so that individuals can work together in a co-ordinated way.

The roles and responsibilities of operational commanders can be found here .

Tactical

In the initial stages of an incident, first responders are responsible for tactics. Once the scale and nature of the incident is known, emergency services will appoint officers to act as tactical commanders for their organisation. Other responder agencies may also appoint individuals to act as tactical commanders or co-ordinators on behalf of their organisations where relevant.

Communication and co-ordination between commanders is critical. Tactical commanders should be located at a mutually agreed location where they can maintain effective joint command of the operation. This includes effective joint working with other services, and other factors such as access to communications systems. The fire and rescue service tactical commander will be located where they can maintain effective tactical command of the operation; invariably they will be in attendance at the scene. Once the tactical co-ordinating group is formed, they will either attend in person or nominate a liaison officer to attend.

Where circumstances hinder co-location of commanders (of any level) then robust communications arrangements must be implemented, through the use of interoperability communications and where appropriate National Inter-agency Liaison Officers (NILO) to ensure a co-ordinated response and safe systems of work are maintained.

The tactical commander is likely to be in place before the strategic commander and is also likely to be the first senior officer taking command of the incident. In the early stages of an incident, the tactical commander is likely to set priorities before the strategic commander has set a strategy.

The roles and responsibilities of tactical commanders can be found here .

Strategic

The strategic commander from each agency has overall authority on behalf of their agency. They are responsible for the resources of their own agency and for formulating their single agency strategy for the incident.

Each strategic commander may delegate implementation decisions to their respective tactical level commanders.

At the earliest opportunity, a strategic co-ordinating group (SCG) will determine or confirm a specific response strategy and record a strategy statement. The roles and responsibilities of strategic commanders can be found here . The role and responsibilities of the strategic co-ordinating group can be found here

To minimise the consequences of the developing incident as far as is reasonably practicable, the structures and responsibilities detailed above must be activated and put into place as quickly as possible. It is acknowledged this is likely to take some time and therefore the first responders and commanders at a scene must identify and implement the initial tactics, whilst also communicating the need for support.

Inter-Agency Resources

Any service may request temporary assistance from the personnel and equipment of another organisation. In these circumstances, while the supporting service will relinquish the immediate control of those resources to the requesting service for the duration of the task, the supporting service will keep overall command of its personnel and equipment at all times.

Personnel from one service who help another in this way should only be given tasks they are trained and equipped for, and they should not supplement the other service in a way that is potentially dangerous.

National inter-agency liaison officers (from the fire and rescue service or ambulance service) and tactical advisers are part of a network of specially trained officers who are qualified to provide commanders with advice on operational capabilities, limitations and capacity.

10.6.Multi-Agency Information Cell

Emergency services and local resilience forums (LRFs) should be able to support tactical and strategic co-ordinating groups, when they are activated, by managing information and forming a common operating picture. This capability should be formalised as a multi-agency information cell (MAIC). The effectiveness of the multi-agency information cell (MAIC) depends on established and rehearsed capabilities.

A multi-agency information cell (MAIC) will not need to be established at the start of every incident involving a tactical and strategic co-ordinating group, but the multi-agency response to complex and/or protracted incidents should be supported with a multi-agency information cell (MAIC).

The multi-agency information cell (MAIC) may come together in either a physical, co-located form, or in a virtual form. It should be able to source, access, analyse, display and disseminate situational information, drawing on information and expertise from many sources rather than a single organisation. Both co-located and virtual arrangements for a multi-agency information cell (MAIC) should make use of a wide range of information systems to support shared situational awareness, such as ResilienceDirect, other open data sources or social media.

A core function of the multi-agency information cell (MAIC) is to produce the common operating picture that will inform and support the tactical and strategic co-ordinating groups and other responders.

Acute response stage

In the immediate aftermath of an incident / emergency, the principal concerns of the Council are to provide support for the emergency services, to continue normal support and care for the local and wider community, to use resource to mitigate the effects of the emergency, to maintain essential services normally provided by the Council and to co-ordinate the response of organisations other than the emergency services.

As the emphasis changes from emergency response to recovery, the Council will be expected to take the leading role to facilitate the rehabilitation of the community and the restoration of the environment.

During the incident, Ribble Valley Council may be required to establish and maintain an Emergency Control Centre (ECC). This will provide a focus for response and recovery operations, in order to achieve the most effective co-ordination of action before, during and after an incident.
See Chapter 4, Emergency Control Centre

To ensure that the Council's response is as co-ordinated and effective as possible, a programme of training and exercising will be undertaken at regular intervals. All key staff involved will be encouraged to become familiar with their roles and responsibilities as well as the equipment / facilities available and the procedures which operate in the Emergency Control Centre (ECC), at the incident and at any other locations associated with the event.

District Emergency Plan Activation

To ensure that RVBC is able to respond effectively and efficiently to any incident, it is important that all key players have a clear understanding of the activation procedures and the facilities available in order to provide a well co-ordinated integrated response to any an incident / emergency.

This District Emergency Plan will be activated by the Council, when/if a major incident is declared by the emergency services. It may also be activated as a result of information regarding a major incident or potential major incident, provided by the Police or, in certain circumstances, the Fire and Rescue Service or even a member of the public.

Communication normally comes to the Council directly from the emergency services or via the Lancashire County Council Emergency Planning Unit.
Upon receipt of information regarding an incident / emergency, the Council's representative will then make arrangements to activate the District's emergency response and ensure that appropriate resources are made available to the Police, Fire and other agencies which may be present at the scene.

Police Responsibility

The Police are responsible for co-ordinating all steps taken for the preservation of life and property and, as such, the Police Incident Commander, or his representative at the scene of the emergency, will co-ordinate lifesaving activities other than those for

which the Chief Fire Officer is responsible in the case of fire or inherent fire conditions. The Police will be responsible for the setting up of a Forward Control Point (FCP) in or near the operational area of the incident.

A member of the Council, referred to as the Forward Control Officer (FCO), will proceed to the scene and report to the Bronze Commander at the Police Forward Control point, from which he/she will, preferably in consultation with those already present, be responsible for keeping the Chief Executive and the Emergency Management Team (EMT) informed of the developing situation.

The FCO shall ensure that a Council officer is present at the Forward Control Point at all times in order to provide effective co-ordination of the Council's resources committed. Continuous liaison with the Police and other services must also be maintained along with effective lines of communication with the Council's Emergency Management Team (EMT). The Council's FCO may also require the assistance of an additional Council officer, for example, to record events and decisions made etc. for future reference.

Depending upon the nature of the incident, the Police and/or Fire and Rescue Services may wish to arrange for their own Liaison Officer(s) to be sent to the Council's Emergency Control Centre (ECC), in order to assist and to provide a direct link with their own Control Rooms.

Furthermore and depending upon the size and nature of the incident, the Police may decide to set up Silver and Gold Controls at which a senior member of the Council may be required to attend.

RVBC's Emergency Control Centre (ECC)

Depending on the nature of the incident, an emergency control centre (ECC) may need to be set up in:

> **a) Committee Room 1, Council Suite, Church Street**.

If this is inaccessible then the ECC to be located in:

> **b) Training Room, Level D, Council Offices**.

This facility will afford a focal point for co-ordinating the Council's activity during the response and recovery phases of an incident / emergency.

The setting up and staffing of the ECC will be organised by the Head of Information Services or a member of the IT staff.

See Chapter 4, Emergency Control Centre

Council Emergency Roles and Responsibilities

District Council's

(For other local authorities in Lancashire, see separate entries for Lancashire County Council, Blackpool Borough Council and Blackburn with Darwen Borough Council.)

General Responsibilities

- **To determine the risks to the local population and the environment and to take action in conjunction with the Emergency Services and other agencies to minimise the effects of the incident on people and the environment:**
- **To ensure that the public is adequately informed of the   precautions necessary to minimise health risks;**
- **To provide temporary emergency accommodation for people made homeless by the incident;**
- **To ensure the safety of food and water supplies;**
- **To assess any damage to buildings and to the local environment including its contamination and to ensure that the public is not exposed to any associated risks;**
- **To make recovery arrangements for, and ensure, a clean-up of all areas affected by the incident;**
- **To make necessary arrangements for, and to ensure suitable disposal of, all affected materials to an approved disposal site;**
- **Provision of Facilities Managers and associated staff for the care of the public in rest centres;**
- **To contact Council owned/controlled establishments in the hazard area;**
- **To arrange, if necessary, to secure the site.**

The Emergency Management Team (EMT)

The Emergency Management Team (EMT) is made up of members of the Corporate Management Team and appropriate Heads of Service and/or deputies as required, plus the Emergency Planning Officer. The aim of the EMT is to devise and deliver the Council's strategic response to an emergency.

Main Roles and Responsibilities of the EMT
- Provide the strategic operational direction for the Council's response to the emergency.
- Establish a framework for the overall management of the incident - determining the strategic objectives, providing direction and prioritising demands.
- Deliver effective leadership in the Council's response and recovery phases.
- Determine the Council's priorities for managing the incident and, whilst as far as possible, continue to provide normal Council services by invoking, if necessary, the Council's Business Continuity Plan.

- Keep Elected Members and other local political and community leaders fully informed of progress and of the Council's present and future actions.
- Liaise and co-ordinate the incident response with Chief Officers of the Emergency Services, County and other Council's, and other organisations responding to the incident.
- Formulate and implement an integrated media and public information policy, in line with the overall strategy set by Central Government and/or the Police Incident Commander.
- Establish who will talk to the media, on behalf of the Council, in interviews and press briefings etc. and agree the content of same.
- Assess which Council services are required to assist the emergency services at the scene of the incident.
- Assess which other Council resources should be activated elsewhere and how they should best be employed.
- Ensure that appropriate actions are being taken to keep the public fully informed of the incident and of the steps that the Council is taking to deal with the incident.
- Plan the recovery phase and the borough's return to normality, consider the establishment of a recovery or remediation team to restore normality and assist in the recovery process.
- Identify forward planning issues, e.g. Disaster Appeal and Trust Funds etc.
- Deal effectively and efficiently with any appeal funds, trust funds that are set up.
- Co-ordinate the organisation and the management of any VIP visits etc.
- Consider the immediate and long term human resources required for the duration of the incident response and recovery phases.
- Maintain a Log of Events and key decisions, for the duration of the incident for inclusion in the final incident report.
- Make arrangements regarding the eventual stand down of the Council's emergency response and recovery phases.

Chief Executive

Notification of an incident / emergency, and the request for the Council's response will normally be made by the Emergency Services, by whom the Chief Executive should have been fully briefed as to the nature and extent of the emergency and, with whom the Chief Executive should agree the Council's initial response.

In the event of an incident / emergency being declared, or occurring within the Borough, the Chief Executive will be required to convene and chair the Council's Emergency Management Team (EMT). All members of the Council's Corporate Management Structure (or their deputies) will constitute the EMT and Service Directors may be required to deputise for the Chief Executive as chair of the EMT.

The Chief Executive, or nominated deputy, as the chair of the EMT has overall responsibility and control of the Council's response to the emergency.

The Chief Executive should undertake the following actions without delay:

- Take ownership of the incident on behalf of the Council.
- Contact EMT members, as required, ensuring that they are kept informed of the Council's response.

- Determine the nature of the emergency and its likely demands upon the Council both in terms of manpower and equipment etc.
- If necessary, convene a meeting of the EMT, consisting of the Corporate Management Structure, the Emergency Planning Officer and other management support as required.
- Instigate, as required, the opening and implementation of the Council's Emergency Control Centre (ECC) and appoint a Controller within the ECC, ensuring the most effective co-ordination of actions both during and after the emergency.
- Attend the Emergency Control Centre, as and when required.

Main Emergency Roles of the Chief Executive
- Co-ordinate the various Council service areas, statutory undertakings and other organisations, called to assist in the event of an emergency response.
- Ensure that the Council's resources are being utilised to their fullest potential and that all necessary measures are being taken to provide additional staff for the duration of the emergency.
- Call for Situation Reports (SITREPS) at regular intervals from all service areas involved.
- Liaise closely with any multi-agency strategic team which is set up as a result of the incident i.e. Strategic Coordinating Group (GOLD), in the Strategic Coordinating Centre (SCC) at Lancashire Police HQ.
- Nominate a Council senior officer to attend the Strategic Co-ordinating Group (GOLD), ideally someone who can, and is authorised to commit Council resources. Nominate, if required, an appropriate officer to act as the Council's Liaison officer, duties may include: attending a Police Incident Control Room (Silver) or to another Local Authority's Emergency Control Centre, depending on the nature of the incident.
- Convene and chair regular meetings of the EMT.
- Attend press briefings as required.
- Implement any Mutual Aid arrangements with other Council's, as required.
- Keep the leaders of the Council's political groups informed of the Council's strategic response to the incident.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Be responsible for corporate health and safety issues.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- **In the absence of the Chief Executive and other members of the Corporate Management Structure, Heads of Service may be required to convene and chair the Council's Emergency Management Team (EMT).**

Emergency Planning Officer (EPO)

The Emergency Planning Officer (EPO) is the first single point of contact in the Council for all Emergency Planning issues and has the overall responsibility for ensuring that all emergency plans and procedures, put in place to assist emergency management and to provide a co-ordinate response, are kept up to date. The EPO is also responsible for ensuring that appropriate staff training and exercising takes place at regular intervals both internally and externally to include outside agencies

and to ensure that the role of Ribble Valley Borough Council in relation to other responding organisations is practiced and understood.

Main Emergency Roles of the Emergency Planning Officer

- Act as the Council's Liaison Officer to the Chief Executive and EMT, which may include maintaining a full and detailed log of actions taken and decisions made for inclusion in the final incident report.
- Arrange for the attendance of liaison officers from the appropriate emergency services and other organisations to attend the Council's ECC if required.
- Effect liaison between the EMT and any other supporting teams.
- Effect liaison with other Local Authorities and all other organisations involved in the emergency response, as required.
- Advise the EMT upon the implementation and use of voluntary and other agencies.
- Arrange for appropriate emergency plans and maps etc. to be made available for use during the response and recovery phases of an incident / emergency.
- Advise upon the welfare and requirements of Council staff and others involved in providing an emergency response.
- Collate all Service Areas' personal logs and produce a consolidated log of events for any subsequent internal or external enquiry into the Council's response.
- Contact and arrange the deployment of RAYNET, and/or any other resilient telecommunication services, as required, and achieve a commonalty of approach to voice/data radio communications.

Director of Community Services

In the absence of the Chief Executive and in the event of an incident / emergency being declared, or occurring within the borough, the Director of Community Services may be required to convene and chair the Council's Emergency Management Team (EMT). If the Chief Executive is unavailable, the Director of Community Services may be required to deputise as per the emergency response actions and the roles of the Chief Executive.

Main Emergency Roles of the Director of Community Services

- Assume overall control of the Community Services Directorate's response to an emergency and ensure that the activation of appropriate staff to deal with the incident is undertaken.
- Ensure that appropriate services within the Directorate have been activated accordingly and are responding in line with the Council's overall strategy and in accordance with each Head of Service's emergency roles and responsibilities.
- In the absence of the Chief Executive, decide with other members of the Emergency Management Team (EMT), who should take overall control of the Council's response to the incident for the duration of the emergency or until the return of the Chief Executive or his nominated deputy.
- Organise the maintenance of the Community Services Directorate's Log of Events for the duration of the emergency, for inclusion in the final incident report.
- Provide Situation Reports (SITREPS) to the Chief Executive as required.

- Maintain a record of any contracts made and expenditure incurred during the incident.

Director of Resources

In the absence of the Chief Executive and in the event of an incident / emergency being declared, or occurring within the borough, the Director of Resources may be required to convene and chair the Council's Emergency Management Team (EMT). If the Chief Executive is unavailable, the Director of Resources may be required to deputise as per the emergency response actions and roles of the Chief Executive.

Main Emergency Roles of the Director of Resources
- Assume overall control of the Resources Directorate's response to the emergency and ensure that the activation of appropriate staff to deal with the incident is undertaken.
- Ensure that the appropriate services within the Directorate have been activated accordingly and are responding in line with the Council's overall strategy and in accordance with each Head of Service's emergency roles and responsibilities.
- In the absence of the Chief Executive, decide with members of the Emergency Management Team (EMT), who should take overall control of the Council's response to the incident for the duration of the emergency or until the return of the Chief Executive or his nominated deputy.
- Organise the maintenance of the Directorate's Log of Events for the duration of the emergency, for inclusion in the final incident report.
- Provide Situation Reports (SITREPS) to the Chief Executive as required.
- Maintain a record of any contracts made and expenditure incurred during the incident.

Emergency Management Team

➤ **Roles**
➤ **DUTIES**
➤ **RESPONSIBILITIES**

Head of Environmental Health Services

Main Emergency Roles of the Head of Environmental Health Services

- Assume overall control of the Environmental Health Service's response to the emergency and the deployment of appropriate services and staff, within the Service, to deal with the incident.
- Provide advice to the EMT on all issues relating to the Environmental Health Services area.
- Advise on methods available for the control of pollution, including toxic materials.
- Advise on and implement measures to control the spread of disease, in consultation with the Health Authorities.
- Arrange air sampling and monitoring and the taking of grass, soil and water samples etc. at locations surrounding an incident / emergency, as required.
- Seek interpretative advice on samples and monitoring by liaising with the emergency services and other government departments.
- Monitor pest control and make any necessary arrangements for decontamination, disinfections etc
- Arrange for the collection and holding of stray animals and in consultation with the RSPCA, arrange for the kenneling of pets brought to Rest Centers.
- Examine, in conjunction with the Food Standards Agency (FSA), any food stocks involved in the incident and declare them fit or unfit for human consumption as required.
- Maintain standards of health and hygiene in relation to the incident, including providing public health information on maintaining basic food hygiene and the prevention of food poisoning, including water supplies, etc.
- Ensure satisfactory standards of hygiene and sanitation, at Rest Centres and other Council buildings being used in the emergency response.
- Arrange in consultation with other responding agencies, for the removal and disposal of human and animal remains, as required.
- Attend emergency mortuaries which may have been set up in the borough.
- Arrange, in consultation with other responding services, for the removal and disposal of refuse and hazardous substances where there is perceived to be an imminent danger to public health.
- Advise and assist with arrangements to deal with a suspected or actual outbreak of animal diseases e.g. Foot and Mouth or Rabies etc.
- Liaise, as required, with other agencies e.g. DEFRA, water companies, Public Health etc., regarding public health issues.
- Provide advice on all issues relating to aspects of design structure, safety and the demolition of buildings etc.
- Provide advice on, and arrange for the removal of damaged or dangerous buildings.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Provide Situation Reports (SITREPS) to the EMT.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- Maintain a record of any contracts made and expenditure incurred with respect to the Environmental Health service, during the incident.

- Carry out any other tasks requiring the provision of the Environmental Health service's resources.

Head of Legal and Democratic Services

Main Emergency Roles of the Head of Legal and Democratic Services
- Assume overall control of the Legal and Democratic Service's response to the emergency and the deployment of appropriate services and staff, within the Service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Legal and Democratic Services area.
- Provide specialist advice to the Council's EMT on all aspects of legal powers as they apply in a peacetime emergency.
- Provide legal advice on all Council matters in relation the response.
- Prepare papers for any legal proceedings i.e. Public Inquiry, HM Coroner, HSE etc.
- Provide legal advice upon the recovery of any monies that may be owing to the Council as a consequence of the an incident / emergency, e.g. Bellwin Scheme
- Advise on the legal aspects of Council press statements.
- Provide support, legal advice and briefings to Elected Members re the Council's role in the emergency response.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Provide Situation Reports (SITREPS) to the EMT as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- Maintain a record of any contracts made and expenditure incurred with respect to the Legal and Democratic Service area, during the incident.
- Carry out any other tasks requiring the provision of the Legal and Democratic service resources.

Head of Regeneration and Housing

Main Emergency Roles of the Head of Regeneration and Housing
- Assume overall control of the Regeneration and Housing service's response to the emergency and the deployment of appropriate services and staff, within the Service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Regeneration and Housing service area.
- Attend to the temporary housing needs of evacuees or/and transient persons in the borough during and in the aftermath of an incident / emergency to include any other housing related issues.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Provide Situation Reports (SITREPS) to the EMT as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.

- Maintain a record of any contracts made and expenditure incurred with respect to the Regeneration and Housing service area, during the incident.
- Carry out any other tasks requiring the provision of the Regeneration and Housing service resources.

Head of Planning Services

Main Emergency Roles of the Head of Planning Services
- Assume overall control of the Planning Service's response to the emergency and the deployment of appropriate services and staff, within the service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Planning service area.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Provide an advisory service with regard to all tree related issues.
- Provide Situation Reports (SITREPS) to the EMT as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- Maintain a record of any contracts made and expenditure incurred with respect to the Planning service area, during the incident.
- Carry out any other tasks requiring the provision of the Planning service resources.

Head of Engineering Services

Main Emergency Roles of the Head of Engineering Services
- Assume overall control of the Engineering Service's response to the emergency and the deployment of appropriate services and staff, within the service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Engineering Services area.
- Provide or co-ordinate the provision of plant, vehicles, equipment and operatives as part of the Council's overall response to the emergency.
- Ensure that all contractors working on the Council's behalf in response to an incident / emergency are supervised and that appropriate standards and working practices are maintained.
- Collect refuse, general rubbish clearance and provide skips if necessary.
- Provide advice on fleet vehicle availability and suitability of vehicles.
- Arrange for the hire of appropriate vehicles if necessary and undertake the maintenance and servicing of vehicles used in the Council's response.
- Source specialist equipment and operators as required.
- Arrange for the cordoning of areas with barriers, signage and lighting etc. – restricted to non-highway areas
- Co-ordinate and work in conjunction with LCC's Highways Department with reference to site clearance, post an incident / emergency.
- Assist with oil pollution clearance and clean up operations as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.

- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Maintain a record of any contracts made and expenditure incurred during the incident.
- Carry out any other tasks requiring the provision of the Engineering service's resources.

Head of Cultural and Leisure Services

Main Emergency Roles of the Head of Cultural and Leisure Services
- Assume overall control of the Cultural and Leisure Service's response to the emergency and the deployment of appropriate services and staff, within the Service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Cultural and Leisure Services area.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Provide staff to (if open out of hours) and facilitate Rest Centre's, for use in an incident to accommodate evacuees.
- Arrange for the prompt removal of trees and other obstacles - restricted to non-highway areas
- Co-ordinate and work in conjunction with LCC's Highways Department with reference to site clearance, post an incident / emergency.
- Provide Situation Reports (SITREPS) to the EMT as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- Maintain a record of any contracts made and expenditure incurred with respect to the Planning Service area, during the incident.
- Carry out any other tasks requiring the provision of the Cultural and Leisure service's resources.

Head of Financial Services

Main Emergency Roles of the Head of Financial Services
- Assume overall control of the Financial Service's response to the emergency and the deployment of appropriate services and staff, within the Service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Financial Services area.
- Assume the control of and the accounting for all monies expended in the Council's emergency response.
- Track all expenditure relating to the incident and set up separate accounts as required.
- Reimburse all expenditure incurred by other organisations on the Council's behalf, with EMT approval.
- Make application, where appropriate, under the rules of the Government's Bellwin Scheme, for recovery of costs.
- Ensure that relevant computer data is maintained and saved, as it may be required as documentary evidence in any post incident enquiry.

- Set up and staff, including the management of rotas etc. the Council's Emergency Control Centre (ECC).
- Arrange for the provision of any additional IT and/or telecommunication facilities both at the Emergency Control Centre and any other appropriate Council location, e.g. Rest Centres, incident / emergency scene etc.
- Liaise, as required, with LCC, other Local Authorities, Emergency Services, and Voluntary Organisations and other agencies re any telecommunications and IT issues.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Provide Situation Reports (SITREPS) to the EMT as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- Maintain a record of any contracts made and expenditure incurred with respect to the Planning Service area, during the incident.
- Carry out any other tasks requiring the provision of the Financial service resources.

Head of Human Resources

Main Emergency Roles of the Head of Human Resources
- Assume overall control of the Human Resources service's response to the emergency and the deployment of appropriate services and staff, within the Service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Human Resources service area.
- Make arrangements to provide personal welfare support to Council staff involved in the Council's response, in house or at any location appropriate to the incident.
- Put in place arrangements to provide counseling support to staff if required.
- Arrange, for the payment of any honoraria to all Council staff involved in the response.
- Deal with requests for information to and from the media and all public relations issues relating to the Council's emergency response and recovery.
- Maintain and update the Council's crisis communications strategy to ensure the accuracy and relevance of all information.
- Liaise with telephone service providers
- Obtain at regular intervals, relevant information from all media sources on the progress of reporting the incident and inform the Emergency Management Team accordingly.
- Provide support and advice to brief Council staff not directly involved with the emergency response regularly via E-mail, Press Releases, Newsletter or any other appropriate method.
- Set up a dedicated Media Centre, if required, and provide a media trained officer to act as the first point of contact for the Council's media response.
- Provide press statements to the media, via the Council's Public Relations Officer (Principal Communications Officer) having agreed the content with the EMT.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.

- Provide Situation Reports (SITREPS) to the EMT as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- Maintain a record of any contracts made and expenditure incurred with respect to the Human Resources service area, during the incident.
- Carry out any other tasks requiring the provision of the Human Resources service resources.

Head of Revenues and Benefits

### Main Emergency Roles of the Head of Revenues and Benefits
- Assume overall control of the Revenues and Benefits service's response to the emergency and the deployment of appropriate services and staff, within the Service, to deal with the incident.
- Provide advice to the Council's EMT on all issues relating to the Revenues and Benefits service area.
- Implement and co-ordinate, if required, a Council Help Desk, and/or a Council Help Line with appropriate recorded announcements etc. to be accessed by the public during an incident / emergency response and recovery phases.
- Supervise Council Help Line operators/staff for and maintain rotas as necessary.
- Ensure adequate briefing of staff during the response and recovery phases of an incident / emergency.
- Provide Situation Reports (SITREPS) to the EMT as required.
- Organise the maintenance of service logs for the duration of the emergency for inclusion in the final incident report.
- Maintain a record of any contracts made and expenditure incurred with respect to the Revenues and Benefits service area, during the incident.
- Carry out any other tasks requiring the provision of the Revenues and Benefits service resources.

Elected Members

The role of Elected Members during an incident / emergency and more importantly throughout the recovery phase is a very important and individual one.
The recovery phase encompasses those activities necessary to provide a rapid return to normality both for those affected by the crisis and those affected by the response. Elected members, many of whom are already involved with local organisations, school governing bodies and local charities etc., can provide a **vital** support function and act as a focus for the local community.

Furthermore elected members can assist, particularly the leader of the Council, with the media response, in line with the Council's media policy and play a pivotal role with regard to VIP visits and liaising with other elected members, MPs and MEPs etc.
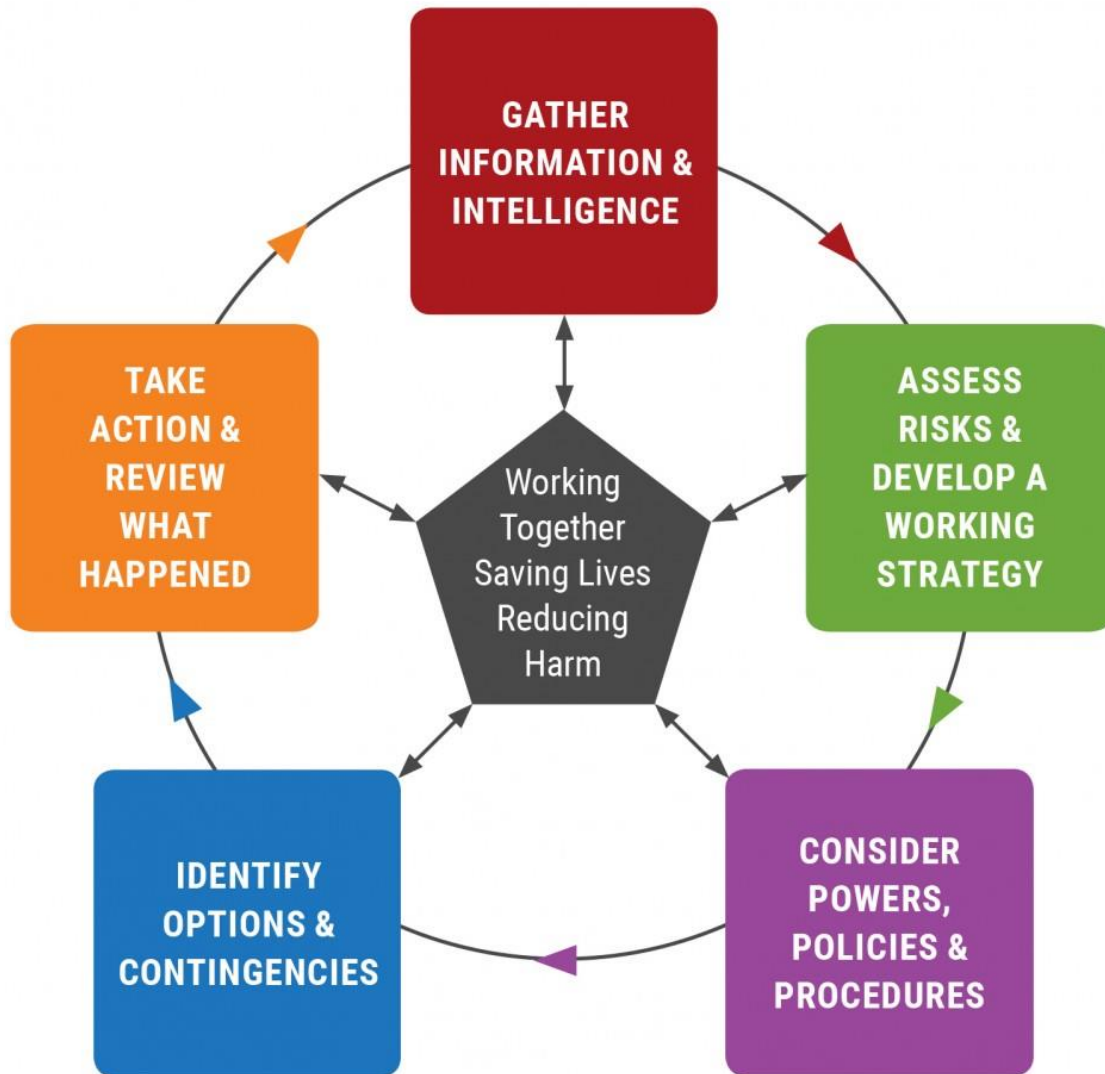
Partner Agencies' Emergency Roles and Responsibilities

ALL ROLES & RESPONSABILITIES FOR THE MULTI AGENCY PARTNERS OF THE LRF HAVE BEEN AGREED AND DOCUMENTED - THE FILE TO THE LEFT IS CURRENT AS JANUARY 2018 –

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Partner Agencies' Emergency Roles and Responsibilities

COMMON OPERATING PICTURE

A common operating picture (COP) has been defined as: "*A common overview of an incident that is created by assessing and fusing information from multiple sources, and is shared between appropriate command, control and co-ordinating groups to support joint decision-making*".

A common operating picture is a single point of reference for those involved, and supports joint decision-making. Answering the questions below helps develop a common operating picture and helps establish shared situational awareness:

- What? What has happened, what is happening now and what is being done about it?
- So what? - What might the implications and wider impacts be?
- What might happen in the future?

The form of the common operating picture depends on local requirements and practices. It would be updated as events and inputs change and also as the results of further work become available, such as analysis which answers the '*so what?'* or '*what might?'* questions.

The common operating picture should have a clear relationship with established command, control and co-ordination groups (including the Scientific and Technical Advice Cell) and should be accessed through a suitably resilient and secure common information sharing platform.

This completed Strategic Co-ordinating Group situation report is an example of a common operating picture. In other contexts, the common operating picture may be a dynamic dashboard that provides an overview of the incident, using maps and graphics as well as text.

Police
The primary areas of Police responsibility at an incident / emergency are: the saving of life in conjunction with the other emergency services; the co-ordination of the emergency services, local authorities, media and other organisations acting in support at the scene of the incident; securing, protecting and preserving the scene and controlling sightseers and traffic.

Roles and Responsibilities
- Depending upon the type and severity of the incident, policing the inner and outer cordon, including establishing rights of access and egress, in conjunction with the other emergency services, and controlling traffic.
  Inner Cordon - In conjunction with the Fire Service, providing immediate security of the rescue zone and potential crime scene.
  Outer Cordon - Sealing off an extensive controlled area surrounding the rescue zone. All access and exit points will be controlled and persons requesting access vetted. The control/command vehicles of the emergency services will be positioned between the inner and outer cordons.

Traffic Control - Deployed at or beyond the outer cordon preventing vehicular access to the area surrounding the scene.

- Implementing evacuation procedures and/or warning the public.
- Requesting Rest Centre/Survivor Reception/Friends and Relatives Centres to be set up and providing Police liaison/support to these centres if required.
- Establishing a Media Briefing Centre, arranging press briefings and co-ordinating media statements including the control of press access to the incident site and to any Reception Centres.
- Investigating of the incident and obtaining and securing of evidence in conjunction with other investigative bodies where applicable.
- Establishing a Casualty Information Bureau, the collation and dissemination of casualty information and publishing, via the media, telephone numbers for the general public to contact the bureau.
- Establishing a Forward Control Point (FCP) in conjunction with all other agencies responding to the incident, using the Bronze, Silver and Gold Command structure.
- Identifying the dead on behalf of HM Coroner and notifying family/friends.
- Instigating, at the request of the Coroner, and in liaison with Council Environmental Health Officers, the setting up of body holding areas and the provision of an Emergency Mortuary Facility, in line with the Lancashire Resilience Forum's Multi Agency Emergency Mortuary Plan.
- Implementing short-term measures to restore normality after all necessary actions have been taken.

Fire and Rescue Service

Lancashire Fire and Rescue Service undertake the primary responsibility for the saving of life, fire fighting, chemical spillages, flooding incidents and rescue operations, which, depending upon the type and severity of the incident may include:

- The rescuing of trapped casualties from fires, wreckage and debris and the implementation of appropriate and necessary measures to prevent further loss of life, injury or damage to property.
- Preventing further escalation of the incident by tackling fires, dealing with released chemicals and other hazardous situations.
- Taking appropriate and necessary measures to minimise the effects the incident may have on the environment.
- Implementing detection and monitoring procedures where radioactive substances are suspected or known to be involved and accessing information available through the Fire Services Scientific Advisors, CHEMET and taking the appropriate action in respect of toxic, noxious substance releases or the likelihood of explosion.
- Establishing, in liaison with the Police, a secure inner cordon around the immediate incident area to enable the Fire and Rescue Service to co-ordinate the health and safety of all personnel at the site.
- Information gathering and hazard assessment to give advice to the Police and enable them to advise the public of the need to evacuate.
- Liaising with the Ambulance Service regarding casualty handling and the priority evacuation of injured persons.
- Assisting Police with the recovery of bodies.
- Participating in investigations as appropriate and preparing reports and evidence for enquiries.

- Establishing, in conjunction with the other emergency services, a Forward Control Point (FCP) and liaising with, and disseminating information to, all those agencies responding to the incident and providing, if required, a Liaison Officer at Gold and Silver Command.
- Providing, in liaison with the Police and other responding agencies, information to the media, on the Fire and Rescue Services response to the incident

North West Ambulance Service (NWAS)

The Ambulance service has the overall control of the medical response to the incident, which depending upon the type and severity of the incident, could include:

- The saving of life and the prevention of further injury in conjunction with the other emergency services.
- Determining and alerting the receiving hospitals.
- Transporting of casualties to the appropriate hospitals ensuring that all movements are documented.
- Establishing an Ambulance Control Point (ACP) which consists of an emergency control vehicle identified by a green flashing light providing an onsite communication facility which may be at a distance from the incident scene and provides a focal point for NHS/medical resources attending the incident. Ideally the point should be in close proximity to the police and fire service control point vehicles (subject to radio interference constraints).
- Appointing an Ambulance Incident Officer/Commander (AIO/C), who has overall responsibility for the work of that service at the scene of an incident / emergency Establishing an Ambulance Loading Point (ALP), which is an area, preferably hard standing, in close proximity to the casualty clearing station, where ambulances can be manoeuvred and patients placed in ambulances for transfer to hospital.
- Establishing an Ambulance Parking Point (APP), which is a place designated at the scene of an incident / emergency where arriving ambulances can park entrance to the site or at the Ambulance Loading Point
- Appointing a Medical Incident Officer/Commander (MIO/C), who is a trained medical officer, called to attend an incident / emergency to assist the Ambulance Incident Officer with the co-ordination of medical / doctor teams or the treatment of casualties
- Assessing the number and condition of casualties and operating a triage casualty channeling system to determine priorities for treatment and evacuation.
- Establishing an Ambulance Park and loading point and providing a Casualty Clearing Station.
- Mobilising necessary additional medical services
- Providing, in liaison with the Police and other responding agencies, information to the media on the Ambulance Services' response to the incident.

Government Agencies

https://www.gov.uk/government/organisations

The Department of Health (DH)

The DH is responsible for strategic leadership and funding for both health and social care in England. The DH is a ministerial department, supported by 23 agencies and public bodies. For detailed information, <u>visit the DH website</u>.

- Assess the best utilisation of the skills and resources of Nurse Practitioners, Hospital at Home staff, Community Nurses, Health Visitors and Administrative and Clerical staff.
- Address any health issues and the health needs of the local community during and following an incident.
- Assess the effects of any emergency or contingency measures invoked as a result of a incidents on vulnerable groups e.g. premature babies, dialysis patients etc and co-ordinating any immediate response required
- Provide, in liaison with the Emergency Services and Local Authorities, community-nursing support at Rest Centres, Survivor Reception and Friends and Relatives Centres etc.
- Provide welfare support in conjunction with the appropriate Social Services Unit and the discharging Hospitals.
- Provide, in liaison with the Police and other responding agencies, information to the media, on the work of the Primary Care Trust during the incident.

NHS England

NHS England is an independent body, at arm's length to the government. It's main role is to set the priorities and direction of the NHS and to improve health and care outcomes for people in England. See NHS England's <u>Five Year Forward View</u>, which sets out the future vision for the NHS.

NHS England is the commissioner for primary care services such as GPs, pharmacists and dentists, including military health services and some specialised services.

As part of the NHS Five Year Forward View, primary care co-commissioning was introduced. An example of this is NHS England inviting clinical commissioning groups (CCGs) to take on an increased role in the commissioning of GP services. You can read <u>more about co-commissioning</u> and the benefits on NHS England's website.

NHS England manages around £100 billion of the overall NHS budget and ensures that organisations are spending the allocated funds effectively. Resources are allocated to CCGs.

Clinical commissioning groups (CCGs)

CCGs replaced primary care trusts (PCTs) on April 1 2013. CCGs are clinically led statutory NHS bodies responsible for the planning and commissioning of healthcare

services for their local area. CCG members include GPs and other clinicians, such as nurses and consultants. They are responsible for about 60% of the NHS budget, commission most secondary care services, and play a part in the commissioning of GP services. The secondary care services commissioned by CCGs are:

- planned hospital care
- rehabilitative care
- urgent and emergency care (including out-of-hours and NHS 111)
- most community health services
- mental health services and learning disability services

CCGs can commission any service provider that meets NHS standards and costs. These can be NHS hospitals, social enterprises, charities or private sector providers. However, they must be assured of the quality of services they commission, taking into account both National Institute for Health and Care Excellence (NICE) guidelines and the Care Quality Commission's (CQC) data about service providers.

Both NHS England and CCGs have a duty to involve their patients, carers and the public in decisions about the services they commission.

- Learn more about what CCGs do
- Find your local CCG
-

Public Health England

The role is to protect the health of the population by planning and delivering treatment and care to people who have been affected by an emergency.

 Responsible for:

- *making the public healthier and reducing differences between the health of different groups by promoting healthier lifestyles, advising government and supporting action by local government, the NHS and the public*
- *protecting the nation from public health hazards*
- *preparing for and responding to public health emergencies*
- *improving the health of the whole population by sharing our information and expertise, and identifying and preparing for future public health challenges*
- *supporting local authorities and the NHS to plan and provide health and social care services such as immunisation and screening programmes, and to develop the public health system and its specialist workforce*
- *researching, collecting and analysing data to improve our understanding of public health challenges, and come up with answers to public health problems*

We do this through world-leading science, knowledge and intelligence, advocacy, partnerships and providing specialist public health services.

Priorities
PHE's strategic plan sets out how PHE intends to achieve its aims by 2020.

Business plan for 2017 to 2018 outlines the actions PHE will be taking over the next year to protect and improve the public's health and reduce inequalities.

The remit letter sets out the role the government expects PHE to play in the health and social care system in 2017 to 2018 and the priorities of PHE from April 2017 to March 2018.

National Radiological Protection Board (NRPB)
The NRPB is part of the Health Protection Agency (HPA) and has responsibility for interpreting the data gathered through radiation monitoring. They are responsible for the lead role in co-ordinating and disseminating information to the appropriate organisations, and providing advice on implementing a public information strategy. The NRPB are also responsible for implementing the RADSAFE and NAIR schemes.

Lancashire County Council (LCC)
In a major emergency, it is likely that the level of services and resources required by the Council will involve the County in a supporting role. This could involve providing Social Services staff for Rest Centres, for the provision of welfare services, transportation or additional manpower / resources etc.
In the event of an incident / emergency affecting more than one local authority in the county, or is of such magnitude that the response is beyond the resources of the local authority, the County Council might assume the lead role in co-ordinating the response.
If deemed appropriate, a County Crisis Management Team may be convened to provide an emergency management response to such an incident. The team will consist of the Chief Executive (or nominated deputy), officers from the appropriate directorates, liaison officers from the affected local authorities, public utilities and voluntary organisations. The team would meet at the Strategic Control Centre, Lancs Police HQ, Hutton.

LCC Emergency Planning Service
The Emergency Planning Service, through its 24 hour Duty Officer system, provides an initial contact with the necessary County Council services, public utilities, voluntary organisations and government agencies. It is available to respond to requests for assistance from Districts/Borough Council's and the emergency services. If necessary an LCC Duty Officer will, if required:
- Implement a response in relation to specific plans for Nuclear/Industrial incidents, Pipelines, Fluvial Flooding, Rabies, etc. and if required, assist in the setting up of an Emergency Mortuary, on which the Police take the lead.
- Liaise with directorates within the County Council who have specific responsibilities in an emergency to activate specific plans for providing transport, media and humanitarian support.
- Activate the County Emergency Centre in order to provide effective co-ordination of all organisations involved in the response.
- Liaise with the emergency services, local authorities, public utilities and voluntary agencies.
- Call out and provide a liaison officer to attend any incident command centre, if requested.

LCC Social Services

The purpose of the Social Services Directorate is to provide a service that responds to the needs of the people of Lancashire, by offering social and practical care and information and counselling to vulnerable people and their carers.

In the event of an incident / emergency situation requiring activation of a Rest Centre, the Social Services Directorate will appoint a Rest Centre Manager and provide staff to assist with dealing with the specific welfare concerns of people temporarily made homeless. They will also provide support to existing clients and/or those with special needs. The Rest Centre Manager will work closely with the Facilities Manager, who is provided by Ribble Valley Council.

See Chapter 6 Rest Centres

Neighbouring Local Authorities

All neighbouring local authorities, including those in Greater Manchester, Merseyside, Cumbria, West Yorkshire and North Yorkshire, have emergency plans in place. In some instances, it may be necessary to liaise with these authorities during a major incident / emergency response and to provide support. Ideally a Memorandum of Understanding (MOU) documenting Mutual Aid would be very useful.

Civil Contingencies Secretariat (CCS)

In July 2001 the responsibility for emergency planning and crisis management moved from the Home Office to the Cabinet Office, under the Civil Contingencies Secretariat (CCS)

The purpose of the CCS is to make the country more resilient and effective in planning for, dealing with and learning lessons from emergencies and disasters. The CCS is responsible for taking the immediate lead and then for ensuring that one department is confirmed as the lead government department.

The CCS is also responsible for resolving all cases of doubt so that one department is promptly confirmed as the lead. Where the incident is threatened or caused by terrorism, the initial phase will be led by the Home Office Terrorism and Protection Unit.

Department of Communities and Local Government (DCLG) Resilience

The DCLG Resilience (North) works with central Government and local response organisations such as the police, fire, ambulance and local authorities to promote and foster resilience. DCLG Resilience (North) also works with local partners to ensure that the NW region is able to respond to a large-scale incident / emergency either within or bordering the region.

The DCLG Resilience is located in Leeds and is responsible for improving the UK's resilience to disruptive challenges by:

- Improving co-ordination at regional level and between different regions
- Improving co-ordination between Central and Regional Government
- Improving co-ordination between the region and the local response capability
- Support planning for a regional response capability
- Identifying capabilities and risks at the regional level
- Developing with key partners the capabilities of the Regional Resilience Forum (RRF)

- Assisting in the recovery phase of an incident / emergency.
- Co-ordinating a regional exercise regime

DCLG Resilience Team

Consists a small team within the Government Office to act as the key interface between central government and local responders (emergency services, local authorities etc.). In the event of an incident / emergency the team will liaise with local responders and provide situation reports to government departments. In carrying out this role it may be appropriate for the team to place a liaison officer within the Gold command (local multi agency group).

The team provides secretariat support for the Regional Resilience Forum (RRF). The RRF brings together key players from within the NW region such as local authorities, central government agencies, the armed forces and emergency services. Other organisations such as the utility operators may also be invited to participate if required.

Regional Resilience Forums play no role in the operational response to emergencies. If the scale of the emergency requires the response to be co-ordinated at a regional level, a Regional Civil Contingencies Committee (RCCC) will be set up. The RRT will provide support to this team.

Regional Civil Contingencies Committee

A Regional Civil Contingencies Committee is a multi-agency group including representatives from across the region drawn from the emergency services, local authorities, DCLG and others as appropriate. The core membership is likely to be similar to that of the North West Regional Resilience Forum (see above). Initially, the DCLG (North) Team will identify members depending on the nature of the incident, however, this will be done in consultation with the relevant Lead Government Department and any Strategic Co-ordinating Groups in operation. Membership will be reviewed regularly throughout the operation of the Regional Civil Contingencies Committee, with the general approach being to over-invite rather than under-invite.

The precise role of a Regional Civil Contingencies Committee is likely to vary depending on the nature of the emergency at hand. However, generic aspects of the role are likely to include:

- Collating and maintaining a strategic picture of the evolving situation within the region
- Assessing whether there are any issues that cannot be resolved at a local level
- Facilitating mutual aid arrangements within or between the regions
- Ensuring an effective flow of communication between local, regional and national levels
- Raising, to a national level, any issues that cannot be resolved at a local or regional level
- Ensuring the national input to response and recovery is co-ordinated with the local and regional response effort
- Guiding the deployment of scarce resources across the region by identifying regional priorities

Department of Work and Pensions (DWP)

The DWP is responsible for providing financial support to those people directly affected by the emergency and who qualify for State support. They are also responsible for:

- Considering the need to set up a special advice and payment centre(s).
- Advertising their services, indicating out of hours facilities if appropriate.
- In the event of a relief fund being set up, advising the organisers how relief payments will affect statutory entitlements.

Health and Safety Executive (HSE)

The HSE have certain defined statutory responsibilities for enforcing regulations and investigating industrial accidents. They will, if appropriate:

- Inspect an incident site, including examining all available evidence relating to the condition of plant equipment and machinery.
- Produce a report detailing the incident and if possible, the probable cause, which can be used as part of any Coroners Inquest, criminal investigation, prosecution or other official enquiry into the incident.
- Make enquiries relating to working practices and conditions to determine, as far as practicable, the cause of any industrial incident.

Environment Agency (EA)

The EA has primary responsibilities for the environmental protection of water, land and air. It has key responsibilities for maintaining and operating flood defences on rivers and coastlines which includes: Hyperlinks below

- Flood warnings, river levels and flood risk maps
- Flooding and coastal change
- Waste including waste carriers
- Environmental permits and exemptions
- Boating and waterways
- Fisheries and rod licensing
- Environmental data and maps
- Public registers
- Report an environmental incident
- Contact Environment Agency

All EA services and information

- Providing and maintaining an agreed level of flood defense systems.
- Taking direct remedial action to prevent and/or mitigate the effects of an incident on the environment.
- Providing and maintaining sufficient telemetry systems to monitor water in the sea, rivers, streams, etc. and forecast, as accurately as practicable, the areas likely to flood in a given situation.
- Informing the relevant authorities and issue public warnings to those people in the areas most likely to be affected by tidal or fluvial flooding.
- Offering specialist advice and monitoring the effects of a pollution incident on water, land or in the air and investigating its cause.
- The EA also collect evidence for future enforcement or cost recovery. It also plays a major part in the UK Government's response to overseas nuclear incidents.

Department for Environment, Food and Rural Affairs (DEFRA)

All Defra services and information Hyperlink

DEFRA co-ordinates programmes for researching and monitoring the food supply in relation to health issues, both directly, by regulating the industry and indirectly, by informing and advising the public. This includes:

- Monitoring any chemical and nuclear contamination incidents, which have potential food safety implications.
- Ensuring the safe storage and spreading of livestock wastes to prevent river pollution, avoiding soil damage and air pollution.
- Preventing nitrates from fertilisers leaking into the groundwater and insuring that all pesticides are used safely and responsibly.
- Protecting the U.K's fish stocks and conservation methods including registering all fish farming activities and monitoring these facilities for fish diseases.
- Regulating the discharge of radioactive waste at sea, including pipeline discharges and those from offshore oil and gas operations.
- Advising role on the effects of pollution incidents such as oil and chemical spills at sea and approving all oil dispersants for use in UK waters.

Ministry of Defence (MOD)

Ministry of Defence

The home of Ministry of Defence on GOV.UK. We protect the security, independence and interests of our country at home and abroad. We work with our allies and partners whenever possible.

The MOD have agreed that in the event of an incident / emergency affecting the population, military aid can be made available to Local Authorities and it can be requested through the Military Aid to the Civil Community Arrangements. See MACC below.

Military Aid to the Civil Community (MACC)

In the event of an incident / emergency, the armed services are authorised to provide all possible assistance to the emergency services where a threat to life exists. The Council can call directly upon military assistance under the Military Aid to the Civil Community (MACC) system.

There is a cost implication for any assistance provided and depending on the type and scale of the emergency, the application of either No Loss Costs or Full Costs will be applied.

Military Aid to the Civil Authority (MACA) forms part of the overall spectrum of the military Integrated Contingency Plan (ICP). It is divided into three categories:

- Military Aid to the Civil Community (MACC)
- Military Aid to other Government Departments (MAGD)
- Military Aid to the Civil Power (MACP)

The immediate assistance that the military may be able to provide will depend on what is available at the time of the incident. Whilst no resources are specifically set aside for such assistance, if the incident is sufficiently grave, additional troops and assets may be tasked into an affected area.

In the event of an incident / emergency, all requests for military assistance must be directed through the appropriate command and control structures.

Military aid will normally only be justified when there is serious danger to life and it can be provided without affecting essential military commitments. If these criteria can be met, then the armed forces are authorised to render assistance to Local Authorities in an emergency.

Association of British Insurers (ABI)

https://www.abi.org.uk/

The primary purpose is to provide the local insurance community with an advisory outlet to the general public following an incident / emergency. The facility would be activated by the ABI, in response to either insurance company or media information, or by request from a LA affected by an emergency. Depending upon the extent and type of damage sustained by private property, an ABI mobile information centre could be provided and used as a focal point for the community to obtain advice on all insurance matters.

Accessing flood insurance

People whose homes have been flooded in the past or who live in flood-prone areas can find it more difficult than others to access affordable insurance.

If you are experiencing problems buying insurance follow the ABI's tips:

- shop around – price comparison websites are not always the best place to buy flood insurance. Contact companies directly or speak to an insurance broker throughthe British Insurance Brokers' Association to find the right policy for you.
- consider commissioning a property-level flood risk survey, but check first if your insurer is able to take surveys into account when assessing whether or not to insure your property. For more information see assessing your flood risk
- consider installing flood defence measures, such as flood doors, airbrick covers and raised electrical sockets, in parallel with a property-level flood risk survey. For more information see assessing your flood risk
- contact the National Flood Forum, a national charity which supports individuals and communities at risk of flooding

The introduction of Flood Re has made it much easier for people living in flood risk homes to access affordable home insurance. More information is available here.

Check the relevant agency's flood map to see if your area is prone to flooding:

- Environment Agency's flood map for **England and Wales**
- Scottish Environment Protection Agency's flood map for **Scotland**
- Department of Agriculture and Rural Development's flood map for **Northern Ireland**

If you are concerned about surface water flooding

Surface water flooding happens when soil becomes saturated (and can no longer absorb any more water) or drains overflow, usually following heavy rainfall. Surface water flooding causes particular problems in urban areas where the excess water flows onto roads and pavements and into buildings.

You may be able to find out if your property is at risk of surface water flooding through your area's [Lead Local Flood Authority](#).

Commissioning a property-level flood risk survey
A property-level flood risk survey is a formal assessment of your property's flooding risk. It should be carried out by a chartered surveyor or a civil engineer.

Check with your insurer before you commission a property-level flood risk survey to see if they are able to take surveys into account when assessing your application for insurance. Make sure the chartered surveyor or civil engineer you hire uses the industry-standard template for flood risk reports, which can be found on the [Environment Agency's website.](#)

Purchasing a new home
If you are considering purchasing a new home always make sure you fully understand the potential flood risk before you make any decision.

Emergency Roles of Other Organisations

Faith Groups
A Lancashire wide Faith Plan exists and gives guidance on working with Faith communities in the event of an incident / emergency. The plan also provides contact details of a number of Faith organisations within Lancashire. The plan details the type and level of response that the Faith community can provide in a major emergency.

Voluntary Organisations
There are many local voluntary agencies that can provide valuable services to the community. Members of some of these organisations are trained in various aspects of emergency response. Details of the assistance and services provided by some of the voluntary agencies are defined below.

British Red Cross (BRC)
The BRC have members who are trained to assist in the operation of Rest Centres, in particular regarding the administrative registration of evacuees in Rest Centres.

British Association for Immediate Care Scheme (BASICS)
BASICS is a voluntary organisation, created by General Medical Practitioners throughout the country, who are organised and equipped to provide immediate care 24 -hours a day. They have a limited amount of portable medical equipment with which to administer aid to patients, in addition to their general skills in assisting the injured at the scene of an incident. Such assistance would normally be arranged by the emergency services via their own call out system.

Citizens Advice Bureau (CAB)
Although the CAB organisation does not provide an emergency response, they do have offices in most towns and areas with dense populations. In the event of an incident affecting the local community, contact should be made with the CAB, as soon as possible, to enable the Council to disseminate information, particularly on the recovery phase of the incident. The CAB can also assist the Council by providing additional links with the local community and identifying any issues of concern, which may need to be resolved during the restoration/recovery phase.

Council for Voluntary Services (CVS)
CVS is an independent and registered charity, which supports the work of voluntary and community groups in Ribble Valley. The CVS has access to a wide-ranging database of all local voluntary agencies and community groups who may be willing to provide assistance and support in the event of an incident / emergency.

CRUSE Bereavement Care
CRUSE is a voluntary organisation committed to the welfare of people suffering the loss or imminent loss of a close friend or relative. CRUSE can provide a body of trained counsellors to assist casualties, the bereaved and their close friends and relatives.

Lancashire RAYNET
RAYNET is the Radio Amateurs Emergency Network. This is a voluntary organisation run and operated by licensed radio amateurs in the UK. Lancashire Raynet registered members can provide countywide and local coverage and the Lancashire

County Raynet Controller can call on Raynet Groups from neighbouring counties to provide additional assistance if required.

RAYNET offers a core service of voice communications using portable and or vehicle installed VHF/UHF repeater equipment, typical distances (depending on terrain) of up to 50 miles can be covered, although greater distances can also be achieved if required. Members of some RAYNET groups can also transmit data, transmit static images, provide real time tracking using GPS technology and log messages into audio files. 10+ volunteers are usually available 24/7 for initial call out.

Any member of the LRF Resilient Telecommunications Sub Group can initiate a call out, or if necessary any member of the LRF can mobilise Raynet.

RSPCA
The RSPCA can give valuable assistance in catching, evacuating and safekeeping of animals and birds. They can also assist with the destruction of animals and birds if required, eg rabies outbreak. The RSPCA may also provide a presence at Rest Centres to provide facilities for the care and welfare of pets.

St. John Ambulance Service (SJA)
SJA provide support to the Ambulance Service and NHS Trust Hospitals. If necessary, and in agreement with the Ambulance Service, members of this organisation can be deployed to a Survivor and Rest Centres, to provide support in the delivery of first aid.

Salvation Army
The Salvation Army can provide trained counsellors to assist the homeless, casualties and the bereaved. They may also be able to provide limited accommodation and feeding. The Salvation Army may also be present at Rest Centres in a befriending role to provide comfort and support to evacuees.

The Samaritans
The Samaritans organisation is able to provide trained counsellors to assist the homeless, casualties and the bereaved, often via a telephone link.

Victim Support
Victim Support is a voluntary organisation, working with Lancashire Police, offering moral and where appropriate, financial support to the victims of tragedies and disasters

Womens Royal Voluntary Service (WRVS)
WRVS provide trained teams to support local authority staff in operating Rest Centres and Friends and Relatives Centres. On 24/7 call out, they will arrive with sufficient equipment and supplies to produce light refreshments and make the necessary arrangements to provide more substantial meals if required.

Miscellaneous Volunteers
In a major emergency, which affects the local community, many individuals will wish to offer their help and support. This could range from physically assisting in the rescue and/or recovery phase, to welfare support for those involved in the emergency operations. Assistance may take the form of accommodation, home baking, laundering, etc.

Communications

Good communications are at the heart of an effective emergency response.
Maintaining reliable and resilient systems is at the heart of this process.
The importance of obtaining reliable information through effective communication channels, during an incident / emergency response, cannot be stressed enough. The quality of the response can only be as effective as the reliability of the information which is made available.
Meaningful and effective communication between responders and responder agencies underpins effective joint working.

Sharing and understanding information aids the development of shared situational awareness, which underpins the best possible outcomes of an incident.

The following supports successful communication between responders and responder agencies:

- Exchanging reliable and accurate information, such as critical information about hazards, risks and threats
- Ensuring the information shared is free from acronyms and other potential sources of confusion
- Understanding the responsibilities and capabilities of each of the responder agencies involved
- Clarifying that information shared, including terminology and symbols, is understood and agreed by all involved in the response

To handle information successfully in emergency situations, procedures for obtaining, sending, receiving or relaying data as efficiently as possible, must be firmly in place. These procedures must aim to provide the right people with the right information at the right time and in a form that they can understand, assimilate and act upon.

With modern technology, there is great emphasis on passing information at high speeds. However, communicating successfully involves much more than focussing on the speed and efficient transfer of information and associated processes.
Careful consideration must be given to formulating information unambiguously, at the start of the information chain, and interpreting it correctly when it reaches its destination.

Some guidelines for use when communicating in a crisis are as follows:
- Ensure that the information is directed to the people who need it
- Make sure that the purpose of the message is clear and understood
- Ensure that the content is clear and unambiguous
- Cross check that messages have not only been received but also understood
- Ensure that appropriate action is taken as a result of a message
- Make the most efficient use of the communication media to achieve the required result in the shortest time.

Under normal circumstances, and during an incident / emergency, methods of communication will be via the Council's normal telephone system, mobile 'phones and radio communications.

However the following methods of communication must also be taken into account and used as required:

- Radio ERAL
- Landline
- Mobile phones
- Text messaging
- Fax
- Paging
- Email
- CCTV
- Databases
- Audio / Video conferencing
- Public TV networks
- The Internet
- Public radio networks
- Geographical Information Systems (GIS)

Whilst all the above can play a vital part in a modern-day emergency response, the important role of 'low tech.' information transfer e.g. briefings, liaison meetings, use of display boards, paper forms etc. must not be neglected.

Discussion between control rooms should be frequent and cover the following key points:

- Is it clear who the lead agency is at this point? If so, who is it?
- What information and intelligence does each agency hold at this point?
- What hazards and risks are known by each agency at this point?
- What assets have been – or are being – deployed at this point and why?
- How will the required agencies continue communicating with each other?
- At what point will multi-agency interoperable voice communications be required, and how will it be achieved?

Whenever possible, control rooms should use electronic data transfer to share information. This can reduce congestion on voice channels, prevent misunderstandings and eliminate 'double-keying' information.

Direct data transfer does not, however, remove the need to establish early dialogue between control room supervisors to achieve shared situational awareness.

1. Sharing information from all available sources along with immediate resource availability and decisions taken in accordance with each organisation's policies and procedures.
   Because of the unverified nature and range of information sources at this early stage, situational awareness may be unclear until information can be verified by the first responders at the scene.

2. Nominating a single point of contact (SPoC) in each control room and establishing a method of communication between all of them. This could involve creating a telecommunications link or a multi-agency interoperable talkgroup on ERAL or Airwave

   Information and intelligence can then be shared in a timely way and inform deployment decisions. It also allows a co-ordinated response to be managed efficiently.

Resilient Telecommunications

Emergency Radio Area Linkage (ERAL)

ERAL is a system that has been developed to utilise the simplicity, reliability and economy of existing analogue VHF radio. It allows operators to access these remote radio networks, by connecting to them securely using a double encrypted tunnel via the Internet or an intranet. A connection is made to a central server, which provides interaction with gateways connected to the existing radio schemes displayed as channels. It also allows geographically, widely separated radio repeaters to be connected together enabling communications between radios (handheld, mobile or base) over much greater distances. Typical coverage for a VHF radio repeater would be in the region of a radius of 25 miles (county wide), depending on the terrain being served. This can be increased to provide regional or even national coverage. Mobile gateways can be deployed to serve radio black spots.

Traffic Overload Management

An incident / emergency can easily produce traffic overload of the Public Switched Telephone Network (PSTN). This may occur as members of the public seek assurance about the safety of others or may be due to the damage to telephone system as a result of the incident. In the first instance the telephone service providers will apply their own normal, business as usual, traffic management measures to alleviate the situation. This action will initially protect the network but essential services responding to the incident will be subjected to the same restrictions as other users at this stage.

Mobile Telecommunications Privileged Access Scheme (MTPAS)

MTPAS replaced the Access Overload Class (ACCOLC) scheme.
MTPAS is operated by all mobile network operators in conjunction with the Cabinet Office.
The scheme allows for pre-registered users of mobile phones having special SIM cards permitting access to the network when congestion controls have been implemented.
Implementation of MTPAS can only be requested by the Police and as a last resort when an incident has resulted in such severe congestion to one or more mobile networks that they are unable to communicate with other agencies in responding to an incident.
The outcome of implementing MTPAS results in that only handsets with MTPAS SIM cards are able to make or receive calls within the (cell) area requested. Using an MTPAS enabled SIM card does not guarantee that a call will be successful. If the maximum number of calls available on the base station is already in progress, no new calls using an MTPAS enabled SIM card can be made until one or more existing calls clear down.
See Appendix B for RVBC MTPAS numbers

Satellite Telephone Network

In the event of a total breakdown of telecommunications, an Inmarasat BGAN Satellite Telephone system is in place for use in the Council. The equipment is located in the Emergency Planning cabinet and contains instructions and useful satellite telephone numbers. This system is tested by the EPO on a regular basis.
See Appendix B for RVBC Sat 'phone number

Lancashire RAYNET

RAYNET is the Radio Amateurs Emergency Network. This is a voluntary organisation run and operated by licensed radio amateurs in the UK. Lancashire Raynet registered members can provide countywide and local coverage and the Lancashire County Raynet Controller can call on Raynet Groups from neighbouring counties to provide additional assistance if required.

RAYNET offers a core service of voice communications using portable and or vehicle installed VHF/UHF repeater equipment, typical distances (depending on terrain) of up to 50 miles can be covered, although greater distances can also be achieved if required. Members of some RAYNET groups can also transmit data, transmit static images, provide real time tracking using GPS technology and log messages into audio files. 10+ volunteers are usually available 24/7 for initial call out.

Primarily any member of the LRF Resilient Telecommunications Sub Group can initiate a call out, or if necessary any member of the LRF can mobilise Raynet.
See Appendix B for RAYNET contact numbers

BT National Emergency Service

BT has set up this service for use in the event of an incident / emergency, whereby they are able to respond quickly to meet the communication needs of the emergency services and local authorities.
A wide range of facilities is available including simple telephone circuits, fax, ISDN, audio and video conferencing, private circuits (kilostream and megastream for voice/data transmissions) and small PBX switches.
Local authorities have 24/7 access to BT's National Emergency Linkline number. In the event, BT controls will mobilise the resources requested, and include incident management if required.

Internet

Use of the internet and email messaging can be and will be a very important and effective way of communicating both internally and externally, during an emergency situation.

The Council's internal email system allows for quick and effective communication and the dissemination of regular updates of the emergency situation and response throughout all Council offices, in order to keep key players and Elected Members up to date re the Council's response and recovery phases. Furthermore the Council's Intranet system can be used to update all users with regard to the situation.
Additionally the Council's external web address can be used to keep the public informed as required.

A list of useful web sites can be found in Appendix B

See also the LRF Resilient Telecommunications Plan

Chapter 4

The Emergency Control Centre

(Setting up & Operations)

The Emergency Control Centre (ECC)

Activation & Location of the ECC

Having received the initial notification of an incident / emergency, the EMT will decide to activate also where best to locate the Council's ECC.

The primary ECC site is:

a) Committee Room 1, Council Suite, Church Street

If the Council Suite is **not** accessible, the ECC to be set up in:

b) Training Room, Council Offices, Level D

Note It may be more convenient or appropriate, during office hours, to locate the ECC in the Training Room, Level D as a first choice.

The ECC will accommodate:
- RVBC Emergency Management Team
- Message Handlers & Admin-Team (Loggists)
- Message handling equipment as required

Equipment Required

Emergency Management Team:
- Flip chart
- Telephone instruments
- Red, white and grey mail trays
- Maps, wall charts etc
- Stationery items, pens, paper, markers, notepads etc.
- Message Action Forms
- Personal Log Sheets
- IT equipment, as required

Message Handlers & AdminTeam:
- Emergency Plans
- Telephones instruments
- Radio sets (if required)
- Fax machine
- IT equipment, as required
- Red, white and grey trays
- Maps, wall charts etc.
- Stationery items, pens, paper, markers, notepads etc.
- Identity labels for tables

Allocated telephone extension numbers and wifi access codes in the ECC are as follows:

Committee Room 1	4422	4534	
Training Room 1	4428	4407	
Wi-Fi			**Training Rm**
Wi-Fi			**Committee Room 1**

ECC – Personnel Roles and Responsibilities

RVBC Emergency Management Team (EMT)

The Emergency Management Team (EMT) is made up of members of the Corporate Management Team and appropriate Heads of Service and/or deputies as required, plus the Emergency Planning Officer. The aim of the EMT is to devise and deliver the Council's strategic response to an emergency.

See chapter 3, Co-ordination, Control and Communications, for more details

Message Handlers & Admin. Team

Consists of an ECC manager, Log Keeper and assistants

The manager will ensure the efficient running of the ECC, to include:
- Accurate message handling
- Supervision of all staff
- Welfare needs of all staff
- Staff rota management
- Allocation of specific roles and responsibilities to ECC staff
- Liaising with EMT and the EPO
- Ensuring provision of adequate stationery, forms etc.
- Designating and committing resources as required in the ECC

The Message Handlers will be in communication with some or all of the following:

- RVBC Emergency Management Team
- RVBC Emergency Planning Officer
- Police Bronze Control
- Council's Forward Control Officer (FCO) at the incident
- Police Silver Control
- Police Gold Control
- Lancs. County Emergency Planning
- Voluntary Organisations
- Utility companies
- Emergency Services
- Others as required

Chapter 5

Handling the Media

Handling the Press and the Media

Almost any incident / emergency will generate media interest, on a local, national or international scale. Media handling, on both local and national levels is seen as an integral part of the emergency planning process as follows:

- The media will be used as the main channel for communicating with the public.
- Organisations will be required to use the media for information dissemination at each stage of an incident / emergency
- Local media will play a key role in message dissemination where an incident is localised.
- The national media can reach millions of people and it is important that they have access to accurate and timely information.

Representatives of the various media groups are likely to be seeking accurate and authoritative information, at a very early stage. The level of interest will obviously depend on the size and nature of the incident, but the media have a duty to inform the public and it is essential that their role is accepted. It is vital that they are offered every facility, as long as this does not hinder any response or rescue work.

The media may require a clearly identified Media Briefing Centre, to act as a focal point for obtaining regular briefings and updates. The Media Briefing Centre should be located as close to the scene of the incident as possible, considering the circumstances, and would normally be set up and staffed by the Police.

The Chief Executive and the Council's Principal Communications Officer (PCO), or members of Emergency Management Team, as authorised by the Chief Executive, are the designated spokespersons for the Council. In order to ensure consistency of information, only officers authorised to do so will communicate with the media. The Chief Executive will consider whether it is appropriate to arrange for a member of the Cabinet to be involved in the Council's official response to the media.
The Chief Executive shall pass, as appropriate, all updated information/new facts to the PCO, who will have a current list of approved media contacts.

The media will have access to the Council's Principal Communications Officer's (PCO), telephone number. No other telephone numbers should be given out to the media, with the exception of a public help line, which may be set up by the Council.

The PCO will clear any new information with the Chief Executive prior to release and will liaise with the emergency services to ensure consistency of information.

Whatever the nature of the emergency, press briefings should be held as soon as possible after the event. All official announcements to the media on the Council's role in controlling and co-ordinating the response to the emergency will be made by the Chief Executive or designated spokespersons. Further briefings will be held as required.

Press releases, prepared by the PCO, should contain information on the Council's response to the emergency. The PCO will liaise with other agencies involved in the

emergency, particularly the Police, if it is felt that any statement will have repercussions elsewhere.

It is essential that the relationship with the media does not break down; otherwise they will seek their own information from the most readily available sources. Media and press representatives should be offered every consideration and facility, complete with factual information, so long as this does not clash with operational interests.

The careful release of information can be important in easing public alarm. The press can also be very helpful to the co-ordination of the Council's response to the emergency. They can print or broadcast appeals for volunteers, notify the closure of schools and the establishment of Rest Centres and generally inform the public on all aspects of disruption to normal services.

The PCO, in conjunction with the emergency services, will establish media contact points as appropriate to the nature of the incident.

The PCO will be responsible for ensuring that adequate briefing areas are available for the press and media.

Requests for Information

Requests to individuals from the news media for statements and information on the emergency should be referred to the PCO. Only officers permitted to do so by the Chief Executive may make factual statements to the press on their own activities, or those of their team, but they must on no account express opinions on, or criticise the work of, others connected with the Council's emergency response.

Enquiries from the Public

It should be noted that an efficient and comprehensive service to the media should, to a great extent, lessen enquiries from the public. In this respect the PCO should be proactive. The use of local radio has proved to be effective in assisting in this role.

The provision of regular briefings at designated times is recommended.

See also: 'Connecting in a Crisis' (BBC) and the 'LRF Media Guidance

Chapter 6

Rest Centres

Rest / Reception Centre Procedures

In the event of a Rest Centre being required to open, call the relevant officer, whose details can be found in Appendix B.

Remember to check the availability of the building before instructing evacuees to attend.

Rest, Reception and Emergency Centre Guidelines

A Rest Centre is a place where evacuees can receive essential welfare services, basic refreshment and temporary accommodation for short periods and is typically a Leisure Centre which has been designated for the provision of temporary accommodation either for residents of the borough, who have been affected and temporarily made homeless by an incident / emergency, or for persons travelling through or visiting the area, who are unable to leave and return home.

LRF Emergency Centre Guidance has been produced by the LRF Humanitarian Assistance Sub Group and consists of agreed procedures re the setting up and running of Emergency Centres along with the roles and responsibilities of various agencies involved therein. The document also identifies and maps the recommended layout of designated Emergency Centres. Copies of the aforesaid maps and layouts of Rest Centres should be held at each Leisure Centre.

LCC Social Services will provide a Rest Centre Manager who will have overall responsibility for the care and welfare of all evacuees. The Council will provide a Facilities Manager, who is usually the Leisure Centre Manager or deputy. The Facilities Manager and Rest Centre Manager will need to work closely to ensure efficient operation of the Centre.
The British Red Cross will supply staff to register evacuees and the WRVS will supply staff to assist in the care, welfare and the feeding of evacuees.
Other voluntary agencies may be called upon to assist in the running of a Rest Centre.

An emergency bag is stored at each main designated Rest Centre. This bag contains all the basic equipment (e.g. signage, identity chains, registration forms etc.) required to enable the Rest Centre to function and receive evacuees.
A white van, stocked with many items that may be required (spare clothing, blankets, toiletries, stationery, etc) during the Rest Centre operation is available and can be deployed to the Rest Centre. The van and equipment is provided and maintained by LCC Social Services emergency team.

Key Functions in a Rest Centre

- Rest Centre Manager - LCC Social Services
- Facilities Manager - Ribble Valley Borough Council
- Advice/Resources - Emergency Planning Officer
- Reception & Registration - Red Cross
- Crèche/Children - RVBC / WRVS / LCC Soc Services
- Entertainment - Ribble Valley Borough Council
- Refreshments/Feeding - WRVS
- Information - Social Services / Police / Red Cross
- Medical Facilities - Ambulance Service, St John Ambulance
- Counselling Support - Social Services, Salvation Army
- Befrienders - Salvation Army
- Temporary Accommodation
  for pets - RSPCA, Ribble Valley Borough Council
- Personal Property - Ribble Valley Borough Council
- Security - Police
- Additional Comms. - Ribble Valley Borough Council, RAYNET
- Media - Ribble Valley Borough Council

Facilities Manager – Roles and Key Tasks

- Access the aforementioned Blue Bag
- Identify functions and allocate staff to these functions in liaison with the Rest Centre Manager (LCC) and representatives of the voluntary organisations.
- Provide access to the Rest Centre and all relevant required areas.
- Provide and maintain sanitation, heating, lighting and all domestics etc.
- Assist with provision of signage of all relevant rooms and areas.
- Provide accommodation for evacuees' personal possessions.
- Provide entertainment facilities e.g. TV, Internet, newspapers etc.
- Provide facilities for children, in conjunction with LCC Social Services
- Maintain log of key events and expenditure relevant to RVBC
- Brief, debrief and monitor welfare of RVBC staff.
- Attend regular Rest Centre Management Team meetings.

Welfare, Befriending and Faith Issues

It can be anticipated that evacuees attending a Rest Centre will be distressed. Whilst all agencies working in the Rest Centre need to be alert to the needs of evacuees, the Rest Centre Manager will have overall responsibility for the care and welfare of evacuees.

Additional support will be available from the Social Services Crisis Support Team for counselling, social work advice and assistance. They will be supported by staff from the Salvation Army, who will act in a befriending role to provide comfort and support to individual evacuees. The Red Cross Fire Victim Support Vehicle will, subject to availability, be deployed to the Rest Centre to provide a confidential area.

The Rest Centre Manager (LCC) should also consider activating the Lancashire Resilience Forum (LRF) Faith Plan, which provides details of contacts from various Faith communities in Lancashire.

Staff Welfare

It is important for all agencies to monitor the welfare of their own staff and to identify and deal with any stress and anxiety issues. Rota working, periods of rest and the provision of refreshments for members of staff should be considered when allocating periods of duty.

Medical Facilities

Whilst it is not the function of a Rest Centre to provide full medical facilities it can be anticipated that some evacuees may require medical treatment. To meet these requirements the Ambulance Service will arrange, through the on-call public health professional, for medical personnel to be in attendance. In addition St. John Ambulance can provide assistance and, where only a small number of evacuees are involved, BRCS volunteers already present may also be able to assist

Transport to Rest Centres

It is the Council's responsibility to provide transport to Rest Centres in the event of an evacuation.

Arrangements are in place to utilise the following companies:

See also Appendix B for contact details

Transport to Rest Centres		
Lakeland Coaches Whalley **01254 822 080**	Hodsons Coaches Clitheroe **01200 429220**	Emergency First Travel **08448542560** **07531 729712**

Designated Rest Centres in Ribble Valley Borough

Roefield Leisure Centre

Longridge Civic Hall

Billington Brass Band Club

Chipping Village Hall

See Appendix B for Out of Hours contact details

RVBC Designated Rest Centres

Name	Contact Name	Out of Hours
Roefield Leisure Centre Edisford Road, Clitheroe BB7 3LA 01200 442188 (Office hours)	David Potts Anthony Campbell	
Longridge Civic Hall Calder Avenue, Longridge PR3 3HJ 01772 780607 (Office hours)	Duty Manager Rose Adamson Barry Hill Teresa Gettings	
Chipping Village Hall Garstang Road Chipping PR3 2QH 01995 61835 (Office hours)	Kate Bailey John Stancliffe	
Waddow Hall, Waddington Road, Clitheroe, Lancashire, BB7 3LD	Duty Officer Office	

Alternative (Smaller) Rest/Reception Centres in Ribble Valley Borough

Additional accommodations for use as smaller Rest/Reception Centres in Ribble Valley Borough are listed below.

See also Appendix B for contact details

PARISH	LOCATION
AIGHTON BAILEY & CHAIGLEY	The War Memorial Hall Ave. Road, Hurst Green BB7 9PY
BALDERSTONE	Use Mellor village hall
BILLINGTON	Billington and Langho Community Centre
BOLTON-BY-BOWLAND	Village Hall Bolton by Bowland
CHATBURN	Chatburn C E Primary School Sawley Road Chatburn Chatburn Methodist Church Hall Off Downham Road Chatburn Chatburn Village Hall Downham Road Chatburn
CHIPPING	Chipping Village Hall Chipping Community Centre
CLITHEROE	Council Chamber Town Hall Clitheroe St Mary's Church Hall Church Brow, Clitheroe Trinity Church Hall Wesleyan Row, Clitheroe St Michael & St John's Catholic Social Centre Lowergate, Clitheroe United Reformed Church Hall, Moor Lane, Clitheroe
DUTTON	Use Knowle Green village hall
KNOWLE GREEN	Knowle Green Church Hall Knowle Green Village Hall

PARISH	LOCATION
GISBURN	Festival Hall Burnley Road Gisburn
GRINDLETON	Grindleton Village Hall Sawley Road Grindleton
MELLOR	Mellor Village Hall
NEWTON-IN-BOWLAND	Village Hall
PENDLETON	Pendleton Village Hall
READ	United Reformed Church
RIBCHESTER	The Parochial Hall St Peter & Paul Parish Centre Ribchester Working Men's Club
RIMINGTON & MIDDOP	The Memorial Institute
SABDEN	St Mary's Church Hall St Nicholas' Church Hall Sabden C P School (On a short term basis) Baptist Church Hall St Mary's R C Primary School Pendle Street East Sabden BB7 9EQ
SALESBURY	Salesbury Memorial Hall Ribchester Road Clayton-le-Dale
SAWLEY	Village Hall Sawley
SIMONSTONE	Old School
SLAIDBURN & EASINGTON	Y.H.A. Kings House, Slaidburn Slaidburn Village Hall

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PARISH	LOCATION
WADDINGTON	Methodist Church Hall Sunday School Slaidburn Road
WEST BRADFORD	West Bradford Village Hall
WHALLEY & LITTLE MITTON	Whalley Village Hall
WILPSHIRE	Wilpshire Methodist Church Ribchester Road, Wilpshire
JOHN SCHOFIELD TENNIS CENTRE LTD	Ribble Valley Tennis Centre Edisford Road Clitheroe

Chapter 7

Emergency Planning

Additional

Emergency Plans for Specific Incidents (Lancashire)

Arrangements are in place for Flood Warnings (Environment Agency) and Weather Alerts (Met Office), received by the Council, to be disseminated to the relevant Council officers.

The following Lancashire wide Emergency Plans exist to deal with certain specific incidents / emergencies. Copies of all these plans are as link below

https://collaborate.resilience.gov.uk/RDService/home/1273/05.-Plans

Chemical, Biological, Radiological & Nuclear Plan (CBRN)

This is a multi-agency operational plan for dealing with the consequences of an incident involving the deliberate release of chemical, biological, radiological or nuclear substances and material. It gives details on the command and control of incidents of this nature and information on the care and welfare of casualties.

Emergency Mortuary Arrangements (Lancashire)

HM Coroner may request that an emergency mortuary needs to be set up in the event of an incident involving a large number of fatalities. The emergency mortuary facilitates the ante-mortem, post-mortem and the identification of bodies procedures.

The emergency mortuary for Lancashire is presently based at BAE Samlesbury and Lancashire Police HQ, Hutton. Each one would operate under the jurisdiction of the Coroner's Office. A detailed plan exists setting out the various procedures, personnel and equipment required for the facility to function effectively.

Emergency Mortuary Arrangements (National)

The Home Office has now let a contract with De Boer Structures (UK) Ltd. To provide emergency mortuary facilities. A stockpile of mortuary equipment, for use by local authorities in the North West, is held in Yorkshire.

Details of how to access these facilities is contained in a restricted document held by the Emergency Planning Officer.

Lancashire County Council Major Incident Plan

The plan identifies the roles and responsibilities of the County Council in the event of a major emergency.

Multi Agency Flood Plans

These Lancashire-wide Flood Plans explain the alerting procedures given to the Police and Local Authorities, by the Environment Agency on the possibility of coastal and fluvial flooding occurring in Lancashire. This document includes the generic response arrangements for use in serious flooding incidents.

Part 2 of the Multi Agency Flood Plans documents the arrangements that would be implemented, in the borough, to respond to a flood emergency. The plan could be implemented in response to fluvial or tidal flooding.

The Environment Agency (EA) issue notification of the risk of fluvial flooding. Flood charts in Ribble Valley's flood plan show the areas most likely to be affected. This information applies to the flooding of main river watercourses caused primarily by exceptional rainfall, resulting in the rate of runoff exceeding the capacity of the watercourse.

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Whilst RVBC do not distribute sandbags to residents in the Borough, they have a policy in place to inform residents of locations and quantities of sandbags held in the borough at builders' merchants as follows:

- Eric Dugdale   Chatburn
- Travis Perkins   Clitheroe

LRF Media Guidance

In the event of a major emergency, there is likely to be a huge demand for information from both the public and the media. Depending upon the nature of the incident, this could generate a substantial number of enquiries to the Council which may result in the release of regular press statements, setting up help lines, the co-ordination of resources, liaison with the Rest Centres, the Emergency Services and other agencies.

The Lancashire Media Plan provides general advice on communicating with the Media in emergencies and provides a multi-agency framework in which media enquiries can be efficiently and constructively handled during and following an incident / emergency.

LRF Faith Plan

The Lancashire Faith Plan provides guidance on working with Faith communities in incidents / emergencies. The plan also provides contact details of a number of Faith organisations within Lancashire. The plan also details the type and level of response which the Faith community leaders can provide in an incident / emergency.

Oil Pollution Scheme

An emergency plan designed to deal with the occurrence or threat of large scale oil pollution on beaches along the Lancashire coastline. The emergency plan also provides for emergencies arising from chemical or other substances washed ashore.

This plan complements other plans such as the Maritime and Coastguard Agency National Contingency Plan for oil spills and Operation Merlin.

Operation Icarus (Radiation Emergencies)

Operation Icarus is a handbook / emergency plan designed to deal with any radiation occurrence resulting from uncontrolled developments, involving radioactive materials or radioactivity, which have the potential to adversely affect the people and/or environment in and around Lancashire.

Operation Icarus provides the guidance on the basic or minimum response to an alert being received. Icarus also includes the National Response Plan and RIMNET arrangements.

Operation Merlin (Chemical Incidents)

Operation Merlin describes the co-ordinated, multi-agency arrangements in Lancashire in response to incidents involving chemicals and other hazardous substances, which have the potential to cause harm to people or to the environment. The aim of the plan is to protect the health and safety of people and to safeguard the environment. Operation Merlin would be implemented in the response to a terroristic chemical incident.

Operation Minerva (Unsuitable Food) -

Operation Minerva is a plan designed to protect the public from food that has been rendered unsuitable or unfit for human consumption as a result of an incident / emergency involving an escape of harmful substances.

Pipelines Plan, Major Accident Hazard

Under the Pipeline Safety Regulations 1996, Lancashire County Council have responsibilities for producing plans on behalf of operators who 'convey through a pipeline under pressure, more than 7 bars, a fluid which is flammable in air or is toxic or very toxic as a liquid, gas or fluid which is oxidising'. Ribble Valley has a number of high-pressure gas pipelines, which run through the Borough. The Pipelines Plan details pipeline hazard information and provides emergency contact details of vulnerable sites along the pipeline route.

The aim of the Plan is to co-ordinate a multi-agency response to any Major Accident Hazard Pipeline Emergency affecting Lancashire. The plan gives details on the actions to be taken to minimise the consequences to the health and safety of people and to safeguard the environment. This plan is produced in two parts and is produced as part of a statutory responsibility.

Rabies and Foot and Mouth Plan

This guidance sets out the initial procedures to be followed in the event of an outbreak of Rabies or Foot and Mouth Disease. The guidance covers outbreaks of both diseases on the basis that the initial notification and co-ordination is the same as for both Foot and Mouth and Rabies.

DEFRA will be the lead Government Agency for both diseases and the Divisional Veterinary Manager, based at Barton Hall, Barton, Preston, will be responsible for implementing local arrangements and co-ordinating multi-agency meetings.

Ribble Valley Council has no direct legislative responsibilities under this plan, although assistance may be requested if additional resources, such as Dog Wardens were needed to contain the situation or if footpaths required closure as a means of supporting disease control measures.

Radiation Emergency Preparedness and Public Information Regulations (REPPIR) 2001

The main aim of the REPPIR is to establish a framework for the protection of the public through emergency preparedness for radiation accidents with the potential to cause harm and to ensure the provision of information to the public. The County Council Emergency Planning Unit currently has responsibility for producing the off-site emergency response plans and for making arrangements to supply information in the event of a radiation emergency. There are no premises in Ribble Valley Borough which fall under the REPPIR regulations.

Note   The Department for Environment, Food and Rural Affairs (DEFRA) is responsible for the registration of premises where radioactive substances are stored.

Radiation Incident Monitoring Network (RIMNET)

The RIMNET system was set up in the United Kingdom in order to monitor the atmosphere for radiation emanating from non-EU countries. The RIMNET system is now under the control of Department for Business, Innovation and Skills. It consists of 90+ remote automatic detectors which constantly monitor the atmosphere and report any changes in radiation levels via a local radio link into a computer at DEFRA Headquarters in London and also into a back up system at Poole in Dorset. The atmospheric detector for Lancashire is situated at Blackpool Airport.

The RIMNET National Response Plan is contained within Operation Icarus

Emergency and Humanitarian Assistance Guidance

LRF Emergency Centres Guidance documents agreed procedures re the setting up and running of Rest Centres along with the roles and responsibilities of various agencies involved therein.

LCC Social Services will provide a Rest Centre Manager who will have overall responsibility for the care and welfare of all evacuees. The Council will provide a Facilities Manager, who is usually the Leisure Centre Manager or deputy. The Facilities Manager and Rest Centre Manager will need to work closely to ensure efficient operation of the Centre.

The British Red Cross will supply staff to register evacuees and the WRVS will supply staff to assist in the care, welfare and the feeding of evacuees.

Other voluntary agencies may be called upon to assist in the running of a Rest Centre.

A blue bag is stored at each designated Rest Centre. This contains all the basic equipment (e.g. signage, identity chains, registration forms etc.) required to enable the Centre to function and receive evacuees. A white van, stocked with many items that may be required (spare clothing, blankets, toiletries, stationery, etc) during the Rest Centre operation is available and can be deployed to the Rest Centre. The van and equipment is provided and maintained by LCC Social Services team.

A Survivor Reception Centre (SRC) is a secure area or building which uninjured survivors can be taken for shelter, first aid, interview and documentation. A Survivor Rest Centre may convert to a Rest Centre, depending upon the duration and extent of the incident. The SRC would normally be operated by the Police, but Council assistance, may be requested.
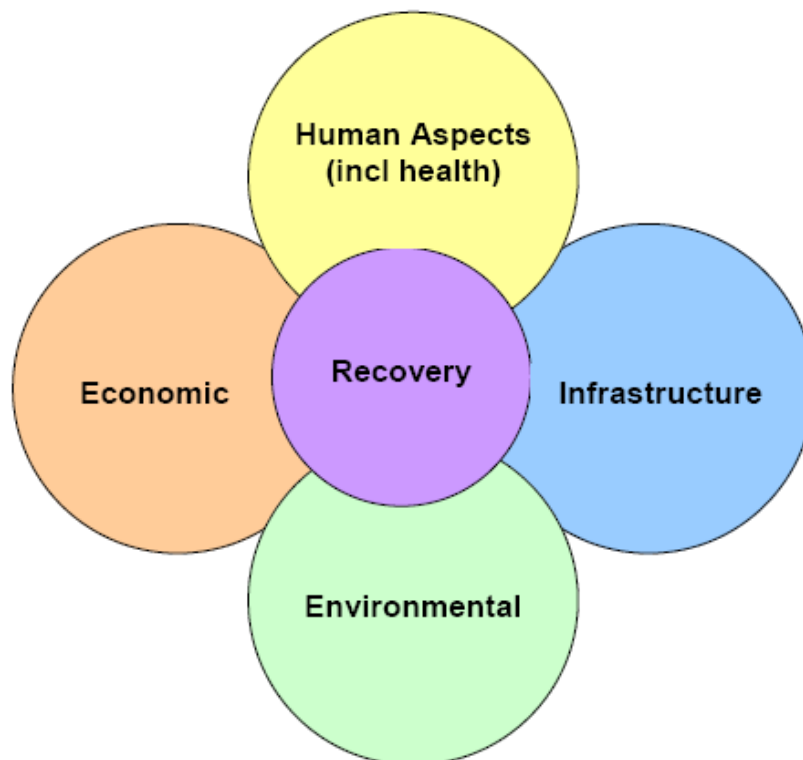
Miscellaneous Emergency Arrangements

Warning and Informing the Public

Arrangements are in place with local radio stations to broadcast regular updates on emergency situations in order to keep the public informed. The information will be designed to help people cope with disruptions or changes to normal public facilities. This information may include school closures, impassable roads, cancellation of public services, and the reduction and loss of utilities.

Friends and Relatives Reception Centre

This centre is for the friends and relatives of those who have been involved in the incident. It is a secure area, which will be set aside specifically for their use, which will provide a place where Police interviews can take place and where friends and relatives can be reunited. It will normally be operated by the Police and/or the carrier (particularly if aircraft are involved).

In some instances, Local Authority assistance may be required.

Casualty Information Bureau

Any incident, which involves a large number of people, will generate huge enquiries from the public. In incidents such as these, the Police may decide to open the Casualty Information Bureau at Police Headquarters in Hutton. The Bureau will be staffed by personnel who are trained to deal with calls from the friends and relatives of those believed to be involved in the incident. Any information that is collated from any documentation recorded at Rest/Reception Centres would also be passed to the Casualty Information Bureau for reference. A telephone number for enquiries would be released by the Police via the media.

It should be noted that the purpose of a Casualty Information Bureau is to enable the Police to gather information from all the responding agencies to assist in the identification of fatalities and/or injured as well as intelligence from members of the public who believe that a friend or relative might be involved in the anti-mortem process.

Emergency Appeals

The response to emergency appeals can be immediate, overwhelming and on a grand scale.

The task of organising the response, arranging for storage facilities and the co-ordination of the distribution of donations can be enormous. If such an appeal is made and the Council's resources become over-stretched, the support of the voluntary agencies that have experience in this type of operation could be sought. Advice should be obtained from the British Red Cross as they have experience in dealing with such appeal funds.

If donations of money are received, the Finance Department of the Council will need to arrange for accounts to be set up to ensure fair and equitable distribution of the funds.

The British Red Cross have produced a guidance document which contains advice on the actual legal requirements for establishing and administering such funds This document is entitled: 'Disaster Appeal Schemes' (United Kingdom).

Floral and Other Tributes

In recent years, the public response to an incident / emergency has been to place floral or other tributes as close to the scene as possible. Every effort should be made to deal with these tributes in a sympathetic and thoughtful manner. If possible, a suitable area

should be set aside, adjacent to the scene, which will not obstruct those responding to, and dealing with the aftermath of the incident.

Once the initial response is over and work starts on the restoration phase, regular checks should be made by the Council to ensure that any damaged or decaying tributes are removed and that the site is kept clean and tidy. Sensitivity is key and this should be taken into consideration when removing any items from the site. Arrangements should be made to dispose of these as reverently as possible.

Once the scene has been cleared and the site restored to normality, then consideration, in consultation with the appropriate agencies and victim support groups, may be given to the erection of a permanent memorial.

Memorial and Commemorative Events

Past experience of incidents / emergencies has shown that a memorial service may be held within days of the incident, especially where there have been a number of fatalities. The needs of the survivors, friends and relatives of the victims should be paramount at this time and they should be consulted regarding the venue and type of event which they consider appropriate.

Any future events, the placing of memorials and commemorating anniversaries should also be sympathetic to, and in consultation with, the survivors and friends and relatives.

Critical Incident Stress

It must be recognised that staff responding to an incident / emergency may encounter Post Traumatic Stress as a consequence. This may affect staff attending the scene of the incident and also those involved in the 'off-site' response, i.e. Rest Centres, Survivor Reception Centres, ECC etc.

It is an important part of both the ongoing and the post incident procedures that the Council arranges and obtains structured, professional support for staff, from suitably qualified and trained persons who have not been involved in the incident. The degree and duration of this support will be determined between the staff concerned and the organisation providing the support. The cost will be borne by the Council in all cases.

It is normally the responsibility of the Head of Resources to make arrangements for this support. In his absence, the Chief Executive will designate another member of the Emergency Management Team to undertake this task immediately.

If the incident is prolonged, it may be necessary to relieve staff from their response duties, in order to allow time for this support to be given during the operational phase of the incident. Managers should take note of this when planning staff relief rotas.

Some organisations which can provide professional support of this nature are as follows:

The Samaritans   The Salvation Army Victim Support   Cruse

Post Incident / Emergency Procedures

There are a number of procedures that will need to be implemented once the emergency response has been undertaken and may well include the following: -

Post Incident Review
Immediately following any incident which necessitates the activation of the District Emergency Plan, the Chief Executive will arrange for all aspects of the Council's response to be critically reviewed by the Emergency Management Team and any other agencies deemed appropriate.
If deemed necessary, as a result of the review, the District Emergency Plan will be amended by the EPO within one month post the review being completed. This shall be in addition to the normal review process.

Multi Agency Debriefs
A multi-agency debrief should be conducted as soon as practicable after the response phase has been completed. This will ensure that all lessons that are learnt during the response are captured by all agencies and that all necessary changes and amendments to their response are reflected in their plans and procedures.
Depending upon the type and scale of the incident, the Council may still be involved in the clean-up and restoration phases of the response. Information regarding this phase should also be included in the debrief. Any issues relating to the emergency response, which have caused additional problems or concerns should also be raised as part of the discussions.
Multi agency debriefs allow all agencies the opportunity to consider ways in which their response can be improved, consider ways to resolve any issues and, if appropriate, formulate guidance on best practice.

The Accounting Process
Once the emergency has been satisfactorily resolved, the accounting process will begin.
Any officers involved with employing or supplying contractors must prepare a detailed statement of expenditure incurred, supported by relevant invoices/accounts.
Officers will pass all such debts and record of accounts to the Head of Financial Services, who will be responsible for processing any outstanding expenditure through the Council's accounting system, setting up special codes and arranging for reports and supplementary estimates where necessary. The Head of Financial Services may also deal with all aspects of insurance claims and claims under the Government's Bellwin Scheme.

The Judicial Process
The severity and scale of an incident / emergency will dictate the number and type of judicial processes that the Council may be involved in. It is the responsibility of all those who were involved in managing both the immediate response and the restoration phases, to ensure that full and complete records of the timings of all actions taken and decisions made, are maintained. These records may need to be made available for scrutiny by the appropriate agencies, and if necessary used as evidence in a court of law.

Administration in an Incident / Emergency

Logs of Actions and Expenditure

At any stage in any emergency, it is vital that officers involved keep an accurate log of their actions, expenditure, communications and decisions taken etc. All staff should be aware of the need to preserve all documents, paperwork and notes for the purposes of any inquiry or litigation, which may subsequently take place.

If an official investigation into the cause, circumstances or response to an incident / emergency does take place, the Council may be invited to attend and to provide evidence of their involvement and actions taken.

During any of the above, the Council may be obliged, or advised, to give access to most of the documents, which the Council holds, which have a bearing on the incident. It is the responsibility of all Directors and Heads of Service to identify, collate and secure all documentation held by all Council staff during the course of an emergency.

Under no circumstances must any document, which relates to or may in any way relate (however slightly) to the incident, be destroyed, amended, held back or mislaid. For these purposes 'documents' means not only pieces of paper but also photographs, audio and video tapes, and information held on computer. It is especially important that no computer data which relates or might relate to an incident is in any way amended or erased.

Useful Checklist

- Suspend all document destruction and archiving procedures
- Notify all staff of their obligations to locate, preserve and safeguard documents
- Emphasise the continuing nature of those obligations
- Nominate an officer to co-ordinate preservation of documentary evidence
- Draw up a list of personnel able to assist with location and collation of documents
- Notify all officers to collate and report re files held
- Secure relevant computer data to hard copy
- Set in motion procedures to retrieve potentially relevant files from archive
- Initiate recovery and safe custody of original and all copies of internal documents
- Prepare to take detailed signed proofs of evidence from principal witnesses

It is the responsibility of all Heads of Service to ensure that these duties are carried out.

Situation Reports (SITREPS)

During a prolonged emergency there will be a need for officers to submit situation reports outlining their activities at regular intervals. These reports will be collated and used for briefing the EMT as required.

The reports will include details of the general situation at the scene together with actions taken by departments in deploying personnel and resources, and highlighting problem areas.

Official Identification, Security

Official identification must be provided for all Council personnel visiting or working at the scene of an incident / emergency and at locations associated with the response.

Safety of Working Conditions

The requirements of the Health and Safety legislation must not be overlooked or relaxed because staff are responding to an emergency.

Accidents

All accidents involving injury to persons assisting at an emergency must be officially reported to the Chief Executive. Officers involved in accidents are responsible for supplying detailed information concerning the emergency and the injury caused in response.

Visitors to the Scene

Officials wishing to visit the scene for any reason will first obtain approval from the Senior Police Officer. Once authority has been given the appropriate police control post must be informed.

Staff Welfare

The members of the Emergency Management Team are responsible for making the appropriate arrangements for welfare of staff whilst they are engaged in emergency response duties. The needs of staff working in the Emergency Control Centre will be the responsibility of the Head of Human Resources. These arrangements should include allocating rest areas for breaks, refreshments and meals and also for arranging personal transport needs.

Letters of Appreciation

Letters of appreciation from the Council to those who have assisted during the emergency will be co-ordinated by the Chief Executive. It is desirable that these letters are sent promptly after the event if they are to have the maximum effect.

Officers at the scene should, wherever practicable, obtain the full details of anyone who has contributed a valuable effort towards the response or recovery. These details should be forwarded to the Chief Executive.

Chapter 8

Business Continuity

Business Continuity

Overview
The Civil Contingencies Act 2004 requires for the Council (and all other Cat 1 responders) to put in place and maintain plans to ensure that they can continue to deliver key services and perform their functions in the event of an emergency.

Cat 1 responders exist in a dynamic environment – organisations and the environment they operate in are subject to change. Business Continuity Plans (BCP) need to be reviewed and updated regularly to ensure validity, paying particular attention to the following elements:

- Personnel
- Council responsibilities
- Organisational structures
- 3rd party suppliers or contractors
- Risks and hazards

What is Business Continuity Management (BCM)
BCM is a management process that helps to manage the risks to the smooth running of an organisation or delivery of a service, ensuring that it can continue to operate to the extent required in the event of a disruption. These risks could be from the external environment (e.g. power outages, severe weather etc.) or from within an organisation (e.g. systems failure, loss of key staff etc.).

BCM provides the strategic framework for improving the Council's resilience to interruption. Its purpose is to facilitate the recovery of key business systems and processes within agreed time frames, while maintaining the Council's critical functions and the delivery of its vital services.

BCM is an ongoing process that helps the Council anticipate, prepare for, prevent, respond to and recover from disruptions, whatever their source and whatever aspect of the business they affect.

BCM is a generic management framework that is valid across the public, private and voluntary sectors and is all about maintaining the essential business deliverables of an organisation in an emergency. The primary business of private organisations is the making of profit, a process that BCM seeks to protect. The Council exists to provide services to the public and it is equally important that the Council is protected and resilient.

BCM in Ribble Valley Borough Council
The Council has developed and has in place a Business Continuity Plan. The Council's Business Continuity Plan cross references to the District Emergency Plan.

During an incident / emergency response, the Council's Business Continuity Plan may be activated in conjunction with the District Emergency Plan.

Business Continuity Management ensures that the Council can continue to provide its essential services in the event of an incident occurring that affects or threatens its services.

BCM is the anticipation of an interruption or incident and the process of planning to ensure that our critical business functions will continue to be delivered.

The following is a list of some events which may serve to trigger the invocation of the council's Business Continuity Plan.

- Invocation via the Emergency Management Team following an incident / emergency
- Fire / Arson affecting council premises
- Failure of critical supplier / partner
- Floods or storms
- Technical or environmental failure
- Fuel shortage or power failure
- Failure of procedures or systems
- Fraud, theft, vandalism or sabotage
- Loss of key personnel or premises
- Failure of business critical projects

Doing nothing is not acceptable as the Council provides essential services for the community, many of which become more critical during an incident / emergency or emergency situation. It is essential that we make every endeavour to ensure that these critical services are maintained. Business Continuity management facilitates the sustained delivery of critical services, even in a worst case scenario.

Business Continuity Plan's Relationship with the District Emergency Plan

The activation of the Business Continuity Plan may occur purely because unusual circumstances disrupt the Council's ability to maintain continuity of services. This could be as a direct result of either an internal or external incident and does not necessarily imply that the District Emergency Plan has been invoked.

Activation of the District Emergency Plan, arising from an external request for emergency assistance from the Council, may also create such demands upon Council resources that the Business Continuity Plan may need to be invoked to meet that demand.

Ideally it is necessary to create separate structures for the 2 functions, to ensure that there is continuity in the delivery of critical Council services to the community, whilst also responding to the unusual and increased demands of an incident / emergency.

Despite this separation the 2 functions should be mutually supportive, under the overall direction of the Chief Executive or nominated deputy, and effective ongoing communication between the members of the respective structures at all stages is therefore essential.

- RVBC has devised developed and maintains two linked yet distinctive web based management systems for the fulfilment of this function.

Emergency Planning

Business Continuity

<u>Please use your Personal Username and password for Administrator rights to platform:</u>

Emergency Login Details

User Name:
Password:

Chapter 9

Training and Exercising

Training and Exercising

The Council is required to ensure that arrangements are in place to enable adequate training, exercising and testing of emergency plans and emergency planning arrangements in the Council.

Types of Training - Exercises

Exercises should be regarded as an integral part of the Emergency Planning process – not an isolated option. It is important that emergency plans have been prepared and the appropriate staff trained in their roles before an exercise is planned. After any training exercise, or indeed post any incident / emergency response, the District Emergency Plan should be reviewed and amended from any lessons learned, before the process starts again.

There are a number of different types of emergency training exercises:

- **Seminar Exercises**
  These are generally low-cost activities and are designed to inform participants about the organisation and the procedures that would be used to respond to an incident.

- **Tabletop Exercises**
  These are a very cost effective and efficient method of testing plans, procedures and people. They also assist in a multi-disciplined approach extolling the virtues of teamwork to solve the problems posed, that may be encountered during an incident / emergency response.

- **Live Exercises** – These range from a small-scale test of one component of the response, e.g. evacuation, through to a full-scale test of the whole organisation's response to an incident. Live exercises provide the only means for fully testing the crucial arrangements and especially for handling the Media. These exercises can be very expensive and staffing intensive for some organisations with little learning to individuals.

- **Communications Exercises**
  Team leaders from each participating organisation are positioned at the control posts they would use during an actual incident or live exercise. This tests communication arrangements and information flow between remotely positioned team leaders. By not involving the front line staff, these exercises are cost effective and efficient in testing plans, procedures and key people.

- **Emergency Call out Exercises**
  These are inexpensive and very useful exercises which test the availability of key players to respond to an incident / emergency. It is carried out by contacting, usually out of hours, all key players documented in the District Emergency Plan, and posing a set predetermined questions e.g.
  > Are you available to attend the Council Offices?
  > How long will it take you to arrive?
  > Do you have an up to date copy of the District Emergency Plan? etc.

- **Computer Generated Exercises**
  There are a number of systems available on the commercial market which can be used for generating generic or specific emergency exercises.

Training & Exercising Programme

It is the responsibility of the Emergency Planning Officer to arrange periodic training and exercises for key Council workers, including Elected Members; however it is the responsibility of each Head of Service to co-ordinate the training of their key staff at regular intervals.

As a minimum requirement, the Council is required to undertake, or be involved in, a minimum of:
- *1 x emergency exercise every 2 years*
- *1 x test of emergency call out communications every year*

Training, testing evaluation and exercising should take place within the context of four new actions 'Strategic Review' have been introduced these are the sole responsibility of the Chef Executive – See Below
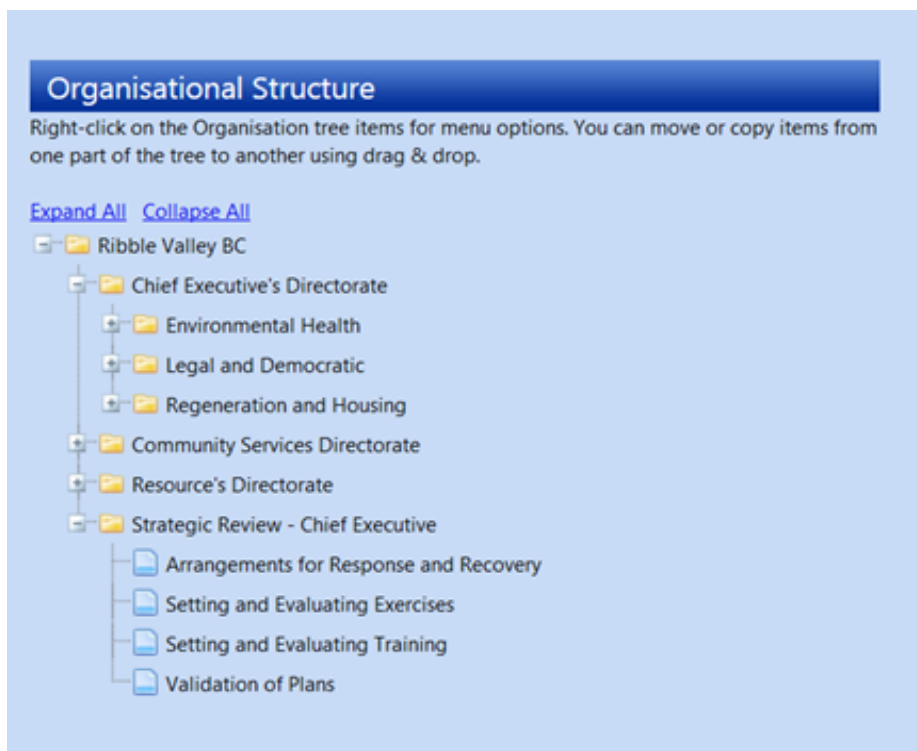
- *Carrying out training needs assessments that reflect normal good training practice and identifies requirements, from which staff training programmes can be produced.*
- *The definition of different training needs along a spectrum from raising general*
  awareness to specific training for staff with key roles
- *Providing a framework that states clearly who is accountable for ensuring training and exercising takes place. The respective frequency, for each element, is based on an annual plan for the process and is supported by appropriate documentation and record keeping and takes into account post exercise and an incident / emergency reporting and debriefing*
- *Recognising that training involves a significant investment in cost, time.*

Appendix A

Miscellaneous Forms

For use in

Emergency Response

Initial Response Form

Date	Time

Caller's Name	Caller's Contact Details

Caller's Designation	Location of Incident

Details of Incident

What Assistance is Needed	What Equipment is Needed

Which Council Depts are on Site	Available Access Routes

Police contact details (Bronze Control)	Contact details for the Council's Forward Control Officer (FCO)

Additional Information including Decision to open 'Control Room'

Personal Log Sheet

Name: _____   **Organisation:** _____

Location: _____   **Designation:** _____

Date	Time	Event

Must be completed by all staff involved in a major incident

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Appendix B

Contact Details

Personal details, given in confidence and recorded in the Appendices of this plan, must <u>not</u> be released to the press or public.

Contact Details

Ribble Valley Borough Council

Office Hours: 01200 425111
Out of Hours: 01200 444448

In the event of an incident / emergency, the Corporate Management Team plus Heads of Service will form the basis of the Council's Emergency Management Team (EMT)

Name	Service Unit	Home Tel.	Mobile Tel.
Heather Barton	Head of Environmental Health		
Ken Robinson	Acting Head Environmental Health		
Chris Shuttleworth	Emergency Planning Officer		
Marshal Scott	Chief Executive		
John Heap	Director of Community Services		
Jane Pearson	Director of Resources		
Nicola Hopkins	Director of Economic Development and Planning		
Diane Rice	Head of Legal and Democratic Services		
Adrian Harper	Head of Engineering Services		
Colin Hirst	Head of Regeneration and Housing		
Michelle Smith	Head of Human Resources		
Mark Berveridge	Head of Cultural and Leisure Services		
John Macholc	Head of Planning Services		
Lawson Oddie	Head of Financial Services		
Mark Edmondson	Head of Revenues and Benefits		

Key Holders			
Council Offices	**Designation**	**Home Tel.**	**Mobile Tel.**
Marshal Scott	Chief Executive		
John Heap	Director of Community Services		
Jane Pearson	Director of Resources		
Heather Barton	Head of Environmental Health		
Adrian Harper	Head of Engineering Services		
Chris Shuttleworth	Emergency Planning		
All Buildings			
Alan Coar			
Daniel Green			

If a call is received with regards to a homeless person/s then the call should still be referred to Rachael Stott(if regarding Joiners Arms).
1.   Alan Coar   -   .
2.   Daniel Green   -
3.   Jim Murphy   -
4.   Adrian Harper   -

Key Contact Services

Specialism / Resource	Service	Out of Hours
Divert Main Telephone Exchange	**Daisy Comms.**	
Emergency Standby Generator	**Power Call**	

Key Contacts

Specialism / Resource	Officer	Out of Hours
Administration	Adele Little	
Administration	Gillian Moxham	
Benefits	Mark Edmondson	
Building Control, Dangerous Bldns.	Geoff Lawson	
Building Control, Dangerous Bldns.	Jimmy Mulkerrin	
Business Continuity	Chris Shuttleworth	
Chemical Incidents	Eamon Roberts	
Communications Management	Teresa Sanderson	
Corporate Governance	Diane Rice	
Customer Services	Toni Bates	
Food Safety	Julie Whitwell	
Food Safety	Louise Hilton	
Drainage	Mathew Riding	
Dog Warden	Adele Geraghty	
Elected Member Support	Olwyn Heap	
Emergency Planning	Chris Shuttleworth	
Environmental Pollution	Alan Taylor	
Environmental Health	Eamon Roberts	
Flooding of Property	Chris Shuttleworth	
Contact Centre	Toni Bates	
Grounds Maintenance	Mark Beveridge	
Health and Safety	Phil Dodd	
Homelessness	Rachel Stott	
Human Resources	Michelle Smith	
ICT Disaster Recovery	Stuart Haworth	
ICT Disaster Recovery	Matt Bate	
Legal Support	Diane Rice	
Loggist	Liz Nash	
Media Officer	Theresa Sanderson	
Risk Management	Lawson Oddie	
Safeguarding Children	Rachel Stott	
Street Cleaning	Allan Boyer	
Temporary Accommodation	Rachel Stott	
Trees, Countryside	David Hewitt	
Vehicle Maintenance	Steve Frankland	
Waste Management	Linda Boyer	

Welfare Officer	Rachael Scott	

Whalley Flood Group		
Gillian Darbyshire	Team Leader	
Neil Martin	**Area A Caldervale, Cornmill mews**	
Mark Darbyshire	**Area B King St, Queen St**	
Geoff Chadwick	**Area D Abbey Croft, Broadlane, Whalley School, Abbey and English Martyrs church**	
Peter Duckworth	**Area D Abbey Croft, Broadlane, Whalley School,**	
Jayne Hacking	**Area E Longworth Rd, , Bridge end**	
Billington Brass Band Club		

Removed ⟵ ALL CONTACTS FOR THE MULTI AGENCY PARTNERS OF THE LRF ARE UPDATED MONTHY - THE FILE TO THE LEFT IS CURRENT AS JANUARY 2018 - **USE LINK FOR LATTEST VERSION**

RVBC MTPAS Registered Mobile Numbers:

Mark Beveridge		Lawson Oddie
Adrian Harper		Chris Shuttleworth
Heather Barton		Diane Rice
Mark Edmondson		Marshal Scott
Michelle Smith		Jane Pearson
Colin Hirst		John Heap
John Macholc		

RVBC Satellite Phone Number: (BGAN)

RVBC Fax Number

RVBC Designated Rest Centres

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Name	Contact Name	Out of Hours
Billington Brass Band Club		
Roefield Leisure Centre Edisford Road, Clitheroe BB7 3LA 01200 442188 (Office hours)	David Potts Anthony Campbell	
Longridge Civic Hall Calder Avenue, Longridge PR3 3HJ 01772 780607 (Office hours)	Duty Manager Peter Smithson Rose Adamson Barry Hill Teresa Gettings	
Chipping Village Hall Garstang Road Chipping PR3 2QH 01995 61835 (Office hours)	Kate Bailey John Stancliffe	
Waddow Hall, Waddington Road, Clitheroe, Lancashire, BB7 3LD	Duty Officer Office	

Transport to Rest Centres		
Lakeland Coaches Whalley **01254 822 080 07768 833456**	Hodsons Coaches Clitheroe **01200 429220**	Emergency First Travel **08448542560**

RVBC Alternative (smaller) Designated Rest Centres

PARISH	LOCATION	CONTACT DETAILS
AIGHTON BAILEY & CHAIGLEY	The War Memorial Hall Ave. Road, Hurst Green BB7 9PY	
BALDERSTONE		
BILLINGTON	Billington and Langho Community Centre	
BOLTON-BY-BOWLAND	Village Hall Bolton by Bowland	
CHATBURN	Chatburn C E Primary School Sawley Road Chatburn Chatburn Methodist Church Hall Off Downham Road Chatburn Chatburn Village Hall Downham Road Chatburn	
CHIPPING	Chipping Village Hall Chipping Community Centre	
CLITHEROE	Council Chamber Town Hall Clitheroe (1) St Mary's Church Hall Church Brow, Clitheroe (2) Trinity Church Hall Wesleyan Row, Clitheroe (3) St Michael & St John's Catholic Social Centre Lowergate, Clitheroe (4) United Reformed Church Hall, Moor Lane, Clitheroe	
DUTTON		
KNOWLE GREEN	Knowle Green Church Hall Knowle Green Village Hall	

PARISH	LOCATION	CONTACT DETAILS
GISBURN	Festival Hall Burnley Road Gisburn	
MELLOR	Mellor Village Hall	
NEWTON-IN-BOWLAND	Village Hall	
PENDLETON	Pendleton Village Hall	
READ	United Reformed Church	
RIBCHESTER	The Parochial Hall St Peter & Paul Parish Centre Ribchester Working Men's Club	
RIMINGTON & MIDDOP	The Memorial Institute	
SABDEN	St Mary's Church Hall St Nicholas' Church Hall Sabden C P School (On a short term basis) Baptist Church Hall St Mary's R C Primary School Pendle Street East Sabden BB7 9EQ	
SALESBURY	Salesbury Memorial Hall Ribchester Road Clayton-le-Dale	
SAWLEY	Village Hall Sawley	
SIMONSTONE	Old School	
SLAIDBURN & EASINGTON	Y.H.A. Kings House, Slaidburn Slaidburn Village Hall	
WADDINGTON	Methodist Church Hall Sunday School Slaidburn Road	
WEST BRADFORD	West Bradford Village Hall	

PARISH	LOCATION	CONTACT DETAILS
WHALLEY & LITTLE MITTON	Whalley Village Hall	
WHALLEY **Billington Brass Bank Club**	Billington Whalley	
WILPSHIRE	Wilpshire Methodist Church Ribchester Road, Wilpshire	
JOHN SCHOFIELD TENNIS CENTRE LTD	Ribble Valley Tennis Centre Edisford Road Clitheroe	

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Lancashire County Council – Emergency Planning

Office Hours: Tel:

Other Hours: Ring the Duty Officer via the paging service, as follows:

1.
2.   Tell the operator that you have a message for

3.   Give a short message, including your name and contact details.

4.   If the EPU Duty Officer fails to return your call within 10 minutes, ring the Emergency Planning Officer(s) listed below, until you have made contact.

Emergency Planning Officer	Home Tel. No.	Mobile No.
Paula Bull		
Officer Hour		
Duty officers		
Duty officers		
Duty officers		
Highways 24/7 Duty Officer		

Lancashire County Council

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Emergency Services in Lancashire

Police

Lancashire Police Headquarters, Hutton   Day:
Force Incident Manager   Other Hours:

Fire

Fire and Rescue HQ, Control Room   All Hours:

North West Ambulance Service

Lancashire Ambulance Control, Broughton   All Hours:

British Transport Police (North Western Area)

Control Room (24/7)

Marine and Coastguard Agency (MCA)

All Hours
Duty Officer

NHS England

Lancashire

Public Health England

Note   If you encounter any difficulty with the above methods of contact, do not hesitate but:

Ring 999

Lancashire Local Authorities

Council	Office Hours	Other Hours
Blackburn with Darwen	01254 585585	
Blackpool	01253 477477	
Burnley	01282 425011	
Chorley	01257 515732	
Fylde	01253 658658	
Hyndburn	01254 388111	
Lancaster	01524 67099	
Pendle	01282 661661	
Preston	01772 906916	
Rossendale	01706 217777	
South Ribble	01772 421491	
West Lancashire	01695 577177	
Wyre	01253 887531	

Government Departments

DEFRA
All Hours

Environment Agency
Office Hours
Area Incident Room

Flood Control Room (if above unavailable)
Floodline

Food Standards Agency (FSA)
Office Hours
Out of Hours

Health and Safety Executive
All Hours

DCLG Northern Resilience Team
Office Hours

Lead Primary Care Trust
Office Hours
Out of Hours

UK Government DecontaminationService
Office Hours:

Out of Hours

Utilities

National Grid - Transco
Gas   (All hours)
Electricity   (All hours)

BT
National Emergency Link Line

British Waterways
All Hours
Other Hours

Railway Operators
Arriva - Service Delivery Centre
First North Western
Virgin – West Coast Control

United Utilities
All Hours (Water)
Non Emergency

Electricity North West (enwl)
All Hours (Electricity)

Network Rail
All hours (Operations control room)

Johnson Mattey

All hours (Operations control room)

Voluntary Agencies

Please note in the first instance, voluntary agencies should be contacted via the LCC Emergency Planning Unit

British Red Cross
Office Hours   01772 707303
Other Hours

Citizens Advice Bureau
Office Hours   01772 822416

Radio Amateurs Emergency Network (RAYNET)
Lancashire RAYNET:

RSPCA
Office Hours   01772 792553
Other Hours   08705 555 999

St John Ambulance
All Hours   08700 555 550

Salvation Army
Office Hours   0300 3038240

Samaritans
All Hours   01200 440245
                                                                     07751 300478

Womens Royal Voluntary Service (WRVS)

All Hours   01744 611483
                                                                     07714 898534

Useful Web Sites / Links

Organisation	Web Address
Resilience Direct LRF	
Emergency Planning EMMA RVBC	
Business Continuity RVBC CONNIE	
BBC News	
British Red Cross	
British Waterways	
BT	
Citizens Advice Bureau	
DEFRA	
Environment Agency Flood Line	
Environment Agency	
Food Standards Agency	
Google	
HSE	
Joint Emergency Services Interoperability Programme	
Lancashire Fire and Rescue	
Lancs County Council	
Lancs County Police	
Lancashire Ambulance Service	
Maritime and Coastguard Agency	
Network Rail	
NHS Cumbria and Lancashire Health Protection Unit	
RAYNET	
RSPCA	
Safer Lancashire	
Salvation Army	
Samaritans	
St. John Ambulance	
Transco	
UK Resilience	
United Utilities	
Victim Support	
WRVS	

Glossary of Terms

Ambulance Control Point (ACP)
An emergency control vehicle identified by a green flashing light providing an on site communication facility which may be at a distance from the incident scene and provides a focal point for NHS/medical resources attending the incident. Ideally the point should be in close proximity to the police and fire service control point vehicles

Ambulance Incident Officer/Commander (AIO/C)
The officer of the ambulance service with overall responsibility for the work of that service at the scene of an incident / emergency.

Ambulance Loading Point
An area, preferably hard standing, in close proximity to the casualty clearing station, where ambulances can be manoeuvred and patients placed in ambulances for transfer to hospital.

Ambulance Parking Point
Place designated at the scene of a major incident where arriving ambulances can park, thus avoiding congestion at the entrance to the site or at the Ambulance Loading Point.

Ambulance Safety Officer
The officer responsible for monitoring operations and ensuring safety of personnel working under his/her control within the inner cordon at an incident / emergency site. Liaises with safety officers from local authority and other emergency services.

Ante Mortem Data
Information obtained from family, friends, etc. about a person who is believed to be among the deceased.

Ante Mortem Team
Officers responsible for liaising with the next-of-kin on all matters relating to the identification of the deceased.

Assembly Point
A place on the periphery of an evacuation zone where evacuees can gather to get further information, await directions for, or transport to, a Rest Centre and meet up with friends and relatives.

BASICS
British Association for Immediate Care Schemes

Bellwin Scheme
Discretionary scheme for providing central government financial assistance in exceptional circumstances to affected local authorities in the event of an incident / emergency

Body Holding Area
An area close to the scene where the deceased can be temporarily held until transfer to a mortuary or an emergency mortuary

Bronze Control
It is the level at which the management of 'hands-on' / operational work is undertaken at the incident site(s)

Business Continuity Management (BCM)
A management process that helps manage the risks to the smooth running of an organisation or delivery of a service.
This ensures that the business can continue in the event of major disruption.

Business Continuity Plan (BCP
A plan to facilitate business continuity management, ensuring that an organisation can continue to perform its ordinary functions, whatever the circumstances.

Capability

A demonstrable capacity or ability to respond to and recover from a particular threat or hazard. Originally a military term, it includes personnel, equipment, training and such matters as plans, doctrine and the concept of operations.

Capability Gap

The gap between the current ability to provide a response and the actual response assessed to be required for a given threat or hazard. Plans should be made to reduce or eliminate this gap, if the risk justifies it.

Casualty Bureau

Police controlled contact and information point for all records and data relating to casualties.

Casualty Clearing Officer

The ambulance officer who ensures an efficient patient throughput at the Casualty Clearing Station.

Casualty Clearing Station

An area set up at an incident / emergency by the ambulance service to assess, triage and treat casualties and direct their evacuation.

Catastrophic Incident

An incident of such a magnitude that it requires an exceptional response, including a requirement for full government involvement.

Category 1 Responder

A local responder organisation, listed in Part 1 of the Civil Contingencies Act, which is likely to be involved and have a central role in the response to most emergencies.

Category 2 Responder

A local responder organisation (though it may not be locally based), listed in Part 1 of the Civil Contingencies Act, which are likely to be involved in some incident / emergencies, or in preparedness for them.

CBRN

Chemical Biological Radiation Nuclear

Chemet

A scheme administered by the Meteorological Office, providing information on weather conditions as they affect an incident involving hazardous chemicals.

Civil Contingencies Committee (CCC)

CCC of Ministers (chaired normally by the Home Secretary) convened to provide central government oversight of a major emergency.

Civil Contingencies Secretariat (CCS)

The Cabinet Office secretariat which provides the central focus for the cross-departmental and cross-agency commitment, co-ordination and co-operation that will enable the UK to deal effectively with disruptive challenges and crises.

Control of Major Accident Hazards Regulations (COMAH)

Regulations applying to the chemical industry and to some storage sites where threshold quantities of dangerous substances, as identified in the Regulations, are kept or used.

COMAH Sites

Industrial sites which are subject to the Control of Major Accident Hazards Regulations.

Community Resilience

The ability of a local community to withstand an emergency successfully because of effective emergency and business continuity preparedness by public and private sector groups.

Community Risk Register (CRR)

An assessment of the risks within a local resilience area agreed by the Local Resilience Forum and acting as a basis for supporting the preparation of emergency plans.

Control

The authority to direct strategic and tactical operations in order to complete an assigned function, including the ability to direct the activities of other agencies engaged in the completion of that function. The control of the assigned function also carries with it a responsibility for the health and safety of those involved.

Control Centre

Operations centre from which the management and co-ordination of response to an emergency is carried out.

Control Room

Centre for the control of the movements and activities of an emergency service's personnel and equipment. Liaises with the other services' control rooms.

Controlled Area

The area contained – if practicable – by the inner cordon.

Co-ordination

The harmonious integration of the expertise of all the agencies involved with the object of effectively and efficiently bringing the incident to a successful conclusion.

Cordon – Inner

Surrounds and protects the immediate scene of an incident.

Cordon – Outer

Seals off a controlled area around an incident to which unauthorised persons are not allowed access.

Coroner

Legal official charged, along with a coroner's jury, with ascertaining the cause of death in cases of accidental or unexpected death or death in suspicious circumstances.

Critical Business Activities

Those services/duties which the Local Authority must continue to provide in the event of major disruption.

Cross-Border Co-operation

Co-operation between local responders across boundaries eg adjacent local authorities.

Cross-Boundary Co-operation

Co-operation between local responders across the boundaries between Local Resilience areas.

Debriefing

A review of the response to an incident / emergency by all of the agencies involved.

Disaster Appeal Scheme (DAS)

A guide to setting up post-disaster appeal fund or funds

Emergency

An event or situation which threatens serious damage to human welfare in a place in the UK or to the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK.

Emergency Control Centre (ECC)

Local authority operations centre from which the management and co-ordination of local authority response and support is carried out.

Emergency Management

The process of managing emergencies, including the maintenance of procedures to assess, prevent, prepare for, respond to and recover from emergencies.

Emergency Management Team (EMT)

A team consisting of the Corporate Management Structure, brought together under the authority of the Chief Executive, to manage and co-ordinate the local authority response to an emergency.

Emergency Mortuary

Building, usually separate from the public mortuary, adapted for temporary use as a mortuary in which post mortem examinations can take place.

Emergency Plan

Pre-planned and exercised procedures which are activated once an incident / emergency has been declared. Emergency Plans can be either generic or plan specific.

Emergency Planning (EP)

Provision and maintenance of agreed procedures to prevent, reduce, control, mitigate and take other actions in the event of an emergency.

Emergency Planning Cycle

A continuous process of assessing the risk of and preparing for emergencies supported by procedures to keep staff in readiness, validate plans and revise them when necessary.

Evacuation

The process by which people are moved away from a place where there is immediate or anticipated danger to a place of safety, offered appropriate temporary welfare facilities and enabled to return to their normal accommodation / activities when the threat to safety has gone, or to make suitable alternative arrangements.

Evacuation Assembly Point

Building or area to which evacuees are directed for transfer / transportation to a reception or rest centre.

Exercise

A simulation to validate an Emergency Plan or rehearse its procedures.

Forward Control Point

Each service's command and control facility nearest the scene of the incident – responsible for immediate direction, deployment and security.

Friends and Relatives Reception Centre

Secure area set aside for use and interview of friends and relatives arriving at the scene (or location associated with an incident, such as an airport or port). Established by the police in consultation with the local authority.

Generic Capability

Wide range of abilities, procedures and teams which may need to be developed in support of the core generic plan.

Generic Plan

A single plan designed to cope with a wide range of emergencies.

Gold Control

A major incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services, along with the local authority, NHS, HPA and other agencies.

This strategic level of management establishes a policy and overall management framework within which managers will work. It establishes strategic objectives and aims to ensure long-term resourcing / expertise.

Lancashire Police Gold Control will normally be located at Lancs Police HQ, Hutton and will require representation, at a senior level, from all involved agencies.

Hazard

An accidental or naturally occurring phenomenon with the potential to cause physical (or psychological) harm to members of the community (including loss of life), damage

or losses to property, and/or disruption to the environment or to structures (economic, social, political etc) upon which a community's way of life depends.

Hazard Assessment

A component of the risk assessment process in which identified hazards are assessed for future action.

Hazard Identification

A process by which potential hazards are identified.

Helplines

A service which provides information and assistance, for use by the public, during and post an incident / emergency.

Holding Area

Area to which resources and personnel, not immediately required at the scene or being held for further use, can be directed to stand by.

Impact

The scale of the consequences of a hazard or threat expressed in terms of a reduction in human welfare, damage to the environment and loss of security.

Incident Control Point

The point from which an emergency service's tactical manager can control his/her service's response to a land-based incident. Together, the incident control points of all the services form the focal point for co-ordinating all activities on site. Also referred to as 'Silver Control'. In London, incident control points are grouped together to form the Joint Emergency Services Control Centre.

Inner Cordon

Surrounds and protects the immediate scene of an incident / emergency.

Integrated Emergency Management (IEM)

The process of emergency management carried out across partner bodies so that arrangements are coherent and support each other.

Lead Organisation

Organisation appointed by a group of organisations to speak or act on their behalf or to take the lead in a given situation, with the other organisations' support. The exact role of the lead organisation depends on the circumstances in which the lead role is being operated.

Lead Responder

A local responder charged with carrying out a duty, under the Civil Contingencies Act on behalf of a number of responder organisations, so as to co-ordinate its delivery and to avoid unnecessary duplication of effort.

Liaison Officer

Person within an organisation who co-ordinates their organisation's staff at the scene of an incident.

Local Resilience Forum (LRF)

A process for bringing together all the Category 1 and 2 responders within a local police area for the purpose of facilitating co-operation in fulfillment of their duties under the Civil Contingencies Act.

Local Responder

Organisations which respond to emergencies at the local level – including Category 1 and 2 bodies, and others without statutory obligations under the Act.

Media Plan

A key plan for ensuring co-operation between emergency responders and the media in communicating with the public during and after an emergency.

Major Incident

Any emergency that requires the implementation of special arrangements by one or more of the emergency services, in conjunction with the local authority.

Major Incident Procedures
Pre-planned and exercised procedures that are activated once a major incident has been declared.

Maritime and Coastguard Agency
Maintain plans and respond to any incidents at the coast or at sea.

Maritime Rescue Co-ordination Centre (MRCC)
HM Coastguard regional centre responsible for promoting the efficient organisation of search and rescue services and for co-ordinating the conduct of search and rescue operations within a search and rescue region either at sea or at the coast.

Marshalling Area
Area to which resources and personnel not immediately required at the scene or being held for further use can be directed to stand by.

Media Centre
Central location for media enquiries, providing communication, conference, monitoring, interview and briefing facilities and access to responding organisation personnel. Staffed by spokespersons from all the principal services/organisations responding.

Medical Incident Officer/Commander (MIO/C)
A trained medical officer who may be called to attend an incident / emergency to assist the Ambulance Incident Officer with the co-ordination of medical and doctor teams or treatment of casualties

Media Liaison Point
An area adjacent to the scene which is designated for the reception and accreditation of media personnel for briefing on arrangements for reporting, filming and photographing, staffed by media liaison officers from the appropriate services.

Multi-Agency Plan
A plan usually prepared and maintained by a lead responder, on behalf of a number of organisations who need to co-ordinate and integrate their preparations for an emergency.

Mobile Telecommunications Privileged Access Scheme (MTPAS)
The MTPAS scheme gives call preference to registered essential users on the main mobile networks in the UK if the scheme is invoked during a major emergency.

Multi-Level Plan
A plan usually initiated and maintained by central government or a regional office, which relies on the participation and co-operation of local responders. The plan will cover more than one level of government.

Mutual Aid
An agreement between responders, within the same sector or across sectors and across boundaries, to provide assistance with additional resource during an emergency which may go beyond the resources of an individual responder.

News Co-ordination Centre
Supports the lead government department in their communications management of the overall incident.

Outer Cordon
Sealed off controlled area around an incident to which unauthorised persons are not allowed access.

Overall Incident Commander (Gold)
The designated senior officer in charge of the police response who normally co-ordinates the strategic roles of all the emergency services and other organisations involved.

Plan Validation
Measures to ensure that a plan meets the purpose for which it was designed, through exercises, tests etc

Planning Assumptions
Descriptions of the types and scales of consequences for which organisations should be prepared to respond. These will be produced by aggregating elements of the risk assessment.

Press Liaison Officer
Officer responsible for the initial release of information from the scene of the incident and liaison with other services at the media centre.

Public Awareness
A level of knowledge within the community about risk and preparedness for emergencies, including actions the public authorities will take and actions the public should take.

Public Information Line
A help-line set up during and in the aftermath of an emergency to deal with information requests from the public and to take pressure off the Police Casualty Bureau (which has a separate and distinct purpose).

Recovery
The process of restoring and rebuilding the community, and supporting groups particularly affected, in the aftermath of an emergency, usually the responsibility of the local authority.

Rendezvous Point
Point to which all vehicles and resources arriving at the outer cordon are directed.

Resilience
The ability of the community, services, area or infrastructure to withstand the consequences of an incident / emergency.

Rest Centre
Premises used for temporary accommodation of evacuees from an incident.

Risk
Risk is a product of the likelihood of harmful consequences arising from particular identified hazards or threats and the potential impact of these upon people, services and the overall environment. It is a measure of the potential consequences of a contingency against the likelihood of it occurring. The greater the potential consequences and likelihood, the greater the risk.

Risk Assessment
A structured and auditable process of identifying hazards and threats, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.

Risk Management
The culture, processes and structures that are directed towards the effective management of potential risks and adverse effects.

Risk Rating Matrix
Matrix of impact and likelihood for an event, to ascertain the risk.

Safety Advisory Group (SAG)
Multi-agency group set up to provide advice on safety matters for a specific event, or events, such as a major sporting event or a concert held in a stadium.

Search and Rescue (SAR)
Operations for locating and retrieving persons in distress, providing for their immediate needs and delivering them to a place of safety.

Sensitive Information
Information which is not available to the public and which is:

- information which it would be contrary to interests of national security or public safety to disclose
- information which would significantly harm the legitimate business interests of the subject of the information to disclose
- information which is personal data for the purposes of the Data Protection Act, disclosure of which would breach the data protection principles under that Act.

Situation Report (SITREP)

A report produced reflecting the current state of the incident and potential issues.

Silver Control

The control and co-ordination mechanism for providing tactical support to the operational control.

Tactical managers determine priorities in allocating resources; obtain further resources as required, and plan and co-ordinate when various tasks will be undertaken.

Statutory Services

Those services whose responsibilities are laid down in law: for example, police, fire and ambulance services, HM Coastguard and local authorities.

Strategic Control

The control and co-ordination mechanism for providing strategic policy support to an incident. Also called Gold Control.

Strategic Response

The response to an incident / emergency which considers medium to long term issues about policy, responsibilities and activities of organisations, effects on budgets and future prevention / mitigation strategies. Also known as Gold response.

Strategic Co-ordinating Group (SCG)

A group comprising senior officers of appropriate organisations which aims to achieve effective inter-agency co-ordination at a strategic level. This group should normally be located away from the immediate scene.

Survivors

Those in the immediate vicinity of, and who are directly affected by, an emergency, possibly as wounded casualties.

Survivor Reception Centre

Secure area where survivors not requiring acute hospital treatment can be taken for short-term shelter, first aid, interview and documentation.

Threat

The intent and capacity to cause loss of life or create adverse consequences to human welfare (including property and the supply of essential services and commodities), the environment or security.

Threat Assessment

A component of the risk assessment process in which identified threats are assessed for future action.

Triage

Process of assessment of casualties and allocation of priorities by the medical or ambulance staff at the site or casualty clearing station prior to evacuation. Triage may be repeated at intervals and also on arrival at a receiving hospital.

Utilities

Companies providing essential services, eg gas, water, electricity, telephones etc.

Voluntary Aid Societies (VAS)

St John Ambulance, St Andrew's Ambulance and the British Red Cross etc.

Voluntary Sector

Bodies, other than public authorities or local authorities, which carry out activities otherwise than for profit.

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Vulnerability

The susceptibility of a community, services or infrastructure to damage or harm by a realised hazard or threat.

Vulnerable People

People present or resident within an area, known to local responders, who because of dependency or disability need particular attention during emergencies.

Warning and Informing

Establishing arrangements and procedures to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.

UK Civil Protection Lexicon

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Without a common understanding of what specific terms and phrases mean, multi-agency working will always carry the risk of potentially serious misunderstandings, the consequences of which could be extremely severe.

Acronyms in this document

ABI	Association of British Insurers
ACP	Ambulance Control Point
AIO/C	Ambulance Incident Officer/Commander
BASICS	British Association for Immediate Care Schemes
BCM	Business Continuity Management
BCP	Business Continuity Planning
BRC	British Red Cross
CAB	Citizens Advice Bureau
CCC	Civil Contingencies Committee
CCS	Civil Contingencies Secretariat
COMAH	Control of Major Accident Hazards
CRR	Community Risk Register
CVS	Community Voluntary Services
DAS	Disaster Appeal Scheme
DCLG	Department for Communities and Local Government
DEFRA	Department for Environment, Food and Rural Affairs
EA	Environment Agency
ERAL	Emergency Radio Area Linkage
ECC	Emergency Control Centre
EMT	Emergency Management Team
EPO	Emergency Planning Officer
FCO	Forward Control Officer
FCP	Forward Control Point
FSA	Food Standards Agency
FTPAS	Fixed Telephone Privileged Scheme
HAG	Health Advisory Group

HPA	Health Protection Agency
HSE	Health and Safety Executive
ICP	Incident Control Point
IU	Intelligence Unit
LCC	Lancashire County Council
LEC	Local Emergency Centre
LRF	Local Resilience Forum
MACA	Military Aid to the Civil Authority
MACC	Military Aid to the Civil Community
MACP	Military Aid to the Civil Power
MAGD	Military Aid to other Government Departments
MARP	Multi Agency Response Plan
MCA	Maritime and Coastguard Agency
MIO/C	Medical Incident Officer/Commander
MOD	Ministry of Defence
MRCC	Maritime Rescue Co-ordination Centre
MTPAS	Mobile Telecommunications Privileged Access Scheme
NHS	National Health Service
NRE	National Resilience Extranet
NRPB	National Radiological Protection Board
PCT	Primary Care Trust
PCO	Principal Communications Officer
PSTN	Public Switched Telephone Network
RADMIL	Radiation Monitoring in Lancashire
RAYNET	Radio Amateurs Network
REPPIR	Radiation Emergency Preparedness & Public Information Regulations
RIMNET	Radiation Incident Monitoring Network
SAG	Safety Advisory Group
SAR	Search and Rescue
SCC	Senior Co-ordinatng Centre
SCG	Senior Co-ordinating Group
SHA	Strategic Health Authority
SITREP	Situation Report
SJA	St John Ambulance
SRC	Survivor Reception Centre
TSG	(Resilient) Telecommunications Sub Group
VAS	Voluntary Aid Societies
WRVS	Womens Royal Voluntary Service

Appendix C

District Risk Register

**The data produced here is from the main report on Emma Emergency Management
Assessment. It was correct at the time this was produced V3 2018**

– For latest version –

Please refer to the current report on the Emma Platform in Reports