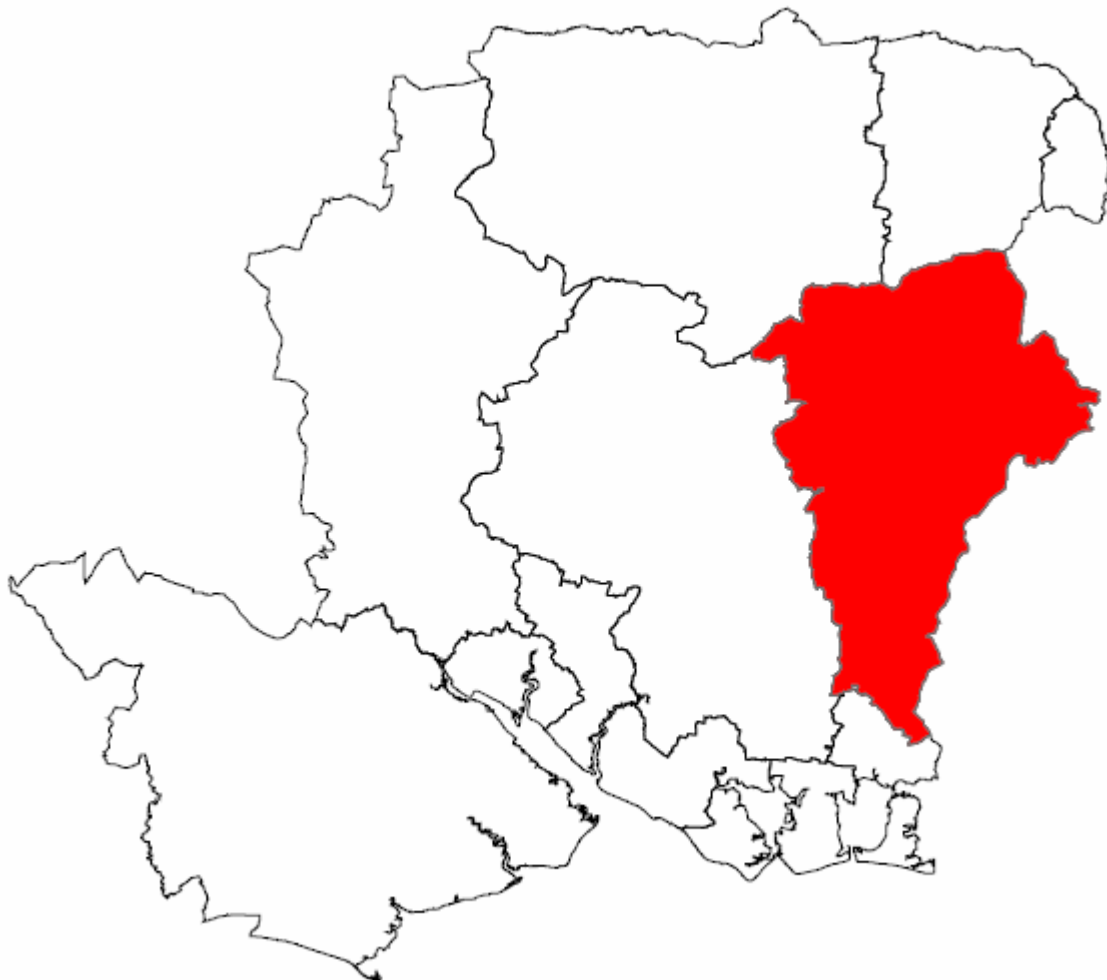


# **EAST HAMPSHIRE DISTRICT COUNCIL**

## **EMERGENCY RESPONSE PLAN**



Issued by the Hampshire County Council Emergency Planning Officer on behalf of the  
Chief Executive of East Hampshire District Council

## **FOREWORD**

The key to an effective response is the application of sound corporate principles and inter-agency co-operation. The purpose of this document is to set out those principles and provide a plan to enable East Hampshire District Council to perform its function as a Category 1 responder to a wide range of emergencies, including major incidents. It complements the plans of other responding agencies within a nationally agreed framework.

The plan is structured as follows:

**Part One:**

A quick reference activation section which can be used as an aide memoir and provides working documents to use when an emergency is reported to East Hampshire District Council.

**Part Two:**

The scope of the plan including its aims and objectives

**Part Three:**

The principles of the nationally agreed Emergency Management Framework

**Part Four:**

The principles of the East Hampshire District Council Response

**Part Five:**

Supporting annexes

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



**Chief Executive**  
**East Hampshire District Council**

## **CONTENTS**

<b>Subject</b>	<b>Page</b>
Foreword	2
Contents	3
Distribution List	6
Amendments Page	9

### **Part One: Plan Activation**

Emergency Action Flow Chart	1
Checklist of Information Required When Being Notified of an Emergency	2
Deciding the Council Response	4
Staffing Levels Required and Notification of Staff	5
Role Cards: Controller	7
Link Officer	8
Co-ordinator	9
Assistant Co-ordinator	9a
Supervisor	10
District Council Liaison Officers	11
Call Operator	12
Logger	13
Plotter	14
Contact Directory	15
Satellite Phone Directory	22
Layout of District Emergency Control Centre	23
External Contacts	24

### **Part Two: The Scope of the Plan**

<b>2.1</b>	Introduction	<b>1</b>
<b>2.2</b>	Aim	<b>1</b>
<b>2.3</b>	Objectives for a combined response	<b>1</b>
<b>2.4</b>	Definition of an Emergency and its implications	<b>2</b>
<b>2.5</b>	Notification of an Emergency	<b>3</b>
<b>2.6</b>	Risk Management Statement	<b>3</b>
<b>2.7</b>	Community Risk Register	<b>4</b>

<b>2.8</b>	Community Profile	<b>4</b>
<b>2.9</b>	District Risk Register	<b>5</b>
<b>2.10</b>	Business Continuity Management	<b>5</b>
<b>2.11</b>	Mutual Aid	<b>5</b>
<b>2.12</b>	Human Rights Statement	<b>5</b>

### **Part Three: The National Emergency Management Framework**

<b>3.1</b>	General	<b>1</b>
<b>3.2</b>	Incident Phases and Co-ordination	<b>1</b>
<b>3.3</b>	Management Framework	<b>2</b>

### **Part Four: The East Hampshire District Council Response**

<b>4.1</b>	General	<b>1</b>
<b>4.2</b>	East Hampshire District Council Emergency Management Structure	<b>1</b>
<b>4.3</b>	Activation of the District Council Emergency Response Plan	<b>2</b>
<b>4.4</b>	Establishing the District Emergency Control Centre	<b>2</b>
<b>4.5</b>	Location of the District Emergency Control Centre	<b>3</b>
<b>4.6</b>	District Emergency Control Centre Communications	<b>3</b>
<b>4.7</b>	Staffing & Roles within the District Emergency Control Centre	<b>5</b>
	Controller	<b>5</b>
	Link Officer	<b>5</b>
	The Strategic Emergency Management Team	<b>6</b>
	Media Officers	<b>6</b>
	Co-ordinator	<b>7</b>
	The Tactical Emergency Management Team	<b>7</b>
	District Council Liaison Officers	<b>8</b>
	Supervisor	<b>8</b>
	Call Operator	<b>8</b>
	Logger	<b>9</b>
	Plotter	<b>9</b>
<b>4.8</b>	GIS Capability (Portsmouth City Council)	<b>9</b>
<b>4.9</b>	District Emergency Control Centre Equipment	<b>10</b>
<b>4.10</b>	Administration systems for the District Emergency Control Centre	<b>10</b>
<b>4.11</b>	Stand Down Procedures	<b>10</b>
<b>4.12</b>	Post Incident Reports	<b>11</b>

**Part Five: Annexes**

<b>ANNEX A</b>	Communications	<b>1</b>
<b>ANNEX B</b>	Media Response	<b>3</b>
<b>ANNEX C</b>	Role of East Hampshire District Council Departments	<b>4</b>
<b>ANNEX D</b>	Role of Elected Members	<b>6</b>
<b>ANNEX E</b>	Role of Emergency Services and Other Category 1 Responders	<b>7</b>
<b>ANNEX F</b>	Role of Hampshire County Council	<b>11</b>
<b>ANNEX G</b>	Role of the Voluntary Agencies	<b>14</b>
<b>ANNEX H</b>	Role of Government Departments	<b>17</b>
<b>ANNEX J</b>	Role of Military Agencies	<b>20</b>
<b>ANNEX K</b>	Role of Utilities	<b>21</b>
<b>ANNEX L</b>	Prepared Rest Centres	<b>22</b>
<b>ANNEX M</b>	Strategic Command at Netley – Staffing Implications for East Hampshire District Council	<b>40</b>
<b>ANNEX N</b>	Training Programmes	<b>48</b>
<b>ANNEX P</b>	Plan Maintenance Schedule	<b>49</b>
<b>ANNEX Q</b>	Glossary	<b>50</b>
<b>ANNEX R</b>	List of Acronyms	<b>62</b>
<b>ANNEX S</b>	Phonetic Alphabet	<b>65</b>
<b>ANNEX T</b>	Summary of Other Plans	<b>66</b>

## **DISTRIBUTION LIST**

**Intranet Copy:** Available to all staff  
(except contact directory)

### **HARD COPIES:**

#### **East Hampshire District Council**

<b>Plan Holder</b>	<b>Directorate</b>	<b>Paper</b>	<b>CD</b>
Daphne Gardner	Chief Executives	<b>1</b>	
Bill Price	Chief Executives	<b>1</b>	
Tracy Beavis	Human Resources	<b>1</b>	
Sandra Redfern	Planning Development	<b>1</b>	
Maureen Clarke	Communications and Policy	<b>1</b>	
Andrew Ferrier	Community	<b>1</b>	
Brian Turner	Environmental Services	<b>1</b>	<b>1</b>
Michael O'Mahony	Community	<b>1</b>	<b>1</b>
Bob Coleman	Community	<b>1</b>	
Peter Woodward	Housing and Property Services		<b>1</b>
Teresa Marsh	IT Data Services	<b>1</b>	
Mark Rose	Community	<b>1</b>	
Gill Kneller	Environmental Services	<b>1</b>	
Lisa Blair	Performance and Review Officer	<b>1</b>	
Graham Pearson	Planning Development Services	<b>1</b>	
Mark Seeley	Planning Development Services	<b>1</b>	
Keith Seeley	Planning Development Services	<b>1</b>	
Paul Culley	Planning Development Services	<b>1</b>	
Chris Huggins	CCIT	<b>1</b>	
Ellie Apperly	Emergency Planning Officer	<b>1</b>	<b>1</b>
Emergency Control Cupboard Spares		<b>25</b>	<b>1</b>
Gold Grab Bag		<b>1</b>	

total    **45**    **5**

**External Organisations**

<b>Organisation</b>	<b>Paper</b>	<b>CD</b>
Hampshire County Council EPU	<b>3</b>	<b>1</b>
Basingstoke and Deane Borough Council (Emergency Planning Officer)		<b>1</b>
Chichester District Council (Emergency Planning Officer)		<b>1</b>
Hart District Council (Emergency Planning Officer)		<b>1</b>
Havant Borough Council (Emergency Planning Officer)		<b>1</b>
Surrey County Council (Emergency Planning Officer)		<b>1</b>
Waverley District Council (Emergency Planning Officer)		<b>1</b>
West Sussex County Council (Emergency Planning Officer)		<b>1</b>
Winchester City Council (Emergency Planning Officer)		<b>1</b>
Hampshire Constabulary (Emergency Planning Officer)		<b>1</b>
Hampshire Fire and Rescue Service (Emergency Planning Officer)		<b>2</b>
South Central Ambulance Service NHS Trust (Emergency Planning Officer)		<b>2</b>
Maritime and Coastguard Agency (Emergency Planning Officer)		<b>1</b>
Environment Agency (Emergency Planning Officer)		<b>1</b>
Hampshire Primary Care Trust (Emergency Planning Officer)		<b>2</b>

total 3 18

**TOTAL 48 23**

**ELECTRONIC COPIES:**

<b>Location</b>	<b>Available</b>
A copy of the EHDC Emergency Response Plan can be found on the EHDC Website	<b><a href="http://www.easthants.gov.uk">www.easthants.gov.uk</a></b>

## **AMENDMENTS PAGE**

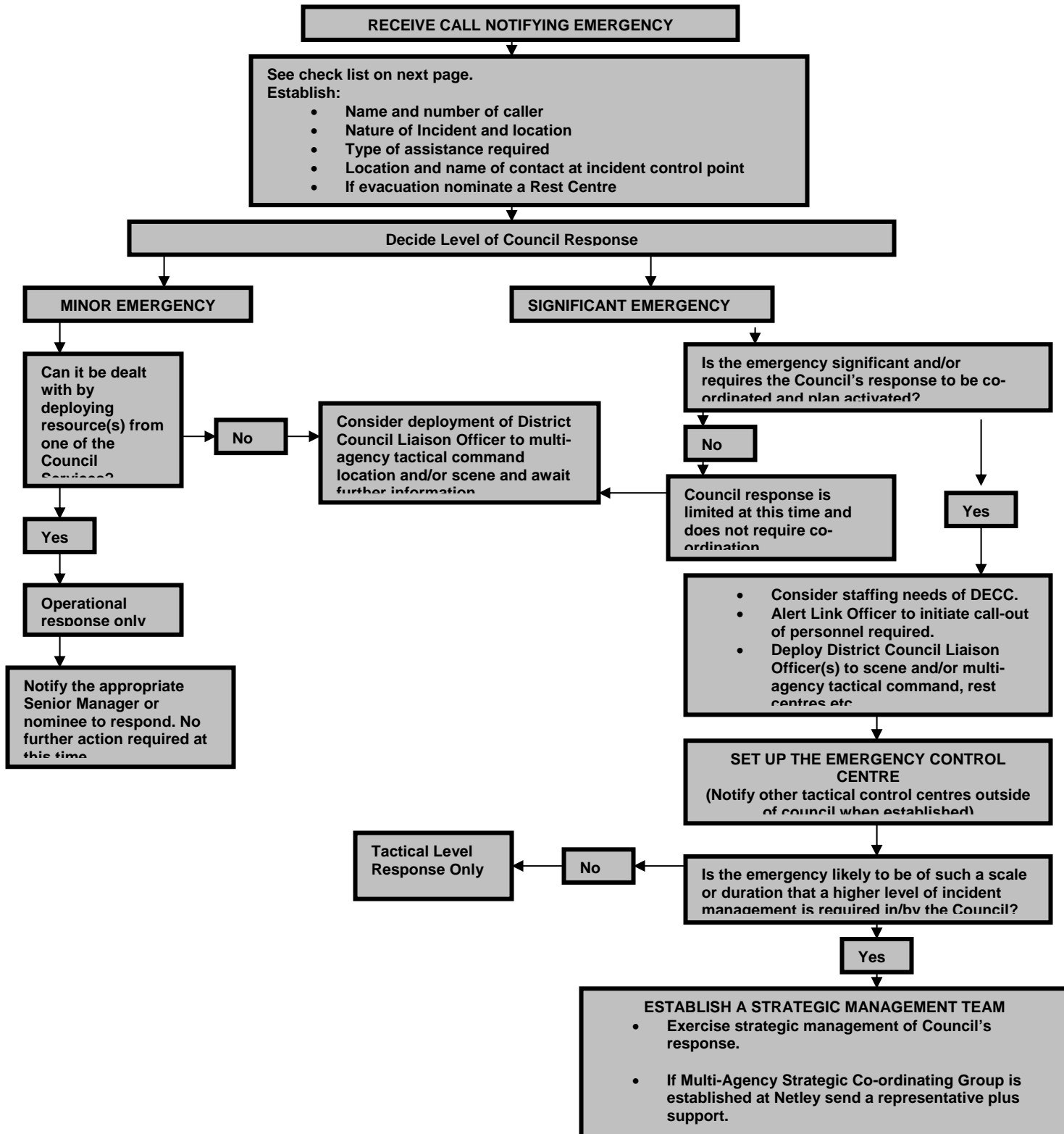
<b>Amendment Number</b>	<b>Description of Amendment</b>	<b>Part &amp; Page Number</b>	<b>Date Amendment Issued</b>	<b>Date Plan Amended</b>	<b>Signature</b>
1 version 1.1	Foreword	Page 2	1-10-07		
2 version 1.1	Distribution List	Page 6	1-10-07		
3 version 1.1	Distribution List	Page 7	1-10-07		
4 version 1.1	Contact Directory	Part 1 : 16	1-10-07		
5 version 1.1	Contact Directory	Part 1: 17	1-10-07		
6 version 1.1	Contact Directory	Part 1: 18	1-10-07		
7 version 1.1	Contact Directory	Part 1: 19	1-10-07		
8 version 1.1	Contact Directory	Part 1: 20	1-10-07		
9 version 1.1	Contact Directory	Part 1: 21	1-10-07		
10 version 1.1	DECC Communications	Part 4: 3	1-10-07		
11 version 1.1	The Taro Leisure Centre	Part 5: 38	1-10-07		
12. version 1.2	Typing error corrected	Page 2	1-10-08		
13. version 1.2	Contents updated	Page 3	1-10-08		
14. version 1.2	Distribution list updated	Page 6-7	1-10-08		
15. version 1.2	Controller role updated	Part 1: 7	1-10-08		
16. version 1.2	Assistant Coordinator role	Part 1: 9a	1-10-08		
17. version 1.2	Supervisor role updated	Part 1: 10	1-10-08		
18. version 1.2	Liaison Officer additions	Part 1: 11a	1-10-08		
19. version 1.2	Contacts Directory	Part 1: 16-21	1-10-08		
20. version 1.2	Satellite phone no.s added	Part 1: 22	1-10-08		
21. version 1.2	Layout updated	Part 1: 23	1-10-08		
22. version 1.2	External contact updates	Part 1: 24-30	1-10-08		
23. version 1.2	Reference added 2.1.5	Part 2: 1	1-10-08		
24. version 1.2	Recovery added 3.2.2	Part 3: 1	1-10-08		
25. version 1.2	Removed numbers	Part 4: 3	1-10-08		
26. version 1.2	Addition to Annex A	Part 5: 2	1-10-08		
27. version 1.2	Changes to Annex C	Part 5: 4-5	1-10-08		
28. version 1.2	Annex F additions	Part 5: 11, 13-14	1-10-08		
29. version 1.2	Community Centre name	Part 5: 26	1-10-08		
30. version 1.2	Community Centre name changed	Part 5: 31-32	1-10-08		
31. version 1.2	Typing error corrected	Part 5: 36	1-10-08		
32. version 1.2	Typing error corrected	Part 5: 38	1-10-08		
33. version 1.2	Annex N	Part 5: 48	1-10-08		
34. version 1.2	Annex P	Part 5: 49	1-10-08		
35. version 1.2	Annex T	Part 5: 66-67	1-10-08		
36 version 1.3	Distribution list update	P6 & 7	01/08/09		

*East Hampshire District Council Emergency Response Plan*

37 version 1.3	Contacts Directory updated	P16-30	01/08/09		
38 version 1.3	Bullet points numbered	1: 2 &3	01/08/09		
39 version 1.3	Wording change and HCC contact details added	1: 2 &3	01/08/09		
40 version 1.3	Space for incident details increased	1: 2 & 3	01/08/09		
41 version 1.3	EPU contact details added	1: 3	01/08/09		
42 version 1.3	Changes to staff levels info (page no in plan)	1:5	01/08/09		
43 version 1.3	Wording added ie description	1:5	01/08/09		
44 version 1.3	Asst co-ord role added	1:6	01/08/09		
45 version 1.3	Controller role continued	1:7a	01/08/09		
46 version 1.3	Bullet point re-worded	1:9a	01/08/09		
47 version 1.3	Change Borough to District in title	1:9a	01/08/09		
48 version 1.3	Full stops added	1:9a	01/08/09		
49 version 1.3	Text added	1:11a	01/08/09		
50 version 1.3	Page ref text added (to 2.4.3)	2: 2	01/08/09		
51 version 1.3	Abbreviation added (to 2.4.4)	2: 2	01/08/09		
52 version 1.3	Clarification of text (to 2.6.4)	2: 3	01/08/09		
53 version 1.3	LRF web link name updated (2.7.1)	2: 4	01/08/09		
54 version 1.3	Typing error corrected 2.8.1	2: 4	01/08/09		
55 version 1.3	Mutual Aid statement (2.11)	2:5	01/08/09		
56 version 1.3	Text deleted/page ref added	4:3, 4, 5,6,7,8&9	01/08/09		
57 version 1.3	ACCOLC deleted, MPTAS info added annex A 4	5:1	01/08/09		
58 version 1.3	Text re loc of Sat Tel	5:2	01/08/09		
59 version 1.3	Typing error corrected annex A. 7.3	5:2	01/08/09		
60 version 1.3	Web link changed Annex A. 7.3	5:2	01/08/09		
61 version 1.3	Typing error changed annex F. 4.4	5:13	01/08/09		
62 version 1.3	DOTI name changed annex H.2.8	5:19	01/08/09		
63 version 1.3	Text deleted annex L.2.1	5:23	01/08/09		
64 version 1.3	Text added to para L.2.7	5:24	01/08/09		
65 version 1.3	Text added to para M.2.4	5:42	01/08/09		
66 version 1.3	Typing error changed – TVBC for EHDC	5: 48	01/08/09		

## EMERGENCY ACTION FLOW CHART

### Overview for Chief Executive (Controller) or nominated officer





7. Any specific dangers/hazards to public or staff
  
8. Which agencies have been informed & actions taken so far
  
9. What is required of EHDC, to include specialist assistance
  
10. Locations of rendezvous points, multi agency control points, and where Council Liaison Officers should report if required
  
11. Is evacuation of public likely (consider nomination of a Rest Centre)?
  
12. Before caller leaves do you have enough information to decide level of Council response? If not what else do you need?
  
13. Has anyone informed Hampshire County Council Emergency Planning Unit?
  - Tel 01962 846846 (office)
  - Or Duty Pager 07623 960259

**NOW GO TO NEXT PAGE**

## **DECIDING THE COUNCIL RESPONSE**

### **Work through the following questions**

1. Is the threat or hazard of a sufficient scale and nature that it is likely to seriously obstruct EHDC in the performance of its functions?  
  
If yes go to 5 below  
If no go to 2 below  
If insufficient information go to 3 below
2. Does the threat or hazard require EHDC to exercise its functions and undertake a special mobilisation of resources?  
  
If yes go to 5 below  
If no go to 4 below  
If insufficient information go to 3 below
3. If there is insufficient information to decide council response, or if council response is not yet needed, consider:  
  
No further action  
  
Waiting for further information to become available from informant/other sources – when information obtained start again at 1 above  
  
Deploying District Council Liaison Officer(s) to appropriate location(s) to obtain information and report back – when information obtained start again at 1 above
4. Can incident be dealt with solely at operational level without the need for establishing a District Emergency Control Centre (DECC)?  
  
If yes:  
Contact relevant Council department for deployment of appropriate resources – give full briefing on information to date and what you require them to do  
Consider contacting key personnel for information  
Consider putting appropriate resources on standby should emergency escalate – if so use pages 5-6  
  
If no go to 5 below
5. District Emergency Control Centre and plan activation is required:  
  
Consider appropriate staffing levels for DECC on pages 5-6 and initiate call out procedures via Link Officer

**STAFFING LEVELS REQUIRED AND NOTIFICATION OF STAFF**

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

<u>Role Description</u>	<u>Page number(s) in plan</u>	<u>Required Y/N &amp; priority</u>	<u>How many</u>	<u>Comments e.g. any specialists, named officers, telephone numbers, instructions, etc</u>
Controller	Part 1 Page 7			
EHDC Emergency Planning Officer  HCC EPU duty officer	-			
Link Officer	Part 1 Page 8			
Keyholder for DECC	-			
Directors  Deputy Chief Executive  Heads of Service	-			
Communications	Part 4 Page 6			
Strategic Emergency Management Team	Part 4 Page 6			
Co-ordinator	Part 1 Page 9			

*East Hampshire District Council Emergency Response Plan*

<b>Assistant Coordinator</b>	<b>Part 1 page 9a</b>			
<b>Tactical Emergency Management Team</b>	<b>Part 4 Page 7</b>			
<b>EHDC Specialist Personnel</b>	-			
<b>District Council Liaison Officers</b>	<b>Part 1 Page 11 &amp; 11a</b>			
<b>DECC Supervisor</b>	<b>Part 1 Page 10</b>			
<b>Call Operators</b>	<b>Part 1 Page 12</b>			
<b>Loggers</b>	<b>Part 1 Page 13</b>			
<b>Plotters</b>	<b>Part 1 Page 14</b>			
<b>GIS support</b>	-			
<b>Administrative Support</b>	-			
<b>Any other contacts</b>	-			

**Link Officer contacted: Time..... Date.....**

# District Emergency Control Centre

## The Controller

The **Controller** will generally be the Chief Executive or other nominated officer and will be the first to be contacted in an emergency. They are then in overall charge of the District Council's response until they formally hand over command to another officer.

- On receipt of a call the Controller should ascertain the nature and extent of the emergency and the type of assistance required and if appropriate convene a Strategic Emergency Management Team.
- On activation of the plan by the **Controller** it is important that arrangements are in place to promptly call in those members of staff who are required to perform a role in response to the emergency.
- The first point of contact for the Controller will generally be the **Link Officer** who is responsible for administering the call-out of the required resources. They will initiate call-out either personally or through another facility such as call-centre.

Inform the Link Officer:

- what staffing you require to be called into the centre
- any essential information about the incident e.g. diversion routes
- on what number they can contact you with updates.

***In small scale emergencies the roles of Controller, Co-ordinator and Supervisor may be combined.***

## **The Controller cont'd**

For large, complex or Major Incidents the multi-agency command and control structure will be implemented with a Strategic Coordination Centre (SCC) being set up at Hampshire Constabulary Training Base at Netley. See Annex M for full details.

Attendance by all agencies and authorities involved will be required and the Controller will need to decide whether they or a Director will attend to represent the Authority.

The level of attendance will be by an executive level manager who has the authority to commit funds and resources if required.

# District Emergency Control Centre

## Link Officer

The **Link Officer** is responsible for administering the call out of the required resources as instructed by the Controller. They will initiate call out either personally or through another facility such as a call centre. Call out procedures may include the following:

- If out of hours, call out the key holder to open the District Emergency Control Centre (DECC).
- Contact District Council Liaison Officers to report to the scene of the incident, multi agency tactical command centres, rest centres etc as directed by the **Controller**.
- Contact Heads of Services as directed by the **Controller**.
- Contact the Council Communications Manager for media and information if required.
- Contact staff for the DECC (**Co-ordinator, Supervisors, Call Operators, Loggers & Plotters** etc).
- Contact other agencies for Liaison Officers as required.
- Notify Hampshire County Council Duty Emergency Planning Officer.

# District Emergency Control Centre

## The Co-ordinator

The Co-ordinator is responsible for the effective management and deployment of the Council's resources.

The role, if required, is to:

- Manage the District Emergency Control Centre (DECC) tactical response.
- Ensure communications are maintained between the Strategic Emergency Management Team (SEMT), if operating.
- Ensure contact is maintained with District Council Liaison Officers deployed to locations and other Council resources responding to the emergency.
- Provide regular briefings to the SEMT and DECC staff on the progress of the tactical/operational response.
- Ensure that health and safety considerations are applied to Council staff and contractors.

***In small scale emergencies the roles of Controller, Co-ordinator and Supervisor may be combined.***

# District Emergency Control Centre

## Assistant Co-ordinator

The Assistant Co-ordinator is an optional role, responsible for deputising for the Co-ordinator and managing the routine and standard elements of the Tactical Emergency Management.

The role, **if required**, is to:

- Ensure the information flow process is being completed, by recording details of actions assigned and completed on behalf of the Co-ordinator onto message forms.
- On behalf of the Co-ordinator, maintain frequent contact with the Council Liaison Officers deployed to locations and other Council resources responding to the emergency and ensure records are kept of their status and locations.
- Carry out regular briefings to the Supervisor, all DECC staff and any cells operating in the DECC on the overall progress of the tactical/operational response.
- Manage the DECC tactical response when the co-ordinator is unavailable.

***In small scale emergencies the role of Assistant Co-ordinator and Supervisor may be combined***

# District Emergency Control Centre

## Supervisor

Supervisors are essential to the smooth running of the District Emergency Control Centre (DECC). They should:

- Set up the DECC and distribute equipment.
- Ensure staffing and communications are set up in accordance with the Controller.
- Ensure staff understand the role(s) required.
- When all staff are in place and ready notify the Controller and switchboard.
- Ensure that any multi-agency incident control point, police control room, rest centre etc is notified that the DECC is operational and provide contact details to them.
- Supervise staff and processes in the DECC, paying particular attention to the accurate completion of messages, display boards and logs, **ensuring the information flow process is effective.**
- Be responsible for the welfare of staff in the DECC.

***In small scale emergencies the roles of Controller, Co-ordinator and Supervisor may be combined.***

# District Emergency Control Centre

## District Council Liaison Officer(s)

District Council Liaison Officers can be deployed to the multi-agency incident command/control point near to the emergency, at rest centres or any other location that may require Council resources, assistance or information. This is a key role in response management and information flow.

The role, if required, includes:

- Representing the Council at tactical multi-agency meetings.
- Providing advice and guidance on the response capability, including resource availability of East Hampshire District Council.
- Maintaining the flow of information between the multi-agency tactical incident control point, rest centre etc and the District Emergency Control Centre (DECC).
- Keeping written records of activities carried out.

***The Liaison Officer must be competent in the assistance and knowledge required and must be prepared to carry out a health and safety dynamic risk assessment at the scene of deployment.***

## District Council Liaison Officer cont'd

### When you receive the call:

- Keep written records of your activities
- Get an accurate brief of the situation from your Controller/Co-ordinator including:

Address of the incident	Type & Size of incident
Agencies involved	Evacuation in progress
Hazardous materials	Plume direction
Tactical Command Location / Rendezvous Point	Route Restrictions

- Confirm with Controller your specific role
- Implement your Health & Safety Policy e.g. Lone working, Dynamic Risk Assessment, PPE

### At the incident site...

- Keep written records of your activities
- Inform DECC of your arrival at the incident
- Report to Incident Commander at Tactical Command
- Provide DECC with initial situation report (sitrep)
- Represent Local Authority at Tactical multi-agency meetings
- Advise on the authority's response capability
- Maintain information flow between Tactical Command and the DECC

### What you may need...

ID Card	District Emergency Plan	Maps
Appropriate PPE	Contact Lists	<b>Badged High Vis Jacket</b>
Pens	Torch	Log Book
<b>Mobile Phone &amp; Charger</b>	Satellite Phone	

# District Emergency Control Centre

## Call Operator

Call Operators are responsible for dealing with all incoming calls into the District Emergency Control Centre (DECC).

The **Call Operator** will:

- Ensure the telephones are in place & have been tested.
- Obtain message pads & pens.
- Answer calls promptly.
- Write directly onto message forms to save time.
- Write legibly & accurately.
- Ensure they record the caller's name, role (if appropriate), location & telephone number.
- Confirm difficult spellings using the phonetic alphabet.
- Confirm the information provided & any locations.
- Ensure the message is timed & dated.
- Ensure the **Supervisor** collects the message promptly.

# District Emergency Control Centre

## Logger

It is important all key decisions are accurately logged with the time they are taken & the rationale. The running log will form the basis for briefings, reviewing decisions, providing feedback & responding to inquiries into the Local Authority's response to the emergency.

The main source for the log will be the information messages, formal meetings of the Tactical Management Team or when asked to record key decisions by the **Co-ordinator** or **Supervisor**. The **Logger** will:

- Maintain a running log of the key decisions made, when & the rationale behind them.
- Maintain the Message File.

# District Emergency Control Centre

## Plotter

Maps & state/display boards allow key managers to keep track of events & provide an effective briefing tool.

The **Plotter** will work closely with the **Logger**. The **Plotter** will receive information from the **Supervisor**. Once the **Plotter** has dealt with these they will be passed to the **Logger**. The **Plotter** will:

- Secure maps of the area affected (in most cases these will be provided through GIS systems).
- Keep the map(s) up to date with the latest information on the emergency e.g. the scene(s), affected zones, smoke plumes, diversions & activated Prepared Rest Centres.
- Update the state/display boards with important information about the emergency, actions required (together with their current status) & tracking the deployment of the Local Authority's resources.



# Emergency Contact Directory

**NOT FOR PUBLIC USE**

## **SCOPE OF PLAN**

### **2.1 Introduction**

- 2.1.1 Minor emergencies occur on a regular basis and are often dealt with by a responding organisation unaided or with limited assistance.
- 2.1.2 This is the case in most emergencies handled by the emergency services but occasionally the nature or severity of the incident will require an integrated approach utilising other agencies, which include District/Borough Councils.
- 2.1.3 All Local Authorities are Category 1 responders and provide a range of services which may be called upon, **at any time of the day or night** by other agencies as part of a response to an emergency. Whilst they are not an emergency service, the District Council response must be swift and co-ordinated with mobilisation of the Council's resources often at short notice.
- 2.1.4 In response to a major emergency the District Council will principally be required to:
- Support emergency services with resources – in most cases this will involve no more than the provision of services normally provided by the Council.
  - Look after the care and welfare of people.
  - Maintenance of the infrastructure.
  - Protection of the environment.
- 2.1.5 Once the emergency phase is over and moves to the recovery phase, depending on the type of emergency, the Council will take the lead role in remediation. See Section 3.2.2 for further details.

### **2.2 Aim**

- 2.2.1 The aim of this plan is to detail the District Council's emergency response and recovery management framework and the resources that may be deployed.

### **2.3 Objectives for a combined response**

- 2.3.1 All agencies that may be involved in emergency response and recovery at the local level will work to the following set of combined objectives:
- Saving and protecting life
  - Relieving suffering
  - Containing the emergency
  - Providing the public with warnings, advice and information

- Protecting the health and safety of personnel
- Safeguarding the environment
- Protecting property
- Maintaining and restoring critical services
- Promoting and facilitating self-help in the community
- Facilitating investigations and inquiries (e.g. by preserving the scene and effective records management)
- Facilitating the physical, social, economic and psychological recovery of the community and evaluating the response and recovery and identifying lessons learnt.

## 2.4 Definition of Emergency and its implications

2.4.1 An emergency is defined under the Civil Contingencies Act 2004 as **“an event or situation which threatens serious damage to human welfare in a place in the UK; an event or situation which threatens serious damage to the environment of a place in the UK; or war or terrorism which threatens serious damage to the security of the UK”**.

2.4.2 Implications for East Hampshire District Council may include:

- The establishment of the District Emergency Control Centre
- The need to dispatch a District Council Liaison Officer to the Multi-Agency Incident Control Point or other locations as necessary
- Significant media interest
- Responding to large volumes of public inquiries
- Displaced members of the public
- Disruption to normal services
- Establish and maintain round the clock working
- Pressure on resources
- Mutual aid to other local authorities.

2.4.3 In cases where an emergency involves more than one District or Borough, or if the incident is of a sufficient scale, consideration needs to be given to the co-ordination of resources at operational, tactical and strategic levels.(see part 3 page 2) This will necessitate discussions between each Chief Executive (or nominated officer) of the respective authorities involved and Hampshire County Council at the earliest stage of the incident.

2.4.4 If a multi-agency Strategic Command is established, Chief Executives (or nominated officers), in consultation with HCC, will decide what resources are allocated to Strategic Command from each authority to effectively staff the local authority cell and commit each authority's resources. The Chair of the Strategic Command Group (SCG) will decide what

expertise/representation is required at the SCG meetings from each organisation involved in the emergency response. The members of the Local Authority cell will decide which LA can best meet that representation requirement. This may include the presence of a Chief Executive (or nominated officer) from both the District Council and HCC. As the incident progresses and develops, the representation may need to be reviewed.

## **2.5 Notification of an Emergency**

2.5.1 Involvement or the support of the District Council may be instigated in the following ways:

- An emergency may originate from either of the emergency service control rooms or other category 1 or 2 responders.
- A senior officer involved at an incident may declare an emergency.
- The Chief Executive or nominated officer of the council may instigate an emergency.
- Hampshire County Council may instigate an emergency or request District involvement in support of an emergency.

2.5.2 Where notification of an emergency originates from the District Council, the emergency services and Hampshire County Council Emergency Planning Unit will be notified if appropriate.

## **2.6 Risk Management Statement**

2.6.1 Risk Assessments will form the foundation and basis of all deployments of resources and operations at every level. The resulting assessment will influence the levels of resourcing and the nature of the operation.

2.6.2 The health and safety of all persons committed to working in the DECC, Prepared Rest Centres, scenes of major incidents, other emergencies or locations is of paramount importance. The basic principles of health and safety must be observed and all personnel must be properly briefed on all hazards and risks associated with their role and the actions necessary to reduce those risks including the issue of personal protective equipment.

2.6.3 EHDC employees should always wear high visibility clothing when undertaking duties at the scene of emergencies or other similar locations or situations, or performing duties in severe weather conditions or where a risk assessment so dictates. A dynamic Risk Assessment may need to be carried out by District Council Liaison Officer(s) when deployed to locations.

2.6.4 At the scene of major incidents, responding agencies will put in place a cordon to restrict access to the scene of the incident e.g. Hampshire Fire and Rescue Service, Hampshire Constabulary, local authorities etc.

- 2.6.5 Access to inner cordons, which are seen as high risk areas, will be clearly marked e.g. red and white striped tape for HFRS, and will be strictly controlled. Before entering, permission must be obtained, safety concerns identified, safe work practices employed, and correct personal protection equipment used. All persons entering cordons will be briefed on the primary hazards, the recognised risks to personnel, the control measures in force and any evacuation arrangements. If not fully satisfied with the level of protection afforded to the person seeking entry, that person will not be admitted to the inner cordon.

## **2.7 Community Risk Register (CRR)**

- 2.7.1 Category 1 responders are required by statute to undertake risk assessments for hazard categories which are published by the Cabinet Office Civil Contingencies Secretariat. The risk assessments and hazard categories together support the Community Risk Register which is prepared for the Hampshire and Isle of Wight Local Resilience Forum, the Forum is based on the Hampshire Constabulary area. The process identifies the priority order for producing either new or updating existing plans. The Community Risk Register is part of a library of risk registers in that there is a Regional Risk Register and a National Risk Register. A further risk register has been created, at District level, which supports the plans process and this Plan. See section 2.9 below. The current Community Risk Register can be found at [www.hiow-localresilienceforum.or.uk/index/communityriskregister.htm](http://www.hiow-localresilienceforum.or.uk/index/communityriskregister.htm)

## **2.8 Community Profile**

- 2.8.1 The Community Profile consists of two elements. The first is the description of the Authority, normally contained in the Authority's web site description of the area covered, giving geographical and topographical information and also using information from the 2001 Census to illustrate the make up of the Community. The second element is the information collated by the Emergency Planning Unit, for use with GIS systems, and contains comprehensive risk premise/location details for use in informing the risk assessment process but also rapid assessment of an area when responding to and recovering from emergencies. It contains details of, as a small example, hospitals, schools, care homes for the elderly and those with special needs, farms and fuel retail stations.
- 2.8.2 When responding to an emergency the needs of vulnerable groups must be considered. Much can be done in advance to identify those who may be vulnerable in the EHDC area and the help of HCC Adult and Child Services, Faith Groups, and Health partners may be needed to identify others living in the community at the time of an emergency. This requires the Community Profile to be maintained as a dynamic information system to ensure an effective response to an incident.

## **2.9 District Risk Register**

- 2.9.1 Like the Community Risk Register, on which it is based, the District Risk Register is a dynamic document and will be maintained and updated on a regular basis in order to capture changes within the area. As such it forms the basis for the EHDC emergency planning process.

## **2.10 Business Continuity Management (BCM)**

- 2.10.1 An emergency is likely to impact on the Council's ability to deliver its normal services. The Strategic Emergency Management Team will need to assess the impact on normal business, and implement BCM plans where necessary.

## **2.11 Mutual Aid**

- 2.11.1 A Mutual Aid protocol for the shared use of resources in an emergency has been agreed by legal representatives and Chief Executives of all Hampshire and Isle of Wight local authorities. This protocol is based on national guidance and is a "non legally binding agreement" Those authorities wishing to request mutual aid can access the document via their Chief Executive.

## **2.12 Human Rights Statement**

- 2.12.1 Consideration has been given to the compatibility of this plan and related procedures with the Human Rights Act; with particular reference to the legal basis of its precepts; the legitimacy of its aims; the justification and proportionality of the actions intended by it; that it is the least intrusive and damaging option necessary to achieve the aims; and that it defines the need to document the relevant decision making processes and outcomes of action.
- 2.12.2 In the application of this plan the District Council will not discriminate against any persons regardless of sex, race, colour, language, religion, political, or other opinion, national or social origin, association with national minority, property, birth or other status as defined under Article 14, European Convention Human Rights.

## **THE NATIONAL EMERGENCY MANAGEMENT FRAMEWORK**

### **3.1 General**

3.1.1 This section outlines the nationally agreed management framework for response and recovery of an emergency both at the scene of an incident and also in the wider context.

3.1.2 Within the nationally agreed framework of Emergency Command and Control, the Council's level of response to an emergency will be determined by the Chief Executive or nominated officer in consultation with other agencies where appropriate. The response, staffing levels and roles will be that necessary to effectively and efficiently meet the Council's responsibilities on the information available at any given time during the emergency situation.

### **3.2 Incident Phases and Co-ordination**

3.2.1 There are usually two phases to incidents:

- **Response Phase** – Encompasses the actions taken to deal with the immediate effects of the emergency. In most cases this is likely to be relatively short and last for a matter of hours or days – where reasonably practicable, rapid implementation of arrangements for collaboration, co-ordination and communication will be implemented. Response encompasses the effort to deal not only with the direct effects of the emergency itself (e.g. fighting fires, rescuing individuals) but also the indirect effects (e.g. disruption, media interest). **During the response phase the Police will normally exercise overall co-ordination.**

3.2.2

- **Recovery Phase** – Recovery should also be an integral part of the combined response from the beginning. It addresses the enduring human, physical, environmental, social and economic consequences of emergencies. At the conclusion of the response phase, overall co-ordination will, in most cases, pass to the local authority with the emergency services, voluntary agencies, private sector and the wider community providing support. This phase could take months or even years. **The Chief Executive (or nominated Officer) will provide overall co-ordination during the recovery phase.**

Further information on the recovery phase can be found in the Hampshire County Council Major Incident and Community Recovery Plan

3.2.3 The response phase is likely to end when the Police consider that there is no further danger to life or property and that adequate arrangements have been established to investigate the incident. At this stage a formal handover from the Police to the local authority will take place.

### 3.3 Management Framework

3.3.1 The national generic management framework identifies three tiers of Command and Control in emergency response and recovery.

Operational – Bronze level

Tactical – Silver level

Strategic – Gold level

The levels required will be dependent on the severity of the incident and the required response of the organisation(s) involved. In some cases one organisation's response will of necessity be at a higher level to other organisations involved in the same incident.

3.3.2 **Operational** is the level at which the “hands-on” work is undertaken at the site(s) of the emergency or other affected areas. Responding personnel concentrate on specific tasks within their own area of responsibility. Individual agencies retain full control of their resources. This is usually operational personnel working within their usual disciplines and practices but often at a heightened level of demand e.g. emergency services and council staff responding to deal with the incident at the scene.

3.3.3 **Tactical** is the level which ensures that the actions taken at the operational level are co-ordinated and integrated in order to achieve maximum effectiveness and efficiency. The Tactical level response will normally operate from an incident control point near to the scene of the incident. If there is more than one scene of incident it may be necessary to establish more than one Tactical control. DECCs operate as a Tactical control for council emergency planning response and resource allocation.

3.3.4 **Strategic** is invoked when an event or situation has an especially significant impact or substantial resource implications, involves a large number of organisations or lasts for an extended duration.

3.3.5 Emergencies can place considerable demands on resources and significant challenges in terms of business continuity management. They may also have long-term implications for communities, economies and the environment, all of which require the attention of top-level management. The Strategic level response may be:

- multi-agency (Strategic Co-ordinating Group) and normally co-ordinated by the Police for the emergency response phase and will be based at Netley Police Training Headquarters, or
- as the Strategic Emergency Management Team structure if the Chief Executive considers it appropriate at the District Emergency Response Level.

N.B. There should only be one Strategic Level operating at any one time in relation to the same incident to ensure a combined and co-ordinated response across all responding agencies.

- 3.3.6 The requirement for strategic management may not apply to all responding agencies owing to differing levels of engagement. However, emergencies are invariably multi-agency and rarely remain within the ambit of a single agency. It may, therefore, be appropriate for an agency not involved at Strategic level nevertheless to send Liaison Officers to meetings of the Strategic Co-ordinating Group (SCG) at Netley Police Training Centre.
- 3.3.7 The SCG must comprise representatives with the appropriate mix of seniority and authority in order to be effective. Whenever possible, representatives should be empowered to make executive decisions in respect of their organisation's resources. See annex M for full details of Strategic Command.

## **EAST HAMPSHIRE COUNCIL DISTRICT RESPONSE**

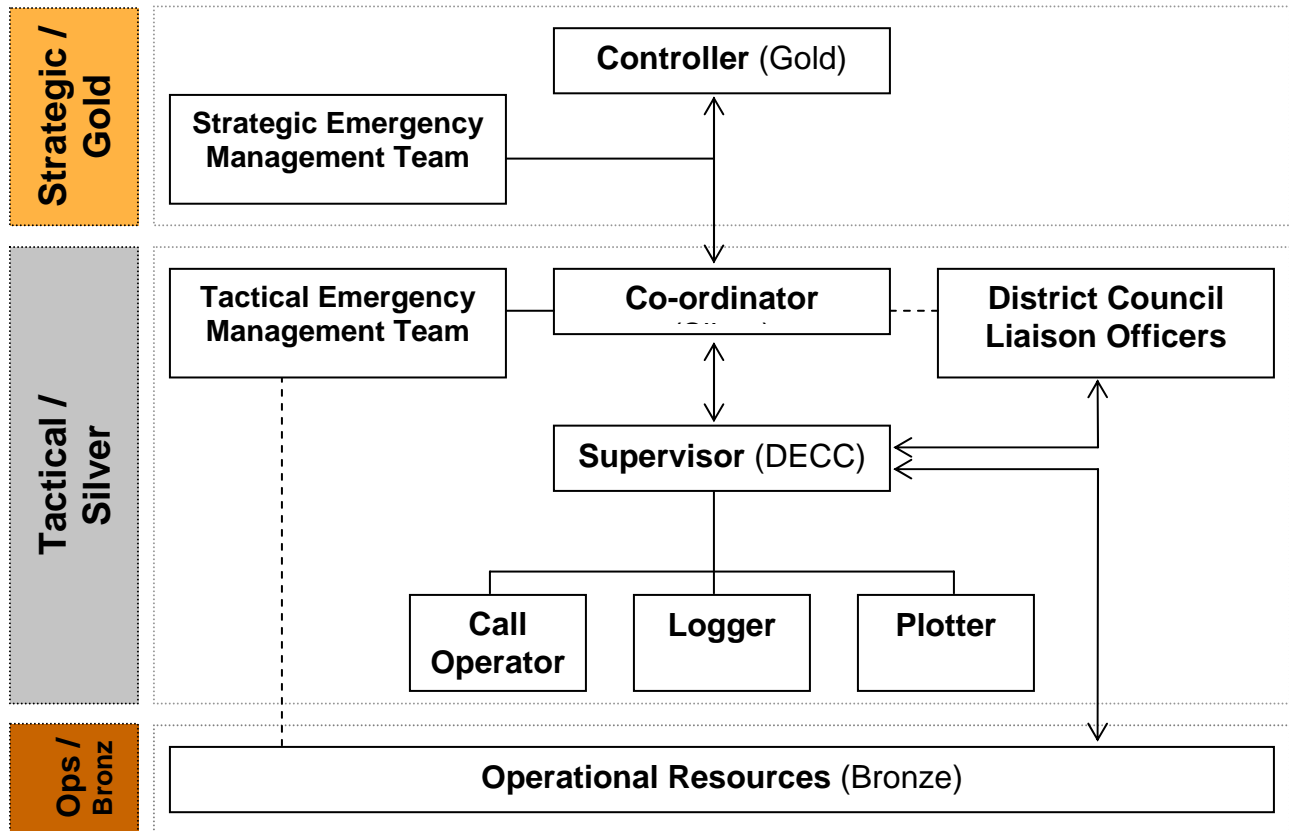
### **4.1 General**

- 4.1.1 The responsibility to activate the District Emergency Response Plan lies with the Chief Executive or nominated representative.
- 4.1.2 Management levels, staffing levels, roles and functions required to deal with the incident will vary depending on the nature, type and severity of the incident. What may be a major incident for one organisation may not necessarily have a major impact on another organisation. Accordingly, the Council's level of response to an emergency will be determined by the Chief Executive or nominated officer in consultation with other agencies where appropriate. The response, staffing levels and roles will be that necessary to effectively and efficiently meet the Council's responsibilities on the information available at any given time during the emergency situation.
- 4.1.3 This section outlines the options available which could be put in place dependent on the significance of the incident in terms of scale, impact or complexity. For less significant emergencies or incidents a relatively simple response may be adequate. In cases of doubt the deployment of District Council Liaison Officers to obtain further information can be considered.
- 4.1.4 The District may also be notified and placed on standby, whilst an assessment of the emergency is made.

### **4.2 EHDC Emergency Management Structure**

- 4.2.1 **Diagram 1** shows the full response levels that can be activated for all three levels of Command and Control. As it is only likely in very serious incidents it is rare that all three levels are activated in a District Council incident. The more likely and usual response from the District will be at the Tactical and Operational level.

4.2.2 Diagram 1



**4.3 Activation of the District Council Emergency Response Plan**

4.3.1 On receipt of a call the Chief Executive or nominated officer should ascertain the nature and extent of the emergency and the type of assistance required and decide the appropriate Council response. If it is decided to activate the District Council Emergency Response Plan, then the appropriate Council response, staffing levels and roles can be chosen from the options contained in this section.

**4.4 Establishing the District Emergency Control Centre**

- 4.4.1 The role of the District Emergency Control Centre is to support the tactical management of the Council's emergency response by:
- Providing a working environment for the Council's Tactical Emergency Management Team and other agencies Liaison Officers
  - Recording, assessing and actioning all information relating to the incident

- Managing the deployment of Council resources
- Acting as point of reference and contact for communications with external responding agencies
- Act as a point of reference and contact for Council staff and departments.

#### **4.5 Location of DECC**

- 4.5.1 The EHDC Emergency Control Centre will be established in the Rother and Wey Rooms, East Hampshire District Council, Penns Place, Petersfield, Hampshire, GU31 4EX. The communications bench is located behind the shutter in the Rother Room

#### **4.6 DECC Communications**

- 4.6.1 The telephones points are located in the ceiling of the Wey room, a step ladder to access these can be found in the Rother cupboard adjoining the Leader's office(orange key). Please do not stand on tables or chairs. The tables in the Wey Room can be moved to suit whatever layout is required.
- 4.6.2 There are three separate systems available, direct line, extensions of the EHDC switchboard and the emergency switchboard (please see Contact Directory for details).

**Direct Line** – (see contacts directory) this by-passes the switchboard and goes to a red handset in the office of the Chief Executive's PA. This would be used as the initial contact during working hours. Once the control is set up, the number becomes available for in or out going calls. It is a direct line and therefore does not require 9 for an outside line(located in the Wey room).

**Extensions of switchboard** – four extensions are available in the control centre (see contacts directory). Handsets on this network are red and located in the Wey room.

**Emergency switchboard** – situated on the communications bench in the Rother Room is a totally independent switchboard for emergency use only. It has four BT lines and ten extensions.

- 4.6.3 The extensions of the emergency switchboard are divided into cream and black handsets, the first for general use, the second for incoming calls only. The black handsets can be used normally or with headsets.
- 4.6.4 To answer the incoming calls headset in normal mode simply pick up and speak, to end the call press "line break". Alternatively when using the phone in headset mode press the "headset" button to answer and press "line break" and "headset" to finish the call.

4.6.5 “Night Service” – generally the emergency switchboard will be left in the “night” mode, this will route all incoming calls to the incoming calls desk (4327/4328). The normal mode can be obtained by pressing the “night” button until “night” disappears from the display.

4.6.6 The emergency switchboard control console can be used if sufficient people are available to operate it. Calls are directed by pressing the answer key, dialling the extension number required and pressing the release key.

4.6.7 **Internal calls** – between extensions can be made at any time by dialling the relevant four figure number. You can not direct dial an EHDC extension from an emergency extension and vice versa.

**Outgoing calls to BT numbers** – 4327/ 4328 are available for incoming calls only but all other extensions call dial out using 9 to get an outside line.

4.6.8 **Fax** - Fax relies on the telephone network being available but can be very useful in an emergency. The main fax can be provided by plugging portable machine into the extension listed in the contacts directory. Other fax machines can be easily obtained and connected to a free telephone outlet. The main Council fax can also be used on 01730 267366.

4.6.9 **Raynet**-The radio equipment is located behind the shutter in the Rother Room.It is a permanent set up and should only be operated by trained Raynet volunteers

4.6.10 **Satellite phones**-EHDC has two satellite phones which are kept on permanent charge behind the shutter.Instructions on how to use the systems are kept with the phones.Telephone numbers can be found in the Contacts Directory.

4.6.11 **The Main Switchboard and Reception Area.** During an incident the main switchboard will either continue to operate or be activated to conduct normal Council business as well as the additional information traffic generated by the emergency. The Emergency Services and EHDC staff involved in the incident will be using the confidential numbers to access the Emergency Control via the Emergency Exchange. However, all calls from the Media and the Public will be taken by the main EHDC switchboard which will be the first and sometimes only interface with members of the media and public seeking information. Incoming calls could be on any subject and the caller’s needs will have to be identified before deciding where to place the call. Calls should be handled as follows:

- 4.6.12 **Calls on normal Council business:** put through to the Service Teams or officer who normally handles such business.

**Calls for which you have a standard answer provided** relay the standard answer to the caller.

- 4.6.13 **Calls concerning casualties:** If set up give the caller the Police Casualty Bureau number. If not, casualty inquiries should be referred to the Police in the first instance, using phone numbers to be advised on the day. **Do not try** to answer casualty questions **under any circumstances**.  
**Calls from the Media:** pass through to the Communications Team.  
**Any questions you cannot answer:** pass through to the Communications Team.

- 4.6.14 Internet access is available via two computers in the DECC. Should outside agencies need to access the internet from their own equipment in the DECC, instructions cards are provided to explain how to do this.

#### **4.7 Staffing and Roles within the DECC**

- 4.7.1 The following paragraphs detail the individual roles that can be deployed within the DECC. Which roles are required, how many staff are required to carry out the roles, or whether one member of staff can cover more than one role will depend on the nature of the incident. Initially it will be for the Controller to determine the most effective staffing levels – these can be adjusted as the incident progresses.

- 4.7.2 **Controller**  
(See part 1 page 7)

- 4.7.3 **Link Officer**  
(See part 1 page 8)

- 4.7.4 **The Strategic Emergency Management Team (SEMT)**  
The Strategic Emergency Management Team is staffed by specialist personnel able to strategically assist, inform and advise on the nature of the emergency and required expertise to better enable the Controller to make informed strategic response decisions. They could be based at the Strategic Command Centre at Netley if activated or at Penns Place if the strategic response is solely limited to East Hampshire District Council.

Responding to an emergency will inevitably entail expenditure over and above normal budgets. It is therefore crucial that all expenditure associated with the response to an incident is clearly identified and recorded. To achieve this it is important that the Business Director is notified at an early stage to establish a dedicated cost centre and financial controls. It may be appropriate for the Business Director to form part of the SEMT.

The role of the SEMT, if required, is to:

- Formulate the Council's strategic response
- Plan for the recovery phase if needed
- Oversee business continuity arrangements to maintain critical and where appropriate normal council services
- Ensure financial procedures are implemented in relation to the incident.

#### **4.7.5 Communications Officer(s)**

The news media remain the primary means of communication with the public in an emergency situation. Head of Communications and Policy will be responsible for media releases on behalf of East Hampshire District Council.

The role, if required, is to:

- Ensure compliance with the Local Resilience Forum Media Plan and provide advice and information to the Tactical Emergency Management Team and/or Strategic Emergency Management Team
- Communicate with local media
- Communicate with communities
- With the Chief Executive or nominated officer identify a spokesperson
- Arrange press conferences as appropriate
- Monitor local radio/television/press
- Keep Customer Services units updated with information
- Update the Council's website with information
- Provide a point of contact for the Council's Communications Manager at the Multi-Agency Strategic Co-ordinating Group at Netley (if activated)
- Where requested by the SEMT to provide staff and Councillors with updates.

The media and public information plan is referred to in Annex B.

#### **4.7.6 Co-ordinator**

(See part 1 page 9)

#### **4.7.7 Assistant Co-ordinator**

(See part 1 page 9a)

#### **4.7.8 The Tactical Emergency Management Team (TEMT)**

The Tactical Emergency Management Team is staffed by specialist personnel from the Council and/or other responding agencies who can

provide expert advice in managing and resourcing the emergency response. They plan the operational response and assist, inform and advise the Co-ordinator on the operational response and resources required.

The role, if required, is to:

- Implement any strategic policy or directive
- Manage and oversee the operational response
- Determine priorities in allocating resources
- Obtain further resources as required
- Plan and co-ordinate when tasks will be undertaken
- Assess prevailing risks/threats and implement appropriate risk reduction measures.

**4.7.9 District Council Liaison Officers**

(See part 1 page 11 & 11a)

**4.7.10 Supervisor**

(See part 1 page 10)

**4.7.11 Call Operator**

(See part 1 page 12)

**4.7.12 Logger**

(See part 1 page 13)

**4.7.13 Plotter**

(See part 1 page 14)

**4.8 DECC Equipment**

Kept in the cupboard in the Rother Room

**4.8.1**

Message Trays x 8  
Message pads  
Action State Boards  
Personnel Log On Sheets  
Maps  
Stationary  
Plans  
Grab Bag ( Re Gold)  
Loud Hailers x 2  
Telephones x 5 for use in the Wey Room  
Telephone extension leads x 7

**4.8.2 Equipment kept behind shutter in Rother room**

Telephones x 2

Telephone headsets x 2  
Satellite phone x 2  
Raynet radio equipment  
Portable radio x 1

#### 4.8.3 Equipment kept in Rother room

White boards(3) and maps can be found in the Rother room and should be positioned where ever they are required.  
A plasma screen and laptop to present GIS results is obtainable through the facilities team.  
2 Computers

#### **4.9 Administration systems for DECC**

It is important that accurate records are kept throughout the period of the response and recovery phase. Accurate records will:

##### 4.9.1

- Serve as a true record of events
- Act as personal aide-memoir
- Assist decision making
- Facilitate handovers of responsibility
- Provide a health and safety record of personnel
- Help with advice, warning and informing
- Aid in the compilation of post operational reports and cost capture
- Be available for both debriefs and subsequent inquiries.

##### 4.9.2

All requests for assistance and information received within the DECC should be accurately recorded. All meetings of the SEMT, TEMT and other groups that may be established must be properly recorded. Key decisions must be recorded to include the rationale for making the decision. A personal log may be maintained by all staff involved with decision making and deployments if required.

#### **4.10 Stand Down Procedures**

##### 4.10.1

There may be a period between the cessation of emergency response action by the emergency services and the return to normality when the emergency services will withdraw and hand over to the District Council. Depending on the nature of the emergency this period may be short or prolonged and the need to staff the DECC will be a matter for judgement on the circumstances.

##### 4.10.2

Any change of control arrangements and/or the end of the local authority input to the emergency should be notified to all relevant agencies, the East Hampshire District Council switchboard, Customer Services, Corporate Services and those providing internal cover. The District Council will then revert to normal work procedures.

#### **4.11 Post Incident Reports**

- 4.11.1 As soon as is reasonably practical, Heads of Services are to forward a brief synopsis of the actions taken by their Services, together with observations and recommendations for improvements, to the District Council Emergency Planning Liaison Officer.
- 4.11.2 All logs, records etc are to be passed to the District Council Emergency Planning Liaison Officer who will produce a first report for consideration by the Chief Executive and Directors, which will include:
- A chronology of events and actions
  - A summary of reports by Deputies and Heads of Services
  - Draft recommendations for improving the effectiveness of the Council's emergency response.

This will be done in liaison with the Hampshire County Council Emergency Planning Unit where necessary.

# ANNEX A

## COMMUNICATIONS

### A.1 General

A1.1 This Section describes the general communication arrangements for the DECC

### A.2 Switchboards

A.2.1 Normal contact with the Council is via the switchboard or Customer Services. If an emergency is likely to generate significant calls into the Council both from the public and from other agencies then the switchboard etc will only deal with normal Council business. Any calls relating to the Council's response to the emergency will be forwarded to the telephone operators in the DECC (if operational).

### A.3 Emergency Call Handling

A.3.1 All calls into the DECC must be properly processed and recorded. It is important that each one passes through one of the dedicated incoming call numbers where Call Operators can record the details of the call and the information.

### A.4 Mobile Telephones - ACCOLC

A.4.1 The Civil Contingencies Secretariat has changed the ACCOLC system to the MPTAS system. The criteria for entitlement of users to the system has a clear focus and only those members of the Authority who meet the definition below will be permitted to register for an MTPAS SIM card.

#### A.4.2 Entitlement Criteria (Civil Contingencies Secretariat guidance)

The holder of an MTPAS SIM card **must** be **either** someone who is designated, and is able to substantiate, as having an **operational role at the scene** of a major incident or emergency, **or** be required to **directly support** those with an operational role at the scene of an incident at a tactical or strategic level **within the geographical area of the incident**.

Only those mobile phones used under a contract with the entitled organisation can be registered for MTPAS SIM card **and** for the holder of a role that is undertaken **at the scene of an incident, not to support an organisation's own business continuity (BC) or disaster recovery (DR) plans**. This policy will both reduce the number of Privileged Access phones applied for, and those in operation.

It is likely that many of the original phone users who were registered for ACCOLC, will not meet the entitlement criteria, and their phones will be

denied access to the MTPAS. It is also a possibility that if an ACCOLC SIM in a non qualifying user phone is deactivated remotely, that the phone may cease to function. In this instance a service suppliers SIM should be sourced to replace to deactivated one.

The Telecommunications Sub-Group will coordinate the scheme for all organisations entitled to hold MTPAS SIM's in Hampshire and Isle of Wight Local resilience Forum area.

In the past the HCC EPU has collated all requests for ACCOLC however this is not necessary. With the introduction of the MTPAS scheme administration is simplified with each District Authority managing and administering the registration and SIM activation themselves. The phones which require registration are all owned by District Authorities and as they would operate on several networks, self administration will provide a clear direct route for when problems occur or amendments are required.

The MTPAS system is programmed to go live by the beginning of August 2009.

## **A.5 Satellite Telephones**

- A.5.1 The Council is equipped with two satellite telephone, which will provide emergency communications in the event of telephone failure. These are located in the Rother Room behind the shutter.

## **A.6 Radio**

- A.6.1 East Hampshire District Council does not have a radio control facility that can be utilised for control purposes at the DECC. The services of RAYNET can however be utilised for this purpose (see Annex G paragraph G.3.5)

## **A.7 Internet**

- A.7.1 EHDC will use their website homepage to highlight any emergencies that are currently taking place and to advise the public.
- A.7.2 The website also has an area dedicated to Emergency Planning, which provides information about the Council's responsibilities and the actions it will take.
- A.7.3 Hampshire and Isle of Wight Local Resilience Forum have produced a website which can also display information to the public from all responding agencies, including details on emergency planning work and current incidents. Details can be found at:  
[www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk)

# ANNEX B

## MEDIA RESPONSE

### **B.1 General**

- B.1.1 Good public communication is vital to the successful handling of an emergency. The news media remain the primary means of communication with the public in an emergency situation.

### **B.2 Media Plan**

- B.2.1 The Civil Contingencies Act requires a co-ordinated response to the media when dealing with major incidents and emergencies. All responding agencies must work together. The key communications objective must be to deliver accurate, clear and timely advice to the public so that they feel confident, safe and well informed.
- B.2.2 Best practice in Hampshire and the Isle of Wight has historically ensured that the media response has been co-ordinated but this arrangement is formalised by the Hampshire and Isle of Wight Local Resilience Forum Media Plan for major incidents. A copy of the plan (less contact information) can also be viewed at <http://www3.hants.gov.uk/mediaplanmajorincidents.htm>.
- B.2.3 All District Councils in Hampshire have agreed to comply with the plan and are included in the activation arrangements. Copies of the plan have been distributed.
- B.2.4 East Hampshire District Council's Communications Officers have been briefed on the plan and a Communications Officer or nominated media representative should be sent to the multi-agency media cell either at Gold or Silver as directed, and at the DECC to support the Council's response. Their role is to assist in the preparation and dissemination of media and public information. They should also ensure that management team based at the District Council are kept updated on all press releases and the advice and information provided to the public as soon as possible.

# ANNEX C

## ROLE OF DISTRICT COUNCIL DEPARTMENTS

### **C.1 General**

C.1.1 The tasks undertaken by departments in support of the emergency response will depend on the characteristics and nature of the emergency. However they are likely to include:

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

### **C.2 Responsibilities of EHDC Departments in an emergency**

- Human Resources
- Communications and Policy
- Democratic Services
- Housing and Property
- Transport
- Economic Development
- Leisure Services
- Customer Services
- Information officer
- Legal Services
- Central Purchasing
- Internal Audit
- Accountancy
- Risk Insurance
- Parking
- Cemeteries
- Waste
- Engineering
- Building Control

- Cleansing
- Grounds Maintenance
- Environmental Health
- Corporate Health and Safety
- Cemeteries
- Waste
- Engineering
- Building Control
- Cleansing
- Grounds Maintenance
- Environmental Health
- Corporate Health and Safety

# **ANNEX D**

## **ROLE OF ELECTED COUNCILLORS**

### **D.1 Role of Elected Members**

- D.1.1 The role of the Elected Member is to provide reassurance, information and advice to those affected by the emergency and to feedback on issues of concern affecting the community as a whole.
- D.1.2 Councillors are asked to refer any requests for information or advice (in addition to the brief they have received) to the Tactical Emergency Management Team.
- D.1.3 Care should be taken to ensure that this important activity is in harmony with other Category 1 Responders and does not cut across their efforts to respond to or recover from the emergency.

# ANNEX E

## **ROLE OF EMERGENCY SERVICES AND OTHER CATEGORY ONE RESPONDERS**

### **E.1 General**

E.1.1 This section gives a brief overview of the role of the Emergency Services and other Category 1 Responders in an emergency.

### **E.1.2 Hampshire Constabulary**

- Saving of life in conjunction with the other emergency services.
- Co-ordination of the emergency services and other support organisations.
- Protection and preservation of the scene.
- Investigation of the incident, in conjunction with other investigative bodies where applicable.
- Collation and dissemination of casualty information.
- Identification of the deceased on behalf of HM Coroner.
- Restoration of normality at the earliest opportunity.

### **E.1.3 Hampshire Fire and Rescue Service**

- To save life which includes the rescue of persons trapped by fire, extrication from road traffic crashes, collapse of structures and inland water rescue.
- Prevent further escalation of an incident by controlling or extinguishing fires.
- Recommend exclusion zones and make safe any release of chemicals or contaminants.
- Responsible for control of access to the inner cordon, with the assistance of the Police, and to ensure that persons entering that cordon are correctly briefed and have the correct level of Personal Protective Equipment.
- Assist with the mitigation of flood damage and where practicable remove flood water.
- Mass decontamination in consultation with the ambulance service.
- Assist the Ambulance Service with casualty handling and Police with body recovery.
- Liaise with other emergency services, agencies and local authorities and where necessary exchange information.

#### **E.1.4 South Central Ambulance Service NHS Trust**

- Primary priority is to sustain life through effective emergency treatment at the scene:
  - Determine priority for release of trapped casualties and treatment.
  - Determine and alert the main receiving hospitals for the injured.
  - Determine priority of transportation and to which hospital.
- Co-ordinate the on-site NHS Response.
- Alert other health related services including the PCT's, CPHP, NHS
- Provide an Ambulance Incident Officer (AIO) to assume overall responsibility for the work of the service at the scene.
- Decontamination of casualties.

#### **E.1.5 Maritime and Coastguard Agency**

- To control and co-ordinate the response to major maritime emergencies until such time as the emergency is closed or has become a mainly land based operation.
- To mobilise, task and co-ordinate declared and additional Search and Rescue (SAR) facilities, which include:
  - RNLI and other lifeboats.
  - Military SAR and other rotary and fixed wing aircraft through the military Aeronautical Rescue Co-ordination Centre (ARCC).
  - HM Coastguard resources including boats, vehicles, beach, mud and cliff rescue teams.
  - Vessels and support units in the vicinity.
  - Foreign SAR resources.
  - Port Authority and associated resources, e.g. tugs, pilot vessels, etc.
- To nominate as necessary:
  - On-scene Co-ordinator (OSC).
  - Aircraft Co-ordinator (ACO).
- To alert other relevant emergency services local authorities and organisations.
- To provide communication lines as required for the other emergency services, shore based authorities and organisations.
- To request in consultation with the military ARCC, the establishment of a surface temporary danger area (TDA) and if necessary a temporary air exclusion zone (TEZ) for aircraft.
- To arrange the embarkation of survivors and casualties to nominated landing points. To agree with the Police the location for landing any deceased.
- To provide Maritime Rescue Co-ordination Centre (MRCC) facilities for Liaison Officers from the emergency services, harbour authority, local authorities and, if appropriate a shipping company representative.

- To terminate Maritime SAR operations in consultation with others as necessary.
- To keep the Secretary for Department for Transport informed of development via the MCA headquarters in Southampton.
- To provide an early warning system for oil, chemical and other forms of sea and coastal pollution, including the alerting of the Regional Operation Manager Counter Pollution and Salvage (ROM-CPS) of the MCA, and local authorities.
- To assist with counter pollution and clean up by providing co-ordinating facilities and communications.

#### **E.1.6 Health**

- Acute hospitals with major accident and emergency departments which are designated as receiving hospitals will receive casualties and provide general support and specialist healthcare.
- Acute hospitals which are not designated as receiving hospitals will provide support to designated hospitals by accepting patient transfers, providing staff, equipment etc.
- Ambulance trusts are responsible for providing paramedic services at the scene, patient transport from the scene and generally (e.g. for transfers between hospitals). Ambulance Trusts also co-ordinate arrangements to provide Medical Incident Commanders (MICs) and, where necessary, Mobile Emergency Response Teams (MERITS) at the scene of an incident
- The Medical Incident Commander, working with the Ambulance Incident Commander, will provide overall leadership of the NHS response at the scene of an incident.
- Primary Care Trusts (PCT's) either individually, or through a lead PCT, depending on the scale of an incident, provide overall co-ordination of the NHS response to an emergency. They will also deploy their own services in support of acute hospitals.
- Strategic Health Authorities provide, for larger scale emergencies, overall co-ordination of the NHS response, including providing the Health Management Team at the Strategic Co-ordination Centre.
- The Health Protection Agency provides scientific / medical information and specialist advice on public health during an emergency. It leads and co-ordinates the Health Advice Team at the Strategic Co-ordination Centre.

#### **E.1.7 Environment Agency**

- Primary responsibility is to prevent or minimise the impact of the emergency on the environment.
- In a flood event issue flood warnings and operate flood defence assets to protect communities at risk.
- Prevent/ control and monitor the input of pollutants to the environment.
- Regulate and provide advice on the transportation and disposal of waste.

- Assist local authorities with clean-up equipment and personnel.
- Facilitate liaison and co-operation of advice between Conservation Agencies and authorities.
- Investigate the cause of incidents and the subsequent effects on the environment.

# **ANNEX F**

## **ROLE OF HAMPSHIRE COUNTY COUNCIL**

### **F.1 General**

F.1.1 This section gives a brief overview of the role of Hampshire County Council in an emergency.

### **F.2 Role of Hampshire County Council (HCC)**

F.2.1 HCC can provide support for the Emergency Services, the District Council and arrange for County Council resources to be available in the event of an emergency.

F.2.2 The HCC Major Incident and Community Recovery Plan contains details of the specific roles and responsibilities of HCC departments and resources in an emergency.

F.2.3 In cases where an emergency involves more than one District or Borough, or if the incident is of a sufficient scale, consideration needs to be given to the co-ordination of resources at operational, tactical and strategic levels. This will necessitate discussions between each Chief Executive (or nominated officer) of the respective authorities involved and HCC at the earliest stage of the incident.

F.2.4 If a multi-agency Strategic Command is established, Chief Executives (or nominated officers), in consultation with HCC, will decide what resources are allocated to Strategic Command from each authority to effectively staff the local authority cell and commit each authority's resources. The Chair of the Strategic Command Group will decide what expertise/representation is required at the SCG meetings from each organisation involved in the emergency response. The members of the Local Authority cell will decide which LA can best meet that representation requirement. This may include the presence of a Chief Executive (or nominated officer) from both the District Council and HCC. As the incident progresses and develops, the representation may need to be reviewed.

F.2.5 HCC will provide a point of contact to receive alerts and warnings, and if appropriate will pass this information to the District Council.

### **F.3 Adult Services Department and Children's Services Department**

F.3.1 HCC have statutory duties to provide care to those in the community with identified needs. This will continue during an emergency situation, particularly where it is necessary to provide assistance to vulnerable individuals or groups, promptly.

F.3.2 In addition to maintaining their statutory responsibilities, some staff have been trained for specific roles in an emergency. They are known as 'ASSIST Teams' and their roles are:

- Rest Centres - To manage Prepared Rest Centres and provide teams to staff the centres.
- Help Line – To be on hand at the HCC emergency help line to provide immediate welfare and support to distressed callers.
- Family Liaison Officers – To work with the police and provide longer term support to the families of victims.
- Survivor Reception Centres – To provide support at Survivor Reception Centres.
- Friends and Families Reception Centres – To provide support at Friends and Families Reception Centres.

#### **F.4 Environment Department**

F.4.1 The Environment Department has three main functions in an emergency:

- Transportation
- Highways
- Waste and Environment

#### **F.4.2 Transportation**

To arrange the provision of transport (buses/coaches/mini buses) for displaced persons in the event of an emergency requiring the evacuation of a significant number of people. This would be achieved through arrangements with Bus and Coach companies. District may be asked to assist with transport arrangements where they have access to mini buses etc.

#### **F.4.3 Highways**

Hampshire County Council Highways have a duty to maintain the public highway for safe pass and repass in the county area. Whilst there may be some demarcation of responsibilities in individual Districts, where an emergency has occurred and it is necessary to maintain the highway infrastructure, Hampshire County Council Highways will respond and deal with the situation irrespective of which District Authority has responsibility for that particular highway.

Unitary Authorities and the Highways Agency (Motorways) will retain management responsibility for their own networks. Existing working arrangements through respective Traffic Managers will provide for the co-ordination of cross border incidents.

#### **F.4.4 Waste and Environment**

The Environment Department, through its service providers respond to an emergency to ensure the safety of people and property. This includes:

- Providing advice on environmental implications and ecology.
- Management of waste disposal and recycling on both a temporary and permanent basis across the county e.g. temporary storage for oil clear up.

F.4.5 The Environment Department will be available to work with multi-agency response teams to ensure that environmental threats are mitigated or resolved as soon as possible with the overriding objectives being the safety of people and the preservation of the environment.

F.4.6 Hampshire County Council Environment Department has access to partnership resources concerned with Highways and Waste that can be deployed in an emergency.

F.4.7 A full account of the Environment Department's response in an emergency (including the Highways response) can be found in the Hampshire County Council Major Incident Plan.

#### **F.5 Catering**

F.5.1 Hampshire County Council can arrange for the provision of hot meals at a Prepared Rest Centre through Hampshire Catering Service (HC3S). Contacts details for HC3S are maintained and held by the EPU.

#### **F.6 Call-out**

F.6.1 HCC Emergency Planning Unit will maintain a 24 hour Duty Officer scheme. Call-out for an emergency will be via the Duty Emergency Planning Officer Pager (see Contact Directory for HCC call-out number).

#### **F.7 County Emergency Control Centre**

F.7.1 HCC Emergency Planning Unit can set up, arrange staffing for and provide co-ordination and extra communications at the County Emergency Control Centre at Winchester.

F.7.2 The Centre can also activate and accommodate a dedicated Call Centre with trained staff to provide information and guidance to public callers.

#### **F.8 Liaison with Central Government Departments**

F.8.1 If the nature of the emergency requires HCC will alert and liaise with Government Office for the South East (GOSE) and other public bodies involved in the emergency.

**F.9 Representation at District**

- F.9.1 HCC will provide representatives from the County to co-ordinate with the District Council, providing support from Adult Services, Children Services, Environment, Trading Standards and Hampshire Highways.

**F.10 Communicating with the Public**

- F.10.1 HCC will take the lead responsibility on behalf of the District Council for arrangements to warn, inform and advise the public of an emergency that has occurred, is occurring or is likely to occur.

**F.11 Oil Pollution – Shoreline Response Centre**

- F.11.1 HCC will act as the lead at a Shoreline Response Centre (with technical support from the MCA) in the event of an oil or chemical pollution incident at sea.

**F.12 Plans**

- F.12.1 HCC will produce and maintain plans in accordance with relevant legislation, a list of these plans can be found in Annex T.

# ANNEX G

## ROLE OF VOLUNTARY AGENCIES

### **G.1 General**

G.1.1 This section gives a brief overview of the role of Voluntary Agencies in an emergency.

### **G.2 Call-Out Arrangements**

G.2.1 Contact details are contained on the Plan Activation section.

G.2.2 Those deploying volunteers must ensure that they are properly briefed and that arrangements are made for records to be kept of the nature and location of deployment.

G.2.3 Volunteers deployed should maintain a written record of significant events and provide feedback at the conclusion of the emergency.

### **G.3 Voluntary Organisations**

#### **G.3.1 St John Ambulance and The British Red Cross**

St John Ambulance and the British Red Cross can assist with the setting up of rest centres and the provision of first aid. They can also provide aspects of social care and have limited access to transport, wheelchairs, blankets and children's toys. Both organisations are available 24 hours a day 365 days per year.

#### **G.3.2 WRVS**

WRVS is one of the largest active voluntary organisations in Europe and has an established reputation for work in the community. As part of this work, trained emergency services teams support the local authorities, blue light services and persons affected at times of emergency. This work is primarily done at local level where WRVS is written into local plans.

Practical and emotional support within Rest Centres, Survivor Reception Centres, Friends & Relatives Centres and Humanitarian Assistance Centres and the statutory services.

Practical support includes

- Reception
- Registration
- Information points
- Refreshments
- Signposting to other services.

General welfare support including

- Befriending
- Listening
- Accompanying relatives to temporary mortuaries etc.

All WRVS emergency services volunteers are trained in safe food handling and are CRB checked. WRVS has national agreements with some supermarket chains and food providers who will open up after hours so food and other provisions can be accessed. These services must be accessed through the South East Regional Manager.

### **G.3.3 Salvation Army**

The Salvation Army is part of the Christian Church. Salvation Army officers are ordained ministers of religion, trained in pastoral and counselling skills. Lay Salvationists (church members) also have particular skills, which can be utilised in times of major incidents.

The Salvation Army has access to volunteer personnel, who are trained and available to carry out a variety of roles including the following:

- Catering
- Emergency vehicle refreshments
- Befriending
- Mortuary assistance
- Staffing rest centres.

### **G.3.4 Faith Communities**

Category 1 responders need to be prepared to assist individuals and their families from a variety of faith backgrounds. All persons must be treated in a sensitive and thoughtful way, taking into account the persons faith. Faith Communities is a group consisting of several religions and faiths, which form the basis for productive inter-faith activity and for the co-operation by all the faith communities.

In the event of an emergency, the Faith Communities Emergency Team Liaison Contact will telephone one or more of the Area Faith Teams. The members of the Area Faith Team may be deployed to the scene of an incident, rest centres, refreshment areas, or temporary mortuaries.

### **G.3.5 RAYNET**

Hampshire RAYNET is able to provide robust flexible communications linking incidents and associated temporary facilities to command points, communities to service providers, or when requested provide a highly visible point of contact able to provide effective, accurate, fast monitoring and communication of issues concerning community safety.

In support of providing voluntary communications RAYNET can provide:

- Trained communication operatives
  - Radio
  - Telephone
  - Message handling and administration
- Access to a comprehensive communications network
- RAYNET radio channels for voice and data

RAYNET does not replace existing communication systems that are working satisfactorily, but can provide additional capacity, resilience and technical expertise to support existing User Service facilities, or additional communication links as and when identified. Early notification or activation will assist RAYNET to meet User Service needs.

### **G.3.6 Samaritans**

The Samaritans can provide the following resources in the event of a major incident:

- Co-ordinators (provide standby at the Samaritans Centre and will co-ordinate the process, calling in assistance from a second Co-ordinator when practical, brief and dispatch each team as appropriate, collect information and actions in the incident control room).
- Be-frienders (attend Rest Centres to provide support and assistance to members of the public).
- Team Leaders (provide an overall co-ordination role for the organisations response).
- De-briefers (provide de-brief for volunteers on duty).

### **G.3.7 RSPCA**

The RSPCA can be asked to send a representative to a Prepared Rest Centre to provide assistance and reassurance to evacuees with animals and those that have left their animals at home. The RSPCA offer a 24 hour cover, and would be able to provide rostered cover should it be required. RSPCA can also provide contact details of veterinary practices if required.

# ANNEX H

## ROLE OF GOVERNMENT DEPARTMENTS

### H.1 General

H.1.1 This section gives a brief overview of the role of Government Departments in an emergency.

H.1.2 Most emergencies in the United Kingdom are handled at the local level by local responders with no direct involvement by UK central government. However in some instances the scale or complexity of an emergency is such that some degree of UK central government support becomes necessary.

### H.2 Government Departments

#### H.2.1 Cabinet Office

Crisis management facilities can be activated - known as COBR (Cabinet Office Briefing Room) and supporting arrangements, which are only activated in the event of a major national emergency.

The Prime Minister, Home Secretary or another senior minister will chair key meetings involving ministers, officials and key external stakeholders to cover all aspects of the response and recovery effort. Officials in COBR will identify options and advise on the issues on which Ministers will need to focus.

- CO provides the lead on warning and informing the public in case of a specific and credible threat that cannot be dealt with using existing local warning provision.
- There is an Emergency Broadcasting System, under which existing agreements and systems will ensure the rapid dissemination of public warnings through radio and television services, including Ceefax, Teletext and websites.

#### H.2.2 Lead Government Departments (LGD)

Where the scale or complexity of an emergency is such that some degree of government co-ordination becomes necessary, a designated LGD will be made responsible for the overall management of the government response.

#### H.2.3 Government Office South East (GOSE)

- Provide a link to central government during a non-terrorist emergency.
- Likely to have a role in emergencies that could generate ministerial

interest or national/press coverage.

- GOSE could be used by Government to cascade information and guidance to local responders.
- The response of the GO's will be co-ordinated through a Regional Resilience Team (RRT).

#### **H.2.4 Government News Network (GNN)**

- Provides liaison on the Government's behalf with the media, regional stakeholders in government and the public.
- Issue government news releases and media information through the News Distribution Service.
- Provide experienced press officers to the scene to support local responders and as the incident develops, assistance can range from helping to staff Lead Government Department (LGD) to handling VIP visits.

#### **H.2.5 Health and Safety Executive (HSE)**

- Ensure that the health and safety of all personnel including the emergency services is protected in the workplace.
- Regulates the health and safety in nuclear installations, mines, factories, farms, hospitals, schools, offshore gas and oil installations and other workplaces.
- HSE also regulates the safety of the gas grid, railways and many other aspects of the protection of both workers and the public.
- Chemical, biological, radiological and nuclear (CBRN) experts can provide relevant specialist or technical advice to support planning for, response to and recovery from emergencies.

#### **H.2.6 Department for Transport**

- Oversee delivery of a reliable, safe and secure transport system.
- Ensure and maintain continued provision of transport services, including public transport, supply chains and the freight haulage capacity in the event of a major incident.

#### **H.2.7 Department for Work and Pensions**

Provide assistance with welfare support and benefits for vulnerable groups such as children, pensioners, disabled people with their carers and lone parents, particularly during the recovery phase.

#### **H.2.8 Department for Business Enterprise & Regulatory Reform**

- Promote business success and provide help during the recovery phase to small businesses and manufacturing.

#### **H.2.9 Foreign and Commonwealth Office**

- Provides links to a network of worldwide diplomatic missions, foreign embassies in the UK and information on international organisations.
- For incidents involving large numbers of foreign nationals or where British nationals abroad are affected their assistance should be sought.
- Where major catastrophes abroad involve significant numbers of people the FCO will consider the provision of exceptional help provided from public funds; setting up public helplines; providing information to those affected and family members.

#### **H.2.10 Home Office**

- Responsible for protecting the UK from terrorism, such as the threat of a chemical, biological, radiological or nuclear attack (CBRN).
- A Resilience Programme has been developed outlining plans and procedures in relation to a CBRN incident.

#### **H.2.11 Met Office**

- Provides forecasts, warnings and advice on severe weather all of which can be accessed via their website.
- In the event of an emergency situation where there is a toxic plume the Fire Service will obtain predictive information from the Met Office through a system called 'CHEMET'.

#### **H.2.12 Department of Environment, Food and Rural Affairs DEFRA**

- Responsible for creating a sustainable food and farming supply chain serving the market and the environment; putting in place systems to reduce risks of animal diseases including Foot and Mouth Disease, Avian Flu etc, and being ready to control them when they occur.
- The State Veterinary Service became an Agency of DEFRA in April 2005. The Agency will take the lead in delivering DEFRA policy for the control and eradication of an outbreak of exotic disease.
- Ensure continued provision of water supplies, food supplies and flood and coastal defence in England in the event of a catastrophic incident.

# ANNEX J

## ROLE OF MILITARY AGENCIES

### **J.1 General**

J.1.1 This section outlines the response capabilities of the Military Agencies in the event of an emergency.

### **J.2 The Armed Forces**

J.2.1 The Armed Forces' national structure, organisation, skills, equipment and training can be of benefit to the civil authorities in managing the response to and recovery from emergencies. This support is governed by the Military Aid to the Civil Authority (MACA) arrangements. However, it should be made clear that the Armed Forces maintain no standing forces for MACA tasks and hence cannot make a commitment that guarantees assistance to meet specific emergencies.

J.2.2 The Armed Forces should be called upon only as a last resort, and responding agencies should not base plans or response upon assumptions of military assistance.

J.2.3 MACA is subdivided into 3 categories:

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

### **J.3 Military Aid to the Civil Community (MACC)**

J.3.1 Military Aid to the Civil Community (MACC) is the provision of unarmed military assistance to:

- The civil authorities when they have an urgent need for help to prevent or deal with the aftermath of a natural disaster or incident.
- Civil sponsors, either by carrying out special projects of significant social value to the community or by attaching individual volunteers full-time for specific projects.

# **ANNEX K**

## **ROLE OF UTILITIES**

### **K.1 General**

- K.1.1 This section gives a brief overview of the roles of the utilities companies in the event of an emergency.
- K.1.2 Utility companies are defined under the Civil Contingencies Act as being a Category 2 Responder. Category 2 responders have a lesser set of duties placed upon them, primarily being to co-operate and share information with other Category 1 and Category 2 Responders.
- K.1.3 It is crucial that the planning arrangements of utility companies be understood by Category 1 responders and vice versa, and that there be a free flow of information between them.
- K.1.4 During an emergency affecting supplies, the companies retain control of their operations and have to meet their obligations as prescribed by the regulator.

# ANNEX L

## PREPARED REST CENTRES

### **L.1 Evacuations and Prepared Rest Centres (PRCs)**

- L.1.1 The decision to evacuate an area is normally an operational decision for the Police in consultation with other responding agencies.
- L.1.2 Evacuation of large numbers of people is a huge task and will involve several agencies, the key ones being the Police and the Local Authority. The police will be involved heavily in the notification of evacuation to the community and the management of assembly points.
- L.1.3 The care of evacuees beyond that point, including provision of transport, accommodation and welfare is normally the responsibility of Local Authorities.
- L.1.4 Prepared Rest Centres are pre-planned facilities in key locations to which evacuees would be taken in the first instance for their care and welfare. Normally they are not intended for stays beyond several hours and where this is likely other arrangements, especially for overnight accommodation should be made, if achievable.
- L.1.5 Where an emergency requires the preparation of a specific evacuation plan the nominated Local Authority lead will be determined through discussions with the District Chief Executive or nominee and the County Emergency Planning Officer or nominee.

### **L.2 Hampshire County Council Responsibilities**

- L.2.1 HCC will prepare and maintain Prepared Rest Centre plans for East Hampshire District Council and inspect premises and undertake related risk assessments. HCC will also ensure sufficient resources are available and provide training for appropriate staff in the management of a Prepared Rest Centre for the evacuation of those affected by an incident.
- L.2.2 Where an emergency situation requires evacuation and the establishment of a rest centre anywhere within the Hampshire District Authorities area, Hampshire County Council will be responsible for co-ordinating the evacuation with the emergency services. They will also be responsible for, the establishment\* of the rest centre(s), arranging the transport to and from rest centres, the management of rest centres and the welfare needs of evacuees (food, clothing, bedding, medical treatment, information, emotional support) whilst they are at the rest centre.

\* includes the activation, physical setting up of the rest centre and arranging for any other services e.g. volunteer support, additional communications, security and any District resources.

L.2.3 The management of evacuees at a Rest Centre will be the responsibility of the Hampshire County Council through the Assist Team\* Manager. One of the Assist Team Manager's key functions is to establish and head a Rest Centre Management Team which will comprise of the building manager, WRVS and any other principal organisations represented at the rest centre. The aim of the management team is to ensure that they all work together to ensure that the evacuees are properly cared for.

\* ASSIST Teams comprise of a manager and six members of staff made up from Hampshire County Council's Adult and Children's Services Department. They have been trained for working in rest centres.

L.2.4 All welfare costs associated with the operation of a rest centre will be covered by Hampshire County Council, including the salaries of Hampshire County Council staff and volunteer expenses. Staff costs for other organisations will be the responsibility of that organisation.

L.2.5 Hampshire County Council will be responsible for arranging all transport for evacuees to and from rest centres. District Councils may be called upon to assist with these transport arrangements. All transport costs will be covered by Hampshire County Council. Private vehicles may be used provided that they are insured for business purposes.

L.2.6 Where it is necessary to contract any additional services this will be the responsibility of Hampshire County Council. HCC will cover the costs of any outside contractors e.g. Portable Toilets.

L.2.7 District Authorities will underwrite any loss of income to a PRC, for which they are responsible or own, caused by an emergency situation. HCC are likewise responsible for any PRC they own.

L.2.8 Where resources permit, a member of the Emergency Planning Unit may attend a Rest Centre to provide initial guidance and advice as well as acting as point of liaison.

L.2.9 In the event of more than one rest centre being established for an emergency, Hampshire County Council will provide the overall management and co-ordination, in consultation with other responding organisations.

### **L.3 East Hampshire District Council Responsibilities**

L.3.1 Where an emergency has rendered people unintentionally homeless and it has been agreed with the Chief Executive (or deputy) of the District concerned that the numbers of evacuees are so small that a rest centre is not required, the District will be responsible for providing overnight accommodation.

- L.3.2 Where a PRC has been established and there is clearly a need to accommodate evacuees beyond 24 hours, the District Council will be responsible for assessing the needs of evacuees and providing and funding their longer term accommodation needs.
- L.3.3 Where housing and accommodation needs are a consideration, a District Council Liaison Officer/Team from the Housing Department will be deployed to the PRC.
- L.3.4 District Councils may be approached to assist by providing additional resources to a rest centre if necessary. They may also be requested to assist with transport arrangements.
- L.3.5 Where a District Emergency Control Centre is established it should be prepared to act as a point of communication with the PRC.

#### **L.4 Nominating a Prepared Rest Centre**

- L.4.1 The District Council Chief Executive or their representative will be consulted by HCC on the establishment of a PRC in an emergency and must give their approval. The selection should be based on the immediate safety of evacuees, numbers, suitability, proximity to any current or potential hazards, diversions, supply chains, security, disruption, other uses of premises etc.
- L.4.2 Locations of Prepared Rest Centres in the East Hampshire area, together with number of evacuees that can be accommodated can be found after this section

# ANNEX N

## TRAINING PROGRAMMES

### Intent to Train

The HCC Emergency Planning Unit in consultation with EHDC is producing a training schedule to ensure that all relevant members of the Authority involved in the response to Emergency Incidents receives satisfactory training for their identified role and responsibilities.

The training will and has been carried out to mutually agreed training aims and training outcomes. Records of training received, will be maintained by both the HCC Emergency Planning Unit and EHDC.

### Training Competencies

A set of Training Competencies has been developed to provide employees of the EHDC with a clear statement of the skills and behaviours needed to respond to a Civil Emergency.

Competence development aims to ensure that each member of staff is enabled to do their job effectively. The competencies are divided into two key areas, management and generic. Anyone who manages staff will need management competencies to be effective at their role. Everyone involved in civil emergency response will be expected to demonstrate and develop core areas, for example; team working, organisational skills, customer care and professionalism.

The Training Competencies are held by EHDC and HCC EPU

### Annual Training Schedule (generic)

This Training Schedule is based solely on the District Emergency Response Plan and is designed to ensure that EHDC can respond effectively to an incident, as set out in the plan.

- Tactical Training
- Tactical Information Cell Training
- Strategic Training
- Strategic Training (Recovery)
- District Liaison Officer Training
- Members Briefing
- Additional Training
  - Housing Officer Training
  - Customer Services Training

# ANNEX P

## PLAN MAINTENANCE SCHEDULE Published July 2007

Plan Sections	Review	Review	Review	Signed	Dated
<b>Administration</b> <i>including:</i>	-	-	-		
• Foreword			Every 3 Years		
• Contents Page		Annually			
• Distribution Page		Annually			
• Amendments Page		Annually			
<b>Part One: Plan Activation</b> <i>including:</i>		Annually			
• Contacts Directory (Confidential)	Bi-Annually				
<b>Part Two: The Scope of the Plan</b>			Every 3 Years		
<b>Part Three: The National Emergency Management Framework</b>			Every 3 Years		
<b>Part Four: The East Hampshire District Council Response</b>		Annually			
<b>Part Five: Annexes</b> <i>including:</i>	-	-	-		
• <b>Annex A</b> Communications		Annually			
• <b>Annex B</b> Media Response			Every 3 Years		
• <b>Annex C</b> Role of EHDC Departments		Annually			
• <b>Annex D</b> Role of Elected Members			Every 3 Years		
• <b>Annex E</b> Role of Emergency Services & Other Category One Responders			Every 3 Years		
• <b>Annex F</b> Role of Hampshire County Council		Annually			
• <b>Annex G</b> Role of Voluntary Agencies			Every 3 Years		
• <b>Annex H</b> Role of Government Departments			Every 3 Years		
• <b>Annex J</b> Role of Military Agencies			Every 3 Years		
• <b>Annex K</b> Role of Utilities			Every 3 Years		
• <b>Annex L</b> Prepared Rest Centres		Annually			
• <b>Annex M</b> Strategic Command		Annually			
• <b>Annex N</b> Training Programmes		Annually			
• <b>Annex P</b> Plan Maintenance Schedule			Every 3 Years		
• <b>Annex Q</b> Glossary		Annually			
• <b>Annex R</b> List of Acronyms		Annually			
• <b>Annex S</b> Phonetic Alphabet			Every 3 Years		
• <b>Annex T</b> Summary of Other Plans		Annually			

Review of the EHDC Emergency Response Plan – is it fit for purpose?			Every 3 Years		
---	--	--	---------------	--	--

# ANNEX Q

## GLOSSARY

<b>(The) Act</b>	The Civil Contingencies Act 2004. This act sets the framework for civil protection at the local level in the UK
<b>Body Holding Area</b>	An area close to the scene of an emergency where the dead can be held temporarily before transfer to the emergency mortuary or mortuary.
<b>Bronze/Operational</b>	Operational level is the level at which the management of 'hands-on' work is undertaken at the incident or impacted areas.
<b>Business Continuity Forum</b>	Grouping of organisations to share and co-ordinate business continuity plans.
<b>Business Continuity Management (BCM)</b>	A management process that helps manage the risks to the smooth running of an organisation or delivery of a service, ensuring that it can operate to the extent required in the event of a disruption.
<b>Business Continuity Plan (BCP)</b>	A documented set of procedures and information intended to deliver continuity of critical functions in the event of a disruption.
<b>Business Impact Analysis</b>	A method of assessing the impacts that might result from an incident and the levels of resources and time required for recovery.
<b>Capabilities Programme</b>	The UK Capabilities Programme comprises a range of capabilities that underpin the UK's resilience to disruptive challenges. These capabilities are either structural (e.g. regional response), functional (e.g. decontamination) or essential services (e.g. financial services).
<b>Capability</b>	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.
<b>Capability Gap</b>	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.

<b>Capability Status</b>	Assessment of the level of capability in place.
<b>Capability Target</b>	The level of capability that the planning assumptions and the plan require.
<b>Casualty Bureau</b>	The purpose of the Casualty Bureau is to provide the initial point of contact for the receiving and assessing of information relating to persons believed to be involved in the emergency. The primary objectives of a Casualty Bureau are: inform the investigation process relating to the incident; trace and identify people involved in the incident and reconcile missing persons and collate accurate information in relation to the above for dissemination to appropriate parties.
<b>Catastrophic Incident or Emergency</b>	An incident or emergency that has a high and potentially widespread impact and requires immediate central government attention and support.
<b>Category 1 Responder</b>	A person or body listed in Part 1 of Schedule 1 to the Act. These bodies are likely to be at the core of the response to most emergencies. As such, they are subject to the full range of civil protection duties in the Act.
<b>Category 2 Responder</b>	A person or body listed in Part 3 of Schedule 1 to the Act. These are co-operating responders who are less likely to be in the heart of the Multi-Agency planning work, but will be heavily involved in preparing for incidents affecting their sectors. The Act requires them to co-operate and share information with other Category 1 and 2 responders.
<b>Central Emergency Management Group (CEMG)</b>	A pan-Northern Ireland Multi-Agency forum for the development, discussion and agreement of civil protection policy for the Northern Ireland public services. It is broadly analogous to the Regional Resilience Forums in England.
<b>Civil Defence</b>	Preparedness by the civil community to deal with hostile attack.
<b>Civil Protection</b>	Preparedness to deal with a wide range of emergencies from localised flooding to terrorist attack.
<b>Command and Control</b>	Principles adopted by an agency acting with full authority to direct its own resources (both personnel and equipment).

<b>Community Profile</b>	A database containing information such as hospitals, schools, care homes for the elderly and those with special needs, geographical and population data for each district area.
<b>Community Resilience</b>	The ability of a local community to respond and recover from emergencies.
<b>Community Risk Register (CRR)</b>	An assessment of the risks within a local resilience area agreed by the Local Resilience Forum as a basis for supporting the preparation of emergency plans.
<b>Comprehensive Performance Assessment (CPA)</b>	The CPA was introduced in 2002 as a way of supporting Council's to deliver improvements in services to local people.
<b>Consequences</b>	Impact resulting from the occurrence of a particular hazard or threat, measured in terms of the numbers of lives lost, people injured, the scale of damage to property and the disruption to essential services and commodities.
<b>Control Centre</b>	Operations centre from which the management and co-ordination of response to an emergency is carried out.
<b>Control of Major Accident Hazard Regulations (COMAH)</b>	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.
<b>Controlled Area</b>	The area contained – if practicable – by the inner cordon.
<b>Cost Recovery Basis</b>	Situation where an organisation can charge another organisation for providing a service, but with no positive or negative cost implications. No profit can be made by the organisation providing the service.
<b>Counter Terrorism Security Advisors (CTSA)</b>	Police officers who provide advice on preventing and mitigating the effects of acts of terrorism.
<b>Critical Function</b>	A service or operation the continuity of which a Category 1 responder needs to ensure, in order to meet its business objectives.
<b>Cross-border co-operation</b>	Co-operation between Category 1 and 2 responders across boundaries with devolved administrations.

<b>Cross-boundary co-operation</b>	Co-operation between Category 1 and 2 responders across the boundaries between LOCAL RESILIENCE FORUM areas.
<b>Data Protection Act</b>	The Data Protection Act 1998 came into force in March 2000. It requires organisations that hold data about individuals to do so securely and to use it only for specific persons. It also gives an individual the right, with certain exemptions, to see that personal data.
<b>Delegation</b>	A formal agreement whereby one organisation's functions will be carried out by another. This does not absolve the organisation of any duty, merely re-designating the form of delivery.
<b>Emergency</b>	An event or situation which threatens serious damage to human welfare or to the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK. To constitute an emergency this event or situation must require the implementation of special arrangements by one or more Category 1 responder.
<b>Emergency Management</b>	The process of managing emergencies, including the maintenance of procedures to assess, prevent, prepare for, respond to and recover from emergencies.
<b>Emergency Mortuary (Temporary Mortuary)</b>	Demountable (temporary) structures or conversion of existing structures whose function is to provide an area where post-mortem and identification examinations of victims can take place and, where necessary provide body holding capability prior to bodies being released for funeral arrangements to be made. Also known as a temporary mortuary.
<b>Emergency Planning (EP)</b>	Development and maintenance of agreed procedures to prevent, reduce, control, mitigate and take other actions in the event of an emergency.
<b>Emergency Planning Cycle</b>	A continuous process of assessing the risk and preparing for emergencies supported by procedures to keep staff in readiness and validate plans. Plans should be reviewed and, if necessary, revised when they have been activated in response to an emergency.
<b>Environmental Information Regulations</b>	Fully in force from January 2005, these regulations give access rights to any person of any nationality to environmental information held by an organisation, such as water pollution statistics and health and safety policies.

<b>Exercise</b>	A simulation to validate an emergency or business continuity plan, rehearse key staff or test systems and procedures.
<b>Exercise Directing Team</b>	The team that insists in designing an exercise and then directing the exercise play.
<b>Exercise Director</b>	The individual who is charged with designing and directing an exercise.
<b>Exercise Programme</b>	Planned series of exercises to validate plans and to train and develop staff competencies.
<b>Family and Friends Reception Centre</b>	Secure area set aside for use and interviewing of family and friends arriving at the scene (or location associated with an incident, such as at an airport or port). Established by the Police in consultation with the local authority.
<b>Freedom of Information Act</b>	The Freedom of Information Act 2000 allows the public access regardless of nationality or country of residence, to information held by public authorities or anyone providing services for them, subject to certain exemptions.
<b>Generic Local Assessment</b>	Assessment provided by central government to the local level.
<b>Generic Plan</b>	A single plan designed to cope with a wide range of emergencies.
<b>Gold/Strategic</b>	Strategic decision makers and groups at the local level. They establish the framework within which operational and tactical managers work in responding to and recovering from emergencies.
<b>Government Office Business Continuity Plan (GOBCP)</b>	Plan to ensure that the Government Office for the region can continue to operate its essential functions in an emergency.
<b>Hantsnet</b>	The HCC electronic file sharing network and intranet facility.
<b>Hazard</b>	An accidental or naturally occurring event or situation 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) upon which a community's way of life depends.
<b>Hazard Assessment</b>	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.

**Humanitarian Assistance Centres**

A one-stop-shop for survivors, families, friends and all those impacted by the disaster, through which they can access support, care and advice.

**Impact**

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

**Inner Cordon**

Surrounds and protects the immediate scene of an incident.

**Integrated Emergency Management (IEM)**

An approach to preventing and managing emergencies which entails six key activities – anticipation, assessment, prevention, preparation, response and recovery. IEM is geared to the idea of building greater overall resilience in the face of a broad range of disruptive challenges. It requires a coherent Multi-Agency effort.

**Joint Emergency Service Group (JESG)**

A steering group for Multi-Agency working between the emergency services.

**Joint Working**

A single programme being delivered jointly by a number of organisations.

**Lead Government Department (LGD)**

Government department which, in the event of an emergency, co-ordinates central government activity. The department which will take the lead varies depending on the nature of the emergency. The Government regularly publishes a full list of LGDs.

**Lead Organisation**

Organisation appointed by a group of organisations to speak or act on their behalf or 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 Category 1 responder charged with carrying out a duty under the Act on behalf of a number of responder organisations, so as to co-ordinate its delivery and to avoid unnecessary duplication.

**Liaison Officer**

A person within an organisation who is responsible for co-

ordinating staff involvement at the scene of an incident.

**Local Resilience Area**

The Civil Contingencies Act requires Category 1 and 2 responders to co-operate with other Category 1 and 2 responders in their local resilience area. Each local resilience area (with the exception of London) is based on a Police area. The principal mechanism for Multi-Agency co-operation is the Local Resilience Forum.

**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 fulfilment of their duties under the Act.

**Local Responder**

Organisation which responds to the emergencies at the local level. These may include Category 1 and 2 responders under the Civil Contingencies Act and other organisations not covered by the Act.

**Local Risk Assessment Guidance (LRAG)**

A document provided by central government with information on generic hazards and threats that should assist Category 1 responders in performing their local risk assessment duty under the Civil Contingencies Act.

**Major Incident**

This term is commonly used by emergency services personnel to describe an emergency as defined in the Act.

**Media Plan**

A key plan for ensuring co-operation between Category 1 and 2 responders and the media in communicating with the public during and after an emergency.

**Minister (of the Crown)**

Government Minister with power to act under the Civil Contingencies Act, usually relating to the issuing of guidance and regulations, but also including urgent powers of direction (for example, in times of catastrophic emergency or to deal with newly arising risks) and monitoring powers.

**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.

**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 Category 1 and 2 responders. The plan will cover more than one level of government.

<b>Mutual Aid</b>	An agreement between Category 1 and 2 responders and other organisations not covered by the Act, within the same sector across sectors and across boundaries, to provide assistance with additional resources during an emergency which may go beyond the resources of an individual organisation.
<b>News Co-ordination Centre (NCC)</b>	The NCC works with the lead government department to provide co-ordinating media and public communications support during a crisis, emergency or major event.
<b>Outcome Description</b>	An indication of the scale of a generic type of an event (e.g. flooding) in terms of its intrinsic or immediate characteristics (e.g. rainfall or area flooded). Outcome description is to be distinguished from impact (see above).
<b>Outer Cordon</b>	Seals off a controlled area around an incident to which unauthorised persons are not allowed access.
<b>Outsourcing</b>	Where a duty is contracted to a third party on a commercial basis, either by an individual organisation or collectively.
<b>Pipelines Safety Regulations 1996</b>	Legislation on the management of pipeline safety, using an integrated, goal setting, risk based approach encompassing both onshore and offshore pipelines; includes the major accident prevention document, the arrangements for emergency plans and the transitional arrangements.
<b>Plan Maintenance</b>	Procedures for ensuring that plans are kept in readiness for emergencies and that planning documents are up to date.
<b>Plan Validation</b>	Measures to ensure that a plan meets the purpose for which it was designed, through exercises, tests, staff 'buy-in' and so on.
<b>Planning Assumptions</b>	Descriptions of the types and scales of consequences for which organisations should be prepared to respond. These will be informed by the risk assessment process.
<b>Primary Care Trust</b>	Primary Care is the care provided by those professionals the public normally see when they have a health problem (eg doctor, dentist, optician, pharmacist). These services are managed by Primary Care Trusts (PCTs).
<b>Public Awareness</b>	A level of knowledge within the community about risk and preparedness for emergencies, including actions the public authorities will take and the actions the public should take.

<b>Public Information Line</b>	A help-line set up during and in the aftermath of an emergency to deal with information requests from the public and to take the pressure off the Police Casualty Bureau (which has a separate and distinct purpose).
<b>The Radiation (Emergency Preparedness and Public Information) Regulations 2001 (REPPIR)</b>	Implemented in GB in the articles on intervention in cases of radiation (radiological) emergency in Council Directive 96/29/Euratom, also known as the BS596 Directive. The Directive lays down the basic safety standards for the protection of the health of workers and the general public against the dangers arising from ionising radiation. The REPPIR also partly implements the Public Information Directive by subsuming the Public Information for Radiation Emergencies Regulations 1992 (PIRER) on informing the general public about health protection measures to be applied and steps to be taken in the event of an emergency.
<b>Readiness Level</b>	An assessment of the extent to which a capability meets the agreed capability target.
<b>Recovery</b>	The process of restoring and rebuilding the community, and supporting groups particularly affected, in the aftermath of an emergency.
<b>Recovery Time Objectives</b>	Identifies the time by which critical functions and/or their dependencies must be recovered.
<b>Regional Capability Co-ordination Plan</b>	Plan to support local planning by ensuring coherence and identifying resources, available at both local and regional level, across the region.
<b>Regional Civil Contingencies Committee (RCCC)</b>	Regional body which meets during an emergency when a regional response or other action at regional level is required.
<b>Regional Media Emergency Forum (RMEF)</b>	Group of representatives from the media (editors, journalists), government, emergency services and other organisations involved in dealing with an emergency, meeting to plan and discuss communications challenges and common interests in planning for and responding to emergencies.
<b>Regional Resilience Director (RRD)</b>	Head of Regional Resilience Team
<b>Regional Resilience Forum (RRF)</b>	A forum established by a Government Office to discuss civil protection issues from the regional perspective and to create a

stronger link between local and central government on resilience issues.

<b>Regional Resilience Team (RRT)</b>	Small team of civil servants within a Government Office for the Region working on civil protection issues, headed by a Regional Resilience Director.
<b>Regional Risk Map</b>	Map of assessed risks across region.
<b>Rendezvous Point</b>	Point to which all vehicles and resources arriving at the outer cordon are directed.
<b>Resilience</b>	The ability of the community, services, area or infrastructure to withstand the consequences of an incident.
<b>Rest Centre</b>	Premises used for temporary accommodation of evacuees from an incident.
<b>Risk</b>	Risk measures the significance of a potential event in terms of likelihood and impact. In the context of the Civil Contingencies Act, the events in question are emergencies.
<b>Risk Appetite</b>	Willingness of an organisation to accept a defined level of risk.
<b>Risk Assessment</b>	A structured and auditable process of identifying potentially significant events, assessing their likelihood and impacts and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.
<b>Risk Management</b>	The culture, processes and structures that are directed towards the effective management of risks.
<b>Risk Priority</b>	The relative importance of the treatment(s) required for the management of the risk, based on the risk rating and the additional capabilities required to manage risk.
<b>Risk Rating Matrix</b>	Matrix of impact and likelihood for an event, to ascertain the risk.
<b>Risk Treatment</b>	A systematic process of deciding which risks can be eliminated or reduced by remedial action and which must be tolerated.
<b>Safety Advisory Group (SAG)</b>	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.
<b>Sensitive Information</b>	Information that is not reasonably accessible to the public because its disclosure to the public would, or would be likely to

(a) adversely affect national security, (b) adversely affect public safety, (c) prejudice the commercial interest of any person; or information that is personal data, with the meaning of section 1 (1) of the Data Protection Act 1998 disclosure of which would breach that Act.

<b>Silver/Tactical</b>	Tactical level of management introduced to provide overall management of the response.
<b>Small or Medium-Sized Enterprise (SME)</b>	Defined by DTI as a business with less than 250 employees.
<b>Specific Plan</b>	A plan designed to cope with a specific type of emergency, where the generic plan is likely to be insufficient.
<b>Strategic Command</b>	The exercising of authority at a strategic level to create the environment within in which a resolution to the incident can be achieved.
<b>Strategic Co-ordination Centre</b>	The Strategic Co-ordination Centre (SCC) is a facility to provide appropriate accommodation for the Strategic Co-ordinating Group and the many supporting cells that allow Strategic Commanders to co-ordinate and manage the many different elements of a wide reaching response.
<b>Strategic Co-ordinating Group</b>	Multi-Agency group which sets the policy and strategic framework for emergency response and recovery work at local level (see also Gold).
<b>Strategic Emergency Management Team</b>	The Strategic Emergency Management Team is staffed by specialist personnel able to strategically assist, inform and advise on the nature of the emergency and required expertise to better enable the Controller to make informed strategic response decisions.
<b>Survivor Reception Centre</b>	Secure area where survivors not requiring acute hospital treatment can be taken for short term shelter, first aid, interview and documentation.
<b>Survivors</b>	Those who are directly affected by an emergency, but not killed by it. Including those who have been injured, traumatised or displaced.
<b>Tactical Emergency Management Team</b>	The Tactical Emergency Management Team is staffed by specialist personnel from the Council and/or other responding agencies who can provide expert advice in managing and resourcing the emergency response.

<b>Temporary Mortuary</b>	See Emergency Mortuary.
<b>Threat</b>	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.
<b>Threat Assessment</b>	A component of the risk assessment process in which identified threats are assessed for future action.
<b>Utilities</b>	Companies providing essential services, e.g. water, energy, telecommunications.
<b>Voluntary Sector</b>	Bodies, other than public authorities or local authorities, that can carry out activities other than for profit.
<b>Vulnerability</b>	The susceptibility of a community, services or infrastructure to damage or harm by a realised hazard or threat.
<b>Vulnerable Establishment</b>	An institution housing vulnerable people during the day or night.
<b>Warning and Informing the Public</b>	Establishing arrangements to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.
<b>Z-Cards</b>	A patented format for publishing information. Up to an A3 sized page can be folded down to credit card size. This means it is convenient to carry and can be stored in pockets, handbags, etc.

# ANNEX R

## LIST OF ACRONYMS

<b>ACCOLC</b>	Access Overload Control
<b>ACO</b>	Aircraft Co-ordinator
<b>ACPO</b>	Association of Chief Police Officers
<b>AIO</b>	Ambulance Incident Officer
<b>ARCC</b>	Aeronautical Rescue Co-ordination Centre
<b>BCM</b>	Business Continuity Management
<b>BTP</b>	British Transport Police
<b>CBRN</b>	Chemical, Biological, Radiological and Nuclear
<b>CCA</b>	Civil Contingencies Act
<b>CO</b>	Cabinet Office
<b>COBR</b>	Cabinet Office Briefing Rooms
<b>CPA</b>	Comprehensive Performance Assessment
<b>CPHP</b>	Centre for Public Health Practice
<b>CRB</b>	Criminal Records Bureau
<b>CRR</b>	Community Risk Register
<b>DECC</b>	District Emergency Control Centre
<b>DEFRA</b>	Department for Environment, Food and Rural Affairs
<b>EA</b>	Environment Agency
<b>EHDC</b>	East Hampshire District Council
<b>EPU</b>	Emergency Planning Unit
<b>Ext</b>	Extension
<b>FSA</b>	Food Standards Agency

<b>GNN</b>	Government News Network
<b>GO</b>	Government Office
<b>GOSE</b>	Government Office South East
<b>HA</b>	Health Authority
<b>HCC</b>	Hampshire County Council
<b>HFRS</b>	Hampshire Fire and Rescue Service
<b>HO</b>	Home Office
<b>HPA</b>	Health Protection Agency
<b>HSE</b>	Health and Safety Executive
<b>H&amp;S</b>	Health and Safety
<b>LA</b>	Local Authority
<b>LGD</b>	Local Government Department
<b>LRF</b>	Local Resilience Forum
<b>MACA</b>	Military Aid to the Civil Authority
<b>MACC</b>	Military Aid to Civil Community
<b>MACP</b>	Military Aid to Civil Power
<b>MAGD</b>	Military Aid to Government Departments
<b>MCA</b>	Maritime and Coastguard Agency
<b>MERITS</b>	Mobile Emergency Response Team
<b>MIC</b>	Medical Incident Commander
<b>MMT</b>	Mobile Medical Team
<b>MoD</b>	Ministry of Defence
<b>MRCC</b>	Maritime Rescue Co-ordination Centre
<b>NDPB</b>	Non-departmental Public Body
<b>NHS</b>	National Health Service

<b>ODPM</b>	Office of the Deputy Prime Minister
<b>OSC</b>	On-scene Co-ordinator
<b>PA</b>	Personal Assistant
<b>PCT</b>	Primary Care Trusts
<b>PHA</b>	Port Health Authority
<b>PHAS</b>	Public Housing Assessment System
<b>PRC</b>	Prepared Rest Centre
<b>RAYNET</b>	Radio Amateurs Network
<b>RNLI</b>	Royal National Lifeboat Institute
<b>ROM-CPS</b>	Regional Operation Manager, Counter Pollution & Salvage
<b>RRF</b>	Regional Resilience Forum
<b>RRT</b>	Regional Resilience Team
<b>RSPCA</b>	Royal Society for the Prevention of Cruelty to Animals
<b>SAR</b>	Search and Rescue
<b>SCC</b>	Strategic Co-ordination Centre
<b>SCG</b>	Strategic Co-ordinating Group
<b>SEMT</b>	Strategic Emergency Management Team
<b>SHA</b>	Strategic Health Authority
<b>TDA</b>	Temporary Danger Area
<b>TEMT</b>	Tactical Emergency Management Team
<b>TEZ</b>	Temporary Air Exclusion Zone
<b>VAS</b>	Voluntary Aid Societies
<b>VIP</b>	Very Important Person
<b>WRVS</b>	Women's Royal Voluntary Service

# ANNEX S

## PHONETIC ALPHABET

<b>A</b>	Alpha
<b>B</b>	Bravo
<b>C</b>	Charlie
<b>D</b>	Delta
<b>E</b>	Echo
<b>F</b>	Foxtrot
<b>G</b>	Golf
<b>H</b>	Hotel
<b>I</b>	India
<b>J</b>	Juliet
<b>K</b>	Kilo
<b>L</b>	Lima
<b>M</b>	Mike
<b>N</b>	November
<b>O</b>	Oscar
<b>P</b>	Papa
<b>Q</b>	Quebec
<b>R</b>	Romeo
<b>S</b>	Sierra
<b>T</b>	Tango
<b>U</b>	Uniform
<b>V</b>	Victor
<b>W</b>	Whiskey
<b>X</b>	X Ray
<b>Y</b>	Yankee
<b>Z</b>	Zulu

# ANNEX T

## SUMMARY OF OTHER PLANS

The EHDC Emergency Response Plan should be read in conjunction with the following plans:

### Generic Plans for the Hampshire Area:

- 1 **Drought Plan for the South East** (*Environment Agency*)
- 2 **Emergency Planning Guidance to Local Authorities** (*Home Office*)
- 3 **Event Safety Guide** (*Health and Safety Executive*)
- 4 **Generic Notifiable Animal Disease Contingency Plan** (*Hampshire County Council*)
- 5 **Hampshire Flood Response Plan** (*Hampshire County Council*)
- 6 **Heat Wave Plan for England 2008** (*Department of Health*)
- 7 **Humanitarian Assistance Guidance** (*Hampshire & Isle of Wight Local Resilience Forum*)
- 8 **Local Flood Warning Plan, Hampshire** (*Environment Agency*) (*plus surrounding areas if required*)
- 9 **Major Emergency Plan** (*Hampshire & Isle of Wight Strategic Health Authority*)
- 10 **Major Incident Plan and Community Recovery Plan** (*Hampshire County Council*)
- 11 **Mass Fatalities Plan** (*Hampshire & Isle of Wight Local Resilience Forum*)
- 12 **Media Plan for Major Incidents** (*Hampshire & Isle of Wight Local Resilience Forum*)
- 13 **The Bellwin Scheme - Guidance Notes and Thresholds** (*Communities & Local Government*)
- 14 **The National Emergency Plan for Fuel (restricted)** (*Department for Business Enterprise & Regulatory Reform*)
- 15 **Major Accident Hazard Pipelines Plan** (*Hampshire & Isle of Wight Local*)

*Resilience Forum)*

**Plans for the East Hampshire District Council Area:**

**16 EHDC Flood Plan**

**Plans for Neighbouring Authorities:**

**17 Basingstoke and Deane Borough Council**

**18 Chichester District Council**

**19 Hart District Council**

**20 Havant Borough Council**

**21 Surrey County Council**

**22 Waverley District Council**

**24 West Sussex County Council**

**25 Winchester City Council**