bromsgrove council
www.bromsgrove.gov.uk

EMERGENCY RESPONSE PLAN

Version: 1

All Council's are required by the Civil Contingency Act 2004 to have in place an Emergency Plan. The plan describes in detail the actions the Council will pursue in the event of an emergency.

The Act and supporting Regulations and statutory guidance, Emergency Preparedness, establish a clear set of roles and responsibilities for those involved in emergency preparation and response at the local level. The Act divides local responders into two categories, imposing a different set of duties on each.

Those in Category 1, which includes Bromsgrove District Council, are those organisations at the core of the response to most emergencies. Category 1 responders are subject to the full set of civil protection duties. They will be required to put in place emergency plans.

This is Bromsgrove's plan and has been prepared after substantial deliberation and discussion. It describes how the Council will respond to an emergency, whether the emergency is very localised or extensive. The plan contains information on the actions that will be taken by the Council if the event has relatively limited impact, but also indicates how the Council would work in co-operation with the emergency services in the event of a major catastrophe.

The plan has already been used in a simulated exercise and has been prepared in close collaboration with Worcestershire County Council Emergency Planning Team. This Plan is not a description of how the Council will respond, but provides comprehensive stage by stage actions the Council will pursue to ensure the safety and well being of the people of Bromsgrove.

Kevin Dicks
Chief Executive

Version: 1

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MEMBERS OF THE EMERGENCY PLAN MANAGEMENT TEAM
MEMBERSOF THE EMERGENCY RESPONSE TEAM
KEY CONTACTS
PARTNER CONTACTS
REST CENTRE EQUIPMENT AND SUPPLIES
REST CENTRE STORE LOCATION
REST CENTRES VOLUNTEERS LISTREST CENTRE ACTIVATION

Kevin Dicks	Jayne Burton
Phil Street	Andy Coel
Hugh Bennett	Anne Marie Darroch
Mike Bell	Mary Pryce
Dave Hammond	David Mellors
Jayne Pickering	CCTV Control Room
Claire Felton	Sarah Sellers
	Dan Steed
Jo Pitman	Leon Broadhurst
Deb Poole	Sarah Morgan
Mike Cartwright	Deborah Gwenllian
Dawn Ibbitson	Nick Stockholm
Steve Godwin	John Bailey
Paul Godwin	Roger Horton
Kevin Hirons	Peter Michael
Trevor Lacey	Dee Severn
Neil Reid	Mark Stanley
Rachel McAndrew	Sarah Graham
Graham Rocke	Darren Webley
Adrian Wyre	
Dave Matthews	

This plan will be reviewed annually and following a major incident or exercise in which the plan is used.

Comments on this plan should be provided in writing to:

Corporate Director (Services)
The Council House
Burcot Lane
Bromsgrove
Worcs. B60 1AA

Record of Amendments

Amendment Number	Amendment Date	Date Inserted	Initials

Recipients of this plan are asked to:

a) Ensure its safe custody
b) Promptly send details of any amendments to this plan to the Emergency Planning Unit.
c) Receive and promptly insert any amendments issued by the Emergency Planning Unit into the plan, and record this action on the Amendment Record on this page; and
d) Read the plan in conjunction with the latest edition of the Herefordshire and Worcestershire major Emergency Arrangements and relevant plans of the West Midlands Regional Resilience Forum (RRF) and the West Mercia Local Resilience Forum. (LRF)

1. INTRODUCTION

1.1 The Civil Contingencies Act 2004[1], and accompanying guidance and regulations sets out clear expectations and responsibilities for front line responders at the local level to ensure that they are prepared to deal effectively with the full range of Emergencies from localised incidents through to catastrophic emergencies.

1.2 Bromsgrove District Council is a Category 1 Responder as defined by the Act.

1.3 As a Category 1 Responder, the Council had a number of duties placed upon it that includes having a generic plan to respond to a range of emergencies that might occur in the authority's area.

1.4 The Council's status as a Category 1 Responder does not mean that it is a 'first responder' or emergency service, but acknowledges the wide range of responsibilities that local authorities have in supporting (and in some cases leading) the response to a major emergency.

1.5 The Council has agreed to participate in joint arrangements with Category 1 and Category 2 Responders of the West Mercia Local Resilience Forum (LRF), and voluntary agencies to mitigate the effects of any major emergency affecting property or lives within the district of Bromsgrove. The Council has also agreed, if requested, to assist neighbouring authorities in an emergency situation within their boundaries.

1.6 Recipients of this Plan are asked to:

a) Ensure its safe custody;

b) Promptly send details of any amendments to this Plan to the Corporate Director - Services at the Council Offices, Burcot Lane, Bromsgrove.

c) Receive and promptly insert any amendments issued by the Corporate Director - Services into the Plan, and record this action on the Amendment & Review Record at Page 5 of this Plan; and

d) Read the Plan in conjunction with the latest edition of the *Herefordshire and Worcestershire Major Emergency Arrangements* AND relevant plans of the West Midlands Regional Resilience Forum (RRF), and the LRF.

2. OWNERSHIP AND AUTHORISATION

2.1 This plan is owned, and has been authorised and agreed by the Council's Corporate Management Team. The Council's Corporate Director – Services has co-ordinated the production of the plan, working with the County Council's Emergency Planning Unit

2.2 This Plan is intended for staff and members of the Council who would have a role to play in the response to an emergency involving the Council.

[1] The use of the term, "Act" in this plan shall mean the civil Contingencies Act 2004, and supporting regulations and Guidance.

2.3 This Plan will be made available in paper format to all Plan Holders.

3. PLAN MAINTENANCE AND REVISION

3.1 Factors that may require the revision of this plan include:

a) Lessons learnt from experience of emergencies;

b) Lessons learnt from exercises;

c) Restructuring and other changes in organisations, their procedures and technical systems identified in plans; and

d) Changes in key personnel, including names, Job titles and contact arrangements.

3.2 Notwithstanding this, this Plan will be subject to on going review as well as a formal annual review by the Corporate Director – Services, which will be completed by 31st July each year. All amendments will be audited and communicated to Plan Holders

4. TRAINING AND EXERCISES

4.1 Training will be provided to familiarise staff and members with the provisions of this Plan, any business continuity arrangements that the Council chooses to put in place, and arrangements to warn, inform and advise the public.

4.2 Every plan maintained by the Council will be exercised for the purposes of ensuring that the Plan is effective, and the Council will in any event, exercise each Plan on an annual basis, or as required, whichever is sooner.

5. FREEDOM OF INFORMATION AND DATA PROTECTION

5.1 Release of information contained in this plan should be considered with regard to Freedom of Information and data protection legislation. It is important to note that this plan contains personnel contacts details of members of staff and it must therefore be stored appropriately by the Plan Holders.

5.2 If in doubt, local partners should approach the Council for advice on handling requests for information from third parties. Classification of the document will be reviewed on an annual basis.

6. AIM OF THE PLAN

6.1 The aim of this plan is to provide a framework, as far as is reasonably practicable to ensure that is an emergency occurs or is likely to occur that the Council is able to continue to perform its functions in relation to a wide range of possible scenarios, and/or is able to perform its functions for the purpose of:

a) Preventing the emergency

b) Reducing, controlling or mitigating its effects; and

c) Taking other action in connection with it.

7. OBJECTIVES OF THE PLAN

7.1 The objectives of this plan are:

a) To define plan activation and implementation arrangements;

b) To establish an agreed strategy for the co-ordination and control of a collective corporate response;

c) To confirm arrangements for the deployment of Council staff and bringing to operational status of all elements of the Councils response;

d) To ensure where reasonably practicable, the continuance of normal Council services and to bring about a speedy return to normality; and

e) To provide for the development of procedures and information, complied and maintained in readiness for use in the event of a major emergency.

8. COMMUNITY RISK REGISTER

8.1 The Act places a risk assessment duty on all Category One responders. There is a duty on Category One responders to assess the risk of an emergency within, or affecting, a geographical area for which each Category One responder is responsible.

The Act requires each Category One responder to arrange to publish all or part of its risk assessments.

Within the West Mercia Police Area, Category One responders have discharged this duty by putting together a Community Risk Register, through representation on the LRF Community Risk Register Sub Group.

The Community Risk Register has been published on the West Mercia Police website, with links to all other category one responders

The LRF Community Risk Register will be used to identify the need for other specific contingency plans.

9. LINKS WITH OTHER PLANS

9.1 Reference has also been made to the plans of other agencies to ensure consistency with the procedures adopted by partner organisations.

10. CO-OPERATION

10.1 The principle mechanism locally for multi-agency co-operation under the Act is the LRF. The Council has arranged to be effectively represented at meetings of the West Mercia Local Resilience Forum by the Managing Director of Wychavon District Council, who reports back through the Worcestershire Chief Executives' Panel.

10.2 The Council has also entered into an agreement (Memorandum of Understanding) with Worcestershire County Council and the other District Councils authorities in the county, which sets out how these local authorities will co-operate on emergency planning issues, in order to provide wide area coverage and cost effective means of delivering the service.

11. INFORMATION SHARING

11.1 The LRF has developed an Information Sharing Protocol, which provides a framework to enable the exchange of information, and to ensure clarity of understanding of the purpose and process. The exchange of information is to enable responders to be prepared to meet their obligations under the Civil Contingencies Act 2004, and the Council will adhere to the Information Sharing Protocol in this request.

12. RISK ASSESSMENT

12.1 Under the Memorandum of Understanding, Worcestershire County Council will be responsible for carrying out regular risk assessments of the area, and through the LRF, publishing and keeping up-to-date a Community Risk Register. Notwithstanding this, the Council will work with Worcestershire County Council to develop any required plans to deal with the risks associated with any such identified hazard within this area.

13. EMERGENCY PLANNING

13.1 This plan is a generic plan that enables the Council to perform its functions in relation to a wide range of possible scenarios. It has not been prepared in response to any specific risk assessment that was undertaken, but enables the Council to have a corporate response to any type of emergency.

14. BUSINESS CONTINUITY MANAGEMENT

14.1 The Act requires Category 1 responders to maintain plans to ensure that they can continue to exercise their civil protection functions; and continue to perform their ordinary functions so far as is reasonably practicable. The Council is responsible for its own internal business continuity planning and management and any arrangements will be detailed in a separate Plan to be developed.

14.2 The LRF Business Continuity Working Sub Group also maintains an up-to-date register of all business continuity plans required by category 1 and any relevant Category 2 responders within the LRF area, with full information on review dates, training and exercising carried out.

15. COMMUNICATING WITH THE PUBLIC

15.1 There are two aspects of the duty in relation to communicating with the public. The first is that the public be made aware of the risks of emergencies and how category 1 responders are prepared to deal with these emergencies if they occur. The second is that the public be warned and provided with information and advice as necessary at the time of an emergency. This is being considered and co-ordinated by the LRF Communications Group.

16. ADVICE AND ASSISTANCE TO BUSINESS AND LOCAL ORGANISATIONS

16.1 The Act requires local authorities to provide advice and assistance to those undertaking commercial activities and to voluntary organisations in relation to business continuity management in the event of emergencies. Under the Memorandum of Understanding Worcestershire County Council will discharge this duty.

17. PRIMARY RESPONSIBILITIES OF THE COUNCIL

17.1 The primary responsibilities for the Council are as follows:

a) Support for the Emergency Services and other agencies involved in the response to an Emergency;

b) The provision of a wide range of support services in line with the Council's normal service provision;

c) The provision of suitable accommodation for emergency evacuation and rest centres;

d) To act as the lead organisation for the recovery and return to normality phase;

e) At the same time, maintain the Council's services at an appropriate level.

18. PRIMARY RESPONSIBILITIES OF WEST MERCIA POLICE

18.1 The Police maintain the lead role in all emergency situations, and generally lead the arrangements for establishing a Command and control Structure (in the form of Bronze, Silver and Gold Controls).

18.2 The primary area of the Police responsibility at an emergency are the saving of life in conjunction with other Emergency Services, the preservation of the scene, the co-ordination with other Emergency Services, local authorities and other

organisations acting in support at the scene of the emergency (or elsewhere) and the control of the cordons.

19. PRIMARY RESPONSIBILITY OF HEREFORD AND WORCESTER FIRE AND RESCUE SERVICE

19.1 The primary areas of Fire Brigade responsibility during any emergency situation is saving-life through search and rescue, fire-fighting and fire prevention, rendering humanitarian services, providing and obtaining specialist advice and assistance where hazardous materials are involved, salvage and damage control and safety management within the rescue zone.

20. PRIMARY RESPONSIBILITY OF HEREFORD AND WORCESTER AMBULANCE SERVICE

20.1 The overall areas of responsibility for the Ambulance Service at an Emergency situation are to save life, to care for the injured at the scene, provide patient treatment, to provide sufficient ambulances and medical staff, to nominate and alert receiving hospitals and to arrange for the most appropriate means of transporting the injured to hospital.

21. PRIMARY RESPONSIBILITY OF THE COUNTY COUNCIL'S EMERGENCY PLANNING UNIT

a) The CC EPDO is the first point of contact for the Emergency Services during an emergency situation, and is responsible for co-ordinating the local authority and voluntary sector response.

This section of the Plan defines the meaning of 'emergency', in terms of activating this plan and the council's response. It also details the Council's control arrangements, including its main emergency teams, their roles and responsibilities.

22. DEFINITION OF AN EMERGENCY

22.1 The Definition of Emergency[2] is as follows:

An event or situation, which threatens serious damage to human welfare or the environment in a place in the United Kingdom.

War or terrorism, which threatens serious damage to the security of the United Kingdom

For the purposes of this definition, an event or situation threatens damage to human welfare only if it involves, causes, or may cause:

- Loss of Life;
- Human illness or injury;
- Homelessness;
- Damage to property;
- Disruption of a supply of money, food, water, energy or fuel;
- Disruption of a system of communication
- Disruption of facilities for transport; or
- Disruption of services relating to health

An event or situation threatens damage to the environment only if it involves, causes or may cause:

- Contamination of land, water or air with biological, chemical or radiological active matter

Or

- Disruption or destruction of plant life or animal life.

22.2 Operationally, emergencies will fall into 2 categories:

a) An emergency that requires a multi-agency response, which any of the responding organisations may declare as a major emergency. Such a declaration will be communicated to the County Council's Emergency Planning Duty Officer (CC EPDO), who will forward the declaration to appropriate responding organisations.

[2] The use of the term "Emergency" in this plan relates to the definition contained within Part 1, Section 1 of the Act

b) An incident that affects only the Council, which will be declared as an emergency by the Chief Executive. This decision should be communicated to the CC EPDO, who will inform other organisations, as appropriate.

23. CO-ORDINATION OF THE COUNCIL'S RESPONSE TO AN EMERGENCY

23.1 Emergency management is an integral part of the Councils normal management function and the management structure used in dealing with the Council's response to any emergency situation reflects this.

23.2 Depending on the nature and scale of the incident, teams may be required at the following levels:

a) Emergency Plan Management Team
b) Emergency Response Team
c) Operational Team (Forward Control Officers); and
d) Recovery Co-ordination Group / Corporate Management Team

24. EMERGENCY PLAN MANAGEMENT TEAM (STRATEGIC)

Established to manage the Council's response to an emergency, involving or affecting the majority of the council or large areas of the District.

Convened and chaired by the Chief Executive Officer, or Corporate Director – Services in his absence, and will contain:

Chief Executive Officer
Corporate Director Services
Assistant Chief Executive Officer
Heads of Service

It is responsible for:

a) Strategic decision making during the short response, and for the longer term recovery of the community, and the promotion of a co-ordinated response by the Council in the response to an emergency, and

b) Maintenance of the Council's normal services, where possible in line with any business continuity arrangements that the Council chooses to put in place.

It will also

c) Determine priorities, and allocate, control and monitor the use of resources.

d) Support other local authorities, when requested to do so.

e) Liaise with services, organisations and agencies involved, including other emergency teams established by those bodies.

f) Request support from central government, other local authorities, armed services and other organisations or bodies.

g) Brief the media and inform the public on the Council's role and response to the major incident.

h) Maintain efficient communication links.

i) Consider the activation of the County Public Emergency Helpline, and activation of the District Council's Communications Team.

j) Record and assess the financial implications of the incident, and give early consideration to the establishment of an Appeal Fund.

k) Give early consideration to recovery phase.

l) Provide situation reports to the lead central government department and/or regional government.

m) Appoint a specific Log Keeper to maintain a log of events.

n) Received, collate, analyse, display and distribute information.

o) Provide for the care and welfare of responding staff.

p) Appoint officer to silver and Gold Control, and a forward liaison officer(s) to bronze control, as necessary.

24.1 The EPMT will convene on activation of the plan, and will meet as and when required at a venue to be determined, according to the circumstances pertaining to the incident.

24.2 If the emergency warrants the convening of the EPMT, the CEO will assume control from the Duty Officer.

24.3 The EPMT will be supported by the Corporate Director – Services acting as the Emergency Planning Co-ordinator who will channel information and ensure that the decisions made by the EPMT are actioned appropriately.

25. EMERGENCY RESPONSE TEAM (TACTICAL)

Established to manage the Councils response to an emergency involving or affecting several service areas, and/or to implement the policies determined by the Emergency Plan Management Team

Chaired by Corporate Director – Services and reporting to the Chief Executive Officer or Head of Planning and Environment reporting to Corporate Director – Services.

Once convened, the ERT will be responsible for:

a) Channelling information and ensuring the strategic directives from the Emergency Management Team are carried out appropriately.

b) Maintaining close contact with operational managers and officers' within their function.

c) Establishing the vital working relationships required at time of crisis.

d) Mobilising appropriate officers in an emergency.

26. OPERATIONAL TEAM

Established to implement the Council's response to an emergency, and will report to the Chief Executive Officer or the Emergency Response Team if established

The Chief Executive Officer or Corporate Director - Services may appoint a Forward Control Liaison Officer who will be sent to the scene of an emergency and who will be the district's representative at bronze control Level. The Chief Executive Officer/Corporate Director – Services may allocate a runner/message taker to accompany the Forward Control Officer.

The Forward Control officer will be responsible for:

a) Recording details and information about the incident. Initiating a log;

b) Ensuring that they are properly identified by wearing their District I/D badge and yellow jacket/waistcoat, and that they are contactable by carrying a mobile telephone and essential telephone numbers and emergency plan. Clarify with the Corporate Director – Services where they need to go, who they need to report to and their estimated time of arrival.

c) Reporting to the Police/Fire Officer in charge, on arrival to seek briefing on the situation and their requirements.

d) Contacting the Corporate Director - Services to advise and update him/her on the situation;

e) Assessing whether the situation needs additional resources and staff and whether you require admin support at the scene, and reporting these requirements through to the Corporate Director - Services;

f) Attending any meeting called by the Police or Fire Officer in charge, on behalf of the Council;

g) Passing requests and information from the scene to the Corporate Director - Services and if appropriate Silver Control;

h) Gathering information at the scene and providing regular updates to the Emergency Plan Management Team;

i) Identifying and anticipating any problems the Council may be asked to deal with;

j) Ensuring they inform the Police/Fire officer in charge and the Corporate Director - Services when they leave the scene;

k) Consider their own welfare, particularly if they have witnessed or been involved in a traumatic incident; and

l) Ensuring they have completed a log of events.

26.1 Operational Team

At the operational level of the response to an emergency, there will be 7 principle areas covered by the operational team.

Environmental Health
Street Scene
Highways
Welfare and Accommodation
Communications
Building Safety and Plans
Response Co-ordination

27. DISTRICT RECOVERY GROUP

Established to manage the Recovery Phase by the Emergency Plan Management Team.

Chaired by the Chief Executive and will comprise of appropriate senior officers and members of the Council, together with representatives of outside organisations, including the Emergency Services with a take in the return of the community to normality.

Once convened, the Recovery Co-ordination Group will focus on longer-term implications and remedial actions resulting from the emergency.

Further details on the recovery phase are contained in Section 55.

27A DECLARATION OF AN EMERGENCY

If an emergency occurs, or is likely to occur an appropriate officer of any Category 1 or Category 2 responders may declare the situation to be an emergency, as defined in the Act.

For this Council, the appropriate officer will be the Chief Executive Officer or their absence the Corporate Director – Services the Emergency Planning Officer (District EPO).

In the absence of the Chief Executive Officer or Corporate Director – Services member of Senior Management Team will adopt this role.

The Council may also wish to consider the implementation of its business continuity arrangements in support of the emergency response, and/or to ensure that the Council can continue to provide its normal services during this event.

28. PROCEDURE FOR ACTIVATION OF THIS PLAN

28.1 A diagram detailing the Activation Procedure is contained at page19.

28.2 Call out lists and members of the Emergency Management Team and Emergency Response Team can be found on Pages 42-44

28.3 Call out lists for other officers and other organisations can be found on Pages 45-47.

28.4 The emergency response will be based on three levels (see below) and activation of all parts of the plan will be a decision of the Chief Executive or Duty Emergency Planning Officer.

28.5 Declaration of a major emergency by the Emergency Services will activate a level three response for the Council. Formal notification of a major emergency will come from the CC EPDO

28.6 The Chief Executive Officer and/or EPO will decide who to alert, and who to keep on stand-by.

29. Role of Bromsgrove District Council 24hr Control Room

The Council operates a telephone response service that provides help and support in the District of Bromsgrove, 24hr per day, 365 days per year.

The Control also take out-of hours calls for the council of a routine nature and will be used by the CC EPDO to make contact with the Duty Emergency Planning Officer.

30. Levels of Response

Level One:

Minor Incident that can be dealt with by the nomal arrangements for the provision of the Council Services

Level Two:

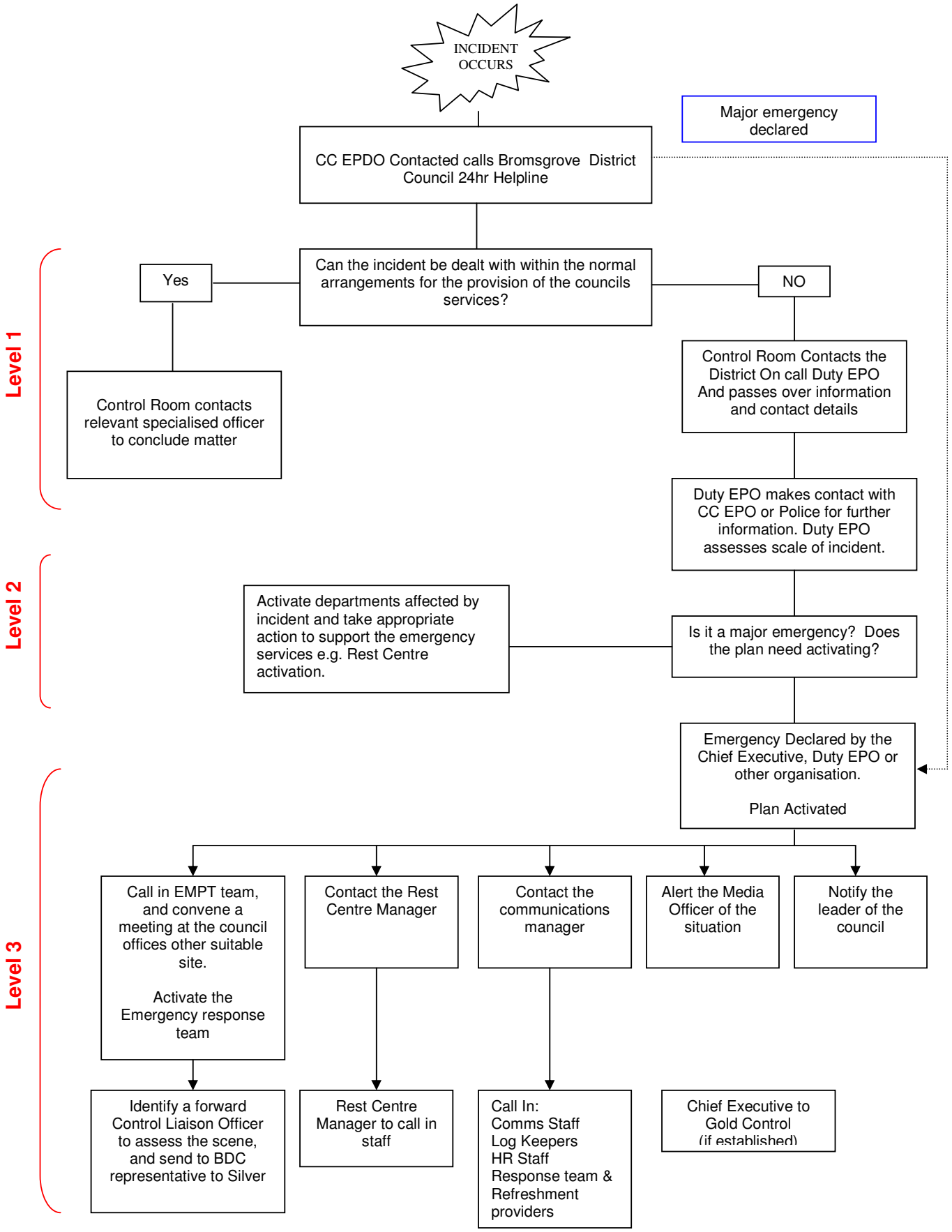
Significant scale incident that requires contact with the Duty EPO and is likely to effect one or more service areas. Duty EPO will decide, using information given regarding the scale of the incident, who from the ERT will be called out. The Duty EPO will keep the Chief Executive informed of the situation and activities as necessary.

The EPO will decide if the ERT needs to be convened at the Council Offices or other suitable location.

Level Three – Major Emergency

If a Major emergency is declared by the Council or by another organisation this response will be activated. The Duty EPO will inform the members of the EPMT and convene a meeting at the Council Offices or other suitable location. The Emergency Response Team will be activated and direction given by EPMT.

	Bromsgrove District Council Emergency Response Plan
	Recovery



32. COMMAND AND CONTROL

32.1 In order to achieve a combined and co-ordinated response, it may be necessary to set up a command and control structure to deal with an emergency situation.

Bronze – the operational level

32.2 Bronze is the level at which the management of immediate "hands-on" work is undertaken at the site(s) of the emergency or other affected areas.

32.3 Personnel first on the scene will take immediate steps to assess the nature and extent of the problem. Bronze commanders will concentrate their effort and resources on the specific tasks within their areas of responsibility, and will act on delegated responsibility from their parental organisation until higher levels of management are established.

Appropriate Bronze officers will be identified by the District EPO, Chief Executive Officer or the Council's Emergency Plan Management Team.

Silver – the tactical level

32.4 The purpose of silver level is to ensure that the actions taken by bronze are co-ordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency. Silver will normally comprise the most senior officers of each agency committed within the area of operations, and will assume tactical commend or the event or situation.

The Council is likely to be represented at Silver level by a member of the Emergency Plan Management Team, or an officer identified by the Chief Executive Officer or District EPO.

32.5 In those cases where it becomes clear that resources, expertise or co-ordination are required beyond the capacity of silver, it may be necessary to invoke the gold level of management to take overall command and set the strategic direction. Once this occurs, silver will continue to effect multi-agency co-ordination within their area of responsibility, while simultaneously directing tactical operations within the strategic direction and parameters set by gold.

Gold – the strategic level

32.6 Where 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, then in may be necessary to implement a multi-agency management at the gold level. The multi-agency group, which brings together gold commanders from relevant organisations, is called the Strategic Co-ordinating Group (SCG), although it is commonly referred to as "gold command" or simply "gold".

The Council is likely to be represented at Gold level by the Chief Executive Officer or other member of the Emergency Plan Management Team.

Regional Control

32.7 Information relating to the strategic response of agencies in the West Midlands to incidents requiring multi-agency co-ordination on a regional basis is contained in the *West Midlands Generic Regional Response Plan,* a Plan owned, authorised and agreed by the West Midlands Regional Resilience Forum (RRF).

32.8 The Regional Resilience Team at the Government Office for the West Midlands may assume a role of regional co-ordination in large-scale regional and national incidents.

National Co-ordination

32.9 In an incident with national implications, and depending on the scale and nature of the incident, the central government response will be managed at one of the following levels:

Level 1 Response co-ordinated by Lead Government Department Minister (refer to www.ukresilience.info for details of Lead Government Departments).

Level 2 Response co-ordinated by the Lead Government Department from the Cabinet Office Briefing Room (COBR).

This section of the plan details what the plan says will be done, and by whom. The information contained in this section should be read in conjunction with Part b of this plan (management, Control & Co-ordination), and gives information on the specific actions to be undertaken by the key divisions, departments and officers in the Council

33 Emergency Planning Officer

The District EPO is likely to be the first recipient of information about the emergency situation from the CC EPDO or Emergency Services and via the CCTV Control Room. On receiving the first phone call, the District EPO will:

Decide what actions need to be taken to ensure an appropriate response from the District, depending on the situation.

Consult the Chief Executive Officer on the activation of this Plan (or another member of SMT if the Chief Executive Officer is unavailable), and where required, instigate the establishment of a formal structure within which the District can manage and deliver its response.

Where necessary, identify an appropriate Forward Control Officer to attend the scene and appropriate officers to attend multi-agency Silver and Gold controls.

Ensure a log of all actions is maintained.

34. ROLE OF ELECTED MEMBERS

34.1 Elected Members have a number of important functions, should a major emergency affect their area. They provide political leadership and, depending on the scale of the incident, guidance.

34.2 Additionally they may be a great source of comfort and support to and for the community affected. Their local knowledge of an affected area may prove invaluable and it may be appropriate for them to present the public face of the Borough's emergency response through media interviews and briefing sessions.

Throughout the emergency it will be the Chief Executive Officer's responsibility to consult with relevant Members and, whereas previously there used to be a dedicated Committee for this purpose, now the Council would reply on an urgent meeting of the Council's Executive Cabinet. The sanction of the Executive Cabinet is required in particular for any financial implications incurred, even if retrospectively, depending on the size and nature of the emergency.

35. THE ROLE OF LIFELINE (THE LIFELINE CONTROL OPERATOR)

35.1 In the event this Plan being invoked, the Lifeline Control Centre may be contacted by any of the following officers:

a) District EPO/ Chief Executive Officer Borough Director;
b) Emergency Services - Fire/Police;
c) County Council Emergency Planning Duty Officer.

The Operator will also make contacts as requested.

A log will be maintained by Lifeline Centre of all calls.

36. MANAGEMENT OF REST CENTRES

36.1 During or following an emergency, it may be necessary for the Council to provide care to members of the public who have been evacuated from their homes and require temporary accommodation, or to uninjured survivors of an incident.

36.2 Experience of disasters has shown that if people believe their relatives and friends may have been involved, they will wish to travel from within the UK or abroad to the scene of a disaster. In that event, there may a need to establish a Friends and Relatives Reception Centre.

36.3 In the longer term, there may also be a need for the Council to support the County Council's Social Services Directorate in the running of a Family Assistance Centre, which aims to deliver emotional and practical support to those affected, including bereaved families, survivors, responding personnel, and affected communities.

36.4 There may also be a requirement for local authorities to assist the health authorities in the establishment and running of Reception Centre in support of the health authorities should decontamination and prophylactic treatment of the public be required.

36.5 The Council has been working with the Rest Centre Officers Group to develop a countywide *Rest Centre Policy* that will ensure that evacuees receive the same standard of care within Rest Centres in the county, regardless of geographical location or district council boundaries. Key to this is the provision of core and enhanced facilities within Rest Centres, the formalisation of a Mutual Aid Agreement between district council authorities and the provision of Rest Centre Stores throughout the county.

In the event of a Rest Centre being required:

36.6 The District EPO/Chief Executive Officer will contact the Head of Strategic Housing Services, it may be necessary to appoint a Rest Centre Manager or the Head of Strategic Housing may be responsible for:

Establishing and operating the Rest Centre liaising, where necessary with Street Scene and other Council services, County Council Adult and Community Services and Children's' Services, the County Council Emergency Planning Officer and the Voluntary Sector including WRVS.

Arranging for the provision of the Core Services, and where necessary Enhanced Services in line with the County Rest Centre Policy.

36.7 The Lifeline Control Centre will be contacted by the Head of Strategic Housing or the District EPO and given the following details:

a) Venue
b) Approximate number of evacuees
c) Approximate duration that the Rest Centre will be required.

36.8 The Lifeline Control Centre holds lists of all contacts.

The Operator will:

Contact the Control Centre for additional support and in the event of no contact, another Operator should be called in. Inform the Emergency Support Team. Start an incident report giving brief details and list all contacts. Contact members of the Emergency Support Team. Contact other Officers as requested by the Head of Strategic Housing or District EPO.

37. COMMUNICATIONS

37.1 During an emergency situation, the Council may have to put in place arrangements to ensure that communication links can be maintained, and where necessary increased to cope with demand.

38. THE ROLE OF THE COMMUNICATIONS OFFICER

38.1 The Council may call in its Communications Officer to handle all communications coming into the Council's premises, ensuring the fast dispatch of messages to appropriate individuals and teams. The Team will also seek to ensure that normal day-to-day council communication needs are handled, as well as those relating to the emergency situation.

38.2 There is a separate Communications Plan.

38.3 The Communications Manager will work with the Council's Information Technology department to consider the use of all methods of communication.

39. THE ROLE OF THE EMERGENCY HELPLINE

39.1 Additionally, the County and District Councils may run a public Emergency Helpline service in order to assist members of the public affected by the emergency in the provision of information.

39.2 The Helpline is co-ordinated by the County Council's Emergency Planning Unit and based in the Emergency Response Centre at County Hall, Worcester.

39.3 The final decision on activation rests with the County Council's Emergency Planning Manager, who must be consulted by any organisation wishing to activate the Emergency Helpline via the County Council's EPDO. If an Emergency Helpline is established, the District Council's switchboard and Lifeline service will need to be informed.

40. BUILDING CONTROL

40.1 The Building Control Team has a responsibility to deal with dangerous structures, as covered by the Building Act 1984, Section 77.

On receipt of information regarding a building or structure which is in such a condition as to be a potential danger, it will be necessary for a Surveyor(s) to visit the site, inspect the building and prepare a full report as to its condition. In an emergency situation, the Surveyor(s) shall assist with any relevant tasks identified by the Council Officer.

41. ENVIRONMENTAL HEALTH

41.1 In the event of an incident to which Environmental Health has to respond, it is likely that many other agencies will also be involved, i.e. Environment Agency,

Health Authority, Health & Safety Executive, Water Company, County Council and others, dependant upon the type of incident.

41.2 The Head of Environmental Health, or in his absence a designated Deputy, will be responsible for deciding which Officers or staff are to be called to attend a particular incident.

41.3 The Environmental Health Team is to provide the best advice and expertise available from within the existing team with the aim of clearing up and restoring normality as soon as possible. The Team may also be required to have a presence in the county's Temporary Mortuary facility at Ashchurch, Gloucestershire (further details are contained within the *Worcestershire Temporary Mortuary Plan*).

Actions will include the execution of statutory functions e.g. service of notices, monitoring of the situation and in conjunction with others produce information for the press, public and elected members.

The objective will be to maintain existing and ongoing statutory functions.

42. MEDIA

42.1 The Communications and Customer First Officer will be responsible for:

Co-ordinating and leading the Council's response to media enquiries following an incident.

Organising regular media briefings.

Producing media/press releases and statements.

Liaising with other media officers in other responding organisations to ensure messages are co-ordinated.

Attending the Police media centre at Hindlip Hall, or Worcester Rugby Club if required.

Organising, where appropriate, media conferences and interviews.

Arranging, in consultation with other agencies, media visits to incident sites.

Briefing and providing guidance to the Chief Executive, Elected Members and Emergency Response Team on the District's Media Strategy and level of press interest.

The Assistant Chief Executive will be responsible for overseeing this work and for organising VIP visits to the District.

43. HIGHWAYS PARTNERSHIP UNIT (WORCESTERSHIRE COUNTY COUNCIL)

43.1 Principally, the Highways Partnership Unit is responsible for:

Arranging for repairs and maintenance to:

a) Highways
b) Buildings
c) Sewers and Drains.

Liaising and assisting, where appropriate, the Fire Brigade and/or utilities.

Arranging transport and fuel supplies for all Worcestershire County Council departments as required.

Arranging for the provision of resources including plant and heavy lifting equipment, and to provide an advisory service for engineering.

Flood monitoring.

The Highways Partnership Unit may be requested to provide a representative to join the Council's Emergency Plan Management Team.

44. FINANCIAL SERVICES

44.1 It is possible that the Authority may incur extensive expenditure in both the response to, and recovery from an emergency. It is therefore essential that all expenditure by the Council in responding to an emergency is clearly identifiable. This will enable a claim to be made to Central Government under the Bellwin Scheme, or an insurance claim to be submitted.

44.2 The Head of Financial Services will be responsible for setting up any emergency codes to separately identify any items of spending on emergencies, and to scrutinise and pay accounts in respect of orders for goods or services placed by officers in an emergency.

44.3 Should it have been deemed appropriate to set up an Appeal Fund, the Head of Financial Services will also be responsible for setting up appropriate systems and procedures for the proper control, security and use of such a Fund.

To provide, where necessary, a representative to join the Districts Emergency Response Team and/or representatives for the Districts communications activities.

To provide the necessary financial arrangements to support the Districts Response.

To maintain records of expenditure, including the allocation of a relevant cost code, for the emergency.

To provide staff resources where available in support of other departments/sections.

45. MINOR WORKS

45.1 The Minor Works Department will provide a standby team of general specialist operatives.

46. MUNICIPAL DEPOT AT CROSSGATES

46.1 The Depot has standby cover in case the contingency plan for fuel is activated, or emergency vehicles or equipment is required from the stores.

47. CO-ORDINATION OF LOCAL AUTHORITY ACTIVITY

47.1 In an emergency, liaison, both internally between departments, and externally with the County Council and other organisations will be of great importance, to ensure the most effective use of resources. In order to ensure effective liaison, the following arrangements will be made.

47.2 If an emergency occurs wholly within the Bromsgrove boundary, responsibility for the co-ordination of all local authority services will rest with the District Council. Should the emergency require assistance from neighbouring local authorities, the District Chief Executive will be responsible for liaising with Chief Executives of adjacent District and County Councils to determine mutual aid assistance arrangements.

47.3 In an emergency involving more than one district –level authority, the County Council's Chief Executive may take the local authority command and will liaise with the other Chief Executives to determine mutual aid assistance and liaison arrangements. After consultation with the Chief Executives of the affected District Councils, it may be agreed that the Chief Executive of one District Council will lead, with support from other Districts and the County Council.

47.4 In each of the above circumstances the District EPO will ensure that the County Council is clearly aware of its co-ordinating role and the Council's supporting role.

48. LOG SHEETS AND REPORTS

48.1 Log Sheets are available from the District EPO. A log will be kept by all officers involved in the emergency of all events, requests made, decisions and actions taken for subsequent debriefing to monitor the effectiveness of this Plan, and possible future investigations or public inquiries. Two persons will be nominated for maintaining a log of events within each of the Council departments involved, and all log sheets must be made available for subsequent report to the Chief Executive.

48.2 It may be that it is more practical for hand-held dictation equipment to be used to record this information. In such an event, the tape must be kept secure at all times and log sheets completed as soon as practicable from the dictation tape.

48.3 In any event all log sheets, tapes, notes, lists etc. must be retained securely pending any future inquiry.

49. STAFF WELFARE

49.1 All managers need to remain aware that staff welfare and morale must be closely monitored during the response to any emergency. Those staff involved in the response will be working under potentially stressful circumstances, while those assigned to the maintenance of the normal services and functions of the council may well feel unappreciated, undervalued and overworked because of the assignment of colleagues to deal with the emergency situation.

50. V.I.P. VISITS

50.1 In the event that the emergency should be of such proportions to warrant attendance by a V.I.P, any District Council involvement will be co-ordinated by the Council's Assistant Chief Executive in liaison with the Chief Executive and Leader of the Council.

51. TEMPORARY MORTUARY

51.1 Worcestershire County Council has a Temporary Mortuary Plan maintained by its Emergency Planning Unit. This will be established at the direction of Her Majesty's Coroner and the Police acting as Coroner's Officers, who will implement and manage it as and when required.

52. MILITARY AID

52.1 Military Aid may be requested from the Army and Royal Air Force. When there is no threat to life, a charge will be levied for this assistance. If military assistance is required, Gold Control will be asked to arrange Military Aid to the Civil Community (MACC).

53. VOLUNTARY AID ORGANISATIONS

53.1 The principal voluntary organisations within the County can be called upon to provide additional support in the response to a major emergency. This is co-ordinated through the County Volunteers Emergency Committee (CVEC). If voluntary support is needed, this can be requested through the County Council's EPDO.

53.2 Further details about the role of CVEC are contained within the *CVEC Manual* and the *Worcestershire Rest Centre Policy*.

54. STAND DOWN ARRANGEMENTS

54.1 The Chief Executive will take a decision to "stand down" Council personnel, facilities, and arrangements, having regard to position reports from appropriate Officers and outside agencies. Such a decision will immediately be conveyed to all other agencies that have been involved in the emergency, through the EPO, and to local media, if necessary.

54.2 The Districts Corporate Management Team will then work towards returning the community and the environment to normality, through the Recovery phase.

55. HAND OVER OF OVERALL RESPONSIBILITY

55.1 There is likely to be a longer-term involvement for local authorities and organisations other than the Emergency Services. If this is the case, overall co-ordination of the recovery phase will be handed over from the Police Incident Commander to the Council's Chief Executive at an appropriate time.

55.2 Depending on the scale and nature of the incident, there may be recovery issues to be considered. This is dealt with in Recovery Issues.

56. DE-BRIEFING ARRANGEMENTS

56.1 A review of the Council's performance during the response and recovery phases is essential. This provides an opportunity to evaluate efficiency, to learn from experience gained and also offers a source of information to assist in ensuing investigation or inquiries. The debriefing should also include a consideration of whether the provisions of this document need to be changed.

56.2 The District EPO will be responsible for:

Ensuring all officers that have been involved in the response to an emergency, complete a log of events and that these are returned to the District EPO, to enable the production of a post-incident report.

56.3 It will be more beneficial if the debriefing is commenced as soon after the incident as is practicable; and staff at all levels within the authority, including personnel remote from the area of operations (e.g. communications team members) are given the opportunity to contribute.

56.4 Records made at the incident, including any photographs/video recordings and any written reports and log sheets will assist in the debriefing process.

56.5 The Council will also consider the provision of personal care, welfare and support if required, to those members of staff involved in responding to an emergency.

57. MULTI-AGENCY DEBRIEFING

57.1 The Council may be required to attend a multi-agency debriefing, which may include not only the Emergency Services and the council, but also any other agency which may have assisted in the overall response.

57.2 It is important that the Council is represented by personnel actually involved in the emergency, as it may be necessary to give first hand accounts of events.

57.3 Officers conducting debriefs must be aware of any disclosure implications, which may affect any future legal proceedings.

57.4 Within the counties of Worcestershire, the debriefing process will conclude with a debriefing at the LRF General Working Group, and a report to the LRF.

58. RECOVERY PHASE

58.1 Recovery is the process of returning the affected communities and services to normality. Management of the recovery phase is passed to the affected local authorities by the emergency services, and the District Council may have a significant role to play.

58.2 A number of recovery issues will need to be considered early on by the Corporate Management Team, while the response is still ongoing. As the response gives way to recovery, the pace of activity will lessen and it may be appropriate to pass control of the incident to a Recovery Co-ordination Group.

59. RECOVERY CO-ORDINATION GROUP

59.1 The Recovery Co-ordination Group will be chaired by the Chief Executive and will comprise appropriate officers and Members from the Council, together with representatives of outside organisations with a stake in the return to normality. It will focus on the long term implications and remedial actions resulting from the major emergency.

59.2 Recovery issues fall under six main areas:

a) Strategic Issues;
b) Rebuilding the Community;
c) Managing Financial Implications;
d) Managing Resources;
e) Responding to Community Welfare Needs; and
f) Environmental considerations.

59.3 These areas do not form a comprehensive list of issues needing consideration after all emergencies. In some, not all these issues will arise, in others; further issues will need to be given consideration.

60. STRATEGIC ISSUES

60.1 There are many key strategic issues outlined below which will need to be considered by the Corporate Management Team or the Recovery Co-ordination Group, when established. While some of these are internal for the Council, many will require input from other organisations. These may be summarised as: -

a) Strategies for delivering normal services;

b) Reallocation of senior staff responsibilities to enable those needed to concentrate on dealing with the emergency;

c) Long term pressures on housing;

d) Implications of, and solutions to any lack of resources;

e) Focus for decisions on appeal funds, memorials and anniversaries;

f) Comprehensive liaison arrangements and implementing mutual aid arrangements;

g) Media handling, including: -
   i. Maintaining a constant media message;
   ii. Timing of press briefings to meet media deadlines;
   iii. Media handling for positive stories;
   iv. Updating public and staff via the Internet and other means.

h) Economic Impact could affect the county and the following will need consideration: -
   i. Assistance to local businesses;
   ii. Strategy for maintaining or restoring business confidence;
   iii. Environmental damage impacting on tourist potential;
   iv. Views of trade associations and business forums on requirements to help economic recovery.

i) Pressures from the business community for high priority to return them to "normality";

j) Litigation may follow an emergency and the Council must take all the necessary steps to have good quality evidence supporting its actions at any Tribunal, Public Inquiry or court case. The following will be considered: -
   i. Audit Trails;
   ii. Comprehensive records of decisions, actions and expenditure;
   iii. Internal investigations;
   iv. Long term resource implications of the legal process; and
   v. Media attention and loss of reputation resulting from prolonged litigation

61. REBUILDING THE COMMUNITY

61.1 Physical reconstruction of any damaged structures can be a sensitive issue. While unsafe structures will have been stabilised and made safe during the response, whether they should be restored, replaced with new building, turned into gardens of remembrance or something else will be of interest and concern to the local community, which may involve ethnic minority, religious and volunteer groups in the area. There will be a need for both the views of the buildings' owners and the wider community to be taken into consideration before any decision is taken.

61.2 VIP visits are inevitably going to be a part of any serious incident. These should be used to engage the local community and provide opportunity for members of the public to express their opinions and thoughts about the response and what should be done to restore the community and environment.

61.3 Memorial or remembrance services for those killed or injured in an incident will need to be considered, both shortly after the incident and also on anniversaries, depending upon the severity of the event. Seating arrangements for such services should reflect the feelings and needs of the local community. Prominence should be given to the families, friends and community affected, rather than to local and visiting dignitaries.

61.4 The timing of announcing a memorial service soon after the event will need careful consideration by the Corporate Management Team or Recovery Co-ordination Group, although the need for preparation for such an event should be an early consideration.

62. Managing the Financial Implications

62.1 The Council is likely to incur extensive expenditure in both the response to, and recovery from an emergency. The financial implications will need to be considered at every stage of the response and recovery. It is possible that existing budgets may become overspent to such an extent that normal business cannot continue due to a lack of finance, and a strategy for dealing with this must be investigated by the Corporate Management Team.

62.2 In a natural disaster, intention to make a claim under the Bellwin Scheme will need to be made to Central Government at an early stage and the Corporate Management Team will need to consider this.

62.3 If the disaster is man-made and an insurance claim is felt by the Corporate Management Team to be likely, there will be a need to liaise with the insurance industry, especially loss adjustors.

62.4 Any costs incurred as a direct result of an emergency need to be kept separate from normal expenditure.

62.5 The Corporate Management Team will need early consideration of establishing an appeal fund. A number of issues will need to be determined: -

a) Should there be an Authority led appeal fund and if so, who should form the Board of Trustees for this fund?

b) Should the District Council or the County Council lead it?

c) As an alternative consideration should be given to asking the British Red Cross Society to establish and run an appeal fund on behalf of the Council (further details are contained in the *British Red Cross Society Disaster Appeal Scheme (United Kingdom) – Fourth Edition*);

d) A specific identification of the purpose(s) to which donations are to be applied;

e) Whether donors have put specific restrictions on the use to be made of their donations;

f) The security aspects of handling large amounts of donated cash.

63. MANAGING RESOURCES

63.1 Staff will be needed to support the Emergency Services and to run the Council's response, as well as to be involved in recovery. It is essential that a strategy is developed to ensure that, whatever the requirements of staff for the response, there are also sufficient staff to deal with both recovery and maintain normal services throughout. It is essential that early consideration be given to the following issues:

a) Covering workloads of staff diverted to deal with the emergency;

b) Strategies for briefing and debriefing staff at shift changes and when stress could be induced by strange working patterns and the work involved;

c) Support networks for staff through internal help-lines, newsletters etc, to ensure that all are kept informed of what the Council is doing. This must apply to staff not working on the emergency, which may feel unappreciated, carrying out the routine work of the Council, while colleagues for whom they are covering are involved in emergency operations; and

d) Health and Safety and Occupational Health issues.

63.2 Many elected members are involved with community organisations, school governing bodies, local charities and other bodies. They also have very detailed knowledge of their own local area. As such they are a useful resource, which can be used to: -

a) Provide a focus for community consultation, both to obtain information from and give information to the public;

b) Provide helpful local knowledge to responders;

c) Liaise with other elected representatives, at all levels from Parish Councillors to Members of the European Parliament; and

d) Take a role in VIP visits.

63.3 Many offers of help will be received from members of the general public, businesses, charities, voluntary agencies and other community groups. These will cover a wide range from offers of practical assistance through goods for those directly affected to offers of accommodation. The Council will need to co-ordinate such offers and will need to consider such things as: -

a) Registration and classification of offers of help;

b) Identification of storage areas for goods;

c) Formation of a panel to assess needs and oversee the distribution of donations. As this relates to an Appeal Fund, it may be considered that the appeal fund trustees be made responsible for this.

d) A sensitive disposal mechanism for unwanted and unused donations.

63.4 Media management will be required; during the recovery phase, media interest will focus to a large extent on the local authority and there will be demands for interviews with both elected members and senior officers. It is essential that all who are to be interviewed by the media are thoroughly briefed and able to give factual information about the work being done. They can also be used to pass information to the public via both national and local media.

63.5 At the same time, the media should be monitored for letters, articles and broadcast media interviews reflecting the response of the public to the work being done on their behalf, in order that adverse comment can be countered before it can damage the reputation of the local authority.

63.6 The Council's website should be used to publish information and regular updates of the WebPages giving information should occur.

64. RESPONDING TO COMMUNITY WELFARE NEEDS

64.1 Support to those affected by an incident is an essential part of the recovery process and could well require a long-term commitment by the authority. Such commitment may well have a significant impact on the authority's ability to deliver its normal service for a lengthy period. The Corporate Management Team will need to consider the problems this will raise at an early stage, and develop a strategy for dealing with it.

64.2 Whilst the County Council's directorates with responsibility for social care will have a central role in this area, they will not be alone in providing welfare support. Offers of help may well include some from groups such as CRUSE and The Samaritans. Health Service personnel will also be able to assist in this area. With a number of agencies involved, there will be a need to co-ordinate the various efforts and ensure that they are not cancelling each other by offering different advice to the public.

64.3 Other means by which support may be offered could include: -

a) Opening "Drop-In" centres to provide a focus for communities, where the public can talk to trained personnel, or each other either in private or, as some will prefer, in group sessions. The religious needs of people of whatever faith should be catered for, either in the drop in centre or by co-ordination with local Faith leaders to provide this elsewhere;

b) Opening Family Assistance Centres in the longer-term to provide bereaved families, survivors and communities with professional advice and assistance to meet individuals' needs. In Worcestershire, the lead authority for this is likely to be Worcestershire County Council. Work is currently being undertaken through the LRF to prepare a multi-agency Family Assistance Centre Plan;

c) Operating a public help-line as a point where people can talk through their feelings with a sympathetic listener; and

d) Production of leaflets, information sheets or newsletters on a regular basis to provide information to the public.

64.4 Personal support to individuals or families on a one to one basis will be of help to some people. This must not be forced on people and should be co-ordinated with police Family Liaison Officers, and the County Council's Social Care Emergency Response Workers, as well as other organisations providing support services.

64.5 The County Voluntary Emergency Committee provides a nucleus around which this co-ordination role can be built. The County Volunteers' Emergency Committee can be contacted through the CC EPDO.

65. ENVIRONMENTAL CONSIDERATIONS

65.1 Environmental considerations divide between the natural and the built environment, both of which will need to be considered in recovery.

65.2 The built environment consists of all buildings, public and private, including business, religious and housing, transportation, communication and distribution systems, including all utility and food supplies. While a number of these are under the control of the Council, many are not and the Corporate Management Team will need to prioritise and co-ordinate works by all organisations involved to restore supplies and systems with the least possible further disruption to the community. In restoring these services, close co-ordination with housing providers will be needed to ensure that their priorities for the return of the public to their own housing, rather than any temporary housing they may have to be moved to is taken account of.

65.3 The majority of emergencies will incorporate implications for Environmental Health. Particular issues that the Environmental Health team will address include contaminated water supplies, various nuisances, noise, pollution, pest control, food hygiene and control of infectious disease.

This is a list of the Emergency Plan Management Team. A Rota for the on call manager will be held with the 24hr Control room.

Important Note: All members of the EPMT to ensure their mobile, home and work numbers held at Control Room.

Duty EPO must keep mobile phone on at all times out of hours and their must always be a duty EPO available.

Emergency Plan Management Team:

confidential				

(All EPMT members must have all the contact numbers of other EPMT members and County Emergency Planning and Police Control Room.)

Version: 1

The members of the Emergency Response Team are:

confidential				

(All contact numbers of above need to be held in a file [one at home and one at work] by all EPMT members. Need to put together two files of contacts for each EPMT member.)

(It will be the responsibility of the particular Head of Service to nominate one or more alternate).

Key Contacts

confidential				

confidential				

confidential				

CCTV CONTROL ROOM

Confidential

Emergency Services

Confidential

Version: 1

REST CENTRE EQUIPMENT AND SUPPLIES

REQUISITION SHEET

EQUIPMENT	LOCATION	TRANSPOTATION INSTRUCTIONS
Rest Centre Emergency Resources Red Boxes Red suitcases containing: Rest Centre Banner Tabards Registration Forms Information leaflets Wrist identification straps Core services paperwork and guidance sheets Receipt books, Paper pads Pens and pencils Coffee Tea Sugar Dried Milk Coffee mate Biscuits Plastic spoons Plastic cups Washing up liquid Ash trays String Paper towels 5 x foil blankets Tabards Interpretation sheets Loud Haler and batteries Sticky backed registration numbers Safety pins Raffle tickets Pens and pencils Marker pen Flip chart pad (for information desk) Baby bottles Steriliser Telephone Telephone extension lead Black sacks Bin liners Toilet paper		Request depot staff to collect red suitcases and one box containing portable TV from CCTV Control Room and transport to the chosen rest centre.

Version: 1

Sanitary towels Nappy pads Bars of soap Games Scrabble etc Children's books Toys Dominoes Playing cards Full set of direction arrows and signs for core services Blue Tak Drawing Pins Safety Tape Sellotape Wind up torch TV aerial Portable TV Extension lead		

EQUIPMENT	LOCATION	TRANSPOTATION INSTRUCTIONS	Tick to request
		Request Depot to collect packs of supplies as numbered below from Shenstone Close Store. Pack Reference Numbers	
Sack Truck		48	
Information Flip Chart, paper and pens		24	
Foil Thermal Blankets x 50		30	
Sleeping Bags x 10		1	
Sleeping Bags x 10		2	
Sleeping Bags x 10		3	
Sleeping Bags x 10		4	
Sleeping Bags x 10		5	
Single airbeds x 8		6	
Single airbeds x 8		7	
Single airbeds x 8		8	
Single airbeds x 8		9	
Single airbeds x 8		10	
Single airbeds x 10		11	
Additional 50 sleeping bags		50,51,52,53,54,55,56,57,58	
Air Pillows x 50		12	
Air Pillows x 50		13	
Air Pumps x 2		26	
Pillows x 6		47	
Blankets x 10		46	

Toiletries x 50 (soap, toothbrushes, toothpaste, tissues and nappy bags)		14	
Hand Towels x 50		18	
Box of paper towels		19	
Toilet Rolls x 36		29	
Disposable nappies and 2 baby bottles		25	
Kitchen Cleaning equipment (mops, washing up liquid, dustpans, bleach etc)		15	
Mop handles		15a	
4 Safety Cones (danger wet floor)		32	
Water Boiler (Burco)		20	
Electric Kettle		21	
2 Large Saucepans		31	
3 Large Saucepans and 4 Frying pans		44	
Cling Film (Catering)		43	
Plastic cups, plates and forks x 50		17	
Paper serviettes x 2000		35	
Paper Plates x 2000		38	
Plastic cups x 2000		45	
Plastic cutlery x 2000		49	
Animal feeding bowls, dog lead and 4 pet carriers		23	
Chemical Toilet - Porta Potti		22	
Chemical Toilet Fluid		28	
Children's entertainment (books, crayons etc)		16	
Portable TV		33	
Video Player		34	
Desk Fan		27	
6 gas lights (require gas cartridges) and 3 Gas rings (Require calor gas cylinders)		36	
12v car / battery lamps X2		37	
5 Gall Water carriers x 9		39	
Aqua vac x 1		40	
Aqua Vac x 1		41	
Electric pipe thawers x2		42	

confidential								

confidential								

Version: 1

confidential								

confidential								

Version: 1

confidential								

EMERGENCY PLAN ACTIVATION – CHECKLIST OF QUESTIONS FOR DUTY OFFICER TO ASK WHEN RECEIVING NOTIFICATION OF AN INCIDENT	
NAME OF DUTY OFFICER RECEIVING NOTIFICATION OF INCIDENT.	NAME
DATE & TIME OF NOTIFICATION BEING MADE.	DATE TIME
ORIGIN OF REPORT AND NAME OF ORGANISATION ADVISING OF INCIDENT.	
TELEPHONE NUMBER OF SOURCE ADVISING OF INCIDENT.	
CHECK AUTHENTICITY OF INFORMANT	
NATURE OF THE INCIDENT IS IT A MAJOR INCIDENT? IS IT A MINOR INCIDENT?	
LOCATION OF THE INCIDENT	
LIKELY DURATION OF THE INCIDENT	
WHAT OTHER AUTHORITIES HAVE BEEN MADE AWARE OF THE INCIDENT?	COUNTY COUNCIL EP DUTY OFFICER POLICE FIRE BRIGADE HEALTH AUTHORITY AMBULANCE SERVICE
WHAT COUNCIL SERVICES MAY BE REQUIRED	EMERGENCY HOUSING REST CENTRE ENVIRONMENTAL HEALTH BUILDING CONTROL DEPOT
IS A REST CENTRE NEEDED, IF SO WHAT TYPE OF REST CENTRE IS REQUIRED? SURVIVORS RECEPTION CENTRE (i.e. at scene of incident)	YES / NO

Version: 1

EVACUATION REST CENTRE (i.e. away from the incident) CBRN RECEPTION CENTRE (Chemical, biological, radiological or nuclear contamination). FRIENDS & RELATIVES RECEPTION CENTRE.	YES / NO YES / NO YES / NO		
IN WHICH PART OF THE DISTRICT IS THE REST CENTRE REQUIRED?	1	HAGLEY/BELBROUGHTON/CLENT	
	2	ROMSLEY/FRANKLEY	
	3	DODFORD/BOURNHEATH	
	4	RUBERY	
	5	NORTH TOWN AREA / CATSHILL	
	6	SOUTH TOWN AREA /CHARFORD	
	7	STOKE PRIOR / STOKE WORKS	
	8	COFTON HACKETT	
	9	BENTLEY/TARDEBIGGE	
	10	HOPWOOD/WEATHEROAK	
	11	ALVCHURCH/R.GREEN/BEOLEY	
	12	WYTHALL/HOLLYWOOD/M.GREEN	
HOW MANY PEOPLE ARE WE LIKELY TO BE RECEIVING?	0 –50 50 – 100 100 PLUS		
IS THIS NUMBER LIKELY TO INCREASE?			
DO THE EVACUEES HAVE ANY SPECIAL NEEDS? OLDER PEOPLE ETC.			