DEPS

Incident Response and Recovery Plan

DEVON EMERGENCY PLANNING SERVICE

This Plan consists of 5 Parts that can be separated for ease of use

Part 1   - Response Actions Cards, Checklists and Guidance Documents
Part 2   - Background and useful information in respect of Response
Part 3   - Recovery Action Cards, Checklists and Guidance Documents
Part 4   - Background and useful information in respect of Recovery
Part 5   - Key Roles and Emergency Telephone Directory

May 2017

Version 1.1

Foreword

This information is designed to be easily read and understood by individuals that do not necessarily deal with emergencies on a regular basis. It is intended to provide sufficient detail to enable an effective response without the requirement to understand the document in its entirety.

For some roles within the response or recovery phases training and additional reading will be required.

The overall plan is designed to assist all Local Authority (LA) staff involved in the response or recovery phases of an incident affecting Devon.

In emergency planning the terms incident and emergency are interchangeable, either can be used. Throughout this plan preference is for the term 'incident' although the term emergency is still used where appropriate.

To constitute an emergency, an incident or situation must also pose a considerable test for an organisation's ability to perform its functions. The common themes of emergencies are: the scale of the impact of the event or situation; the demands it is likely to make of local responders; and the exceptional deployment of resources.

The term - major incident is commonly used by the emergency services to describe events or situations which would initiate a response under their major incident plans and can be declared by any Category 1 responder.

It is essential that those involved in any incident are fully conversant with their respective roles and responsibilities, in order that they are able to respond in a controlled, prompt and professional manner.

Introduction

The purpose of this document is to provide representatives of the LAs involved, with relevant information to respond to an incident or major incident at a Strategic, Tactical and Operational level.

The LA responders at a Strategic and Tactical level should have read and be familiar with the Devon, Cornwall and Isles of Scilly Local Resilience Forum (DCIOS LRF) - Combined Agency Emergency Response Protocol (CAERP) (LINK). The CAERP provides the multi-agency framework for the co-ordinated delivery of effective and efficient integrated emergency management arrangements within the LRF and the overarching protocol by which all emergencies (as defined by the Civil Contingencies Act (CCA) 2004) are managed within this LRF area. This document also describes the roles and responsibilities of the other partner agencies that are likely to be involved in a multi-agency event.

The DEPS Response and Recovery Plan comprises of five parts
- **Part 1** - 'Response Actions'; this section contains Action Cards, Checklists and Guidance documents that should be followed when responding to an incident. This section details the steps that will need to be considered.
- **Part 2** – 'Response overview'; provides a background of the emergency planning processes suitable for those who may be called upon to be involved in the Council's response phase. It is available online (LINK) and should be read and understood as part of an individuals' training. Other documents recommended for reading are available here (LINK).
- **Part 3** - 'Recovery Actions'; this section contains Action Cards, Checklists and Guidance documents that should be followed when responding to an incident. This section details the steps that will need to be considered.
- **Part 4** - 'Recovery'; provide an overview that will assist the Council in considering the process of rebuilding, restoring and rehabilitating the community following an emergency. Action Cards, Checklist and Guidance documents that will need to be considered are also included in this section
- **Part 5** – **'Key Roles and Emergency Telephone Directory '**; a list of the roles and the individual Local Authorities functional responsibility areas or individual job titles identified to deliver the response or recovery function to an incident

Part 1

Response Plan

(Action Cards, Checklists and Guidance Documents)

DEVON EMERGENCY PLANNING SERVICE

This is Part 1 of the 5 Part DEPS Response and Recovery Plan

Also available are:

Part 2 -	Background and useful information in respect of Response
Part 3 -	Recovery Action Cards, Checklists and Guidance Documents
Part 4 -	Background and useful information in respect of Recovery
Part 5 -	Key Roles and Emergency Telephone Directory

Action Cards, Checklists and Guidance Documents to fulfil a Response Role to an Emergency Incident

Roles and Responsibilities

As a category 1 responder under the CCA the Council has a duty to respond to an emergency incident. This could be a small local event or a 'major incident'.

You are just one of the resources available to support the response and you need to be fully aware of your role and responsibilities.

In accordance with the DEPS Training Protocol (LINK); all pre-identified staff will receive relevant training to inform them of the types of incidents they may be required to respond to and to enable them to deliver a co-ordinated response on behalf of the Local Authority (LA).

It is important that pre-identified staff with a specific role to fulfil has read, understood and is familiar with the relevant documents in advance of an incident.

On occasions when, due to circumstances, non-trained staff are deployed they will be briefed for the required role and responsibilities. They should seek advice from the Incident or nominated Manager for any clarification or issues of concern that may arise (the following Action Cards will also assist you in the response).

Every incident will be uniquely different from all previous incidents. Be aware that phases are likely to overlap and each situation may require very different levels of activity and effort.

In responding you may be involved in challenging situations and must remain mindful that you are representing the LA and upholding its reputation at all times It is important that the public and other individuals are treated appropriately at all times.

Part 1 of the plan comprises a series of Action Cards (Checklists) and Guidance cards designed to act as aide memoires to ensure all essential elements are covered. See Figure i for LA Cascade Flowchart
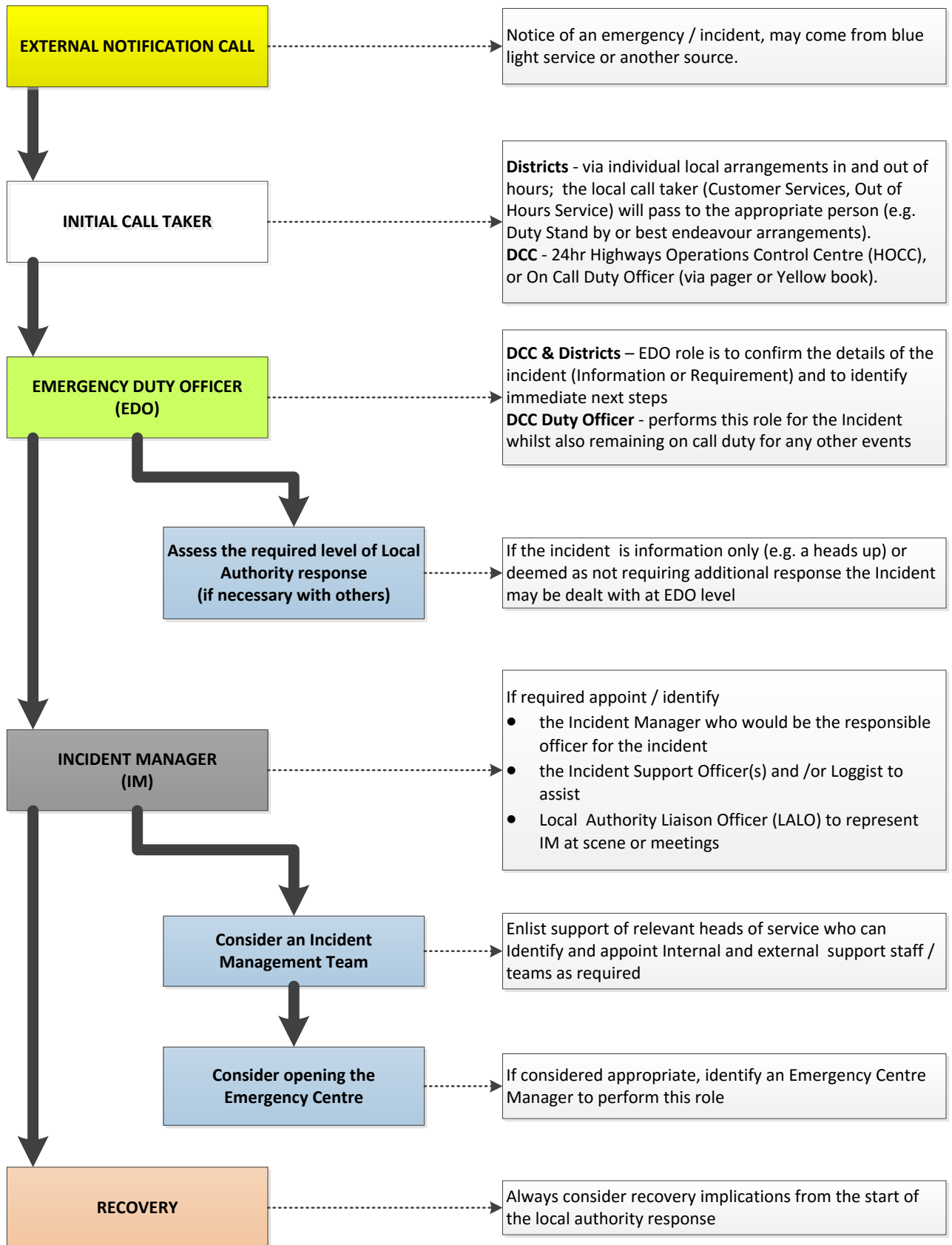
Many of the actions you may consider business as usual, but nonetheless remain an important element of the actions required. Be aware that each incident is unique and additional factors over and beyond those listed may need to be considered.

At the start of an incident you may be the only person dealing with it, in which case you will have the role of the Emergency Duty Officer (EDO) and will need to gather information, assess the situation and make informed decisions, judgement calls on when, or if, you need to involve others. That decision could be that there is nothing more to be done by the Council.

The importance of accurate record keeping when involved in an incident cannot be over stressed for a number of reasons, including: your actions may be called to account in a formal enquiry; your own or organisational protection; or allowing for lessons to be identified and disseminated for future benefit. As well as recording your actions, also record your reasoning / decision process, particularly if they are likely to be contentious e.g. you decided not to take a particular action.

Local Authority Cascade Flowchart

Fig i

EXTERNAL NOTIFICATION CALL ····› Notice of an emergency / incident, may come from blue light service or another source.

INITIAL CALL TAKER ····› **Districts** - via individual local arrangements in and out of hours; the local call taker (Customer Services, Out of Hours Service) will pass to the appropriate person (e.g. Duty Stand by or best endeavour arrangements).
DCC - 24hr Highways Operations Control Centre (HOCC), or On Call Duty Officer (via pager or Yellow book).

EMERGENCY DUTY OFFICER (EDO) ····› **DCC & Districts** – EDO role is to confirm the details of the incident (Information or Requirement) and to identify immediate next steps
DCC Duty Officer - performs this role for the Incident whilst also remaining on call duty for any other events

Assess the required level of Local Authority response (if necessary with others) ····› If the incident is information only (e.g. a heads up) or deemed as not requiring additional response the Incident may be dealt with at EDO level

INCIDENT MANAGER (IM) ····› If required appoint / identify
- the Incident Manager who would be the responsible officer for the incident
- the Incident Support Officer(s) and /or Loggist to assist
- Local Authority Liaison Officer (LALO) to represent IM at scene or meetings

Consider an Incident Management Team ····› Enlist support of relevant heads of service who can Identify and appoint Internal and external support staff / teams as required

Consider opening the Emergency Centre ····› If considered appropriate, identify an Emergency Centre Manager to perform this role

RECOVERY ····› Always consider recovery implications from the start of the local authority response

PART 1

Action Cards (Checklists) / Guidance

Action Card	Document
1	Initial Call-taker or First point of contact for In/Out of Hours Call Out
2	Emergency Duty Officer (EDO)
3	Incident Manager
4	Local Authority Liaison Officer (LALO)
5	Incident Support Officer (or Loggist)
6	Incident Strategic Manager (Chief Executive / SMT Lead)
7	Communication Lead
8	Emergency Centre Manager (*see Emergency Centre Plan*)
9	Rest Centre Manager / Staffing (*see Rest Centre Plan*)
10	Spontaneous Donations Manager
11	Spontaneous Volunteers Manager
	Recovery Manager (See Part 3)
	Guidance Cards
A	Major Incident Schematic
B	Incident Response Incident Management Structure
C	Incident Management Team Representatives
D	Initial agenda for Incident Management Team
E	Copy of the Major Incident log
F	Representation and Role Requirements for the Strategic Coordination Group (SCG) and Tactical Coordination Group (TCG)
G	JESIP Aide Memoire including - Principle for Joint Working : Shared Situational Awareness using 'M/ETHANE' mnemonic : Achieving Joint understanding of Risk : Joint Decision Model : Common Operating Picture (COP) : Briefing using 'IIMARCH'
H	Grab Bag list (considerations of what you should take if deployed)
	Useful incident specific information e.g. Flooding / Animal Diseases / Unauthorised Gatherings etc. with signposting to any other plans, have been included within Part 2 of this Plan.

Action Card 1: Initial Call-taker or First point of contact for - In/Out of Hours Call Out

- This list is not prescriptive, exclusive or prioritised, but all entries <u>will need</u> to be considered – all incidents vary and will require a dynamic assessment of issues and actions required (If item is not required or relevant mark with an X to show it's been considered or leave as still outstanding if you need to review it later)
- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Background County and District Local Authorities	• Devon County Council provides a 24/7 on-call Emergency Duty Officer accessed via a call to DCC Highways Operations Centre or direct to the Duty Pager (details in Yellow Book) • District LAs, presently have varied local contact arrangements for in and out of office hours, to disseminate the, information or requirement received. The local call taker will be aware of this requirement and will inform the appropriate person to perform the Emergency Duty Officer (EDO) role
The role if activated	• Notice of an emergency may be received unexpectedly from any source; this will normally be from Police, Fire Service, or another Local Authority. However, a member of the public or another source may initially raise the alarm concerning an emergency

Action	Detail	Tick Done
On notification of an incident	• Start log or your organisations call takers documentation (Suggested Template for standard 'Call Takers Form' included at Part 5)	
	• If call received from a member of the public, confirm that the Emergency Services are aware - if necessary, dial 999 and report	
	• Record details of the incident (What it is e.g. Fire / Building collapse etc.). *This information may be provided in the form of the METHANE pneumonic : **M**ajor Incident / **E**xact Location / **T**ype of Incident / **H**azards / **A**ccess / **N**umber of Casualties / **E**mergency Services (See Guidance Card G)*	
	• Date - Time - Place (Address / location of incident)	
	• Contact details of caller: Name - Phone number/s - Employer (Police / Fire etc.) - Rank or Occupation - Reference (Police log number etc.)	
	• What the caller wants, noting the '**Information or Requirement**'	
	• Provide the caller with your name and any reference number you may have	
	• Inform 'the caller' what you will now do (following the instructions in Call Takers Form), '**Your action**'	
Ensure	• <u>Make sure</u> that the information is passed to the appropriate person (as per local instructions - See Part 5), who will perform the initial EDO role. '**Your result**'	
	• Retain your record of events, original notes which may later be required by the Incident Manager and for post incident evaluation	

Action Card 2:   Emergency Duty Officer (EDO)

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- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Pre Event Assessment Telecon (PEAT)	• In a 'rising tide' type incident (e.g. possible severe weather or flooding), a PEAT may be called; respond as detailed below and ensure advanced preparation and communication is in place as deemed necessary.	
Action	**Detail**	**Tick Done**
Dynamically assess information	• Confirm the report; consider how it affects the Local Authority and what is being requested of it *(You will need to make notes at this time see 'note details of the incident' entry below).*	
	• If the information has come to you from a non-blue light source consider informing 999.	
	• Consider a graduated response, subject to the information available, with a 'heads up' or possible stand-by notification in anticipation.	
Note details of the incident	• Start your log: document template or paper notes, consider electronic (RADAR) or input retrospectively. Use the recording method of: **Information or Requirement, Action and Result**. Remembering to number individual entries for ease of monitoring and cross referencing. Note finished entries with word 'COMPLETE'. Note reasoning for Actions / Decisions if likely to be contentious	
	• Ensure you record full details of all relevant information, taking particular note of contact names, contact numbers, any references (e.g. police log number), incident location, what has happened, who (numbers) is affected and what is being asked of you. Make note of any meeting times.	
	• If Incident Manager consider starting Master electronic log	
Assess current and ongoing situation	• Determine the appropriate level of response; who will act as Incident Manager, who else needs to be informed, which other internal departments or local authorities need to be involved. Do you need support?	
	• Consider activating the Incident Response and Recovery Plan	
	• Inform relevant member/s of your Senior Management Team (SMT) as req'd.	
	• Agree who will act as the LA Strategic Lead (Gold)	
	• Agree who will act as the LA Recovery Lead (Usually the Incident Manager in the first instance depending on the type and extent of the Incident and may not formally be required).	
	• Consider jointly assessing the LA response with relevant affected LAs.	
	• Continually review and assess your decisions and actions and provide updates to those who need to know on a regular basis.	
Activation	• If required request SMT member identifies the Incident Manager who will also perform the role of LA Tactical Lead (Silver).	
	• At this stage you will either perform the role of Incident Manager	
	• Go to Action Card 3. *or -*	
	• Hand over to the nominated Incident Manager and act in a supporting role or as tasked.	

Action Card 3:   Incident Manager (IM)
(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

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- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
Initial	• Comply with relevant actions as detailed on Action Card 2	
Activation	• Consider contacting the original caller, to introduce yourself, obtain an update and re-assess, unless a meeting has already been pre-arranged	
	• Appoint Loggist(s) and or Support Officer(s) if required (EDO / Other)	
	• Liaise with relevant other local authority (LA) involved (e.g. County / District) and agree who should take the lead role if appropriate	
	• Consider appointing a Local Authority Liaison Officer (LALO) to attend the scene at the Forward Command Point (FCP) if required -	
	• Identify the location of any Rendezvous Point (RVP) and access requirements/restrictions	
	• Consider appointing Local Authority Liaison Officer (LALO) to attend a Tactical Coordination Centre (TCC), to represent you on the Tactical Coordination Group (TCG) if required; or to any other location that may be useful. Ensure the LA is suitably represented via telecon or in person	
	• Consider setting up an Incident Management Team, (IMT) which may be chaired by an SMT Member. The IMT may also form the basis of your own organisations Strategic or Tactical response	
	• Decide on a suitable location for the IMT to meet (this may be in person or virtual / telecon). Telecon calls in details are in the Emergency Telephone Directory. See Part 5 for pre-identified roles	
	• Appoint Support Officers to provide further admin support where required	
	• Consider opening the Council's Emergency Centre (EC) to manage response, will need Emergency Centre Manager - Action Card 8 (and refer to EC Plan).	
	• Ensure adequate resources to manage the incident are in place for all, seek approval if required.	
	• Start to consider the likely length and requirements of the incident, staff welfare, shift change over etc.	
	• If a Strategic Coordination Group (SCG) meeting is convened, ensure the LA is suitably represented via telecon or in person, if a Strategic Coordination Centre (SCC) is opened at Police HQ, Middlemoor. SCGs are responsible for strategy and policy and not responsible for tactical or operational decisions (see Action Card 6)	
Managing the Incident	• Use your training and experience to manage the incident, making decisions and delegating tasks, whilst maintaining a supervisory overview of all LA responders deployed. Ensure all your actions and decisions taken are recorded. If in doubt or if advice is required do not hesitate to contact appointed Incident Strategic Manager	
	• Continually re assess PTO	

Health and Safety	• Maintain an overview of Health and Safety issues that may arise with deployed staff or locations. Liaise with appropriate staff or managers on the ground	
Members, Town and Parish Councils	• Contact / Liaise Members, Town and Parish Councils , in particular regard to Community Resilience and any local plans that may be in place. A number of these are held on Resilience Direct Service (RDS), access details in Part 5	
Ongoing Community Resilience	• Consider tasking an officer to manage community resilience issues as an Action	
Recovery Aspects	• Assess any potential recovery aspects in respect of the incident and for the LA, these should be considered from the commencement of the incident and run parallel to the response • If appointed, regularly liaise with the Recovery Manager.	
Rest Centre / Evacuation Assembly Point / SuRC (or any other deployment)	• If requested to open a Rest Centre or provide support at an Evacuation Assembly Point (EAP) or Survivor Reception Centre (SuRC). It is essential to properly assess the situation and need before immediately agreeing to this request. Important that liaison takes place between County and District Las in this respect.	
Provision of Accommodation	• In some circumstances when assessing the need for or having established a Rest Centre, it may be beneficial in both cost and staff time to place individuals into temporary accommodation (e.g. B&B/Hotel). Liaise with the District Housing Officer for advice and action in this respect (see Part 5)	
Voluntary Organisations /Devon Faith Response Team	• If required contact details are in the Yellow book. DCC will generally call if requested for EAP/RC/SuRC. Consideration should be given to an early heads up if there is a likelihood for a request to deploy	
Concerns re Structural Safety	• If requested by the Blue Light Services (likely FRS) to provide advice on the structural integrity of a building or bridge a relevant officer can be identified either through District or County contacts (see Part 5)	
Response to Flooding	• High Risk Community Plans have been developed and access to the relevant mapping, may be held locally, hard copy, internal electronic system or emergency centre and is also held on RDS, access details in Part 5	
Exeter City Evacuation *(Note: ECC Only)*	• If required Exeter City Council will activate its specific City Centre Evacuation Plan. This is likely to require assistance from DCC	
Ongoing Business Continuity	• Ensure that business continuity is not affected by the deployment of staff and that staffs line managers are informed and updated.	
Incident End	• If Recovery is an ongoing issue arrange a formal handover from Police to LA	
	• Update all staff and voluntary sector leads deployed.	
	• Arrange for hot debrief/s to capture any relevant learning or issues that may be taken forward immediately	
	• Stand down staff and voluntary sector as required, ensuring close down procedures are in place for any relevant premises or sites used.	
	• Ensure working alone and safe arrival home notifications are in place	
	• Discuss Staff Welfare with Human Resources if required, particularly after the response to a traumatic incident.	
	• Arrange a formal internal debrief for an agreed date, any relevant learning or issues that can also be taken forward to a multi-agency debrief if held.	

Action Card 4:   Local Authority Liaison Officer
(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

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- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
Initial	• Comply with relevant actions as detailed on **Action Card 2**	
If activated	• The main Role of the LALO is to attend the scene, other location or meetings to act as the 'Eyes and Ears' for the Incident Manager (or another identified manager, as instructed)	
	• You will be briefed on what is required of you and your responsibilities.	
	• You will be informed of what direct decisions you can make on behalf of the Local Authority without the need of obtaining additional authority from the Incident Manager or another identified role e.g. agreeing to assist with Road Closure or Diversion requirements Incident Manager is to be kept updated	
Locations you may be asked to attend	• **RVP** - a Rendezvous Point, awaiting further instructions • **FCP** - Forward Command Post, usually the 'On-site Tactical Coordination Group' (TCG/Silver), or Operational (Bronze) • **TCC** – Tactical Coordination Centre, a pre-identified location for a static Tactical Coordination Group(TCG) e.g. Heavitree Road Police Station • Or **any other site** identified, which requires or would benefit from LA representation	
When deployed	• Attend the location given and report to the Tactical Commander (Police), or as instructed (Tactical and Operational roles - Silver/Bronze Tabards)	
	• Obtain up to date situation report (SITREP) and keep detailed notes of information given	
	• Identify any immediate requirements for LA support and advise on available resources	
	• Represent other LAs in their absence	
	• Report back to Incident Manager of any required actions	
	• Continue to maintain a regular liaison with the Incident Manager	
	• You are acting as a go-between, passing information and gathering outcomes to inform multi-agency partners present at the location or to the Incident Manager as required	
	• If provided, take any additional documentation e.g. hard copies of the High Risk Community Flood Plans if flooding incident and relevant	
	• If already present at the FCP; when a TCC is set up, ascertain from the IM, whether to go the TCC or remain in situ (the FCP will then either be a supporting TCG or become an operational control point). **Nb**. More than one LALO may be required to be deployed to different locations	
Hot Debrief	• Attend any on site debrief that may be held if still present	
Ensure	• Retain your record of events which may later be required by the Incident Manager and for post incident evaluation	
	• Attend any additional LA or multi-agency debriefs as required	

Action Card 5:   Incident Support Officer (ISO) or Loggist
(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

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- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
Initial	• Comply with relevant actions as detailed on Action Card 2	
If Activated	• You will be briefed on what is required of you and your responsibilities.	
	• The main role will be to support nominated individuals by recording relevant **Information or Requirements, Actions and Results** and completing logs on their behalf, e.g. at multi agency meetings. This is likely to include support to Incident Manager (IM), Local Authority Liaison Officer (LALO) and Incident Strategic Manager (ISM) roles	
Recording process	• Log all information using 24hr clock at all times	
	• Set up and maintain the incident recording process, including provision of individual logs	
	• Link in and update the LA Electronic Logging system (RADAR) if activated	
	• Notes and logs should show decisions, who made them, and when, as well as the reasoning behind the decisions made if relevant	
	• Actions are logged and prioritised, so that when an action is completed the Result can be recorded and cascaded to relevant others; with a record kept of whom information was cascaded to and when	
	• Keep your eyes and ears open for significant information and events occurring and interrogate members of the team in order to complete your log accurately *[be firm where necessary]*	
Emergency Centre (if opened)	• You may also be deployed to assist in the Emergency Centre or other location as part of the local authority response team	
	• The Emergency Centre Plan contains Action Cards relating to all staff roles, within the Local Authority Incident Management Team	
	• You may be nominated for one of these roles	
Ensure	• Retain your record of events which may later be required by the IM and for post incident evaluation	
	• Attend any LA or multi-agency debriefs as required	

Action Card 6:   Incident Strategic Manager   (ISM)

(Chief Executive/SMT Lead)

(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

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- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
Initial	• Comply with relevant actions as detailed on Action Card 2	
Activation	• If contacted due to the unavailability of Emergency Duty Officer, follow EDO [Action Card 2] and appoint an Incident Manager [Action Card 3]	
	• Inform the Incident Manager of the level of reporting / contact that you require to maintain a strategic overview	
	• Appoint Support Officer/Loggist if required (use EDO / Other)	
	• The IM can provide tactical advice on the details of a multi-agency incident response, they may also appoint an ISO or experienced officer as a direct Tach Advisor to assist the ISM	
	• Liaise with relevant Heads of Service to confirm that the level of response is adequate	
	• If the Electronic Logging system (RADAR) is in place, this can be accessed through the internet and provides a means of keeping up to date with what is happening, enabling all logging updates to be input	
	• Convene/lead the Incident Management Team if required	
	• Decide on a suitable location for the IMT to meet (this may be in person or via teleconference). Telecon call in details are within Emergency Telephone Directory (see Part 5)	
	• Nominate individuals to take on specific roles if requested (e.g. Incident, Recovery Manager)	
	• Ensure there are adequate resources appointed to support the incident	
Strategic Management	• Use previous training and experience to provide strategic support to the incident, convey clear instructions and approve or commit resources as appropriate	
	• Maintain a strategic overview of all LA roles deployed.	
	• Ensure-record keeping is in place and retain all actions and decisions taken	
	• Keep relevant SMT and relevant others informed of updates and decisions	
Strategic Coordination Group (SCG)	• If a meeting is convened, attend or nominate representative (must have authority to commit Council resources [both financial and personnel]).	
	• SCGs deal with strategy and policy and are not responsible for tactical or operational decisions	
	• Ensure the LA is suitably represented either in person or via telecon (contact details will be confirmed on the day)	
	• The SCG is normally based at Police Headquarters Middlemoor	

	• Consider employing a Support Officer/Loggist	
(SCG Cont.)	• If another LA leading at SCG, ensure lines of communication are put in place to receive minutes, situation reports (SITREPs) and updates	
Media and Communications	• Work closely with the Communications Lead to agree the appropriate level of media response and the communication strategy	
Business Continuity	• Nominate a manager to ensure the Council's normal business is not unduly affected by the reallocation of staff and resources caused by the incident	
Recovery	• Nominate a Recovery Manager to set up a Recovery Coordination Group at an early stage (Recovery runs parallel to Response)	
	• Maintain communication with Recovery Manager to ensure strategic overview is maintained.	
	• Formal hand over from Response to Recovery; the Police may require a signed acceptance of transfer, in some instances this may be a phased process	
	• Ensure processes are in place to maintain good public relations (including support to businesses)	
Major Incident / Recovery - Lead Local Authority	• Agree on a Lead Local Authority for Recovery *Normally based on:* • One District affected - District leads • More than one District affected - a District or County leads • Cross border with another Unitary Authority - agreement between the top tier local authorities to coordinate, normally based on worst affected area	
	• Local RCGs are also likely to be in place to handle direct local concerns	
	• Agree delineation of responsibility at an early stage, as legal and financial implications may arise later – note the agreement made and who was involved.	
Councillors	• Liaise with the Leader, portfolio holders and Councillors as required	
Incident End	• Ensure that the Incident Manager has debriefing issues in hand	
	• Liaise with the Incident Manager on staff welfare issues	
	• Mark the end of the incident response with an acknowledgement or event to recognise the efforts of those involved in the response	
	• Retain your record of events which may later be required by the Incident Manager and for post incident evaluation	
	• Attend any LA or multi-agency debriefs if required	

Action Card 7:   Communication Lead
(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

- This list is not prescriptive, exclusive or prioritised, but all entries will need to be considered – all incidents vary and will require a dynamic assessment of issues and actions required (If item is not required or relevant mark with an X to show it's been considered or leave as still outstanding if you need to review it later)
- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
Initial	• Comply with relevant actions as detailed on Action Card 2	
Notification	• Your first notification of an incident may be a call from the press, deal with all press & media enquiries as a priority then consider the rest of the checklist.	
Activation	• START A COMMS GROUP LOG, record details of all activities; **Information or Requirement, Action and Result** related to the incident, the timing of all calls, decisions and persons contacted. Include the names of the group	
	• Liaise with the Incident Manager and review all incoming information, determine its significance and disseminate as appropriate	
	• Devise the Communications Strategy for the Council (who gets what message; staff, public and press). Include 'Warning & Informing' considerations	
	• Liaise with the Media Departments of external response agencies, agree a media position and strategy (initially this is likely to be a police lead)	
	• Provide appropriate information regarding the emergency to be given to the public by Customer Services and reception staff at all public facing council offices,	
	• Liaise with the ICT manager / Website officer to provide information and updates on the Council's internet web page and the intranet	
	• If necessary arrange for a spokesperson and brief them as required	
	• If there are implications for Council staff, ensure that staff both on and off site not directly involved in the response are advised about any action the Council is taking in response to the emergency. Delegate staff briefings to the Business Managers & departments as necessary	
	• Determine the information requirement for elected Members and any external information centres (e.g. Parish/Community Emergency Teams close to the Incident or Rest Centres)	
	• Assist with the creation and wording of any signage requirements	
	• If the Customer Service / Call Centres reports an overload of calls set up a dedicated Enquiry Line(s)	
	• If required determine the location of a Media Centre, interview areas & facilities for press and media representatives and issue a press release announcing its establishment	
	• If the incident is prolonged draw up a shift rota as required	
Ensure	• Retain your record of events which may later be required by the Incident Manager and for post incident evaluation	
	• Attend any LA or multi-agency debriefs as required	

Action Card 8: Emergency Centre (EC) Manager
(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

- This list is not prescriptive, exclusive or prioritised, but all entries will need to be considered – all incidents vary and will require a dynamic assessment of issues and actions required (If item is not required or relevant mark with an X to show it's been considered or leave as still outstanding if you need to review it later)
- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

When will an EC be opened	An Emergency Centre can be opened to assist in managing the Local authority response to any incident. From previous incidents in Devon however it is only likely to be opened for large or complex incidents that will benefit from having a LA management team and its support officers effectively in one location. To efficiently operate the EC, an EC Manager will need to be appointed	
Action	**Detail**	**Tick Done**
Initial	• Comply with relevant actions as detailed on Action Card 2	
Activation	• Refer to the Local Authority Emergency Centre Plan for Action Cards relating to all staff roles, within the Local Authority Emergency Centre and Incident Management Team.	

Action Card 9:   Rest Centre Manager (/ Staffing)

(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

- This list is not prescriptive, exclusive or prioritised, but all entries <u>will need</u> to be considered – all incidents vary and will require a dynamic assessment of issues and actions required (If item is not required or relevant mark with an X to show it's been considered or leave as still outstanding if you need to review it later)
- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
- Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
Initial	• Comply with relevant actions as detailed on **Action Card 2**	
Rest Centre Plans	Individual **Districts** have or are assessing the requirements for Small Rest Centre planning	
	DCC has a Strategic Rest Centre Welfare Plan and identified 33 sites across the County to fulfil requirements for 100-300 people	
	The following Districts have current Small Rest Centre plans: Exeter, Mid Devon, Teignbridge Others have alternative arrangements or planning in process	
If Activated	Any individual Local Authority plans held contain Action Cards relating to all staff roles and should be activated separately	
	Incident Managers are aware of Actions to take in this respect, DCC via its On-Call Folder can activate relevant cascades for local authority staffing and voluntary organisations	
	Recent experience with active incidents over the last 5 years has allowed the local authorities to support the Rest Centre process at the Police Evacuation Assembly Points (EAP), or other short notice nominated venues. This however will need assessing within the future intended DEPS planning	
Further Work	Is required as part of the DEPS process in respect of the overall Rest Centre planning at District level.	

Action Card 10: Spontaneous Donations Manager (SDM)

(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

- This list is not prescriptive, exclusive or prioritised, but all entries <u>will need</u> to be considered – all incidents vary and will require a dynamic assessment of issues and actions required (If item is not required or relevant mark with an X to show it's been considered or leave as still outstanding if you need to review it later)
- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
  Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
The Role if activated	• The appointment of a SDM will normally be as a result of an SCG / TCG decision, it is likely the Local Authority will lead in this respect. The role should only be allocated to a pre identified and trained individual.	
	• There is presently no separate plan or role description	
	• LA's (particularly Districts) may have to identify suitable premises, in order to manage impromptu donations, that may vary from clothing	
Initial	• Comply with relevant actions as detailed on Action Card 2	
Activation	• AWAITS Role description.	
	•	
	•	

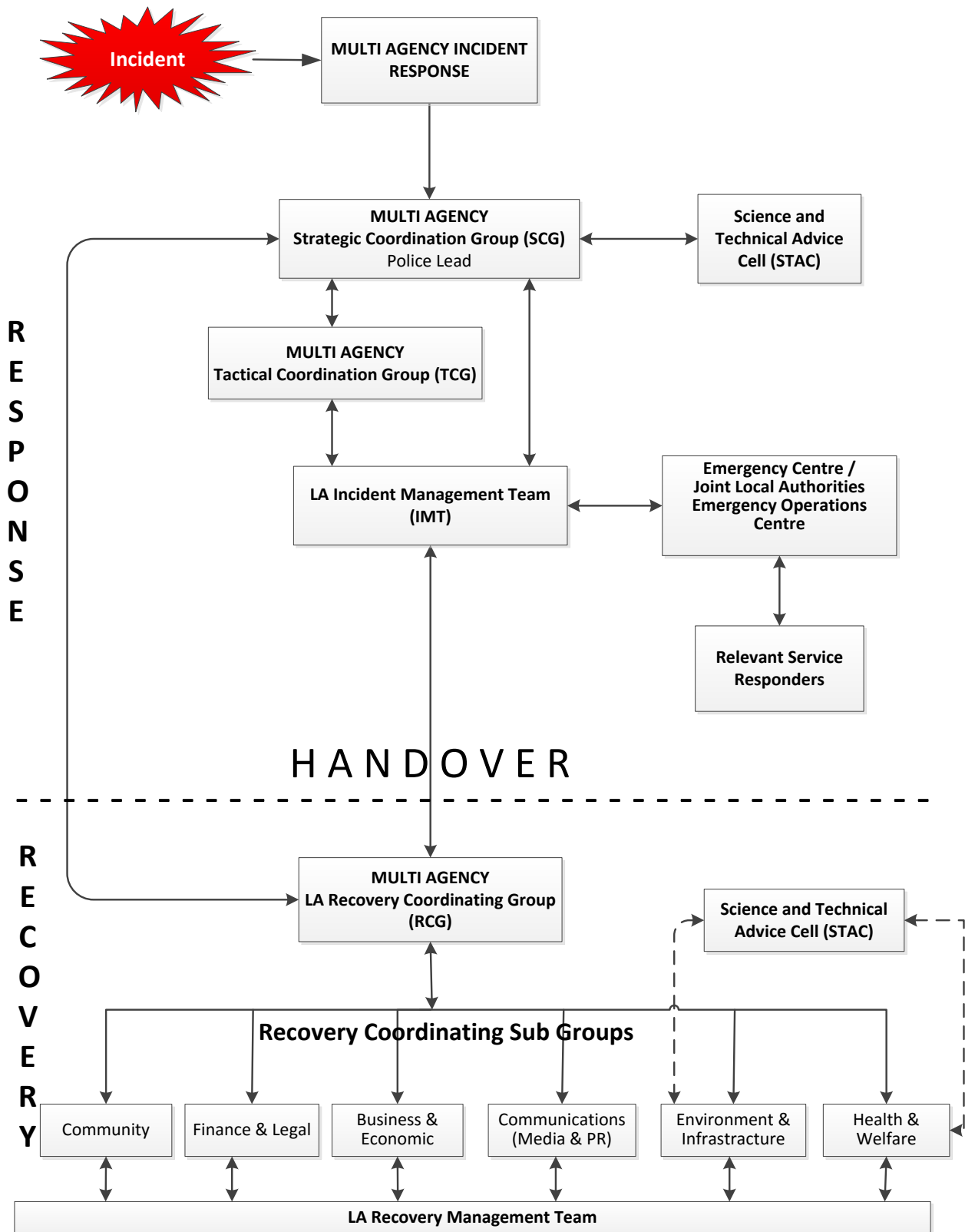## Action Card 11: Spontaneous Volunteers Manager (SVM)
(This Card should be read in conjunction with Action Card 2 Emergency Duty officer as initial actions are similar)

- This list is not prescriptive, exclusive or prioritised, but all entries will need to be considered – all incidents vary and will require a dynamic assessment of issues and actions required (If item is not required or relevant mark with an X to show it's been considered or leave as still outstanding if you need to review it later)
- The EDO is likely to take the initial role of Incident Manager and dependant on the circumstances may retain it.
- Remember be prepared for the task in hand, have relevant Identification (ID), equipment, appropriate clothing, Personal Protective Equipment (PPE), to hand. *See Guidance Card J (Grab Bag List)*
- Always consider Health and Safety implications, conduct dynamic risk assessment as required.
- Ensure personal safety, also let someone know where you are if working alone, stay in contact.
- Ensure you make and retain accurate notes by starting your log (as instructed), always use 24hr clock.
  Refer to Yellow Book and Part 5 Emergency Telephone Directories for relevant contact details.

Action	Detail	Tick Done
The Role if activated	• The appointment of a SVM will normally be as a result of an SCG / TCG decision, it is likely the Local Authority will lead in this respect. The role should ideally be allocated to a pre-identified and trained individual	
	• Currently there is no separate plan and consideration for training awaits a future decision on the way forward in this respect	
	• If an event arose prior to plans and training being in place, the Local authority will effectively have to respond on the day, using the current Cabinet Draft 'Guidance for Planning the Involvement of Spontaneous Volunteers in Emergencies' June 2016 or obtaining Somerset County Councils draft plan	
	• The Draft Guidance contains useful processes and Action Cards for a number of identified roles that could be deployed.	
	• DCC EDO should be able to offer advice or assistance on this process.	

DEPS

Response and Recovery – Major Incident Schematic

A

Incident → MULTI AGENCY INCIDENT RESPONSE

R E S P O N S E

MULTI AGENCY
Strategic Coordination Group (SCG)
Police Lead ↔ Science and Technical Advice Cell (STAC)

MULTI AGENCY
Tactical Coordination Group (TCG)

LA Incident Management Team (IMT) ↔ Emergency Centre / Joint Local Authorities Emergency Operations Centre

Relevant Service Responders

H A N D O V E R

R E C O V E R Y

MULTI AGENCY
LA Recovery Coordinating Group (RCG)

Science and Technical Advice Cell (STAC)

Recovery Coordinating Sub Groups

| Community | Finance & Legal | Business & Economic | Communications (Media & PR) | Environment & Infrastructure | Health & Welfare |

LA Recovery Management Team

INCIDENT RESPONSE EMERGENCY MANAGEMENT STRUCTURE   B

ICT

Communications
GIS / Data

CORPORATE

Members
Chief Executive

COMMUNITIES

Flood Wardens
Snow Wardens
Relevant local
representatives /
leaders

COMMUNICATIONS GROUP

Media
Human Resources
Customer Services

Staff - internal
Staff - website
Public - website
Public - visitors

Local Radio
Local Press
National Press
TV Companies

Spokesperson

Warning & Informing

INCIDENT MANAGEMENT TEAM

(Incident Manager
and others -
see Guidance C)

EXTERNAL REPRESENTATIVES

Strategic, Tactical and
Operational groups
(Deployed LALO as
eyes and ears)

Expert Assessment

Rest Centre(s)

RECOVERY COORDINATION GROUP (RCG)

INTERNAL SUPPORT TEAM

Building Control
Env. Health
Community Patrol
Housing
Assets
ICT
Health & Safety
Finance
Legal
Audit
Procurement
Rest Centre Support

OTHER LOCAL AUTHORITIES

RESPONSE CONTRACTORS

Salvage
Utilities
Trades

EXTERNAL RESPONSE AGENCIES

Devon & Cornwall Police
D&S Fire & Rescue Services
Environment Agency
Voluntary Organisations
Health & Safety Executive
Public Health England
NHS Devon
DEFRA
Maritime Coastguard
Agency
Transport – Network Rail

DEPS

Incident Management Team Representatives | **C**

The Incident Management Team could be two people or many, depending on the scale of the incident. This list shows the main staff elements and skills that need to be considered

Possible Roles / Function Areas - Titles may vary across DCC and Districts. For individual officer or identified lead role, <u>see Part 5 of this plan</u> which has been localised for the relevant Local Authority.

(A number of these roles may also be double hatted with Recovery Roles)

Role / Function *(May include)*	Person Identified	Deputy
Incident Strategic Manager - (Action Card 6)		
Incident Manager - (Action Card 3)		
Emergency Duty Officer (EDO) - (Action Card 2)		
Operational Response Staff / Managers (Action Cards roles 1, 4 -11)		
Comms / Media - (Action Card 7)		
Customer Service Centre Telephone Communications Walk in Reception Areas		
Devon Health		
Environmental Health		
Animal Health		
Trading Standards		
Health and Safety		
Dangerous Structure / Building Control.		
Housing And Displaced Persons		
Legal issues		
Finance issues		
Procurement		
Staff Issues / Welfare		
Waste Collection		
Waste Disposal		
Community Wardens		
Ad-hoc staff from any department may be required to assist in the response, e.g. Emergency Centre Roles, Support functions, Loggists, Runners, Welfare for the team, etc.		

DEPS

D

Initial Agenda Local Authority Incident Management Team (IMT)

Note: *This agenda is not prescriptive, exclusive or prioritised. Any incident will require a dynamic assessment of issues and actions required. Minutes must be accurate.*

Incident:_____ Venue:_____ Date:_____

1. Introductions

2. Apologies

3. Situation Report (Update on Incident and how the Council is currently responding)

4. Confirmation of Chair and Membership of Group

5. What needs to be considered:
    a) Is there more to come - is the situation likely to escalate (get worse)?
    b) Who is affected - buildings/staff/departments/communities/locations?
    c) Who else is involved - members of the public/partner-agencies/emergency services?
    d) Can the incident be contained - what immediate action to prevent the incident getting out of control?
    e) Which staff should be involved in the Incident Management Team?
    f) Which Council services and resources need to be involved to effectively respond to the incident?
    g) Consider rota requirements if incident likely to be prolonged.
    h) What initial surveys or reports are / may be required – Building Control; Environmental Health; Housing, Community Impact, etc.?
    i) Set Local Authority Strategy (include aim and objectives?)
    j) What effect will the incident have on staff – can they stay at work, do they need to be re-deployed?
    k) What message needs to be given to the media? (Comms Rep to advise / Lead)
    l) What warning and informing needs to be given out to the public? (as j)
    m) How will business as usual/critical services be managed?
    n) What are likely cost considerations/set financial agenda?
    o) Is mutual aid required?
    p) Has the Strategic Recovery Group been set up? This needs to be considered at an early stage to link with this group. Who will have overall responsibility for it?
    q) Request an Impact Assessment based on STEEPLE principles, if not already completed
         (Social, Technological, Economic, Environmental, Political, Legal and Ethical)

6. Standing Agenda for future meetings? - Who is likely to be required at the next meeting.

7. Actions from this meeting?

8. Frequency of future meetings - time and venue of next meeting?

9. AOB

Type of Incident :	Operation Name :	**E**
Location / Venue :	Date of Incident :	

DEPS Incident Response Log.

Completed by -

Ent. No.	Date/ Time 24hr.	From / to	Information / Requirement (include date and time)	Action (and reasoning if required)	Result (or cross ref entry number)	Entry Complete

Type of Incident :	Operation Name :
Location / Venue :	Date of Incident :

Ent. No.	Date/ Time 24hr.	From / to	Information / Requirement (include date and time)	Action (and reasoning if required)	Result (or cross ref entry number)	Entry Complete

DEPS

F

Representation and Role Requirements for the Strategic Coordination Group

Representation at SCG will consist of:
- Chief Executive (CEx) or their representative (attends for briefings and meetings only)
- A LALO (or Incident Support Officer) may accompany them to ensure all information is appropriately logged for audit
- An experienced officer or member of the Incident Managers Team may also attend as an ISO/Tach Advisor

Local authority role at SCG will be to:
- Provide partnership support in identifying the strategic decisions
- Monitor all developments, requirements and deadlines which affect LA's
- Commit Council resources to the response effort where appropriate
- Advise other responders of LA's arrangements for response and recovery
- Represent the CEx, if not there in person, at all meetings and conferences and report back accordingly
- Maintain regular contact with the Incident Manager or Emergency Centre (when opened)
- Liaise with relevant service areas as appropriate or through the IM/EC, who will also be in regular contact with deployed LALO's
- Keep records, maintaining a log of any Information or Requirement, Action and Results. Note reasoning for Actions / Decisions if likely to be contentious. Use 24 hour clock.

Representation and Role Requirements for the Tactical Coordination Group

Representation at TCG will consist of:
- Incident Manager or LALO representing all the service areas in operating on behalf of the Local Authority. This person will be situated alongside other multi-agency organisations
- When appropriate, representatives from specific service areas involved may need to attend (teleconference in to) specific meetings
- If it is thought appropriate, a Loggist / Incident Support Officer may also attend to log information at the meetings and provide additional support

Local Authority role at TCG will be:
- Advise on support available from the Organisation
- Share information about the incident with relevant others
- Coordinate requests for assistance and actions from the meetings on behalf of the Council
- Keep the Information Manager, IMT or the Emergency Centre (if opened) informed about the situation and possible future actions
- Keep records, maintaining a log of any Information or Requirement, Action and Results. Note reasoning for Actions / Decisions if likely to be contentious. Use 24 hour clock.

There could be many operational officers managing different areas of responsibility across different service areas. Close liaison with the Incident Manager, will be essential in ensuring that information from the TCG is gathered, cascaded and shared with other agencies and departments as appropriate. It is important that operational officers have the skills and/or experience to enable them to function efficiently and effectively in the role they are allocated, and to manage other responding staff (and possibly voluntary organisations assisting in the response or recovery phases on behalf of the Council).

DEPS

JESIP – Aide Memoire

G

Principles for Joint Working

Co-locate
Co-locate with commanders as soon as practicably possible at a single, safe and easily identified location near to the scene.

Communicate
Communicate clearly using plain English.

Co-ordinate
Co-ordinate by agreeing the lead service. Identify priorities, resources and capabilities for an effective response, including the timing of further meetings.

Jointly understand risk
Jointly understand risk by sharing information about the likelihood and potential impact of threats and hazards to agree potential control measures.

Shared situation awareness
Shared Situational Awareness established by using METHANE and the Joint Decision Model.

Achieving Joint Understanding of Risk

IDENTIFY HAZARDS	This begins with the initial call to a control room and continues as first responders arrive on scene. Information gathered by individual agencies should be disseminated to all first responders, control rooms and partner agencies effectively.
CARRY OUT A DYNAMIC RISK ASSESSMENT (DRA)	Individual agencies carry out dynamic risk assessments, reflecting the tasks/objectives to be achieved, the hazards identified and the likelihood of harm from those hazards. The results should then be shared with any other agencies involved.
IDENTIFY TASKS	Each individual agency should identify and consider their specific tasks, according to their role and responsibilities. These tasks should then be assessed in the context of the incident.
APPLY RISK CONTROL MEASURES	Each agency should consider and apply appropriate control measures to ensure any risk is as low as reasonably practicable. The 'ERICPD' mnemonic may help in agreeing a co-ordinated approach with a hierarchy of risk control measures: Eliminate, Reduce, Isolate, Control, Personal Protective Equipment, Discipline
HAVE AN INTEGRATED MULTI-AGENCY OPERATIONAL RESPONSE PLAN	The outcomes of the hazard assessments and risk assessments should be considered when developing this plan, within the context of the agreed priorities for the incident. If the activity of one agency creates hazards for a partner agency, a solution must be implemented to reduce the risk to as low as reasonably practicable.
RECORD DECISIONS	The outcomes of the joint assessment of risk should be recorded, together with the jointly agreed priorities and the agreed multi-agency response plan, when resources permit. This may not be possible in the early stages of the incident, but post-incident scrutiny focuses on the earliest decision making.

A **Common Operating Picture (COP)** has been defined as: *'A Common overview of an incident that has been created by assessing and fusing information from multiple sources and is shared between, appropriate command, control and coordinating groups to support joint decision making'*

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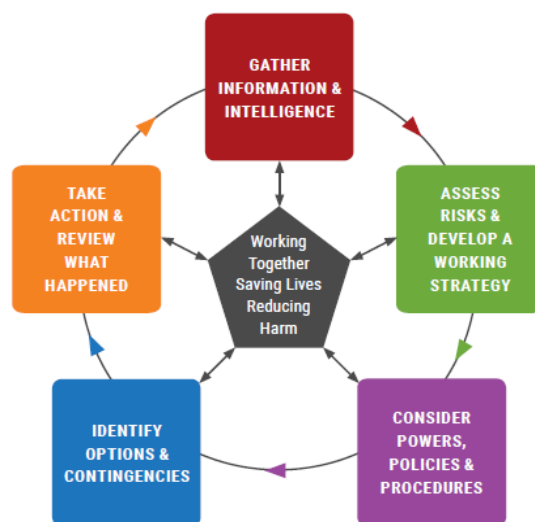- What might happen in the future?

Shared Situational Awareness
In the initial stages pass information between emergency responders and the Control Rooms using the M/ETHANE mnemonic

M	MAJOR INCIDENT	Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)	Include the date and time of any declaration.
E	EXACT LOCATION	What is the exact location or geographical area of the incident?	Be as precise as possible, using a system that will be understood by all responders.
T	TYPE OF INCIDENT	What kind of incident is it?	For example, flooding, fire, utility failure or disease outbreak.
H	HAZARDS	What hazards or potential hazards can be identified?	Consider the likelihood of a hazard and the potential severity of any impact.
A	ACCESS	What are the best routes for access and egress?	Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?	Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.
E	EMERGENCY SERVICES	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.

Ensure Notes/Log is kept throughout

Joint Decision Model

GATHER INFORMATION & INTELLIGENCE

ASSESS RISKS & DEVELOP A WORKING STRATEGY

CONSIDER POWERS, POLICIES & PROCEDURES

IDENTIFY OPTIONS & CONTINGENCIES

TAKE ACTION & REVIEW WHAT HAPPENED

Working Together Saving Lives Reducing Harm

Briefing – using IIMARCH:
Information
Intent
Method
Administration
Risk Assessment
Communications
Humanitarian issues

DEPS

H

Grab Bag list
(Considerations of what you should take if deployed)

Extract from Action Cards : Remember be prepared for the task in hand, have relevant I.D., equipment, appropriate clothing, Personal Protective Equipment (PPE), at hand.

The Local Authority or Department, may provide pre-identified equipment to support one of the many roles described within the 'ACTION' Cards; this equipment is often referred to as a 'Grab Bag'. This is particularly relevant to Rest Centre Managers (covered by a separate Emergency Plan), as there are a number of required registration, signage, tagging and labelling systems essential to this role.

The issue of an individual grab bag is not essential to the roles within the Action Cards 1 -8. However trained staff, should consider in advance of the requirement ensuring that the following items/information is available at short notice

Item or Consideration if relevant	Yes / No - Comment?
Firstly : Ensure you are compliant with your Local Authorities **'Lone Working'** Policy.	
Personal Identification (Staff I.D. Card) and notice to display in a car windscreen	
Hi-Vis Jacket – identifying the LA and the Incident Role performed (e.g. LALO)	
Relevant **Contact numbers** -including Incident Manager (could also include the LRF 'Yellow Book' and 'Part 5' of this plan)	
Mobile Phone & Mobile Phone **Charger** (mains and car [if available])	
Pens (Black Biro type should be used for official documentation)	
Log Sheets - to maintain notes record of incident. 'Information or Requirement/Action/Result' (keep numbered entries, show any cross referencing and do not close out entry until complete. (Retain all original notes awaiting further instruction)	
Note Book / paper –for back up purposes and any other stationary you may want (**clipboard** ?).	
Lap top or **Smart Phone**, particularly if there is access to Email/Resilience Direct Service (RDS) or the Local Authority Electronic Incident Logging System.	
Smart phone may also be useful for monitoring Social Media or sending a picture, messaging to the Incident Manager.	
Appropriate Clothing and/or Personal Protective Equipment (**PPE**). Consider weather current and forecast conditions, waterproofs, wellingtons, sun cream, hat, etc.	
Copy * of the **Response and Recovery Plan** or relevant sections	
Copy * of any **relevant Emergency Plans**	*These may be held electronically*
Cash including **coins** for parking (keep record of expenses)	
Food and drink (water etc.) – Always essential; you may not have immediate access to refreshments, a quick stop at a shop on route ?	
Bag to place all your items in	

Part 2
Response Plan

(Backround and useful information in respect of Response)

DEVON EMERGENCY PLANNING SERVICE

This is Part 2 of the 5 Part DEPS Response and Recovery Plan

Also available are:

Part 1 -	Response Action Cards, Checklists and Guidance Documents
Part 3 -	Recovery Action Cards, Checklists and Guidance Documents
Part 4 -	Background and useful information in respect of Recovery
Part 5 -	Key Roles and Emergency Telephone Directory

DEPS

The Incident Response & Recovery Plan is owned by Devon Emergency Planning Service (DEPS) and its partners. The information contained will be reviewed and updated following changes in legislation, good practice or learning from exercises and incidents.

Plan Exercises

This plan will be exercised in accordance with the DEPS training and exercising protocol.

Record of Amendments

Amendment Number	Date Issued	Details of Amendment	Date Inserted	Initials

Contents

The information in Part 2 is designed to be easily read and understood by individuals that do not necessarily deal with emergencies on a regular basis. It is intended to provide sufficient detail to enable an effective response without the requirement to understand the document in its entirety.

It is essential that those involved in any incident are fully conversant with their respective roles and responsibilities, in order that they are able to respond in a controlled, prompt and professional manner.

The web version of the overall plan will be checked regularly. If you discover a broken link please contact deps@devon.gov.uk

Printed versions should be checked for updates on a regular basis.

1   Background, General Information and Overview

1.1   The overall plan provides procedures and guidance to be followed by all Councils in order to activate and manage their response to, or recovery from, an incident or major incident. The role of the Council is, to the best of its ability to protect the public, responding staff, environment, and its reputation. The plan must be read, trained and tested by everyone to ensure individual roles and responsibilities are fully understood.

1.2   The overall objective of the complete Plan is to enable individuals responding to an emergency incident to gain sufficient knowledge and understanding of their respective roles and responsibilities to fulfil to complete allocated tasks to the best of their ability. In this part it will:

- Give definitions of emergency and major incident, and set activation criteria
- Establish the Council's major incident response arrangements
- Ensure the Council's understanding of the importance of information sharing and a joined-up process with LRF partners especially other LAs
- Stress the importance of record keeping
- Outline how it will contribute to the multi-agency response in supporting command and control structures
- Describe how the Council will fulfil its responsibilities under relevant legislation and respond to a wide range of emergencies
- Set out the actions and measures to be taken during response and recovery (this does not include Business Continuity Plans)
- Establish the Council's recovery arrangements
- Provide checklists for incident types

In Part 1 it will:
- Provide a checklist / action card for each of the main roles / services involved in incident response
- Give an overview of the sequence of events that will occur during the response and recovery phases of an incident

1.3   There are other plans and documents that will be referred to in this part of the plan; links will be provided.

1.4   Every incident is different. Even when similar circumstances are involved different elements come together to change outcomes and perception such as time of day, type of incident, weather, time of year, place it occurs and numbers of people involved. It is important, therefore, to keep an open mind and a flexible outlook in preparation for fast changing circumstances.

1.5   For many incidents, particularly in the case of a major incident, setting up a Recovery Coordination Group (RCG) should be considered as soon as possible and if required run simultaneously to the response. The Recovery phase can be a complex and long running process that may involve more agencies and participants than the response. See Part 3 and 4 for Recovery (LINK).

1.6   The activity that takes place following an incident or major incident can be considered in terms of two interlocking processes:
- **RESPONSE** – Activity to assess, contain and mitigate the impacts of the incident
- **RECOVERY** – Activity to address the consequences of the incident and emergency response, and to return the affected community and environment to a healthy condition.

OVERALL RESPONSE						
PROCESS	RESPONSE			RECOVERY		
PHASE	Reaction	Rescue	Retrieval	Relief	Remediation	Regeneration

Timeline
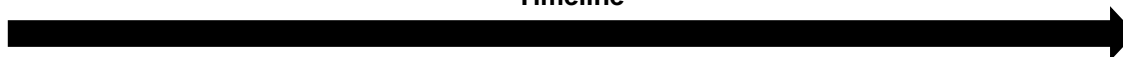
1.7   Response encompasses the decisions and actions taken to deal with the immediate effects of an incident at strategic, tactical and operational levels as defined by the emergency responders. The initial objectives will be to protect life, contain and mitigate the impacts of the emergency and create the conditions for a timely return to a new normal. In many scenarios it is likely to be relatively short, lasting a matter of hours or days – rapid implementation of arrangements for collaboration, co-ordination and communication are, therefore, vital. Response encompasses the direct effects of the incident (e.g. fighting fires, rescuing individuals) but also the indirect effects (e.g. disruption, media interest).

1.8   Those organisations that plan for and respond to an incident are often referred to as Category 1 (Cat 1) or Category 2 (Cat 2) responders.

Category 1 includes	Category 2 include
Local authorities	Utilities (Water, Gas, Electricity)
Police forces (including British Transport Police)	Telephone providers (landline and mobile)
Fire services	Network Rail
Ambulance services	Train operating companies
HM Coastguard	Highways England
NHS hospital trusts	Airport operators
NHS foundation trusts	Harbour authorities
NHS England	NHS Clinical commissioning group
Public Health England	Health and Safety Executive
Port health authorities	
Environment Agency	

1.9   As Cat 1 responders, all LAs will have a vital part to play when responding to an incident to support the public, its communities, and transient population.

1.10   Under the legislation (Civil Contingencies Act 2004 (CCA)) governing emergency planning and response Category 1 responsibilities are to:
- Put in place Emergency Plans
- Put in place Business Continuity Management (BCM)
- Assess the risk of emergencies occurring
- Co-operate with other local responders
- Put in place arrangements to make information available to the pubic during an emergency
- Provide advice and assistance to businesses (including the voluntary sector) about business continuity (LA only).

1.11   The Act requires responders to have regard to the contribution of the voluntary sector who play a key supporting role. This includes considering how the voluntary sector can be involved at every stage, including training and exercising to respond to emergencies

1.12   The Armed Forces may become involved in the response phase either at a local level or as part of a regional or national emergency. Their specialist skills include search and rescue, high-risk searching and explosive ordnance disposal. The decision to use the Military will be made by the Strategic

Coordinating Group (SCG) or at a National level. When military assets are requested to provide assistance this is known as [Military Aid to the Civil Authorities (MACA)](#)

2   What constitutes an Emergency?

2.1   The CCA describes an Emergency as
•An event or situation which threatens serious damage to humans or the environment or
•War, terrorism, which threatens serious damage to the security of the UK.

2.2   Damage to human welfare involves causes or may cause one or more of the following:-
•Loss of human life, 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
•Disruption of service relating to health

2.3   Damage to the environment involves, causes or may cause:-
•Contamination of land, water or air with biological, chemical or radioactive matter or disruption or destruction of plant life or animal life.

2.4   In addition the Government may decide that a specified event or situation is to be treated as an emergency. This definition is deliberately vague to encompass a range of events and situations.

3   What is a Major Incident?

3.1   A 'major incident' can be defined as '**an event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies**.'

a)   'emergency responder agencies' describes all Category 1 and 2 responders as defined in the CCA and associated guidance;

b)   a major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security;

c)   a major incident may involve a single-agency response, although it is more likely to require a multi-agency response, which may be in the form of multi-agency support to a lead responder;

d)   the severity of consequences associated with a major incident are likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally;

e)   the decision to declare a major incident will always be a judgement made in a specific local and operational context, and there are no precise and universal thresholds or triggers. Where LRFs and responders have explored these criteria in the local context and ahead of time, decision makers will be better informed and more confident in making that judgement.

3.2   A 'Major Incident' can be called by a single Category 1 agency if their own organisation's response to the emergency is overwhelmed or their services are likely to become overwhelmed.

3.3   Any Category 1 responder can declare a 'Major Incident' across all agencies if they are the first Category 1 responder on scene and the scale of the incident they encounter is immediately obvious.

4   How are responding agencies organised?

4.1   During an incident LAs and other responders cooperate under the umbrella of the Local Resilience Forum (LRF), which ensures active delivery of its duties under the CCA and an effective multi-agency response to emergencies that could have a significant impact on the communities and the environment within its boundary area (Devon, Cornwall and the Isles of Scilly).

4.2   The LRF is responsible for ensuring that National Resilience Capabilities, are incorporated into the planning processes of the LRF. It also identifies specific risks and areas of work in the Community Risk Register (CRR) and then writes plans to mitigate the effects.

5   How are the Local Authorities organised?

5.1   During emergencies, LAs generally support the emergency services and coordinate the provision of welfare support to the community, lead the establishment of key humanitarian assistance facilities, issue warning and informing messages to the public and lead the recovery phase.

5.2   During an incident in Devon, the County Council is responsible for Highways, Public Health and the Welfare of the public and the District Councils are responsible for Housing, Building Safety and Environmental Health. It is a joint responsibility of all local authorities to provide general care in supporting the public throughout.

5.3   It is important that all Councils have a close partnership arrangement at a local level during the response and recovery phases of an incident.

5.4   Following a major incident, particularly if involving loss of life, there is likely to be an investigation – which will include HM Coroner, Criminal or Civil litigation or, depending on the circumstances, a Public Inquiry. It is, therefore, **essential** that responders **log all information or requirements, actions and results**, in writing or electronically, using the 24 hour clock. Make particular note of the decision process when making difficult decisions. These original notes must not be changed or tampered with and must be passed to the line manager or the Incident Manager for retention (see Log in Part One Appendix F).

5.5   Responding staff may find themselves in challenging situations outside of normal working practices and must remain mindful that they are representing the Council and upholding its reputation at all levels. It is important that the pubic are treated appropriately at all times. Delivering services which meet the needs of different communities is essential.

5.6   All responder organisations must have Business Continuity Management (BCM) plans in place to enable them to continue to operate services during a major emergency which directly affects their business and also to ensure they can maintain their critical services whilst dealing with a major incident or during the subsequent recovery stage.

5.7   The Equality Act 2010 creates an 'Equality Duty', the broad purpose of which is to integrate consideration of equality and good relations into the day-to-day business of public authorities. Whilst providing an obligation on public authorities to positively promote equality, not merely to avoid discrimination. This continues to provide both a legal and moral responsibility at all levels of the response and recovery to meet the requirements laid down under the nine protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Public authorities also need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status. Responders should also remain respectful of individual rights under the appropriate Articles of the Human Rights Act (Link to be added)   .

6   Council Response and Plan Activation

6.1   It is expected that approval for activating the plan will vary between each council. Some elements may be activated by the officer responsible for emergency planning, while other elements may require discussion with a member of the senior leadership team. Plan activation will only happen when it has been determined that an incident that requires LA response has occurred, which is likely to be when:

a)   A 'Major Incident' has been declared by a Category 1 Responder. This step will normally be taken by the Police but it is possible that it could be declared by another agency, or

b)   A request has been received to open an Emergency Centre, or

c)   It is obvious from the scale or size of the event that a Major Incident will be declared. In some circumstances it may be considered a national or regional emergency in which case a Government minister may declare a state of emergency and may empower a regional coordination structure.

d)   More often the LA is activated to assist in an incident that although requiring a multi-agency response has not been formally declared as a Major Incident. The principles of this plan are still relevant

6.2   Often the County Emergency Duty Officer (EDO) will inform district partners of an incident or the potential for a rising tide event, however, if a District is the first authority to be notified, the District EDO should inform the County EDO and jointly assess the situation. Agreement will then be reached on the required response. Other relevant LAs must also be alerted if they are likely to be affected.

6.3   The first LA to be contacted concerning the emergency must ensure that they obtain and record the Police Log Number, telephone number and contact. This will enable them, or relevant others, to return the call and link immediately into the correct incident log for further information. **If the caller is unable to confirm that the police have been informed, the Council should alert the police using '999'.**

6.4   The importance of accurate record keeping when dealing with an incident cannot be over stressed. Training will be given in how to keep records, notes, logs and other documentation that may be needed to manage the incident or may be required for a future investigation or an enquiry or to allow for debriefing and sharing lessons learnt.

6.5   It is important to apply a graduated response in order to keep control. If a major incident has occurred, it may be some time before the emergency stabilises and the situation is clarified. Initially, the EDO will keep a comprehensive record of actions initiated and take the first-steps to coordinate the Council's response, particularly if the request is received out of office hours. At this stage, the District and County EDOs will liaise and, if practical and appropriate, start to place staff and VS organisations on standby using the relevant alerting cascade information. During a major incident, the County EDO will lead on liaising with the voluntary sector organisations and the Devon Faith Response Team (DFRT).

6.6   At an early stage, usually after an initial assessment of the incident by the relevant EDO, it is likely they will take on the role of Incident Manager for their LA. As the incident evolves they may retain that role or another individual may be appointed into the role.

6.7   Once this plan has been activated, the Incident Manager (or relevant lead officer) will agree what actions to take and which Council services need to be engaged. The most appropriate officer in each service can then be contacted and the Incident Management Team (IMT) set up.

6.8   Where applicable, each service area may initiate their internal cascade to ensure that all required personnel are alerted and in place to deal with the emergency.

6.9   Consideration should be given to cost recovery and the involvement of the Finance Department at an early stage. Keeping an auditable record of expenditure will help as it may be possible to make a claim against a third party or a number of funds may be available to offset costs e.g. the Bellwin Scheme.

6.10   The Council should ensure that appropriate exit strategies are put in place so that resources involved in the response can be stood down on a progressive basis once it has been decided that the situation can be dealt with under normal working conditions. Some services may be involved for months or years while dealing with the recovery process.

7   Coordinating Local Authority and Mutual Aid

7.1   The Strategic Incident Manager (Chief Executive / SMT Lead, or their representative) will agree with other LAs immediately affected which one will be the coordinating authority in accordance with the following guidelines, which states:
- If only one district authority or unitary authority is affected, that authority may wish to coordinate the LA response or may choose to invite DCC to do so; or
- If two or more district authorities are affected, they will agree with DCC which authority will coordinate the LA response; or
- If a unitary authority is affected, as one of a number of LAs, that unitary authority will agree with DCC who will coordinate the LA response.

7.2   Cross border implications of the incident should be considered in accordance with the MoU 'Local Authority Co-operation in Devon during a Major Emergency'. (This needs to be reviewed. And then hosted on a webpage with a link)

7.3   In the event that a single LA becomes overwhelmed during the emergency they can call upon the help of the other local authorities in Devon for assistance. Such assistance may be subject to recompense of appropriate costs to the assisting LAs.

7.4   Regular liaison is fundamental to successful coordination of an incident. While the County EDO / Incident Manager will try to represent all the partners at various multi-agency liaison meetings it may still be necessary for individual district partners to be directly represented at some meetings.

7.5   All LAs involved in the response may send a LA Liaison Officer (LALO) to the scene or any multi-agency group to represent the Incident Manager. In an incident involving more than one county or unitary, the Strategic Incident Manager, will determine liaison arrangements in conjunction with other leads.

7.6   If it is considered appropriate, other organisations such as the military, utilities and relevant others that are involved may send a liaison officer to the lead authority's Emergency Centre (EC) if opened.

7.7   In the event of an emergency, the Leader of the Council and the Member responsible for Emergency Planning may need to be informed. It will then be their responsibility to make arrangements for other councillors to be informed, as necessary.

7.8   Members for affected communities can collate and make known the concerns of their community. Concerns should be fed into the incident management or recovery process, either via the Leader of the Council or the Member for Emergency Planning. Elected Members have an important role in sharing information and advice to the community and can often act as their spokesperson.

8 Multi-Agency Command and Control Structure

8.1 During an incident, responding agencies will follow a structure of command to deal with the incident. The Police will usually take overall control of the incident. However, there are some exceptions to this rule such as when the incident involves fire, a hazardous substance, or life-saving operations when the Fire and Rescue Service have control of the inner cordon. When initially responding to an incident the Blue Lights use the Joint Emergency Services Interoperability Program (JESIP). A JESIP 'Aide Memoire' at Part 1 Annex I

8.2 There are three levels to the command structure:

Strategic	**Strategic Coordinating Group** (SCG) deals with Strategy and Policy and sets the framework for the overall management of the incident. Usually located at Middlemoor Police HQ. Normally chaired by the Police.
Tactical	**Tactical Coordinating Group** (TCG) is responsible for interpreting the strategy, managing the incident and determining the tactics required to achieve the intended strategic aims produced by SCG. For incidents in Devon this will normally be based at Heavitree Road Police Station.
Operational	The **Operational** Commanders (managers on the ground) execute the tactical plan, coordinates actions and are directly in charge of staff working at the scene and will manage their organisations' resources at the incident.

8.3 Internal council structures should mirror this method (above) where possible although may refer to Gold / Silver / Bronze within a single agency rather than Strategic / Tactical / Operational

8.4 Representatives of each agency sitting on the SCG are in control of their own organisations' resources and are able to commit them as required to the incident. The SCG can liaise with Central Government and other bodies in providing additional resources and maintaining a strategic overview.

8.5 LA representation at SCG will usually consist of:
- Strategic Incident Manager (attends for briefings and meetings only)
- A LALO, Tactical Adviser or Loggist may accompany them to assist, provide support and ensure all information is appropriately logged for audit.

8.6 LA's role at SCG will be to:
- Provide partnership support in identifying the strategic decisions
- Monitor all developments, requirements and deadlines which affect, or may later affect the Council
- Commit Council resources to the response effort where appropriate
- Advise other responders of the Council's arrangements for response and recovery
- Represent the Council at all meetings and conferences and report back to relevant others
- Maintain regular contact with the Incident Manager or Emergency Centre, if opened

- Liaise with other service areas as appropriate
- Maintain regular contact with representatives at TCG
- Maintain a log of any decisions made and events or actions taken, and their outcome using 24 hour clock.

8.7   Representatives from each organisation at TCG will coordinate an efficient and joined-up response. In some circumstances, during the initial stages of the incident, the County EDO is likely to become the County's Incident Manager and may be able to assist in assessing the full extent of the incident and which services will need to become involved.

8.8   LA representation at TCG will consist of:
- An Incident Manager or LALO representing all the service areas in operation. This person will be situated alongside other multi-agency organisations
- When appropriate, representatives from specific service areas involved may need to teleconference in to specific meetings
- If it is thought appropriate, an Incident Support Officer may also attend to log information at the meetings

8.9   The LA role at TCG will be:
- Advise on support available from that Council
- Share information about the incident with relevant others
- Coordinate requests for assistance and actions from the meetings
- Keep the LA Cell at SCG and the EC informed about the situation and possible future tasks
- Maintain a log of all information, requirements, actions and results using 24 hour clock, and retain.

8.10   There could be many operational officers managing different areas of responsibility across different service areas e.g. Social Care, Housing. Close liaison with the Incident Manager will be essential in ensuring that information is gathered, cascaded and shared with other agencies and departments as appropriate. It is important that operational officers have the skills and/or experience to enable them to function efficiently and effectively in the role they are allocated and, where necessary, to manage other responding staff such as the voluntary sector organisations assisting in the response or recovery phases on behalf of the Council).

8.11   It is important that information gathered at each level of command is constantly passed up and down the line.

8.12   In the initial stages of an incident a Forward Command Post (FCP/on-site tactical command) will often be established first. This may be a blue light command vehicle or police car, for example, which 'should' be the only emergency vehicle operating its blue light at the scene. This will be situated a safe distance away from the incident and normally within the outer cordon. (Link to Cordons)

8.13   Any Council officer attending the FCP must be clearly identifiable (e.g. tabard) and ensure that they make themselves known to the Incident Commander. Anyone attending a FCP should also consider the equipment they may require, dependent on the weather and conditions. Consideration of a grab bag in preparation for such a call-out is recommended. See Part 1 Guidance Card J Grab Bag (ADD LINK)

8.14   Normally the FCP only operates as the tactical command until such time as the Tactical Coordinating Group (TCG) becomes operational at the static site usually at Heavitree Road Police Station, Exeter, at which stage it may become an operational command.

8.15   During a major incident the 'Blue Light' services set up inner and outer cordons around an incident. Staff attending the scene need to be aware of how cordons (Link to Cordons) operate.

8.16   A Rendezvous Point (RVP) may also be established as a local authority requirement to collect and coordinate its own staff prior to deployment e.g. severe weather to ensure a meeting point to gather and safely transport staff to a location.

8.17   A tool that may be helpful is the mnemonic 'M/ETHANE', which is used by the 'Blue Light' Services, if a major incident is not declared, they revert to the term ETHANE. Ensure Notes /Log is kept throughout.

M ajor Emergency	-	(standby or declared)
E xact Location	-	(of the incident, plus map reference)
T ype of Incident	-	(e.g. chemical, explosion)
H azards	-	(present and potential)
A ccess	-	(best routes for access and egress to scene +RVP)
N umber of Casualties	-	(approximate number and type of casualty)
E mergency Services	-	(report on Services already on site and if any further services required)
Ensure Notes / Log is kept throughout.		

It will be helpful to anyone working alongside the blue light services to understand this mnemonic.

9.   General Health and Safety, and Welfare

9.1   General Health and Safety (H&S)

9.1.1   Each agency is responsible for ensuring the health and safety of their personnel. **At no time should a responder be put at risk**. Generally speaking the Council accepts responsibility for the H&S of other people who may be affected by its direct activities and indemnifies anyone working on behalf of the Council on a voluntary basis but not otherwise employed by them.

9.1.2   The lead LA officer at an incident has direct responsibility for the health, safety and welfare of any staff or volunteers working under their direction within the incident area. (See Action Card 3 Incident Manager)

9.1.3   Every employee should remain vigilant about their own safety, the safety of their colleagues and members of the public affected by their specific role.

9.1.4   Staff must understand and observe any usual safety policies, rules and safe working practices. Wear or use appropriate Personal Protective Equipment (PPE), and report to the responsible LA officer any:
- Incidents
- Near misses
- Dangerous occurrences
- Hazardous or defective machinery, tools, PPE, vehicles, etc.

9.2   Public Welfare

9.2.1   LAs are responsible for the care and welfare of the public they serve during an incident. In general terms district councils are responsible for housing, environmental health and building safety, while the County Council is responsible for the welfare of the elderly frail, disabled, sensory impaired and unaccompanied children, and those that are receiving essential services.

9.2.2   Both are responsible for the general care and welfare of the public during an incident, such as shelter, warmth and refreshments.

9.2.3   The nominated manager in attendance when risk assessing a Police EAP or the requirement for a Rest Centre (RC) or other site should assess the available provision for first aid and take any necessary actions to ensure that basic provisions are in place, that dynamic risk assessments are carried out and that safety issues are included in briefings to inform and update the public throughout.

9.2.4   Housing staff should be aware of legislative duties to assist people who are homeless or likely to become homeless due to an incident, beyond the need for very short-term temporary evacuation. It may be possible to seek the assistance of another authority to help with provision.

9.2.5   The County Council has particular responsibilities and duties to safeguard and promote the welfare of children.

9.2.6   When dealing with the public be aware of legislation governing disability and equality.

9.3   Staff Welfare

The physical welfare and psychological needs of staff are as important as for those affected by the incident. Adequate support must be in place and careful consideration must be given to shift patterns to avoid tiredness or stress.

9.4   Defusing

9.4.1   Defusing is a process which is sometimes referred to as emotional first aid. This is not counselling but it allows staff to offload feelings after an incident or shift. It generally comes into play following a major incident where there has been loss of life or serious trauma is involved.

9.4.2   Devon County Defusers can assist with this process by allowing responders to offload prior to going home. They have been primarily trained to support the County Crisis Support Team within Survivor and Family and Friends Reception Centres and are automatically deployed. They will provide the staff they are defusing with a traumatic event leaflet, which will assist them in identifying the beginnings of stress at a later stage.

9.4.3   All responding personnel should be offered defusing if they have had a disturbing experience. This could include witnessing a serious altercation within a RC where a staff member has been threatened, or a building safety officer viewing casualties or cadavers within the inner cordon.

9.4.4   HR / Occupational Health should be informed as soon as possible if staff may have been involved in traumatic circumstances.

9.5   Voluntary Sector (VS)

DCC will usually call out the VS e.g. British Red Cross, St John Ambulance and Salvation Army as part of their cascade process to assist with the welfare function at all reception centres they manage, or on request from a District Council that is managing their own RC provision.

9.6   Devon Faith Response Team (DFRT)

9.6.1   Devon has a team of trained chaplains that will provide practical, pastoral and spiritual welfare support to anyone affected by an incident. The team provides assistance at evacuation assembly points, rest centres, or any of the other reception centres.

9.6.2   If DCC is involved in the response, they will be the agency that will call them out. If a district council is responding to an incident without the support of DCC, they can, if required, request the services of the DFRT via the County EDO. The indemnity of the chaplains will fall to the LA for which they are deployed.

9.6.3   The team has access to a range of faith traditions such as Hindu, Christian, Buddhist or Pagan. Be aware that representatives come from across the County so if needed it could take some time to put in to place.

9.7 Spontaneous Volunteers

9.7.1 Spontaneous (previously referred to as Convergent) Volunteers are described within the Cabinet Office Draft Guidance as:

'an individual who is unaffiliated with existing official response organisations (organised voluntary sector organisations are recognised as part of the official response), yet, without extensive pre-planning, is motivated to provide unpaid support to the response and/or recovery to an emergency'

9.7.2 The management of such volunteers is an area that is of concern to LAs throughout the UK. At this time the LRF has no plan in place and it is a subject where further advice has been sought from Central Government. There is draft guidance available within a consultation review. This plan will be updated when final decisions have been made.

There is a fine line between community resilience, people within a community helping themselves, and individuals arriving from outside a community to help. The two will, however, need to be planned for differently.

9.8 Spontaneous Donations

9.8.1 As a result of social media the public sometimes feel the need to donate gifts to those who have lost their possessions. While well intentioned, the giving of physical donations needs to discouraged at an early stage, with media messages saying that if donations are required an appeal will be launched but until that time donations should not be sent or delivered. This will avoid collecting a large amount of material that will require expensive storage facilities and disposal at a later date.

9.8.2 In the event that donations arrive anyway LAs need to be able to respond promptly to establish appropriate facilities to store donations, possibly close to the incident to manage a potential public driven response. Consideration is ongoing to establish whether agreements / MOU's with local charitable organisations may be a possible way forward to support the LA's.

9.8.3 A new role has been identified as Spontaneous Donations Manager, which explains the requirements of this function. How this will be handled in Devon is still under consideration. See 17.3 Appeal Funds (LINK) for information on monetary collections.

9.9 Animal Welfare

9.9.1 All keepers of livestock should take reasonable steps to address the welfare of their animals as part of their business continuity planning. DCC Trading Standards (LINK) can advise on regulations regarding farm animals.

9.9.2 Pet owners have a legal obligation to care for their animals during an incident. For public health and sanitation reasons animals arriving at a RC, other than service animals, should not be sheltered in the same area of a building as people.

9.9.3 The Council needs to be careful that it is not viewed as taking over responsibility for a pet, as it will then be considered culpable for its welfare rather than the owner. Refer to local RC plans for provision for animals.

9.9.4 In the event of an incident involving a notifiable animal disease, the incident will be dealt with by the local Animal Health Office of the Animal Health and Veterinary Laboratories (AHVLA) in conjunction with - DCC Trading Standards (Animal Health).

10.   Roles and Responsibilities of Local Authorities

10.1   Local Authorities (LA) - General

LAs provide a wide range of services which may be called upon during a major emergency to support the blue light services. A key responsibility is to lead the recovery phase to help the community back to 'normality', which may be very different to that before the emergency/incident.

10.2   District Council

10.2.1   Dependent on the type of incident, staff may be deployed to assist with the response or work alongside other agencies.

10.2.2   Primary responsibilities in an Incident:

Who	Responsibility
Building Control	Advice on dangerous structures. Sometimes called to assist Fire and Rescue Service at the scene re building safety. The team are vital during any incident as early inspections of buildings may be necessary before the Emergency Services can hand over the scene to the Recovery Group.
Cleansing	Deployment of resources to assist in the clear up following the incident. Depending on the type of incident, there may be a varied task list allocated to this team.
Communications	Preparation of press releases, updating the media, informing staff of the situation, and working in conjunction with the Police Media Cell.
Customer Services	During office hours, this team is responsible for ensuring key information is passed to the appropriate Officer, and ensuring any messages are logged and passed to IMT. There is a potential to be involved out of hours if there is a requirement to open switchboards due to the large volume of calls being received.
District Emergency Duty Officer	Assess the incident and respond appropriately by alerting staff, volunteers and partner agencies to what response is required. In the first instance act at the Incident Manager
Engineering	Responsible for providing advice and assistance on drainage systems, Coastal defences, flooding and shoreline management.
Environmental Health	Specialist advice on all aspects of public health, including food and safety.
Finance and Insurance	Responsible for ensuring financial records are maintained, and making claims under the Bellwin Scheme or other available funding options. Liaising with the Insurers and providing relevant information as necessary to IMT.
Housing	Providing shelter for displaced persons and finding temporary short or longer-term accommodation.
Human Resources	Assisting staff who are directly affected by the incident. Providing advice to IMT on staffing policies and procedures as necessary. If required, signposting the available counselling services to staff in the aftermath of the incident.
ICT	Provision of ICT support and, if the ICT infrastructure has failed, ensuring that the service is reinstated to identified services.

Incident Management Team (IMT)	Overall strategic policy and direction, decision-making, updating and liaising with Councillors, responsible for ensuring communication with the media, and managing the response phase. (Some of these may also be involved in the Recovery Coordinating Group.)
Legal and Democratic/Civic Support	Provision of advice to the IMT on all legal matters, and ensuring that accurate minutes are taken from the IMT and the Recovery Coordinating Group meetings, and following up outstanding actions.
Members/ Councillors	Provide local knowledge, and contact with the community during any incident. Councillors play a key role and can often act as a vital liaison between the authorities and the affected communities.
Planning	Advice on planning regulations, restrictions and enforcement associated with response actions, e.g. temporary waste sites.
Property	Advice and assistance about suitable sites and premises for use in an emergency or business continuity incident. Ensuring that appropriate and suitable contractors are used for repair. Resources as required to support the emergency.
Staff Volunteers	Staff that have volunteered their services on behalf of the Council to be trained and assist in rest centres giving general help, care and assistance to evacuated persons.

10.3   Devon County Council (DCC)

10.3.1   Dependent on the type of incident, staff may be deployed to assist with the response or work alongside other agencies.

10.3.2   Primary responsibilities in an Incident:

Who	Responsibility
Communications	Preparation of press releases, updating the media, informing staff of the situation, and working in conjunction with the Police Media Cell.
Coroner's Office	Ensuring provision of emergency mortuary capacity
County Emergency Duty Officer	Assess the incident and respond appropriately by alerting staff, volunteers and partner agencies to what response is required. In the first instance act at the Incident Manager
Customer Services	During office hours, this team is responsible for ensuring key information is passed to the appropriate Officer, and ensuring any messages are logged and passed to the appropriate service. There is a potential to be involved out of hours if there is a requirement to open switchboards due to the large volume of calls being received.
Finance and Insurance	Responsible for ensuring financial records are maintained, and making claims under the Bellwin Scheme or other available funding options. Liaising with the Insurers and providing relevant information as necessary to EMT.
Highways Operations Control Centre	Ensure that the County EDO is aware that an emergency/incident has occurred. Assist the Police with road closures and diversion routes and ensure media messages relayed to inform the public.
Human Resources	Assisting staff who are directly affected by the incident. Providing advice on staffing policies and procedures as

	necessary. If required, signposting the available counselling services to staff in the aftermath of the incident.
ICT	Provision of ICT support and, if the ICT infrastructure has failed, ensuring that the service is reinstated to identified services.
Incident Management Team (IMT)	Overall strategic policy and direction, decision-making, updating and liaising with Councillors, responsible for ensuring communication with the media, and managing the response phase. (Some of these may also be involved in the Recovery Coordinating Group.)
Legal and Democratic Support	Provision of advice on all legal matters, and ensuring that accurate minutes are taken from the EMT and the Recovery Coordinating Group meetings, and following up outstanding actions.
Members/ Councillors	Provide local knowledge, and contact with the community during any emergency. Councillors play a key role and can often act as a vital liaison between the authorities and the affected communities.
Property	Advice and assistance about suitable sites and premises for use in a business continuity incident. Ensuring that appropriate and suitable contractors are used for repair. Resources as required to support the emergency.
Public Health	The Director of Public Health will take a lead role in a pandemic or other health related incident.
Staff Volunteers	Staff that have volunteered their services and been trained to assist in rest centres giving welfare, general help, care and assistance to evacuated persons.

11. Roles of Other Responders

For a full description of these roles see the latest addition of the Combined Agency Emergency Response Protocol (CAERP) (LINK to RD). But in summary see the following.

11.1 Devon and Cornwall Police (D&CP)

The main role for the Police is to maintain law and order, protect the public and their property and prevent, detect and investigate crime. They will lead the co-ordination of the response to most major incidents; the exceptions to this are maritime pollution emergencies which will be led by the Local Authority, public health outbreaks which are led by Health and animal health outbreaks which are led by DEFRA.

11.2 Devon and Somerset Fire and Rescue Service (DSFRS)

Fire and Rescue Service have a role of not only putting out fires but also protecting life and property from fires. They also have a duty to attend road traffic collisions and other emergencies to assist in rescue and provide a role in undertaking community safety activities, whilst enforcing fire safety standards. In a Major Incident they will be responsible for safety management and will prevent escalation of the incident. They will also provide decontamination and fire investigation.

11.3 South Western Ambulance Service Foundation Trust (SWASfT)

The first NHS responding organisation on the scene will provide immediate triage, treatment and transport casualties to an identified Hospital.

11.4 Environment Agency (EA)

The Environment Agency is the leading body for protecting and improving the environment. It plays a key role in the response to mitigate or recover from the environmental impact and in planning and advice, particularly around flooding.

11.5 Highways England (HE)

Highways England is responsible for operating, maintaining and improving the strategic road network (motorways and some main A roads) working in conjunction with the LA highways department.

11.6 Maritime and Coastguard Agency (MCA)

HM Coastguard is an on call emergency organisation responsible for the coordination of search and rescue operations at sea, or to persons at risk of injury or death on the cliffs or the shoreline of the UK.

11.7 NHS England Devon, Cornwall and Isles of Scilly Area Team (DCIOSAT)

11.7.1 DCIOSAT are responsible for managing health services locally and are the key link between the Department of Health and the NHS in Devon and Cornwall. In a widespread Major Incident, the DCIOS will take Command and Control for all NHS Trusts within Devon, Cornwall and The Isles of Scilly.

11.7.2 They work with LAs and other agencies that provide health and social care to make sure the communities' needs are being met. In a major incident DCIOSAT can provide additional resources such as Minor Injury Units, Community Nurses and GPs.

11.8 Public Health England

PHE is an Executive Agency of the Department of Health who provide public health support and advice to NHS organisations, LAs and other agencies involved in preparing for, responding to and recovering from incidents and emergencies at a local level.

11.9 Armed Forces and Military Aid to the Civil Authority

Military Aid is an option that can be considered at SCG level, which is attended by a Joint Regional Liaison Officer (JRLO). But only after all other options of mutual aid or private sector have been discounted. For information refer to Military Aid to the Civil Authority

11.10 Regional and Central Government, and Emergency Powers

11.10.1 In a major incident it should not be assumed that legislative restrictions will be relaxed or lifted, or that national emergency plans will be activated. Where legislative issues are identified, liaison should be with the appropriate organisations locally or through DCLG Resilience and Emergency Division (RED).

11.10.2 The central government response will vary. In some cases, existing national response plans and centres will be activated without the need for additional central government response or coordination. For the most severe events the Cabinet Office Briefing Rooms (COBR) (LINK) will be convened to provide central government support and coordination. COBR will aim to assist the local response through the provision of national assets and the coordination of resources that may be required across a wide area. This could include assistance with and the coordination of transport assets, additional staff resources, liaison with transport and utility companies, and identification of shelter points.

11.10.3 The use of emergency powers is a last resort option for dealing with the effects of the most serious emergencies.

12 Media and Communications

12.1 Media Spotlight

12.1.1 A major incident will attract the attention of the press, radio and television media. There will be an immediate response from local reporters and, depending upon the scale of the emergency/incident, may result in national or global media attention. Normal policy for press, comments and interviews must be followed, that is, all press statements are provided by the Press Office.

12.1.2 In emergencies and major incidents, it is probable that the Police and LA will jointly identify Press Liaison Officers. If this is the case, the media must be referred to these officers. All press statements should be made in liaison with the Police Press Office. There is an LRF Plan 'Major Incident Media Framework' (This document is under review LINK when available) which provides in depth information on agreed policy.

12.1.3 Rest Centre Managers and staff need to be aware of the potential for press intrusion and the steps to be taken to balance their demand for information with the need to preserve the privacy of evacuees and staff.

12.1.4 Good communications are the heart of any effective response to an incident so it is important to be aware of the methods of communication and to consider what might happen if they are disrupted. There is an LRF Telecommunications Plan currently in development (LINK when available)

12.2 Warning and Informing the Public

12.2.1 Responders have a responsibility to maintain arrangements to warn, inform and advise the public.

12.2.2 In developing and maintaining relevant emergency plans, partners must alert the public to the risks in advance, keep them informed and updated during, and have processes in place for sharing information after an emergency; often assisted via community workshops and meetings:

- **Public Awareness** (Pre-event) - informing and educating the public about risks and preparedness
- **Public Warning** (At the time of an event or when one is likely) - alerting by all appropriate means
- **Informing and Advising the Public** (Immediate and long term post event):
  - o Providing information about the nature of the event for those likely to be caught up in an emergency.
  - o Immediate actions being taken by responders to minimise the risk to human or animal health and welfare, the environment or property.
  - o Actions being taken by responders to assist any evacuation.
  - o Actions the public themselves can take to minimise the impact of the emergency and prepare for any evacuation or shelter.
  - o How further information can be obtained, *and*
  - o End of emergency and return to normal arrangements.

12.2.3 See Annex 6 (LINK) for methods of communicating with the public.

12.3 Social Media

Social media is an increasingly important method of communication. The LRF Partnership Social Media Crisis Communication Strategy is a good guide on how to utilise it during an emergency. The Police will tend to lead on social media.

12.4 Teleconferencing

12.4.1 Where they are available, teleconferencing facilities, should be used for conference calls with other responders. Useful telephone numbers should be shared with all officers ideally in an Emergency Telephone Directory specifically for the purpose.

12.5   When normal communications methods fail

12.5.1   Mobile Telephone Privileged Access Scheme (MTPAS)

A scheme that is available to nominated users who may be involved in an emergency response. This could be activated if the mobile networks were overwhelmed to give priority calls to registered users.

12.5.2   Airwave

Is a secure mobile radio system used by the emergency services but can be shared with other responders to aid communications.

12.5.3   RAYNET

Is a national voluntary organisation which can provide a communication service by licensed radio amateurs. RAYNET has a network of local groups, who have regular contact with emergency responders. The contact numbers for RAYNET can be found in DCC's Yellow Telephone Directory.

12.5.4 There may also be local systems in place such as two–way radios or the use of runners.

12.5.5   The use of local TV or radio broadcasting ensures that warning and informing to the public and messages to responders are transmitted, when other means have failed.

12.6   Telephone Helplines

12.6.1   During a major incident Councils may receive an increased number of calls from the public seeking information. As well as putting in place social media messages and keeping web pages updated, it may be necessary to put in place addition call taking staff, and publicise helpline contact numbers.

12.6.2   Cooperation between media teams should ensure that messages being given out from all responders are seamless and joined up.

12.7   VIP Visits

It is possible that the scale of the emergency may prompt VIP visits, which will normally be coordinated by the Police, but may involve liaison with the LA.

13   Locations or Centres used during an Emergency, and the Responsible Agency

A number of locations may be used during an emergency situation to look after evacuees, survivors, the injured, dead or friends and relatives. Different agencies are responsible for their set up and overall management

13.1   Evacuation Assembly Point (EAP)

13.1.1   During evacuations, the police will often set up an Evacuation Assembly Point (EAP) prior to the LA becoming involved. This could be in a local building, at a bus stop or even on a street corner.

13.1.2   Sometimes EAP's are located in small premises, such as village halls or community centres, which can provide a safe short-term shelter until the LA is able to put in place appropriate arrangements and RC provision. Occasionally, if the building being used as an EAP is considered suitable the relevant LA may decide to send a Rest Centre Manager (RCM) to assess the on-site facilities and complete a dynamic risk assessment. If it is considered fit for purpose the EAP can then be handed over from the police to the LA and adopted as a RC so the evacuees can be supported in situ. This is particularly helpful when

an evacuation is not expected to be protracted.

13.1.3   For a large scale evacuation, DCC will assist with the organisation of transport from the EAP and, if time allows, will support the police with the provision of welfare to evacuees prior to them boarding the transport, and on route to a County RC.

13.1.4   When an EAP becomes a RC it may sometimes be referred to as an 'ad hoc centre' because it doesn't have planning already in place for this use.

13.2 Ad Hoc Centre

13.2.1   An ad hoc centre is basically a place that the police have set up as an EAP. If it is deemed a suitable location to support evacuees it can become a District RC. Responsibility for the centre and those using it then falls to the district council who may be supported by DCC, voluntary sector, and if necessary the DFRT, ensuring local responders work together to support evacuees.

13.2.2   A dynamic risk assessment will need to be carried out by a RC Manager to establish the appropriateness of the site depending on numbers being supported and the available facilities.

13.2.3   Until such time as the LA adopt the premises, the Police remain responsible for the EAP.

13.3   Rest Centre (RC)

13.3.1   Where a number of people are displaced, for whatever reason it is the responsibility of a LA to open, manage, and staff a RC, which can be defined as a place where evacuated persons can receive:
- temporary shelter
- warmth
- refreshments

Welfare services, basic care, information, and overnight accommodation may also be required for up to 72 hours.

13.3.2   The LA has two hours from the time a RC request is accepted to have all services in place.

13.3.3   The location of a RC will often depend on the number of people who need to be evacuated.

13.3.4   District partners may have identified a number of small RC sites across their boundaries. There trained volunteer staff from District or County can be called upon to give general help and support to evacuees, either until they can return to their own homes or until 'housing' are able to locate short or longer-term temporary accommodation. Training opportunities are available for staff members interested in supporting emergency response.

13.3.5   County maintain a relationship with larger sites which can support up to 300 evacuees. Volunteering staff from districts may be asked to help support evacuees within one of these larger centres alongside County volunteers, the voluntary sector (St John, British Red Cross and Salvation Army) and DFRT; also police liaison, Health and Housing.

13.3.6   In addition, a community plan may identify a place of shelter set up by the local community that is supported by volunteers and is likely to be identified in community plans. The relevant council may be asked to provide appropriate support to a community RC by way of advice, personnel or resources.

13.3.7   More in depth information about EAPs, ad hoc centres, and RCs can be found in Rest Centre Plans.

13.3.8   The most important thing to remember is that each LA will support each other and work together to support the welfare of the public.

13.4   Survivor Reception Centre (SuRC)

13.4.1   Following an incident resulting in loss of life or injuries a SuRC will be identified, established and managed by the police. A Crisis Support Team Manager (normally DCC Social Care Services) will support a Police Major Disaster Room Manager (MDRM) at a designated Centre and act as the single point of contact (SPOC) for all welfare provision, with assistance from the VS and the DFRT. The Defuser Team will provide welfare for the LAs responders.

13.4.2   A SuRC will normally open within 2-4hrs and will be open for up to 48-72hrs and may be situated within the outer cordon managed by the police. See LRF SuRC Plan (LINK)

13.4.3   DCC's Crisis Support Team work alongside the police in this centre. This team of volunteers have been trained to care for people following a traumatic event and will respond to look after the welfare needs of survivors in the aftermath.

13.4.4   Major incidents involving fatalities or serious injury will initially be treated as a scene of crime by the Police. The Police will take statements from survivors and attempt to establish whether they witnessed the cause of the incident or were aware of any suspicious activity in advance of it. The police will provide appropriate security for the site and control the access of uninvited media representatives or on-lookers.

13.5   Family and Friends Reception Centre (FFRC)

13.5.1   The objective of a FFRC is to re-unite family and friends with survivors of the incident, or provides somewhere to await news about loved ones that remain unaccounted for.

13.5.2   A FFRC will be established and managed by the Police. A Crisis Support Team Manager (normally DCC Social Care Services) will support a Police MDRM and act as SPOC for all welfare provision. They will manage the Crisis Support Team, Defuser Team the VS and the DFRT.

13.5.3   The FFRC will normally be outside the outer cordon and away from the SuRC. The Police will provide appropriate security, and control access. The Centre will normally be opened as soon as possible, but within 8-12hrs, and will remain open for no more than 48-72hrs.

13.5.4   In overall charge of managing the identification process will be a Police Senior Identification Manager (SIM).

13.5.5   Police Family Liaison Officers (FLOs) are police officers who will advise families of procedures that will take place, such as identification, repatriation, investigation, and judicial processes (including coronial matters). They will also make arrangements via the SIM or Senior Investigation Officer (SIO) about visits to the scene or viewing arrangements.

13.5.6   Experience from previous incidents indicates that family and friends will want to visit the scene of the incident. The decision as to whether this is possible rests with the police SIM or SIO.

13.6   Humanitarian Assistance Centre (HAC)

13.6.1   A HAC is a one-stop-shop for survivors, family and friends and all those impacted by the emergency through which they can access support, care and advice. It is the responsibility of DCC to set up a HAC in a suitable location close to public transport and facilities which must be fit for purpose within 48-72 hours from the time that SCG agrees that one will be required. It can be either a physical site or a virtual one and takes over from the SuRC and FFRC as they close.

13.6.2   The LRF has a HAC Framework (LINK) which will be activated by the SCG and gives guidance on what needs to be put in place to support this centre. The HAC Management Group will be chaired by a Senior Manager from DCC Social Care Services.

13.6.3 The HAC will:
- Act as a focal point for humanitarian assistance to bereaved families, friends and survivors and, where appropriate, to anyone else who has been affected
- Enable those affected to gain as much information as is currently available about missing family members and friends
- Enable the gathering of mass forensic samples in a timely manner, which enhances the ability to identify loved ones quickly
- Offer a range of facilities that will allow families and survivors to make informed choices according to their needs
- Ensure a seamless multi-agency approach to humanitarian assistance in incidents that should minimise duplication.

13.6.4 Guidance to help all local responders can be found on the resilience website.

13.6.5 Representatives from the following areas may be involved; social care, housing, benefits, environmental health and building safety, alongside voluntary organisations (such as the Citizens Advice Bureau, British Red Cross, Salvation Army, St John Ambulance, and Age Concern), the DFRT, HM Coroner's Officer, the Police, and NHS Devon.

13.7 Casualty Bureau

13.7.1 Where an incident involves a number of missing persons, the police are likely to set up a Casualty Bureau, to collate details of the deceased, surviving and evacuated people. It is imperative that casualty numbers are not disclosed to the press other than through the Casualty Bureau. This will prevent conflicting information being published by different agencies.

13.8 Emergency Mortuary (Mass Fatalities/ Contaminated Body/ Mortuary Arrangements)

13.8.1 A request for an emergency mortuary will come as a result of consultation between the Police, HM Coroner, the LA and the NHS facility being used. DCC will lead on setting up the mortuary.

13.8.2 A mass fatality incident involves a number of fatalities, and/or the circumstances surrounding their deaths mean that normal local arrangements cannot provide an adequate response to that incident. A mass fatalities incident will fall under the auspices and investigation of HM Coroner and the Police and almost inevitably be classified as a major incident requiring a multi-agency response.

13.8.3 The DCC role in assisting within an emergency mortuary complex, are likely to be to:
- Providing a representative for the Mass Fatalities Co-ordination Team and the Emergency Mortuary Team and if requested may
- Manage a social care/ befriending service for bereaved family and friends
- Assist the Police with the humanitarian arrangements for individual families
- Assist the Police in preparing family representatives if wishing to view the deceased
- Assist the Police with transport arrangements to and from the emergency mortuary complex
- Ensure appropriate denominational support is available to family and friends through the DFRT.

Further details are available in the LRF Mass Fatalities and Excess Deaths Plans (LINKS)

13.9 Evacuation Staging Area(s) (ESA) / Evacuation Briefing Centre (EBC)

9.8.1 ESAs are a short-term place of refuge and shelter used for a large scale evacuation. If required they would be set up by the Police, supported by other organisations.

9.8.2 The LRF's Vulnerable Persons Tactical Framework (LINK) and Large Scale Evacuation and Shelter Strategic Framework (LINK) will be activated alongside other supporting plans.

9.8.3   An Evacuation Briefing Centre may also be established by the Police. The role of the EBC is to act as a central location for all responding agencies and voluntary organisations to attend, be equipped and briefed before moving out to the ESA.

13.10   Blue Light Cordons and Rendezvous Point

13.10.1 During a major emergency the 'Blue Light' services set up inner and outer cordons around an incident, which limits access to the site and prevents intrusion by the media or curious members of the public. Access into the outer cordon will require picture ID and names must have been passed via the TCG to the Cordon Officer. A cordon could look something like Fig 1 overleaf.

13.10.2 The outer cordon will usually be marked using a blue and white tape. The inner cordon seals off the area of danger and is managed by the lead agency within it. When managed by the Fire Service, this will be marked by a red and white tape providing immediate security of the rescue zone and potential crime scene.

13.10.3 A Rendezvous Point (RVP) may be established near, but at a safe distance from the incident. This is a point where responding organisations can gather to be directed or transported within the outer cordon through an access control point. The RVP is under the control of a Police Officer (identified by tabard with '**RENDEZVOUS POINT OFFICER'**). Emergency services, specialist, and voluntary sector organisations attending the incident should be report to the RVP in the first instance.

Fig 1
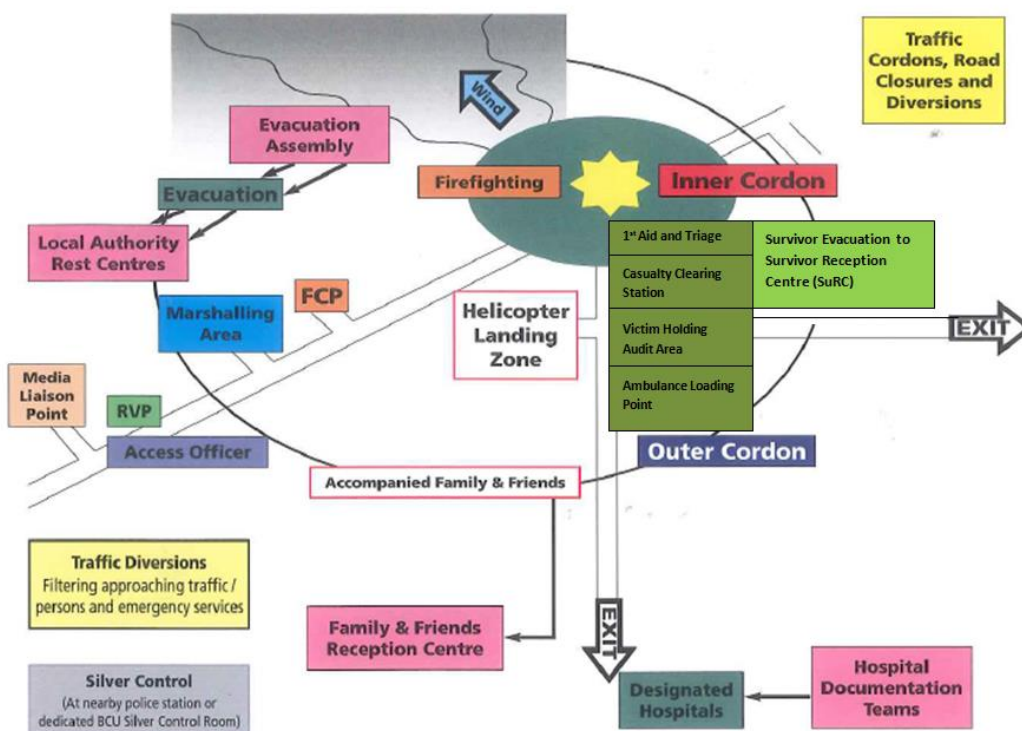
13.11 Acute Hospitals

13.11.1 In a large scale emergency, a number of hospitals could be receiving survivors. When survivors are taken to hospital, the Police will establish a Police Documentation Team at the hospital.

13.11.2 Social Care Services will assist the hospital with discharges and provide support in the home, where needed. They may also be required to assist with family and friends arriving at the hospital.

13.12 Shoreline Management Group (Coastal Pollution)

13.12.1 A Shoreline Management Group (SMG) is responsible for over-seeing the shoreline pollution clean-up response for the incident and is the primary point of interface with the Environment Group. An SMG is likely to be chaired and hosted within a single affected district LA, but if a number of districts are affected, DCC may become the lead authority. It reports directly to the Recovery Co-ordination Group.

13.12.2 The SMG would direct the operational response at the individual sites through the Beachmaster Command Posts. The SMG will either work to the RCG or perform the role of the RCG as functionally they operate in the same way.

13.12.3 The SMG is likely to be chaired and hosted within a single affected District LA, but if a number of Districts are affected, DCC may become the lead authority.

13.12.4 In the event of a pollution incident that crosses different LA boundaries / LRF areas, the LA in conjunction with the Maritime Coastguard Agency (MCA), may call a RecCG, which includes representation from the MCA and the Chairs of individual RCG's to ensure a coordinated and agreed approach to the overall response.

14 Recovery (see Part 4)

14.1 General

14.1.1
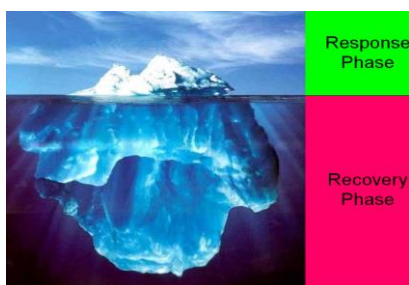
Response and recovery run cohesively, managed by the lead LA. As soon as an incident occurs, recovery should be a prime consideration.

For the LA the recovery phase is likely to be the most time and resource intensive stage.

Recovery can last for days, weeks or years….

14.1.2 Not all incidents will require the implementation of a full Recovery Plan. Some incidents will quickly be resolved with no long-term effects, whilst others such as major flooding incidents will immediately identify issues for recovery. However, if in doubt it is more effective to implement a recovery strategy and stand down quickly if no recovery issues arise than it is to wait for problems to occur. For more details refer to Parts 3 and 4 (LINK) of the plan and the LRF Strategic Guidance (LINK)

15 Training and Exercising

15.1 All partners are committed to providing training and exercising to help staff feel confident and supported in the roles they have either volunteered to do, or which form part of their job description or expectation. Relevant voluntary agencies will be included in all training and exercising events alongside colleagues from other relevant bodies/organisations.

15.2 Staff will be expected to refresh their skills every two to three years.

DEPS

15.3   Staff with a role to play in the response or recovery phases of an incident may take part in exercises to appropriately test the plans. This will help them to gain valuable experience, build confidence, and better understand how they fit in and link to the bigger picture.

15.4   A new training protocol is being developed alongside this document to ensure identification of training requirements and delivery across all areas of response and recovery.

16   Debrief and Lessons Identified

16.1   Debriefs are held following an incident to ensure that lessons learned by responders during an incident are shared to improve joint learning. A debrief should be conducted as soon after the event as practicably possible. Incident logs, records and photos taken at the time of the incident will assist with the debriefing process.

16.2   Debriefs ensure that all the responders from the various agencies involved are able to share their views and opinions and identify any help or support they may require as a result of the incident.

16.3   Hot Debriefs take place immediately after the incident, usually at the scene, and cover any risks or safety issues that need to be addressed immediately.

16.4   Warm Debriefs take place after the Hot debrief and cover others areas of note that will need to be addressed by individual responders.

16.5   More reflective Cold debriefs take place with a trained Debriefer at an agreed time and place after the incident. The time delay allows the responders and agencies to reflect on the management of the incident, consider any relevant factors, and gather the important learning from everyone involved.

16.6   Any learning points that are highlighted that will affect the LA's ability to respond to a future event will need to involve immediate review and update to the relevant plan.

16.7   Multi-agency debriefing evaluates the response and management of the incident and takes forward the identified learning points from each organisation, to ensure best practices are followed and appropriate plans updated.

16.8   Anyone that has been involved should be given the opportunity to make comments about what went well and what did not, whether anything occurred which needs to be dealt with immediately, or whether there is anything that needs to be considered at a later date and input to planning processes in due course.

16.9   The Council will then participate in any larger multi-agency or LRF debrief processes and share and receive information with partner organisations. When an LRF debrief occurs, recommendations will be entered on to the LRF Recommendations Tracker and the name of the agency responsible for ensuring that the learning is taken forward will be entered alongside with a timeframe in which they must conclude it. Once completed, it will be recorded as such.

17   Finance

17.1   General

17.1.1   LAs have powers under Section 138 of the Local Government Act to incur expenditure when dealing with emergencies.

17.1.2 In a multi-agency response SCG representatives will co-ordinate and manage the overall financial control for their organisation, however, Finance Departments need to ensure that sufficient financial resources are available to meet projected commitments. It is important that all costs incurred in an emergency are easily identified so that they can be reclaimed where appropriate.

17.1.3 It is essential that expenditure required for an emergency is separated from normal Council expenditure and a coding structure is implemented to be used for all relevant expenditure so that cost recovery from insurance companies and emergency grant schemes has a clear audit trail. The sub-detail codes should be used to help identify expenditure type. Only properly authorised expenditure will be accepted.

17.1.4 The normal systems will be in place, therefore existing claim forms will be used, but expenditure must be accounted for and recorded separately for audit purposes. Claim forms will need to be countersigned by a delegated officer to affirm that the expenditure was justifiable due to the incident.

17.1.5 Although there may be pressure to circumvent normal systems in order to expedite payments, it is important that, as far as possible, system controls are kept in place and Financial Regulations are not broken.

17.1.6 There are additional instructions concerning cost recovery and record keeping in the event of pollution at sea. These will be contained in Devon's Coastal Pollution Plan (LINK).

17.1.7 The legal department is usually responsible for all matters involving insurance and indemnity of staff and officially authorised volunteers injured while working on behalf of the LA in connection with an incident.

17.1.8 A detailed record of all expenditure incurred in the response should be kept. Details should include:
- The date, time and specific nature of any order placed with a supplier of any goods or services, including delivery address
- The name, contact number and address of the organisation asked to provide the goods or services
- The name of the person with whom the order was placed
- The start and finish date for provision of goods and services
- The agreed costs of providing the goods and services (if any)
- The time and date of cancellation of goods and services (if different from above), together with the name of the person contacted to make the cancellation
- The name of the officer making the arrangements.

17.1.9 Financial recovery may also be available and considered in specific incidents from third party involvement e.g. affected carrier / transportation companies etc.

17.2   The Bellwin Scheme

17.2.1 The Bellwin Scheme provides support to LA to assist with certain immediate and unforeseen costs as a consequence of taking action to mitigate the effects of an incident. The Scheme is discretionary and the Government will decide whether or not to activate it after considering the circumstances of each case individually.

17.2.2 General guidance on recovery funding arrangements can be found in the National Recovery Guidance and the Emergency Response and Recovery Guidance.

17.2.3 Further information concerning 'support for recovery from exceptional emergencies' is available in Communities and Local Government Guidance.

17.3 Appeal Funds

There is assistance available to the Council from two sources.

17.3.1 British Red Cross (BRC):

- During a major incident, BRC will set up the Appeal Fund on behalf of the LA as they have systems in place to do this very quickly, they will pass it back to the LA to manage once in place.

- It is essential that the facilities required to manage an appeal fund are established as soon as possible. These are:
  o Bank Account – a separate bank account must be opened and the account details announced to the public. A procedure to collect and bank cash should be organised quickly
  o A Management Committee should be formed to oversee the general policy and running of the appeal fund.

17.3.2 Devon Community Foundation (DCF):

Devon Districts are in the process of discussing with the DCF setting up contracts in advance of an incident occurring. However, at the time of writing, it is down to individual Districts to consider the most appropriate course of action that will best suit their Council's arrangements and their own decision-making as to whether to set up a contract with DCF in advance of, or at the time that an incident occurs

17.3.3 The Foundation will establish and manage funds to support communities and already have many funds that have been set up by corporates, trusts and families. Through building the fund they are able to reach the people affected by the incident and will help them to get the support that they need.

17.3.4 Each LA will need to establish the best way of dealing with this issue at the time, if no systems have been already put in place.

18 Recording decisions and actions

18.1 The importance of record keeping and making sure that individual notes/logs are made and kept as a record of the incident has already been mentioned but its importance cannot be stressed enough. It may be necessary for trained Loggists to help capture the decision-making processes and key decisions made by the other staff involved in the incident. The notes they take may be used in any future legal proceedings which follow that event, sometimes years later. Therefore, it is imperative that all staff taking notes or completing logs are aware of their responsibilities, and are trained, competent and assertive individuals who are able to work well under pressure.

18.2 Responders know that during major incidents partnership working is key, and therefore it is helpful when training staff that they understand the perspective of not only their own organisational roles and responsibilities but also gain an insight into the issues facing others such as other LAs, the NHS and Police and the VS for example.

Annex 1   Functions & Responsibilities of LAs in Devon

The following functions are those that may be required to support a response to an incident. This is not a comprehensive list of all functions carried out by Local Authorities and should not be considered prescriptive.

Function	County Council	District Council
Building Control		x
HM Coroner – (Responsible for determining cause of death – may require an Emergency Mortuary to be set up)	x	
Education	x	
Emergency Planning (Districts Councils included as Category 1 responders under the Civil Contingencies Act 2004)	x	x
Environmental Health • Prevention of Statutory Nuisances • Environmental protection • Quality and portability of public and private water supplies • Contaminated land duties • Air quality • Public health considerations (in liaison with the Director of Public Health and Health Protection Unit). • Food Safety		x
Flood Risk Management Team	x	
Highways and Public Rights of Way	x	
Housing Including temporary accommodation		x
Planning/Development Control		x
Registration Service	x	
Social Care Services Assistance to the Police with welfare functions at: • Evacuation Assembly Points (EAP) • Evacuation Briefing Centre (EBC) • Survivors Reception Centres (SRC) • Family and Friends Reception Centres (FFRC) *Responsible for:* • Management and staffing of Strategic Rest Centres (RC)* *Responsible for:* • Setting up a Humanitarian Assistance Centre (HAC)	x	

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Sport and Leisure (Including management of Leisure Centres in some authorities)		x
Trading Standards (Animal health/welfare emergencies may be dealt with by Environmental Health in Unitary Authorities)	x	
Waste Planning	x	
Waste Collection- including street cleaning		x
Waste Disposal	x	
Engineering Services		x
Transport	x	
Management and staffing of Small Rest Centres (RC)*		x

*In practice management and staffing at any RC is likely to involve cooperation between all LAs.

Annex 2   Voluntary Sector Roles and Responsibilities

BRITISH RED CROSS (non religious) • Provision of emotional and practical support – befriending, listening, signposting • Provision of short term medical loans i.e. wheelchairs • Procurement and/or provision of supplies (i.e. clothing and blankets) • Escort, accompany and transport non-seriously injured survivors, evacuees, relatives and friends • International message and tracing • Management of disaster appeals and funds
CRUSE BEREAVEMENT CARE (non religious) • Support and counselling to those affected by a death
DISASTER ACTION Leaflets providing advice to victims regarding: • How to form support groups • Bureaucratic and legal issues • Referral to psychological specialists
FAITH LEADERS (multi faith) • Practical, pastoral and spiritual support, signposting information and last rites if requested by the police • Assistance with RC registration, if requested • Supporting the National Salvation Army Faith Team at emergency mortuary chapels of rest caring for families and friends of those that have perished
RAYNET (non religious) • Delivery of third party messages via amateur radio • Mobile radio control room facility • Mobile radio stations
ST JOHN AMBULANCE (non religious) • Paramedics and registered nurses • Ambulances for the transport of injured survivors • Mobile First Aid posts • Radio communications • Provision of first aid in RC, SuRCs, FFRCs and HACs
SALVATION ARMY (considered multi faith) • Shelter • Housing • Missing person enquiry service • Escorts on transport from an Evacuation Assembly Point to a Rest Centre • Any other tasks requested, dependent upon resources available at the time
THE SAMARITANS (non religious) • Emotional support for victims or distressed individuals

VICTIM SUPPORT

(non religious)

- Long term emotional support to victims of crime

DEVON AND CORNWALL 4X4 RESPONSE

(non religious)

- Logistical support under both normal and adverse road and weather conditions, including towing/ transport of equipment for other agencies
- Provision of 4x4 vehicles, trailers, small boats (with safety equipment) and 7.5 tonne MAN Horsebox (can be used as catering vehicle, sleeping accommodation or command unit
- Amateur radio communication

Annex 3   Linking Plans, Framework and Protocols

To access a document use the favoured accessible link.
RD = Resilience Direct (User Id and password required)
Web = Stored on a public webpage
DEPS = Stored on DEPS (User Id and password required)

Title	Additional Sources
LRF Plans and Documents	
CAERP	RD1
CBRNe Plan	RD2
Communicable Disease Plan	RD3
Combined SAR Plan	
Emergency Mortuary Framework	RD5
Excess Deaths Plan	RD6
Family and Friends Reception Centre Plan	RD7
Fuel Shortage Plan	
Flu Pandemic Framework	RD9
Flu Pandemic Containment Plan	
Humanitarian Assistance Centre Framework	RD11
Large Scale Evacuation and Shelter Strategic Framework	RD12
Mass Casualty Plan	RD13
Mass Fatalities Plan	RD14
Mass Vaccination Plan	RD15
Media Plan	
Multi-agency Flood Plan	
Recovery and Site Clearance Plan	
Science &Technical Advice Cell Plan	RD19
Strategic Holding Area Plan	
Survivor Reception Centre Plan	RD21
Strategic Recovery Guidance	
Telecommunications Resilience Plan	Under development
Vulnerable People Tactical Framework	RD24
Other Plans/Documents	
Severe Weather Plan	
Vulnerable Sites Data (DCC)	
High Risk Communities	
Haldon Hill Snow Response Plan	
DCC Emergency Plan and Welfare Handbook	
Coastal Pollution Plan (DCC)	
Animal Diseases (DEFRA)	
DEPS Plans	
Response Plan	Under development
Recovery	Under development

Aim will be to include links to Resilience Direct, other web pages or stored documents on the member pages. User can decide which route to access. It will rely on the current version being available in at least two locations.

The following will also be in tables as above

Local Plans:
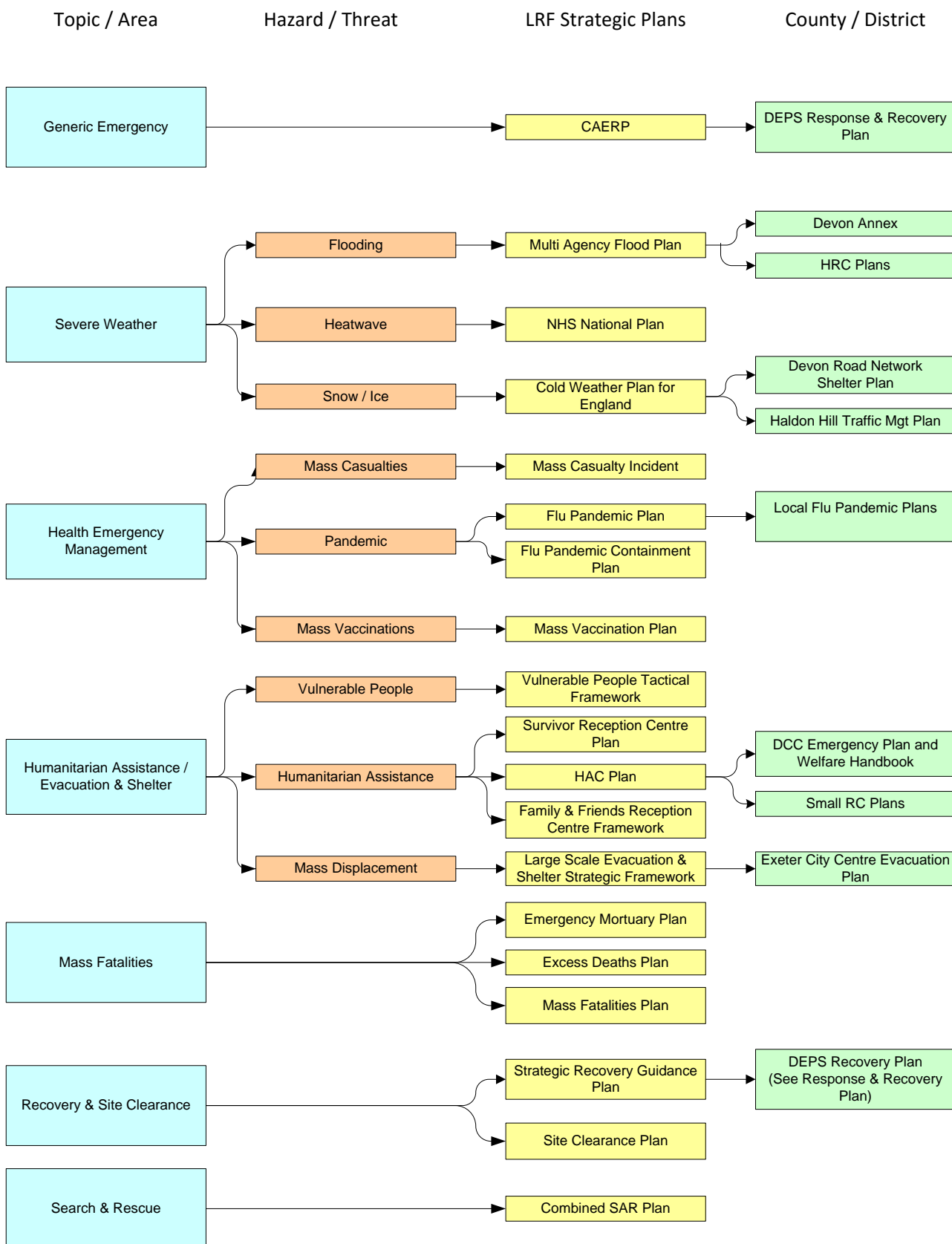Links to local plans may not always be accessible to everyone
- Exeter City Centre Evacuation Plan
- Small Rest Centre Plans
- Business Continuity Plans
- Emergency Centre Plans

National Plans
- Via Cabinet Office Website

Any other plan, not mentioned above, that may impact on or assist the response to an incident or the recovery process. The above list is not prescriptive and should be used as a guide only.

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Annex 4   Plans by Type of Incident

Topic / Area	Hazard / Threat	LRF Strategic Plans	County / District
Generic Emergency		CAERP	DEPS Response & Recovery Plan
Severe Weather	Flooding	Multi Agency Flood Plan	Devon Annex / HRC Plans
	Heatwave	NHS National Plan	
	Snow / Ice	Cold Weather Plan for England	Devon Road Network Shelter Plan / Haldon Hill Traffic Mgt Plan
Health Emergency Management	Mass Casualties	Mass Casualty Incident	
	Pandemic	Flu Pandemic Plan / Flu Pandemic Containment Plan	Local Flu Pandemic Plans
	Mass Vaccinations	Mass Vaccination Plan	
Humanitarian Assistance / Evacuation & Shelter	Vulnerable People	Vulnerable People Tactical Framework	
	Humanitarian Assistance	Survivor Reception Centre Plan / HAC Plan / Family & Friends Reception Centre Framework	DCC Emergency Plan and Welfare Handbook / Small RC Plans
	Mass Displacement	Large Scale Evacuation & Shelter Strategic Framework	Exeter City Centre Evacuation Plan
Mass Fatalities		Emergency Mortuary Plan / Excess Deaths Plan / Mass Fatalities Plan	
Recovery & Site Clearance		Strategic Recovery Guidance Plan / Site Clearance Plan	DEPS Recovery Plan (See Response & Recovery Plan)
Search & Rescue		Combined SAR Plan	

Topic / Area	Hazard / Threat	LRF Strategic Plans	County / District
Chemical, Biological, Radiological and Nuclear Incidents		CBRN Plan	COMAH Joint Response Plan - Lee Mills
			DCC Pipelines Plan
Warning & Informing & Media		Major Incident Media Framework and Social Media Framework	
Miscellaneous	Miscellaneous	LRF Fuel Shortage Plan	Local Fuel Shortage Plans
		Information Sharing Protocol	
Animal Diseases	Individual Animal Diseases	Animal Health Plan	Generic Notifiable Animal Disease Contingency (includes annexes for individual diseases)
Coastal Pollution			DCC Coastal Pollution Plan
Telecommunications Resilience		Telecommunications Resilience Plan	Local Telecoms BCP (where available)
Business Continuity	Disruption to business		Corporate BCP, Site BCP, Individual Service BCP's, Specific Risk Plans
			ICT Disaster Recovery Plan

Annex 5   Methods of Communication during Emergencies

Method	Commentary
Social Media	• Includes web and mobile-based technologies which are used to turn communication into interactive dialogue among organisations, communities, and individuals. • Social media is a vitally important and powerful means of communicating quickly with the public. – consider pre-arranged messages that are agreed in advance and can then quickly be disseminated (e.g. quickly discouraging spontaneous donations and volunteers) • Warning and informing messages about road closures or public safety for example. • Try to lead the direction of the communication and stay ahead of the game by monitoring what the public are saying, and responding to it where required to correct/counteract false tweets or messaging.
Door to door calling by police and/or partner agencies	• High confidence that message has been delivered successfully. • Gives excellent public reassurance. • Opportunity for response from members of the public as to their intended actions. • Message can be tailored to different geographical areas if necessary. • Can be combined with a leaflet 'drop' to leave information with residents if time permits. • Staff cannot be deployed into dangerous or hazardous conditions without appropriate training and PPE. • Need to ensure message is given uniformly, particularly if large numbers of staff are deployed - good briefing essential. • Very resource intensive for large areas.
Media message (TV /radio)	• Quick way to deliver message to large areas of population. • Minimum drain on responders' resources, allowing deployment elsewhere. • No opportunity for gauging public response. • Low confidence that individuals have received message. • Reliant on infrastructure (e.g. public having access to power supply for TV or radio). • More difficult to predict public reaction than through personal delivery - may cause panic if unclear or appropriate reassurance not included. • Automated Message Services. • Very quick way of delivering a targeted message. • Can provide confidence that message has been delivered, but not how public will react. • Requires infrastructure to be functioning. • Wider issues around automated messages are still being considered at a National level; however the Flood Watch system operated by the Environment Agency is in place.
Mobile loudhailer Announce-ments/ Helicopter Sky Shout	• Message can be reasonably well targeted to a particular area. • Delivery is quicker than door-to-door method. • Not reliant upon infrastructure other than physical access. • Some opportunity to gauge public response. • Staff cannot be deployed into dangerous or hazardous conditions without appropriate training and PPE.

Method	Commentary
	• Air support loudhailer. • Message can be delivered to medium size area relatively quickly. • Not reliant upon ground level infrastructure. • Low confidence that message has been received. • Possibility of causing panic as method would be visually dramatic. • Incident, lack of availability or weather may restrict the aircrafts ability to fly.
Variable Message Signs (VMS)	• On the VMS on the motorway and trunk road network, the Highways England (HE) National Traffic Control Centre sets strategic messages and the SW Regional Control Centre sets tactical messages. Both Control Centres operate 24/7. Additionally the HE Service Providers have some mobile VMS that they can deploy to sites as necessary if time allows. • Highways Local Authority Control Centre(s) can provide up to date and timely information 24/07 to travelling public on A roads not managed by HE. • Delivery of immediate warning and informing messages. • Traffic flow management. • Provision of advice on diversion routes.
Websites	• Ensuring the most up to date available information at local (where possible), regional and national levels (were applicable) • HE's Traffic England – 24/7 live information on the current situation on the HE's road network.
Helplines	• Incident-specific 24 hour call centres • Automated Information Lines for the public to use 24/7.

Annex 6   Incident Type – Summary of Response and Procedures

The following Annexes give details concerning response and consequence management for each type of incident listed below:

The information contained within these annexes is not prescriptive, exclusive or prioritised – all incidents vary and will always need to be viewed on an individual basis.

6A   Business Continuity – Service Interruption

6B   Dangerous Structures

6C   Environmental Hazards

6D   Evacuation & Rest Centres

6E   Flooding

6F   ICT Disaster Recovery

6G   Pollution of Shoreline or Estuaries

6H   Public Health or Animal Disease Incident

6I   Unauthorised Gatherings & Camping

Note: **ALL THESE NEED TO BE CROSS REFERENCED WITH HYPERLINKS**
• 	For Activation see Part 1, Section 3.
• 	For Coordinating Authority and Mutual Aid see Part 1 Section 4.
• 	For Multi-agency Command and Control Structures see Part 1, Section 5.
• 	For Health Safety and Welfare see Part 1 Section 6.
• 	For Roles and Responsibilities of Responding Organisations see Part 1, Section 7
• 	For Communications see Part 1, Section 8
• 	For Locations or Centres used during an Emergency, and the Responsible Agency see Part 1, Section 9.
• 	For Mass Fatalities/Contaminated Body see Part 1 Subsection 9.7 under 'Emergency Mortuary'.
• 	See local district Emergency Telephone Directory and DCC's Yellow Telephone Directory for external partner agencies

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	Annex 6 A
Business Continuity - Service Interruption	
General	• For incidents affecting council property or resources refer to the relevant Business Continuity Plans. This could be service specific, building specific or for a specified risk e.g. fuel shortage or pandemic • Always keep staff informed

Loss of Premises/ Infrastructure, Damage or Access Denied	• If the structure is dangerous, take reasonable action to protect staff and the public:
	  o Consider a cordon/barricade, to prevent unauthorised access
	  o Liaise with Estates, Building Control and ICT
	  o Consider security, safety, survey and salvage at the affected site
	  o Liaise with insurance officer and loss adjusters.
	• Consider the impact on staff and public Health & Safety, e.g.:
	  o Loss of electrical power affecting fire detection and alarms, lighting, heating, swipe card access, alarms/security
	  o Loss of water supply affecting catering, sanitation e.g. toilets and hand washing facilities.
	
	• **Allocate alternative premises for the affected services**
	• **ICT Infrastructure** – Contact ICT regarding implications for alternative ICT and communications infrastructure, refer to Annex 6H for ICT Disaster Recovery
	
	• **Notify staff**:
	  o Advise actions to take (e.g. avoid area, staff for critical services go to an alternative location)
	  o If unable to contact all staff, (e.g. if incident occurs out of working hours) arrange for staff to be met on arrival the next working day and advise what to do and where to go
	  o Establish staff 'information line' and/or website with information of actions to be taken (use a Reception area until a dedicated line can be set up and details publicised to staff)

Loss of Utility Supply Gas, Water, Electricity and Telecoms	• Contact service provider to establish:
	  o Length of time before restoration of service
	  o Remedial action being taken
	  o Provision of temporary supply
	  o Extent of disruption
	• Pass the information to service leads/staff
	• Consider the impact on staff and public health and safety e.g.:
	  o Loss of power affecting fire detection and alarms, lighting, emergency lighting, heating, swipe/smart card access/security
	  o Loss of water supply affecting catering, sanitation e.g. toilets and hand washing facilities
	• Establish direct liaison with the service provider if required – Deploy a Local Authority Liaison Officer (see Part 1 Action Card 4):
	  o Assistance may be required to facilitate supply recovery, e.g. identification of locations for recovery resources to be sited.

Loss of staff / Industrial Action	• Human Resources to obtain full picture concerning staffing issues/ threat to continuity (particularly during pandemic), update service leads and review staffing arrangements • Staff may need to be re-deployed from other areas as required to provide support where most needed • For internal industrial action – Human Resources to provide strategic guidance for Managers.
Fuel Crisis	Where a council has no bunkered fuel provision so it is vital that critical activities (and supporting activities) that rely on transport are identified prior to a fuel shortage. National plans are unlikely to be implemented quickly enough to avoid some impact upon services. • Immediately suspend non-essential fuel usage to preserve stocks • Consider a media campaign to offset criticism of the decisions made to suspended some services • Encourage staff to work from home or use public or green transport • Mutual aid arrangements may be available via the LRF Fuel Cell, but only after business continuity plans have been exhausted. • Where a council has access to bunkered fuel refer to the local fuel plan
Generic actions for all types of Business Continuity Incident	After immediate emergency situation has stabilised and all health & safety concerns have been addressed: • Consider the impact on service delivery, including support to other departments, make arrangements as required. For priority and timing of re-instatement of services refer to the Business Continuity Plan. *[NB: All Council Emergency and Hazard Response services must be maintained, even if the department normally providing the response has been affected - ensure Service Leads make arrangements for alternative provision of these services as required]*

	Annex 6 B
Dangerous Structures	
Local Authority Powers	Under s.77 and s.78 of the Building Act 1984, local authorities (LA) have powers to act in response to anything on or about a public or privately owned building or structure that because of its condition could endanger the public. The LA may be required to take action under the Environmental Protection Act: • s. 79(1)(a) – Statutory nuisance - Any premises in such a state as to be prejudicial to health or a nuisance • s. 80 – Serving of abatement notice by local authority The Local Government (Miscellaneous Provisions) Act 1982 provides for the boarding up of premises by a local authority. The Local Authority may be required to take action under the Mines and Quarries (Tips) Act 1969 (Part II).

Buildings	• Engage with Building Control to assess the extent and nature of the danger and associated risks to people and whether the building or structure is potentially or imminently dangerous. They will assist with all related policy decisions and tasks
	• Where advice is sought by the emergency services, qualify the basis on which the advice is provided and provide written copy, if possible
	• Refer to appropriate operational guidance.
	
	If the structure is considered to be in imminent danger of collapse or part has already collapsed, or is considered potentially dangerous:
	• Contact the owner of the building or structure to arrange for urgent action in removing the danger or for repairs to be carried out
	• Confirm in writing what action is needed and by when.
	
	If the Danger is immediate and life threatening and conditions warrant emergency measures, and the owner is unavailable, unable or unwilling to take action:
	• Take emergency action under the powers of s.78 of the Act
	  o Make every effort to contact the owner before any action is taken
	  o Providing the emergency measures are necessary and cannot wait, arrange for reasonable action to effectively remove the danger to the public. Action may include:-
	    - Removal of the hazard
	    - Scaffolding/shoring to make safe until permanent work can be arranged
	    - Repair
	    - Demolition
	    - Barricade off – Liaise with DCC regarding barriers on footpaths and highways
	    - Secure premises to prevent unauthorised access – See Boarding up below
	  o All action taken will be confirmed in writing and if available, the owner will be advised of the likely cost involved
	  o The cost of any such work may be recoverable from the owner of the building

	o Security of property is the responsibility of the property owner not the council.
Structure requires attention to make it safe but is not immediately dangerous at the time of inspection	• Notice can be served on the owner under s.77 to undertake repairs within a reasonable time • Owner of the building or structure to take action to remove the danger or carry out repairs • Confirm in writing what action is needed and by when • Owner responsible for all the costs involved in making the building safe • If the owner fails to carry out necessary works, an order requiring the work to be done can be sought from the Magistrates Court • If the owner fails to respond within the given time period, the council can carry out the work and recover the cost from the owner

Boarding up premises	• The Local Government (Miscellaneous Provisions) Act 1982 provides for the boarding up of a premises by a local authority where:
	   (a) it is unoccupied;
	   (b) where the occupier is temporarily absent and which is,
	   (a) not effectively secured against unauthorised entry; or
	   (b) likely to become a danger to public health
	• The local authority can act if either:
	   (a) works are immediately necessary to prevent it becoming a danger to public health; or
	   (b) the name and address of the owner, or the whereabouts of the occupier are not reasonably practical to obtain
	• A notice of intention is not required. In all other cases 48 hours' notice is required
	• Where the LA acts immediately there are no powers to recover cost of the work
	• Where the local authority undertakes works after the notice period there are powers to recover costs
	• Where a Building Control Officer is on site in response to an incident and boarding up is considered necessary immediately, the Building Control Officer will arrange (in liaison with line manager or above). In other circumstances, the Building Control Officer will contact Environmental Health the next working day.

Homelessness/ Evacuation	• Refer to Annex 6G for Evacuation & Rest Centres.

Geological, Landslips and Erosion – Structural Engineer	• Liaise with the department to determine who will be able to assist with policy and required actions
	• Liaise with the emergency services to assess extent and nature of the danger and associated risks to people
	• Where advice is sought by the emergency services, qualify the basis on which the advice is provided and provide written copy if possible
	• Further action determined by:
	   o Property ownership
	   o Property affected
	   o Public safety affected
	• Liaise with DCC Highways regarding impact on footpaths and highways
	• Local authority may be required to take action under:
	   o Mines and Quarries (Tips) Act 1969 (Part II)
	     - Advise the person responsible for the tip of potential problems

	that may require investigation or remediation works - Take enforcement action to safeguard the public and use emergency powers when necessary - Recharge the person responsible for the tip for any work carried out under enforcement action • Liaise with Natural England regarding impact of remediation work on Sites of Special Scientific Interest or other designated sites

	Annex 6 C
Environmental Hazards	
Multi-Agency	• Agencies with responsibilities for public and environmental health protection (LA Environmental Health, Environment Agency, Fire & Rescue Service, Care Trust and Health Protection Agency), work collectively to assess risks to public health and the environment and develop response strategies
Substance Analysis	• The polluter is responsible for identification of hazardous substances. If the polluter is unknown – then the land owner(s) is responsible for identification. • Fire & Rescue Service will provide HAZMAT data • RIMNET (Radioactive Incident Monitoring Network). National arrangements for independently detecting radioactivity resulting from any accident affecting the UK will send warning messages to the Environmental Health Team and the emergency planner • Front line fire-fighting appliances are equipped with radiation detection equipment • Specialist service providers must be used where expertise and resources are not held by the responding agencies
Sampling	• Sampling strategy (chemical, environmental, human) to be determined in liaison with other relevant agencies (e.g. Environment Agency, providers of NHS funded care and Public Health England) • Fire & Rescue Service will provide practical assistance with sampling if requested
Plume Analysis	• The Environment Agency has responsibility for analysis of air plumes resulting from chemical incidents • The Met Office is able to provide plume area predictions • Environmental Health has the capability to analyse a limited range of likely airborne contaminants • Fire & Rescue Service can provide plume dispersion information through ChemMet.
Making Safe	• Options to make safe – Neutralise, Remove, Contain, Cordon • Unless the hazard can be moved to temporary secure storage, the Emergency Services will maintain control of cordon(s) and co-ordinate security whilst public safety issues remain but will hand-over to the landowner (or other authority) as soon as possible
Clean-Up and Disposal	• The polluter is responsible for clean-up and disposal - if the polluter is unknown, the land owner is responsible for clean-up and disposal • If the polluter and landowner are unknown, or unable, or refuse, and public safety is affected, District Council will co-ordinate clean-up and disposal as waste regulation authority and waste collection authority • Reasonable costs can be recovered from the polluter or landowner for clean-up and disposal • The Environment Agency will provide advice regarding waste management regulations • In major incidents, assistance should be requested from the Government Decontamination Service for specialist decontamination and clean-up

	advice and access to resources • Liaise with Natural England regarding impact of remediation work on Sites of Special Scientific Interest or other designated sites
Incidents on land	• Liaise with notifying/responding agencies – Emergency Services, Environment Agency, Public Health England, neighbouring local authorities • Assist in decision-making process regarding Warning & Informing and Shelter/Evacuation - **Initial advice - Go In, Stay In, Tune In** • Notify Food Standards Agency as required • If coastal areas/beaches affected report incident to HM Coastguard • Assist in identification of substance and source • Consider powers and duties under Environmental, Public Health and other relevant legislation. Carry out appropriate enforcement action, as required • If a STAC is convened arrange for a representative to attend as a Liaison Officer • Liaise with Devon County Highways if Highways and 'Public Rights of Way' are affected • Liaise with Countryside or Property Service Lead if on Council Land • Devise a clean-up / recovery strategy and operation.
Environmental Hazard on Council Land	• Liaise with the Property Service Manager & Environmental Health Team • Refer to appropriate operational guidance (Property plan) • Implement appropriate and reasonable measures to maintain public safety – Stop / contain / remove / restrict access to source of hazard if safe to do so • Where hazard is widespread (e.g. beaches or other public spaces) erect signs to warn members of the public • Liaise with DCC Highways if public footpaths or highways affected • Dispose of contaminated waste in accordance with environmental regulations - Liaise with DCC Waste Management and Environment Agency • Notify the Insurance Team regarding action taken and potential for claims against the council • Where possible, identify polluter and recover costs.

Airborne and Waterborne	• Liaise with responding agencies - Police, Fire and Rescue Service, Environment Agency, Public Health England
	• Obtain information on scale, nature, possible duration, and people involved
	• Assist in decision making process regarding Warning & Informing and Shelter/ Evacuation - **Initial advice - Go In, Stay In, Tune In**
	• Environmental Health Officer to attend incident if appropriate
	  o Refer to appropriate plans
	  o Assist in identification of substance and source
	  o Where resources are available undertake air sampling and monitoring
	    - Fire & Rescue Service may provide practical assistance with sampling if requested
	    - Fire and Rescue Service can provide plume dispersion information through ChemMet
	    - Environment Agency will provide detailed plume analysis
	    - Carry out appropriate enforcement action' as required
	    - Notify Food Standards Agency' as required
	• If a PHE convened a STAC arrange for a representative to attend
	• Liaise with the Environmental Health Team and advise the council's Corporate Management Team of powers and duties under Environmental, Public Health and other relevant legislation

	• Devise a clean-up / recovery strategy and operation
Radiation Incidents	• *Transportation of radioactive material* • *Building containing radioactive material* • *Nuclear installation incident (UK or abroad)* • *Deliberate release* • *Receipt of RIMNET Alert (Radioactive Incident Monitoring Network)* • If the RIMNET system is activated and a warning message is received, a government Technical Co-ordination Centre will be set up, along with an Information Centre and Ministerial Briefing Unit. The Information Centre will disseminate information and advice for official bodies, the public and the media. • Refer to the RIMNET information • Refer to CAERP • Carry out appropriate enforcement action as required • Notify Food Standards Agency as required • If a Incident Control Group is convened arrange for a representative to attend • Liaise with Comms Group regarding public information (Regulation 17 of the Radiation [Emergency Preparedness and Information] Regulations 2001 places a duty on the council to have arrangements to provide information about radiation emergencies) • Liaise with the Environmental Health Team and advise the council's Corporate Management Team of powers and duties under Environmental, Public Health and other relevant legislation **Devon and Cornwall Police may invoke:** • National Arrangements for Incidents involving Radioactivity (NAIR) – Provision of radiological expertise and resources, and/or • RADSAFE - Nuclear Industry's 24-hour response service for the provision of assistance to the emergency services following an incident involving the transportation of radioactive material **Evacuation:** • Refer to Annex 6G for Evacuation & Rest Centres

Gas Pipelines	**If the incident involves a major pipeline:**
	• Notify/Liaise with Transco, Police, neighbouring local authorities
	• Refer to the actions and location maps in the Major Accident Hazard Pipelines (MAHP) Plan for Devon, Torbay & Plymouth
	• The location of these high pressure pipelines pass through South Devon from Axminster to the Borders of Torbay, Plymouth and Cornwall and also travel North from outside Exeter to Barnstaple.
	[Note: An incident involving a low pressure pipeline would still require consideration of the actions listed below.]
	
	Pipeline Operator:
	• Will deploy equipment to detect where gas is present in flammable concentrations and advise emergency services on site
	• Will establish liaison regarding environmental impact and development control issues associated with repair and restoration activities with:
	   o Environment Agency
	   o Natural England

	o Local Authority Development Control **Structural Damage to buildings:** • Refer to Dangerous Structures Checklist **Utilities affected:** • Refer to Annex 6C for Business Continuity – Service Interruption **Environmental Contamination:** • Refer to Environmental Hazards Checklists **Fire and Rescue Service:** • Provide plume dispersion information through ChemMet **Environment Agency:** • Advise on environmental impact – Watercourses • Liaise with water company **Major Environmental Accident – Remediation:** • Environmental impact may be caused by fire and explosion damage • Emergency response and restoration of gas supply activities may also give rise to negative environmental impacts

Unexploded Ordnance	• Liaise with the emergency services who will advise on required actions.
	
	Above High Water Mark:
	• Call Police who will refer the incident to the Joint Services EOD Operations Centre.
	
	Below High Water Mark:
	• Call HM Coastguard who will refer the incident to the Joint Services EOD Operations Centre
	
	Police:
	• Responsible for:
	  o Notifying Military Ordnance Disposal
	  o Establishing cordon/exclusion area
	  o Determining evacuation policy
	  o Notifying affected residents and businesses
	  o Establishing Evacuation Assembly Points
	
	Council owned land:
	• If on land – notify the Manager for Property and the Assistant Director Public Realm
	• If on beach – notify the Assistant Director Pubic Realm

Evacuation	• Refer to Annex 6G for Evacuation & Rest Centres

Annex 6 D
Evacuation and Rest Centres

Requirement for a Rest Centre	See the Rest Centre Plan for detailed information about the response to support the public in rest centres, and Action Card 9 - Rest Centre Manager

Evacuation	• The Emergency Services' priority is to move people away from the danger area
	• Evacuation is a last resort and will only be triggered by a police decision – it is a Police responsibility
	• The Police have no powers to force people to evacuate except in a potential terrorist incident
	• The LA will either:
	    o Support evacuees at an Evacuation Assembly Point (that is within a building), as set up by the police. This can be adopted by a LA as an 'Ad Hoc' Centre (i.e. unplanned for). This is appropriate for short term evacuations such as a gas leak
	    o Set up a RC as per a specific LA Plan
	    o In exceptional circumstances locate another unplanned RC option
	    o Support a community lead RC across an affected area
	• Assessment concerning which option will be taken forward will be made by the relevant LAs when sufficient information is made available to ensure informed decision-making (this process must not be rushed – once responders are on route it is difficult to change previous actions)
	• District housing officers may decide that evacuees should be placed directly into B&B or short-term temporary housing directly from an police EAP without the requirement to open a RC
	• In the event of a protracted incident the Environmental Health Team may be requested to become involved
	• District Environmental Health Officers and dog wardens will become involved in the ensuring that pets are properly considered, re-accommodated, where required. Pets cannot be housed within many RCs such as schools but are still a LA responsibility

Planned Evacuation - Evacuation Assembly Points	For example, widespread flooding or gas leak in a residential area: • EAPs may be established by the Police if there is a large number of people in the vicinity of the incident to be evacuated • The Police are responsible for informing people of the need to evacuate and providing information on the whereabouts of Evacuation Assembly Points • DCC can provide information concerning vulnerable people within the areas to be evacuated, if time allows • Assistance with transport can be requested from DCC or alternatively by local taxi and coach companies • An EAP is not an RC until the LA says it is • A LA has two hours to set up an RC (in whatever circumstances and to its best endeavours) within two hours from the time requested by the police. If a major-/-protracted evacuation takes place, the Police Tactical Coordinating Group will agree criteria and time-scales for allowing residents back into the evacuated area, which should be in consultation with the LA.

	Annex 6E
Flooding	
Note	THE COUNCIL SHOULD REFER IMMEDIATELY TO THE <u>LRF MULTI-AGENCY FLOOD FRAMEWORK (MAFF)</u> AND SPECIFICALLY THE RELEVANT MULTI-AGENCY HIGH RISK <u>FLOOD RESPONSE PLANS AND MAPPING</u> FOR AGREED LRF RESPONSE
Pre-planning	• **Warnings**. Most flooding incidents are caused by a combination of severe weather and/or high tides. The main duty re 'Warning & Informing' the public is with the Environment Agency (EA). They have an automatic messaging system <u>'Floodline Warnings Direct'</u> which generates warning messages for some properties in main river (fluvial) and coastal flood risk areas that have signed up for the service.
	• There are four levels of <u>message</u>:
	o **Flood Alert (flooding is possible - be prepared) -** issued two hours to two days in advance of flooding;
	o **Flood Warning (flooding is expected - immediate action required)** - issued half an hour to one day in advance of flooding;
	o **Severe Flood Warning (severe flooding - danger to life)** - issued when flooding poses a significant threat to life;
	o **Warning No Longer in Place (no further flooding is currently expected in your area)** - issued when river or sea condition begin to return to normal.
	A full explanation of the risk of flooding and warning codes is shown in the LRF Multi-Agency Flood Framework.
	• The Met Office also has a message system to warn of severe weather <u>severe weather</u> conditions
	• The Flood Forecasting Centre (a joint project between Met Office and Environment Agency) sends out Flood Guidance Statements (FGS) via email. The Flood Guidance Statement provides information for Category 1 and 2 responders to help them with their emergency planning and resourcing decisions. It presents an overview of the flood risk for England and Wales across five days and identifies possible severe weather, which could cause flooding and significant disruption to normal life. A <u>user guide</u> is available. In addition to these warnings, Councils can register for access to <u>'Hazard Manager'</u> which provides up to date/real time information of weather events. Login details are
	o **USERNAME:** ⎱ *SEE EMERGENCY TELEPHONE*
	o **PASSWORD:** ⎰ *DIRECTORY FOR LOGIN DETAILS*
	• Warning messages are received by the Council via email (this service can be set up on individuals' mobile telephones/ blackberry's)
	• The County Duty Officer (DO) will monitor warning messages before and during severe weather. Districts are also expected to maintain an awareness of impending severe weather to enable appropriate pre-event mitigation and prompt response for most flooding events.
	• **Multi-Agency Flood Framework** and Plans. Section 5 of the LRF Multi-Agency Flood Framework describes the Activation process. In outline if the situation looks threatening, for example there is Severe Amber or Red weather warnings on the horizon or the combination of forecast rainfall and ground conditions indicate flooding is likely, the LRF will set up a Pre-Event Assessment Telecom (PEAT). This informal teleconference will discuss risks and decide whether or not a multi-agency TCG should be stood up or not. Stakeholders are normally the Police, DCC EP and Highways, EA, Met Office and any other agencies believed to be relevant. This is purely an assessment process (these telecoms may pre-empt the opening of TCG). If precautionary TCG is stood up it will consider issues arising and ensure preparatory actions

	are put into place.
Precautionary Actions (in advance)	• County and Districts are to nominate an Emergency Duty Officer (EDO) once it is confirmed that a severe weather event will affect or is highly likely to affect the relevant geographic areas.
Severe Flood Warning – Inland and/or Coastal **OR** **If flooding has occurred**	Once it is known that there is a risk of significant flooding (or that flooding has occurred): • **PEAT**. If required dial into the Multi-Agency Pre-Event Assessment Telecon (PEAT). • **TCG**. If flooding has already occurred a Tactical Coordinating Group (TCG) may have been established and a TELECON scheduled. • **Other agencies**. open lines of communications with all appropriate external agencies, e.g. Other relevant Local Authorities, Police, Fire & Rescue, Environment Agency, South West Water, Parish & Town Councils, local communities, etc. • **Impact Assessment**. Predict the impact of the incident where possible • **Access Plans**. Access the relevant MAFF High Risk Flood Response Plans and mapping on Resilience Direct or where flood risk relates to another community prepare electronic or manual maps, showing areas at risk as per the forecast, possible closure locations, bridges, low lying traffic routes, key resource locations, respite and rest centres, stores, contractor / merchants, key routes to maintain access, hazardous material storage areas, etc. (the LRF Multi-Agency Flood Plan, High Risk Community Response Plans contains this mapping as PDFs). • **LA Assets**. Protect Council services/assets e.g. move depot fleet to higher ground and advise all Service Leads and Mangers to prioritise work to maintain key operational services. • **Review capability**. Review all Council response resources, staff and materials; identify limiting factors e.g. Personal Protective Equipment (PPE)/ risk assessments, etc. • **Sandbag Policy**. Depending on LA policy place the sandbag team at the depot on standby and where relevant refer to the list of sandbag stores in the district. • **Contractors**. Where appropriate consider use of contractors and place relevant contractors on standby. • **Rest Centres**. Place the emergency rest centre team on standby. Ensure liaison between District and County. • **Community Liaison**. Engage with members and Wards to create local information/respite/rest centres. Consider sending observers/LALOs to provide direct feedback from the scene (subject top appropriate health and safety considerations. • **Staff Safety**. Ensure constant monitoring of all external staff. • **Finance**. Set-up audited financial control on all incident related expenditure, including staff time • **Communications Group**. Prepare advance information for customer services and the public on what they can expect from the Council, potential rest centres, issue of sandbags, etc., where they can find/ send information, reports, photos etc, e.g. the Council or BBC websites.
Flood Incident Recovery	• **Recovery Coordinating Group.** This should be set-up at the start of the incident or as soon as possible. If it is a large event the recovery group will be established as part of SCG and led by DCC initially with a view to hand over to districts as soon as practicable (see Parts 3 & 4 of this plan for full details).

Annex 6 F
ICT Disaster Recovery

Prolonged disruption to the Council's telephone systems	Any disruption to ICT infrastructure will inevitably have an impact on other services. Most failures can be remedied within hours by using substitute equipment. The worst case scenario would be if the server room were to suffer widespread damage. This would have a significant impact on the ability of the Council to provide its services. The ICT team will be involved in providing the technical solution and an Incident Management Team would need to consider the wider implications for the business continuity of the Council and the external community.
Lead Response Department	**Minor – Incident Manager/ ICT Service Lead:** • Refer to the ICT Disaster Recovery Plan • Inform Leadership Team of the situation / duration / potential impact of the incident • Re-deploy staff and resources as required **Major – Incident Manager:** • Liaise with the ICT Team • Consider Business Continuity Critical Services to determine the restoration priorities
Prolonged Telephones Failure	• Call all Service Leads to a briefing meeting • Consider the impact on critical services • Consider the impact on Customer Services and public information • Set up an internal manual information cascade system, deploy staff to perform manual communications tasks as required
Prolonged Data & Information Systems Failure	• Call all Service Leads to a briefing meeting • Consider the impact on critical services

	Annex 6 G
Pollution of Shoreline or Estuaries	
Background	Coastal Pollution generally refers to a carbon based product such as oil, but can be caused by any number of things originating both off and on shore, recent examples affecting the UK Coast includes large quantities of plastic bottles or timber fallen overboard from container vessels. The initial information about a pollution incident is usually reported in the first instance to HM Coastguard (HMCG) a section within the Maritime and Coastguard Agency (MCA) by many sources. e.g. the vessel in difficulty, passing vessels, observers and the public. (See CAERP 5.7.2). MCA then cascades the information to local authorities via PolReps (email) and direct phone call if urgent action needed. Generally the MCA's response planning to pollution is based around oil based products, but the principles remain the same when responding to all types of pollution.
MCA NCP	THE MCA has developed the National Contingency Plan (NCP) and written numerous STOp Notices (Scientific Technical and Operational guidance notes), on numerous subjects in relation to Response and Recovery. The NCP identifies three Tiers of response to deal with the potential quantities that may be involved: **Tier 1 -** Local (within the capability of one local authority or harbour authority) **Tier 2 -** Regional (beyond the capability of one local authority or requires additional contacted response) **Tier 3 -** National (requires national resources coordinated by the MCA for a shipping incident)
Local Plans	There are LRF, District and Harbour Specific Plans detailing the response required which contains individual breakdowns of the sections of the Devon Coastline, identifying specific areas of concern and suggested beach head areas that can be used to store equipment and assist with the response and recovery clear up.
General	If a pollution incident crossed multi-District boundaries it will be initially coordinated by DCC., through a Shoreline Management Group (SMG)
SMG	Shoreline Management Group (SMG) - Led by the Local Authority is responsible for over-seeing the shoreline pollution clean-up response for the incident and is the primary point of interface with the Environment Group. The SMG is likely to be chaired by the local authority and reports directly to the Recovery Co-ordination Group. The SMG would direct the operational response at the individual sites through the Beachmaster Command Posts. Subject to the incident the SMG will either work to the RCG or perform the role of the RCG as they functionally operate in the same way.
Initial Cascade	On receipt of a POLREP (Pollution Report) or further information from the MCA. The EDO will assess the information as they would any incident and complete normal cascade procedures to include: • Environmental Health Managers.

Annex 6 H
Public Health or Animal Disease

General	• For an animal disease outbreak contact the Government Veterinary Service
	• Liaise with the DCC Trading Standards who will be able to assist with required actions (see the LRF Animal Health Plan) (LINK)
	• Liaise with external agencies as required, e.g. Public Health England (PHE), Police, Fire & Rescue Service, Environment Agency, South West Water, MET Office, neighbouring local authorities including DCC
	• Advise the Council's Leadership Team of powers and duties under Public Health and other relevant legislation
	• Refer to other relevant external agency contingency plans, e.g.
	   o CAERP(LINK)
	   o LRF Chemical Biological Radiological Nuclear (CBRN) Plan
	   o LRF Pandemic Flu Plan
	   o LRF Excess Deaths Plan
	   o LRF Science and Technical Advice Cell (STAC) Plan
	   o LRF Animal Health Plan
	• Inform the Food Standards Agency as per the Food Safety Act 1990 Code of Practice
	• If PHE set up a STAC arrange for a representative from Environmental Health to attend (bookmark to STAC)
	• In liaison with the Consultant in Communicable Disease Control (CCDC) Assist, if appropriate or required to do so, with:
	   o Investigation of outbreaks
	   o Implementation of appropriate control measures
	   o Contact tracing
	   o Dealing with excess deaths
	   o Development of questionnaires and other investigative tools
	   o Collecting demographic and epidemiological information
	   o Co-ordinating disinfection/cleansing of infected premises
	   o Obtaining food, water, environmental or pathological samples or specimens for examination
	   o Investigations, inspections and enforcement action
	   o Assist with Warning & Informing the public.

Mass Vaccination	• Depending on the nature and scale of the outbreak, mass vaccination or prophylactic treatment programmes may be implemented: • On request, assist in identifying premises to be used as mass vaccination centres or approve the use of pre-identified premises • On notification, identify priority staff for vaccination or prophylactic treatment according to criteria issued by the relevant government department • On notification, direct the Council's Health & Safety adviser to liaise with the providers of NHS funded care and Public Health England regarding arrangements to vaccinate council staff.

Business Continuity Implications	Also refer to Annex 6C for Business Continuity - Service Interruption.
	
	• **Impact on staff:**
	   o Liaise with Health & Safety / Occupational Health / Public Health England regarding appropriate protective measures for staff
	   o Staff may be affected by the illness and/or need to take time off to care for dependants

- o Closure of schools (due to reduced staffing levels or government decision to close) may reduce staff levels further
- o Facilitate working from home where possible (Liaise with ICT)
- o Re-deploy staff to cover essential services
- o Restrictions on travel may be imposed or be a consequence of fuel shortages
- o Staff may choose not to travel

- **Impact on other services:**
    - o Restrictions may be imposed on public gatherings e.g. sports events
    - o Business infrastructure may be affected – e.g. utilities, transport, production, delivery and supply networks, finance – also refer to 3) Business Continuity

- **Consider:**
    - o Public & Press information
    - o Tourism and businesses

Animal Disease Incidents:
- Consider/advise on:
    - o Landholdings and Nature Parks – Access restrictions
    - o Animal welfare
    - o Livestock markets
    - o Resources – Transport, fencing, signage, impounding of infected animals (Dog Wardens and/or commercial facilities)

Environmental Health:
- Consider/advise on environmental protection:
    - o Disinfection procedures for premises, vehicles and personnel
    - o Statutory nuisance; Noise, Smell, Smoke, Dust
    - o Air quality
    - o Contamination from carcasses awaiting disposal – e.g. private water supplies
- Consider/advise on public health issues – Warning & Informing

Waste Management:
- Consider/advise on collection of controlled waste in liaison with DEFRA and the Environment Agency

Development Control:
- Advise on planning regulations/restrictions/enforcement associated with response actions.

	Annex 6 I
Unauthorised Mass Gatherings and Encampments	

General	If the incident has, or is likely to have, a significant impact on the Council's services or the wider community - activate the Emergency Cascade and establish an Incident Management Team:
	
	• Liaise with the Legal and Environmental Health teams who will advise on policy and refer to the Unauthorised Camping procedures
	• Agree a staff Health and Safety regime
	• Deploy Council Officer(s) to assess situation and undertake welfare checks:
	   o Liaise with other agencies on site visits:
	     - Police
	     - DCC
	     - Devon Consortium Traveller Education Service
	   o Council representatives must not go on site unaccompanied. Police attendance must be requested when council staff go on site.
	• Consider public health issues on site and provision of resources (provision may assist clean-up operations during and after the event):
	   o Sanitation - Toilets or waste tank
	   o Water
	   o Refuse - Waste storage and collection facilities
	   o Cleansing on-site and in surrounding area.
	• Notify Fire & Rescue Service and Ambulance Control Rooms of location of encampment(s)
	• Manage issues arising from dogs (or other animals) on site – Notify Dog Warden
	• Manage issues arising from noise nuisance – Notify Environmental Health
	• Provide public information to keep local residents aware of the situation and action being taken. This can help pacify emotions
	• Notify neighbouring local authorities of potential movement onto their area
	• Subject to the consideration of the welfare of the individuals, all unlawful encampments will normally be removed, if:
	   o The nature, suitability or obtrusiveness of the encampment requires it because of proximity to other residential areas, businesses, amenities or hazards
	   o The size of the group or the behaviour of the trespassers makes it necessary e.g. because of the number of vehicles in relation to the surrounding environment, pollution, intimidating behaviour, damage to property or land, animals not under control, statutory nuisance.

Legal Action	**Welfare Checks** • The council's statutory functions apply to all members of the community including those temporarily resident • Case law, government guidance and the Human Rights Act (LINK) require relevant agencies to assess and keep under review the social, medical, housing and educational needs of occupiers • These requirements apply to civil removal proceedings and removal proceedings under the Criminal Justice and Public Order Act 1994(LINK) • Consider the Animal Welfare Act (2006) (LINK) **Possession Order** • The council can apply to the County Court for an order for possession under Part 55 of the Civil Procedures Rules (LINK)

	Direction to Leave • The council can use powers under S.77 of the Criminal Justice and Public Order Act 1994 (LINK) to direct unauthorised persons to leave • If the land is not vacated by the time specified, the council can apply under S.78 for an order from a Magistrates Court for the removal of persons and vehicles unlawfully on the land • Where there are aggravating factors of crime or disorder, the Police can exercise powers under Section 61 (LINK)
Enforcement Action	Enforcement action may result in arrests of individuals, unaccompanied children, and unaccompanied animals, vehicles found un-roadworthy or not being able to move through lack of fuel, mechanical failure or other reasons. The following contingency measures need to be put in place: • **Public order offences -** Police to be in attendance • **Unaccompanied children -** Police or Duty Social Worker from Devon County Children's Services to be in attendance • **Unaccompanied dogs -** Dog Warden or RSPCA to be in attendance.

END