

# **GOSPORT BOROUGH COUNCIL EMERGENCY RESPONSE PLAN**



Issued by the Hampshire County Council Emergency Planning Officer on behalf of the  
Chief Executive of Gosport Borough Council

**VERSION 2 - 2011**

## **FOREWORD**

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

The plan is structured as follows:

### **PART ONE:**

Introductory pages and Scope of the Plan.

### **PART TWO:**

A quick reference guide which can be used as an aide memoir detailing the activation of the Gosport Borough Council response together with the working documents to use when an emergency is reported.

### **PART THREE:**

The principles of the National Emergency Management Framework together with information for Media, Communications and various other roles.

### **PART FOUR:**

Supporting annexes.

This plan will be reviewed annually to ensure it remains valid and accurate. Any changes to departmental structures or responsibilities which alter the agreed actions or roles under this plan should be notified to the Gosport Emergency Planning Liaison Officers, Ken Lucking & Graeme Jesty.



**Chief Executive**  
**Gosport Borough Council**

### **TERMS OF REFERENCE**

***This plan will refer to all of the Hampshire Lower tier Councils as "Districts" throughout, this includes Councils which are City, Borough or Districts.***

***This plan will also refer to District Emergency Control Centres as "ECCs", where a reference is made to Hampshire County Council's Emergency Centre this will be specifically referred to as the "County Emergency Control Centre".***

*District Council Emergency Response Plan*

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## **SCOPE OF PLAN**

### **1.1 Introduction**

- 1.1.1 Minor emergencies occur on a regular basis and are often dealt with by a responding organisation unaided or with limited assistance.
- 1.1.2 This is the case in most emergencies handled by the emergency services but occasionally the nature or severity of the incident will require an integrated approach utilising other agencies, which include District Councils.
- 1.1.3 All District Councils, under the Civil Contingency Act 2004, are Category 1 responders and provide a range of services which may be called upon, **at any time of the day or night** by other agencies as part of a response to an emergency. Whilst they are not an emergency service, the District Council's response must be swift and co-ordinated with mobilisation of the Council's resources often at short notice.
- 1.1.4 In response to a major emergency the District Council will principally be required to:
- Support emergency services with resources – in most cases this will involve no more than the provision of services normally provided by the Council.
  - Look after the care and welfare of people.
  - Maintenance of the infrastructure.
  - Protection of the environment.
- 1.1.5 Once the emergency phase is over and moves to the recovery phase, depending on the type of emergency, the relevant District Council will take the lead role in remediation. *See in Part 3 under "The National Emergency Management Framework – Recovery Phase".*

### **1.2 Aim**

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

### **1.3 Objectives for a combined response**

- 1.3.1 All agencies that may be involved in emergency response and recovery at the local level will work to the following set of combined objectives:
- Saving and protecting life
  - Relieving suffering
  - Preventing the emergency from further escalation.
  - Warn and inform the public.

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

#### **1.4 Definition of Emergency and its implications**

1.4.1 An emergency is defined under the Civil Contingencies Act 2004 as;

***“an event or situation which threatens serious damage to human welfare in a place in the UK; an event or situation which threatens serious damage to the environment of a place in the UK; or war or terrorism which threatens serious damage to the security of the UK”.***

1.4.2 Implications for the District Council may include:

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

1.4.3 In cases where an emergency involves more than one District Council, or if the incident is of a sufficient scale, consideration needs to be given to the co-ordination of resources at operational, tactical and strategic levels (*see in Part 3 under “The National Emergency Management Framework*). This will necessitate discussions between each Chief Executive (or nominated officer) of the respective authorities involved and Hampshire County Council at the earliest stage of the incident.

**1.5 Business Continuity Management (BCM)**

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

**1.6 Mutual Aid**

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

**1.7 Equality and Human Rights Statement**

- 1.7.1 In the application of this plan the District Council should adhere to the requirements of the Equality Act 2010, Public Sector Equality Duty and Article 14, European Convention of Human Rights and any other relevant pieces of legislation pertinent to the resolution of an incident.

## **THE NATIONAL EMERGENCY MANAGEMENT FRAMEWORK**

### **3.1 General**

- 3.1.1 This section outlines the nationally agreed management framework for response and recovery of an emergency, both at the scene of an incident and also in the wider context.
- 3.1.2 Within the nationally agreed framework of Emergency Command and Control, the Council's level of response to an emergency will be determined by the Chief Executive or nominated officer in consultation with other agencies where appropriate. The response, staffing levels and roles will be those necessary to effectively and efficiently meet the Council's responsibilities on the information available at any given time during the emergency situation.

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

- 3.2.1 There are usually two phases to incidents:
- **Response Phase** – Encompasses the actions taken to deal with the immediate effects of the emergency. In most cases this is likely to be relatively short and last for a matter of hours or days – where reasonably practicable, rapid implementation of arrangements for collaboration, co-ordination and communication will be needed. Response encompasses the effort to deal not only with the direct effects of the emergency itself (e.g. fighting fires, rescuing individuals) but also the indirect effects (e.g. disruption, media interest). **During the response phase the Police will normally exercise overall co-ordination.**
- 3.2.2
- **Recovery Phase** – Recovery should also be an integral part of the combined response from the beginning. It addresses the enduring human, physical, environmental, social and economic consequences of emergencies. At the conclusion of the response phase, overall co-ordination will, in most cases, pass to the local authority with the emergency services, voluntary agencies, private sector and the wider community providing support. This phase could take months or even years. **The Chief Executive (or nominated Officer) will provide overall co-ordination during the recovery phase.**
- Further information on the recovery phase can be found in the Hampshire County Council Major Incident and Community Recovery Plan
- 3.2.3 The response phase is likely to end when the Police consider that there is no further danger to life or property and that adequate arrangements have been established to investigate the incident. At this stage a formal handover from the Police to the local authority will take place.

### 3.3 Management Framework

3.3.1 The National Emergency Management Framework identifies three tiers of Command and Control in emergency response and recovery.

<b>Operational –</b>	<b>Bronze level</b>
<b>Tactical –</b>	<b>Silver level</b>
<b>Strategic –</b>	<b>Gold level</b>

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

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

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

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

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

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

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

## **ROLE OF DISTRICT COUNCIL DEPARTMENTS**

### **3.4 General**

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

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

### **3.5 Responsibilities of District Departments in an emergency**

#### **3.5.1 Chief Executives**

- Co-ordinate Council's response in order to achieve combined objectives
- Maintain services
- Prepare to take over Co-ordinating role
- Ensure specialist advice and equipment which may be required at all levels is available
- Council's media response
- Identify Council's spokesperson
- Provide support staff at strategic, tactical and operational levels as necessary
- Provision of Mutual Aid and other resources
- Provide advice to firms/businesses
- Brief Members
- Community safety
- Business Continuity Management
- Nominate a Communications and IT Manager if required
- Establish and support BECC communications and IT as necessary
- Co-ordinate requests for additional IT facilities for GBC staff and liaison officers from other agencies
- Control, co-ordinate and allocate existing IT resources
- GIS provision

### **3.5.2 Personnel Services**

- Personnel issues
- Employee relations
- Provide specialist advice as required
- Provide support staff at strategic, tactical and operational levels as necessary

#### **Financial Services**

- Provide a supportive and advisory role to Chief Executive
- Maintain normal services
- Establish financial controls
- Collate financial expenditure resulting from emergency
- Liaise with Govt reps on Bellwin Scheme
- Prepare to co-ordinate establishment of an appeal fund
- Liaise with insurers and loss adjusters in the event of any claim
- Make payments to contractors
- Procurement of emergency supplies and services
- Printing and graphics
- Securing specialist advice and equipment
- Provide support staff at strategic, tactical and operational levels as necessary

### **3.5.3 Housing Services**

### **3.5.4 Environmental Health**

- Provide personnel to advise and implement measures to protect life, property and the environment
- Enforcement under Acts/Regulations (Food and Environment)
- Provide specialist advice and information to the public
- Liaise with Cat1 and Cat 2 Responders and other external agencies as necessary (e.g. HSE, DEFRA, EA, HPA)
- Co-ordinate Council's involvement with animal diseases
- Represent Council on multi-agency groups in relation to outbreaks of food/waterborne illness and CBRN incidents/spillage of dangerous chemical incidents/toxic release
- Provide Health and Safety advice/inspections
- Provide support staff at strategic, tactical and operational levels as necessary

### **3.5.6 Housing**

- Provide specialist advice or equipment as required
- Provide facilities, including temporary accommodation for those rendered homeless
- Provide practical assistance to those rendered homeless
- Rest Centre liaison

- Longer term care and welfare support
- Structural engineering
- Provide support staff at strategic, tactical and operational levels as necessary

**3.5.7 Legal, Democratic and Planning Services**

**3.5.8 Building Control**

- Co-ordinate and control operations to make safe, demolish or repair damaged buildings
- Provide advice on the safety of buildings for rescue operations
- Secure the services of private contractors as necessary
- Provide a response to incidents involving dangerous structures
- Provide support staff at strategic, tactical and operational levels as necessary

**3.5.9 Legal**

- Provide legal advice
- Provide support staff at strategic, tactical and operational levels as necessary

**3.5.10 Community and Customer Services**

**3.5.11 Customer Services**

- Provide public information services via contact centre, main reception, public notice boards and website
- Set up public message services on telephone system
- Provide support staff at strategic, tactical and operational levels as necessary

**3.5.12 Streetscene**

- Coastal protection/beach clearance
- Debris clearance
- Street cleansing
- Waste removal
- Clearing drains, ditches
- Barriers, fencing, pinning/taping of beaches and promenades
- Flooding control
- Oil Pollution
- Assist with diversions, signs, barriers, danger lights and traffic signals.
- Co-ordinate activities with HCC Highways, Highways Authorities, Police and contractors e.g. Balfour Beatty
- Provide support staff at strategic, tactical and operational levels as necessary.

## **ROLE OF HAMPSHIRE COUNTY COUNCIL**

### **3.6 General**

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

### **3.7 Role of Hampshire County Council**

- 3.7.1 The County Council can provide support for the Emergency Services, the District Council and arrange for County Council resources to be available in the event of an emergency.
- 3.7.2 The County Council Major Incident and Community Recovery Plan contains details of the specific roles and responsibilities of The County Council departments and resources in an emergency.
- 3.7.3 In cases where an emergency involves more than one District or Borough, or if the incident is of a sufficient scale, consideration needs to be given to the co-ordination of resources at operational, tactical and strategic levels. This will necessitate discussions between each Chief Executive (or nominated officer) of the respective authorities involved and The County Council at the earliest stage of the incident.
- 3.7.4 If a multi-agency Strategic Co-ordinating Group is established, Chief Executives (or nominated officers), in consultation with The County Council, will decide what resources are allocated to Strategic Co-ordinating Groups from each authority to effectively staff the local authority cell and commit each authority's resources. The Chair of the Strategic Co-ordinating Group will decide what expertise/representation is required at the SCG meetings from each organisation involved in the emergency response. The members of the District cell will decide which District can best meet that representation requirement. This may include the presence of a Chief Executive (or nominated officer) from either the County or District Councils. As the incident progresses and develops, the representation may need to be reviewed.
- 3.7.5 The County Council will provide a point of contact to receive alerts and warnings, and if appropriate will pass this information to the District Council.

### **3.8 Adult Services Department and Children's Services Department**

- 3.8.1 The County Council has statutory duties to provide care to those in the community with identified needs. This will continue during an emergency situation, particularly where it is necessary to provide assistance to vulnerable individuals or groups, promptly.

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

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

### **3.9 Economy, Transport & Environment Department (ETE)**

3.9.1 The ETE Department has three main functions in an emergency:

- Transportation
- Highways
- Waste and Environment

#### **3.9.2 Transportation**

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

#### **3.9.3 Highways**

Hampshire County Council has a duty to provide well maintained and resilient public highways. Whilst there may be some demarcation of responsibilities in individual Districts, where an emergency has occurred and it is necessary to maintain the highway infrastructure, Hampshire County Council will respond and deal with the situation regardless of the District Authority area.

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

**3.9.4 Waste and Environment**

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

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

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

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

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

**3.10 Catering**

3.10.1 Hampshire County Council can arrange for the provision of appropriate refreshment and catering at a Prepared Rest Centre.

**3.11 Call-out**

3.11.1 The County Council Emergency Planning Unit, through its 24 hour Duty Officer facility will act as the first point of contact for any callout required.

**3.12 County Emergency Control Centre**

3.12.1 The County Council Emergency Planning Unit will arrange staffing for and provide co-ordination and communications at the County Emergency Control Centre.

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

**3.13 Liaison with Central Government Departments**

3.13.1 If the emergency requires it The County Council will alert and liaise with the lead Government department and other public bodies involved in the emergency.

**3.14 Representation at District**

- 3.14.1 The County Council may provide representatives from the County to co-ordinate the provision of support from Adult Services, Children Services, Environment, Trading Standards and Hampshire Highways.

Alternatively The County Council may request representation from Districts at the County Emergency Centre.

**3.15 Communicating with the Public**

- 3.15.1 The County Council will take responsibility for arrangement to warn, to inform and advise the public of incidents through its contact centre, *Hantsdirect*, or from within the ECC.

**3.16 Oil Pollution – Shoreline Response Centre**

- 3.16.1 The County Council will act as the lead agency at a Shoreline Response Centre (with technical support from the MCA) in the event of an oil or chemical pollution incident at sea.

**3.17 Plans**

- 3.17.1 The County Council will produce and maintain plans in accordance with relevant legislation, a list of these plans can be found in Annex A.

## **HEALTH AND SAFETY AND RISK MANAGEMENT FOR DISTRICT COUNCIL RESPONDERS**

### **3.23 Risk Management Statement**

- 3.23.1 Risk Assessments will form the foundation and basis of all deployments of resources and operations at every level. The resulting assessment will influence the levels of resourcing and the nature of the operation.
- 3.23.2 The health and safety of all persons committed to working in the ECC, Prepared Rest Centres, scenes of major incidents, other emergencies or locations is of paramount importance. The basic principles of health and safety must be observed and all personnel must be properly briefed on all hazards and risks associated with their role and the actions necessary to reduce those risks including the issue of personal protective equipment.
- 3.23.3 District Council employees should always wear high visibility clothing when undertaking duties at the scene of emergencies or other similar locations or situations, or performing duties in severe weather conditions or where a risk assessment so dictates. A dynamic Risk Assessment may need to be carried out by Incident Liaison Officer(s) when deployed to locations.
- 3.23.4 At the scene of major incidents, responding agencies will put in place a cordon to restrict access to the scene of the incident e.g. Hampshire Fire and Rescue Service (HFRS), Hampshire Constabulary, District Councils etc.
- 3.23.5 Access to inner cordons, which are seen as high risk areas, will be clearly marked e.g. red and white striped tape for HFRS, and will be strictly controlled. Before entering, permission must be obtained, safety concerns identified, safe work practices employed, and correct personal protection equipment used. All persons entering cordons will be briefed on the primary hazards, the recognised risks to personnel, the control measures in force and any evacuation arrangements. If not fully satisfied with the level of protection afforded to the person seeking entry, that person will not be admitted to the inner cordon.

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

- 3.24.1 Category 1 responders are required by statute to undertake risk assessments for hazard categories which are published by the Cabinet Office Civil Contingencies Secretariat. These form part of Regional Risk Registers and the National Risk Register. The risk assessments and hazard categories together support the Community Risk Register which is prepared for the Hampshire and Isle of Wight Local Resilience Forum, which is based on the Hampshire Constabulary area. The process identifies the priority order for producing either new or updating existing plans.

A further risk register has been created, at District Council level, which supports the plans process and this Plan. See “*District Risk Register*” below. The current Community Risk Register can be found at [www.hiow-localresilienceforum.org.uk/index/communityriskregister.htm`](http://www.hiow-localresilienceforum.org.uk/index/communityriskregister.htm)

### **3.25 Community Profile**

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

### **3.26 District Risk Register**

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

## **ROLE OF EMERGENCY SERVICES AND OTHER KEY RESPONDERS**

### **3.27 General**

3.27.1 This section gives a brief overview of the role of the Emergency Services and other key responders in an emergency.

### **3.27.2 Hampshire Constabulary**

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

### **3.27.3 Hampshire Fire and Rescue Service**

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

### **3.27.4 South Central Ambulance Service NHS Trust**

Primary priority is to sustain life through effective emergency treatment at the scene:

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

### **3.27.5 Maritime and Coastguard Agency**

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

Regional Operation Manager Counter Pollution and Salvage (ROM-CPS) of the MCA, and local authorities.

- To assist with counter pollution and clean up by providing co-ordinating facilities and communications.

### **3.27.6 Health**

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

### **3.27.7 Environment Agency**

- Primary responsibility is to prevent or minimise the impact of the emergency on the environment.
- In a flood event issue flood warnings and operate flood defence assets to protect communities at risk.
- Prevent/ control and monitor the input of pollutants to the environment.
- Regulate and provide advice on the transportation and disposal of waste.
- Assist local authorities with clean-up equipment and personnel.
- Facilitate liaison and co-operation of advice between Conservation Agencies and authorities.
- Investigate the cause of incidents and the subsequent effects on the environment.

## **MEDIA RESPONSE**

### **3.28 General**

#### **3.28.1**

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

### **3.29 Media Plan**

#### **3.29.1**

The Civil Contingencies Act requires a co-ordinated response to the media when dealing with major incidents and emergencies. All responding agencies must work together. The key communications objective must be to deliver accurate, clear and timely advice to the public so that they feel confident, safe and well informed.

#### **3.29.2**

Best practice in Hampshire and the Isle of Wight has historically ensured that the media response has been co-ordinated but this arrangement is formalised by the Hampshire and Isle of Wight Local Resilience Forum Media Plan for major incidents. A copy of the plan can also be viewed at <http://www3.hants.gov.uk/mediaplanmajorincidents.htm>.

#### **3.29.3**

All District Councils in Hampshire have agreed to comply with the plan and are included in the activation arrangements.

#### **3.29.4**

District Council media officers have been briefed on the plan and a media officer or nominated media representative should be sent to the multi-agency media cell either at Gold or Silver as directed, and at the ECC to support the Council's response. Their role is to assist in the preparation and dissemination of media and public information. They should also ensure that management teams based at District level are kept updated on all press releases and the advice and information provided to the public as soon as possible.

## **COMMUNICATIONS**

### **3.30 General**

3.30.1 This Section describes the general communication arrangements for the ECC.

### **3.31 Switchboards**

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

### **3.32 Emergency Call Handling**

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

### **3.33 Mobile Telephones - MTPAS**

3.33.1 All local authorities within Hampshire are now registered with MTPAS

### **3.34 Satellite Telephones**

3.34.1 The Council is equipped with a satellite telephone, which will provide emergency communications in the event of telephone failure. ( see Contacts Directory for satellite telephone no's.)

### **3.35 Radio**

3.35.1 Most Districts do not have a radio network. However, the services of RAYNET can be used.

### **3.36 Internet/Intranet**

3.36.1 District Council's will use their website homepage to highlight any emergencies that are currently taking place and to advise the public. In addition Districts may use their Intranet to communicate with staff.

3.36.2 The website also has an area dedicated to Emergency Planning, which provides information about the Council's responsibilities and the actions it will take.

Hampshire and Isle of Wight Local Resilience Forum have produced a website which can also display information to the public from all responding agencies. Details can be found at:

[www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk)

**3.37 National Resilience Extranet**

- 3.37. The council has agreed to implement and adopt the Government sponsored National Resilience Extranet (NRE) as preferred by the HIOW LRF. This provides a secure (restricted) electronic communications and reference capability between responders to assist the planning, response and information sharing duties.

## **ROLE OF ELECTED MEMBERS**

### **3.38 Role of Elected Members**

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

## **ROLE OF VOLUNTARY AGENCIES**

### **3.39 General**

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

### **3.40 Call-Out Arrangements**

3.40.1 Must only be called out by Hampshire County Council Duty Officer. Contact details are contained on the Plan Activation section.

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

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

### **3.41 Voluntary Organisations**

#### **3.41.1 St John Ambulance and The British Red Cross**

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

#### **3.41.2 WRVS**

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

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

Practical support includes:

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

- General welfare support including
  - Befriending
  - Listening
  - Accompanying relatives to temporary mortuaries etc.

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

### **3.41.3 Salvation Army**

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

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

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

### **3.41.4 Faith Communities**

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

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

### **3.41.5 RAYNET**

Radio Amateurs are able to assist with communications in times of emergency to support CCA responders. Coordination of this service is primarily through the voluntary organisation of the Radio Amateurs Emergency Network known as RAYNET

**3.41.6 Samaritans**

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

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

**3.41.7 RSPCA**

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

## **ROLE OF GOVERNMENT DEPARTMENTS**

### **3.42 General**

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

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

### **3.43 Government Departments**

#### **3.43.1 Cabinet Office**

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

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

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

#### **3.43.2 Lead Government Departments (LGD)**

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

For each incident there is a lead Government department nominated to take the lead for the Response phase of the incident, there may also, for some incidents, be a different lead Government department for the Recovery phase. These are all listed on the Cabinet Office website.

## **ROLE OF MILITARY AGENCIES**

### **3.44 General**

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

### **3.45 The Armed Forces**

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

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

3.45.3 MACA is subdivided into 3 categories:

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

**3.46 Military Aid to the Civil Community (MACC)  
Hampshire County Council are responsible for the activation of the military through The County Emergency Planning Officer.**

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

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

## **ROLE OF UTILITIES**

### **3.47 General**

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

# **ANNEX A**

## **SUMMARY OF OTHER PLANS**

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

### **Generic Plans for the Hampshire Area:**

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

*Local Resilience Forum)*

- 19 Hampshire PCT Major Incident Plan** (*NHS Hants*)
- 20 Network Rails National Emergency Response Plan** (*Network Rail*)
- 21 Winter Maintenance and Severe Weather Emergency Response Plan**  
(*Hampshire County Council*)
- 22 Operation Gridlock** (*Hampshire Highways*)
- 23 Adverse Weather Office Procedure** (*Hampshire County Council*)

**Plans for the Gosport Borough Council Area:**

- 24 Portsafe - Portsmouth Off Site Radiation Emergency Plan**
- 25 Solent and Southampton Water Marine Emergency Plan - SOLFIRE**
- 26 Oil Fuel Depot/Oil Fuel Jetty Off Site Plan**
- 27 Defence Storage Distribution Agency (Gosport) Off Site Plan**
- 28 Portsmouth Oil and Chemical Pollution Plan** (*Portsmouth City Council*)
- 29 National Contingency Plan for Marine Pollution from Shipping and Off Shore Installations** (*Maritime Coastguard Agency*)
- 30 Solent Standing Environment Group Marine pollution Contingency Plan**  
(*Environment Agency*)
- 31 Town Centre Evacuation Plan**

**Plan for Neighbouring Authorities**

- 32 Fareham Borough Council**
- 33 Portsmouth City Council**

# **ANNEX B**

## **TRAINING PROGRAMMES**

### **Intent to Train**

The HCC Emergency Planning Unit in consultation with District Councils produces a training schedule to ensure that all relevant members of the Authority involved in the response to emergency incidents receive satisfactory training for their identified role and responsibilities.

Training is carried out to mutually agreed training aims and training outcomes. Records of training received, will be maintained by both the HCC Emergency Planning Unit and District Councils.

### **Annual Training Schedule (generic)**

This training schedule is based solely on the District Emergency Response Plan and is designed to ensure that District Council's can respond effectively to an incident, as set out in the plan.

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

# ANNEX C

## PLAN MAINTENANCE SCHEDULE - 2011

Plan Sections	Review	Review	Review	Signed	Dated
<b>Administration including</b>					
<b>PART 1</b>					
• Title Page & Map			Every 3 Years		
• Foreword			Every 3 Years		
• Contents		Annually			
• Distribution List		Annually			
• Amendments		Annually			
• Scope of the Plan			Every 3 Years		
<b>PART 2</b>					
• Flow Chart & Check List			Every 3 Years		
• Deciding the District Council Response & Staffing Levels			Every 3 Years		
• <b>Internal Contacts Directory (Confidential)</b>	Bi-Annually				
• External Contacts Directory	Bi-Annually				
• District Council Response		Annually			
• EC Diagrams		Annually			
• EC Role Cards		Annually			
• Rest Centre Map		Annually			
<b>PART 3</b>					
• Brief Description for Gold		Annually			
• Strategic Response		Annually			
• The National Emergency Management Framework		Annually			
• Role of District Councils		Annually			
• Role of Hampshire County Council		Annually			
• Prepared Rest Centres		Annually			
• Role of Emergency Services			Every 3 Years		
• Media Response			Every 3 Years		
• Communications			Every 3 Years		
• Role of Elected Members			Every 3 Years		
• Role of Voluntary Agencies			Every 3 Years		
• Role of Government Departments			Every 3 Years		
• Role of Military Agencies			Every 3 Years		
• Role of Utilities			Every 3 Years		
<b>PART 4</b>					
• Annex A - Summary of Other Plans			Every 3 Years		
• Annex B - Training Programmes			Every 3 Years		
• Annex C - Plan Maintenance Schedule			Every 3 Years		
• Annex D - Glossary			Every 3 Years		
• Annex E - List of Acronyms			Every 3 Years		
• Annex F - Phonetic Alphabet			Every 3 Years		
<b>Review of the District Council Response Plan – is it fit for purpose?</b>			Every 3 Years		

# ANNEX D

## GLOSSARY

<b>(The) Act</b>	The Civil Contingencies Act 2004. This act sets the framework for civil protection at the local level in the UK.
<b>Body Holding Area</b>	An area close to the scene of an emergency where the dead can be held temporarily before transfer to the emergency mortuary or mortuary.
<b>Bronze/Operational</b>	Operational level is the level at which the management of 'hands-on' work is undertaken at the incident or impacted areas.
<b>Business Continuity Forum</b>	Grouping of organisations to share and co-ordinate business continuity plans.
<b>Business Continuity Management (BCM)</b>	A management process that helps manage the risks to the smooth running of an organisation or delivery of a service, ensuring that it can operate to the extent required in the event of a disruption.
<b>Business Continuity Plan (BCP)</b>	A documented set of procedures and information intended to deliver continuity of critical functions in the event of a disruption.
<b>Business Impact Analysis</b>	A method of assessing the impacts that might result from an incident and the levels of resources and time required for recovery.
<b>Capabilities Programme</b>	The UK Capabilities Programme comprises a range of capabilities that underpin the UK's resilience to disruptive challenges. These capabilities are either structural (e.g. regional response), functional (e.g. decontamination) or essential services (e.g. financial services).
<b>Capability</b>	A demonstrable capacity or ability to respond to and recover from a particular threat or hazard. Originally a military term, it includes personnel, equipment, training and such matters as plans, doctrine and the concept of operations.
<b>Capability Gap</b>	The gap between the current ability to provide a response and the actual response assessed to be required for a given threat or hazard. Plans should be made to reduce or eliminate this gap, if the risk justifies it.
<b>Capability Status</b>	Assessment of the level of capability in place.

<b>Capability Target</b>	The level of capability that the planning assumptions and the plan require.
<b>Casualty Bureau</b>	The purpose of the Casualty Bureau is to provide the initial point of contact for the receiving and assessing of information relating to persons believed to be involved in the emergency. The primary objectives of a Casualty Bureau are: inform the investigation process relating to the incident; trace and identify people involved in the incident and reconcile missing persons and collate accurate information in relation to the above for dissemination to appropriate parties.
<b>Catastrophic Incident or Emergency</b>	An incident or emergency that has a high and potentially widespread impact and requires immediate central government attention and support.
<b>Category 1 Responder</b>	A person or body listed in Part 1 of Schedule 1 to the Act. These bodies are likely to be at the core of the response to most emergencies. As such, they are subject to the full range of civil protection duties in the Act.
<b>Category 2 Responder</b>	A person or body listed in Part 3 of Schedule 1 to the Act. These are co-operating responders who are less likely to be in the heart of the Multi-Agency planning work, but will be heavily involved in preparing for incidents affecting their sectors. The Act requires them to co-operate and share information with other Category 1 and 2 responders.
<b>Civil Defence</b>	Preparedness by the civil community to deal with hostile attack.
<b>Civil Protection</b>	Preparedness to deal with a wide range of emergencies from localised flooding to terrorist attack.
<b>Command and Control</b>	Principles adopted by an agency acting with full authority to direct its own resources (both personnel and equipment).
<b>Community Profile</b>	A database containing information such as hospitals, schools, care homes for the elderly and those with special needs, geographical and population data for each district area.
<b>Community Resilience</b>	The ability of a local community to respond and recover from emergencies.
<b>Community Risk Register (CRR)</b>	An assessment of the risks within a local resilience area agreed by the Local Resilience Forum as a basis for supporting the preparation of emergency plans.
<b>Comprehensive Performance Assessment (CPA)</b>	The CPA was introduced in 2002 as a way of supporting Council's to deliver improvements in services to local people.

<b>Consequences</b>	Impact resulting from the occurrence of a particular hazard or threat, measured in terms of the numbers of lives lost, people injured, the scale of damage to property and the disruption to essential services and commodities.
<b>Control Centre</b>	Operations centre from which the management and co-ordination of response to an emergency is carried out.
<b>Control of Major Accident Hazard Regulations (COMAH)</b>	Regulations applying to the chemical industry and to some storage sites where threshold quantities of dangerous substances, as identified in the Regulations, are kept or used.
<b>Controlled Area</b>	The area contained – if practicable – by the inner cordon.
<b>Cost Recovery Basis</b>	Situation where an organisation can charge another organisation for providing a service, but with no positive or negative cost implications. No profit can be made by the organisation providing the service.
<b>Counter Terrorism Security Advisors (CTSA)</b>	Police officers who provide advice on preventing and mitigating the effects of acts of terrorism.
<b>Critical Function</b>	A service or operation the continuity of which a Category 1 responder needs to ensure, in order to meet its business objectives.
<b>Cross-border co-operation</b>	Co-operation between Category 1 and 2 responders across boundaries with devolved administrations.
<b>Cross-boundary co-operation</b>	Co-operation between Category 1 and 2 responders across the boundaries between Local Resilience Forum areas.
<b>Data Protection Act</b>	The Data Protection Act 1998 came into force in March 2000. It requires organisations that hold data about individuals to do so securely and to use it only for specific persons. It also gives an individual the right, with certain exemptions, to see that personal data.
<b>Delegation</b>	A formal agreement whereby one organisation's functions will be carried out by another. This does not absolve the organisation of any duty, merely re-designating the form of delivery.
<b>Emergency</b>	An event or situation which threatens serious damage to human welfare or to the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK. To constitute an emergency this event or situation must require the implementation of special arrangements by one or more Category 1 responder.

*District Council Emergency Response Plan*

<b>Emergency Management</b>	The process of managing emergencies, including the maintenance of procedures to assess, prevent, prepare for, respond to and recover from emergencies.
<b>Emergency Mortuary (Temporary Mortuary)</b>	Demountable (temporary) structures or conversion of existing structures whose function is to provide an area where post-mortem and identification examinations of victims can take place and, where necessary provide body holding capability prior to bodies being released for funeral arrangements to be made. Also known as a temporary mortuary.
<b>Emergency Planning (EP)</b>	Development and maintenance of agreed procedures to prevent, reduce, control, mitigate and take other actions in the event of an emergency.
<b>Emergency Planning Cycle</b>	A continuous process of assessing the risk and preparing for emergencies supported by procedures to keep staff in readiness and validate plans. Plans should be reviewed and, if necessary, revised when they have been activated in response to an emergency.
<b>Environmental Information Regulations</b>	Fully in force from January 2005, these regulations give access rights to any person of any nationality to environmental information held by an organisation, such as water pollution statistics and health and safety policies.
<b>Exercise</b>	A simulation to validate an emergency or business continuity plan, rehearse key staff or test systems and procedures.
<b>Exercise Directing Team</b>	The team that insists in designing an exercise and then directing the exercise play.
<b>Exercise Director</b>	The individual who is charged with designing and directing an exercise.
<b>Exercise Programme</b>	Planned series of exercises to validate plans and to train and develop staff competencies.
<b>Family and Friends Reception Centre</b>	Secure area set aside for use and interviewing of family and friends arriving at the scene (or location associated with an incident, such as at an airport or port). Established by the Police in consultation with the local authority.
<b>Freedom of Information Act</b>	The Freedom of Information Act 2000 allows the public access regardless of nationality or country of residence, to information held by public authorities or anyone providing services for them, subject to certain exemptions.
<b>Generic Local Assessment</b>	Assessment provided by central government to the local level.

<b>Generic Plan</b>	A single plan designed to cope with a wide range of emergencies.
<b>Gold/Strategic</b>	Strategic decision makers and groups at the local level. They establish the framework within which operational and tactical managers work in responding to and recovering from emergencies.
<b>Hantsnet</b>	The HCC electronic file sharing network and intranet facility.
<b>Hazard</b>	An accidental or naturally occurring event or situation with the potential to cause physical (or psychological) harm to members of the community (including loss of life), damage or losses to property , and/or disruption to the environment or to structures (economic, social, political) upon which a community's way of life depends.
<b>Hazard Assessment</b>	A component of the risk assessment process in which identified hazards are assessed for future action.
<b>Hazard Identification</b>	A process by which potential hazards are identified.
<b>Humanitarian Assistance Centres</b>	A one-stop-shop for survivors, families, friends and all those impacted by the disaster, through which they can access support, care and advice.
<b>Impact</b>	The scale of the consequences of a hazard or threat expressed in terms of reduction in a human welfare, damage to the environment and loss of security.
<b>Incident Liaison Officer</b>	A person within an organisation who is responsible for co-ordinating staff involvement at the scene of an incident.
<b>Integrated Emergency Management (IEM)</b>	An approach to preventing and managing emergencies which entails six key activities – anticipation, assessment, prevention, preparation, response and recovery. IEM is geared to the idea of building greater overall resilience in the face of a broad range of disruptive challenges. It requires a coherent Multi-Agency effort.
<b>Joint Working</b>	A single programme being delivered jointly by a number of organisations.
<b>Lead Government Department (LGD)</b>	Government department which, in the event of an emergency, co-ordinates central government activity. The department which will take the lead varies depending on the nature of the emergency. The Government regularly publishes a full list of LGDs.

<b>Lead Organisation</b>	Organisation appointed by a group of organisations to speak or act on their behalf or take the lead in a given situation, with the other organisations support. The exact role of the lead organisation depends on the circumstances in which the lead role is being operated.
<b>Lead Responder</b>	A Category 1 responder charged with carrying out a duty under the Act on behalf of a number of responder organisations, so as to co-ordinate its delivery and to avoid unnecessary duplication.
<b>Local Resilience Area</b>	The Civil Contingencies Act requires Category 1 and 2 responders to co-operate with other Category 1 and 2 responders in their local resilience area. Each local resilience area (with the exception of London) is based on a Police area. The principal mechanism for Multi-Agency co-operation is the Local Resilience Forum.
<b>Local Resilience Forum (LRF)</b>	A process for bringing together all the Category 1 and 2 responders within a local Police area for the purpose of facilitating co-operation in fulfilment of their duties under the Act.
<b>Local Responder</b>	Organisation which responds to the emergencies at the local level. These may include Category 1 and 2 responders under the Civil Contingencies Act and other organisations not covered by the Act.
<b>Local Risk Assessment Guidance (LRAG)</b>	A document provided by central government with information on generic hazards and threats that should assist Category 1 responders in performing their local risk assessment duty under the Civil Contingencies Act.
<b>Major Incident</b>	This term is commonly used by emergency services personnel to describe an emergency as defined in the Act.
<b>Media Plan</b>	A key plan for ensuring co-operation between Category 1 and 2 responders and the media in communicating with the public during and after an emergency.
<b>Minister (of the Crown)</b>	Government Minister with power to act under the Civil Contingencies Act, usually relating to the issuing of guidance and regulations, but also including urgent powers of direction (for example, in times of catastrophic emergency or to deal with newly arising risks) and monitoring powers.

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

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<b>Public Awareness</b>	A level of knowledge within the community about risk and preparedness for emergencies, including actions the public authorities will take and the actions the public should take.
<b>Public Information Line</b>	A help-line set up during and in the aftermath of an emergency to deal with information requests from the public and to take the pressure off the Police Casualty Bureau (which has a separate and distinct purpose).
<b>The Radiation (Emergency Preparedness and Public Information) Regulations 2001 (REPPIR)</b>	Implemented in GB in the articles on intervention in cases of radiation (radiological) emergency in Council Directive 96/29/Euratom, also known as the BS596 Directive. The Directive lays down the basic safety standards for the protection of the health of workers and the general public against the dangers arising from ionising radiation. The REPPIR also partly implements the Public Information Directive by subsuming the Public Information for Radiation Emergencies Regulations 1992 (PIRER) on informing the general public about health protection measures to be applied and steps to be taken in the event of an emergency.
<b>Readiness Level</b>	An assessment of the extent to which a capability meets the agreed capability target.
<b>Recovery</b>	The process of restoring and rebuilding the community, and supporting groups particularly affected, in the aftermath of an emergency.
<b>Risk Management</b>	The culture, processes and structures that are directed towards the effective management of risks.
<b>Risk Priority</b>	The relative importance of the treatment(s) required for the management of the risk, based on the risk rating and the additional capabilities required to manage risk.
<b>Risk Rating Matrix</b>	Matrix of impact and likelihood for an event, to ascertain the risk.
<b>Risk Treatment</b>	A systematic process of deciding which risks can be eliminated or reduced by remedial action and which must be tolerated.
<b>Safety Advisory Group (SAG)</b>	Multi-Agency group set up to provide advice on safety matters for a specific event, or events, such as a major sporting event or a concert held in a stadium.
<b>Sensitive Information</b>	Information that is not reasonably accessible to the public because its disclosure to the public would, or would be likely to (a) adversely affect national security, (b) adversely affect public safety, (c) prejudice the commercial interest of any person; or information that is personal data, with the meaning of section 1 (1) of the Data Protection Act 1998 disclosure of which would breach that Act.

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

<b>Threat Assessment</b>	A component of the risk assessment process in which identified threats are assessed for future action.
<b>Utilities</b>	Companies providing essential services, e.g. water, energy, telecommunications.
<b>Voluntary Sector</b>	Bodies, other than public authorities or local authorities, that can carry out activities other than for profit.
<b>Vulnerability</b>	The susceptibility of a community, services or infrastructure to damage or harm by a realised hazard or threat.
<b>Vulnerable Establishment</b>	An institution housing vulnerable people during the day or night.
<b>Warning and Informing the Public</b>	Establishing arrangements to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.

# **ANNEX E**

## **LIST OF ACRONYMS**

<b>ACPO</b>	Association of Chief Police Officers
<b>AIO</b>	Ambulance Incident Officer
<b>ARCC</b>	Aeronautical Rescue Co-ordination Centre
<b>BCM</b>	Business Continuity Management
<b>ECC</b>	Emergency Control Centre
<b>BTP</b>	British Transport Police
<b>CBRN</b>	Chemical, Biological, Radiological and Nuclear
<b>CCA</b>	Civil Contingencies Act
<b>CO</b>	Cabinet Office
<b>COBR</b>	Cabinet Office Briefing Rooms
<b>CPA</b>	Comprehensive Performance Assessment
<b>CRR</b>	Community Risk Register
<b>DEFRA</b>	Department for Environment, Food & Rural Affairs
<b>EA</b>	Environment Agency
<b>EPU</b>	Emergency Planning Unit
<b>Ext</b>	Extension
<b>FSA</b>	Food Standards Agency
<b>HA</b>	Health Authority
<b>HCC</b>	Hampshire County Council

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<b>HFRS</b>	Hampshire Fire & Rescue Service
<b>HO</b>	Home Office
<b>HPA</b>	Health Protection Agency
<b>HSE</b>	Health & Safety Executive
<b>H&amp;S</b>	Health & Safety
<b>LA</b>	Local Authority
<b>LGD</b>	Lead Government Department
<b>LRF</b>	Local Resilience Forum
<b>MACA</b>	Military Aid to the Civil Authority
<b>MACC</b>	Military Aid to Civil Power
<b>MACP</b>	Military Aid to Civil Community
<b>MAGD</b>	Military Aid to Government Departments
<b>MCA</b>	Maritime and Coastguard Agency
<b>MIC</b>	Medical Incident Commander
<b>MMT</b>	Mobile Medical Team
<b>MoD</b>	Ministry of Defence
<b>MRCC</b>	Maritime Rescue Co-ordination Centre
<b>MTPAS</b>	Mobile Telephone Preferential Access Scheme
<b>NDPB</b>	Non-department Public Body
<b>NHS</b>	National Health Service
<b>PA</b>	Personal Assistant
<b>PCT</b>	Primary Care Trusts

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<b>PHA</b>	Port Health Authority
<b>PHAS</b>	Public Housing Assessment System
<b>PRC</b>	Prepared Rest Centre
<b>RAYNET</b>	Radio Amateurs Network
<b>RNLI</b>	Royal National Lifeboat Institute
<b>ROM-CPS</b>	Regional Operation Manager, Counter Pollution & Salvage
<b>RSPCA</b>	Royal Society for the Prevention of Cruelty to Animals
<b>SAR</b>	Search & Rescue
<b>SCC</b>	Strategic Co-ordination Centre
<b>SCG</b>	Strategic Co-ordinating Group
<b>SEMT</b>	Strategic Emergency Management Team
<b>SHA</b>	Strategic Health Authority
<b>TDA</b>	Temporary Danger Area
<b>TEMT</b>	Tactical Emergency Management Team
<b>TEZ</b>	Temporary Air Exclusion Zone
<b>VAS</b>	Voluntary Air Societies
<b>VIP</b>	Very Important Person
<b>WRVS</b>	Women's Royal Voluntary Service

# **ANNEX F**

## **PHONETIC ALPHABET**

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