

Corporate Emergency Plan

Version 12

October 2016

List of Acronyms

Acronym	Full Wording
AAIB	Air Accident Investigation Branch
BBC	Basildon Borough Council
CBRN	Chemical Biological Radiological Nuclear
CCA 2004	Civil Contingencies Act 2004
CCG	Clinical Commissioning Group
CERC	County Emergency Response Centre
CMT	Corporate Management Team
COMAH	Control of Major Accident Hazards
COPE	Combined Operating Procedures for Essex
CSTE	Crisis Support Team Essex
DEPO	District Emergency Planning Officer
EA	Environment Agency
ECC	Essex County Council
ECFRS	Essex County Fire and Rescue Service
ECPEM	Essex Civil Protection and Emergency Management
ECR	Emergency Control Room
EDO	Emergency Duty Officer
EMT	Emergency Management Team - Gold
EPBC	Emergency Planning and Business Continuity
ERF	Essex Resilience Forum
ERT	Emergency Response Team - Silver
GLO	Government Liaison Officer
HHA	Harwich Harbour Authority
HoS	Head of Service
HPA	Health Protection Agency
HSE	Health & Safety Executive
ILO	Inter-Agency Liaison Officer
IMT	Incident Management Team
JRLO	Joint Regional Liaison Officer
LA's	Local Authorities
LRF	Local Resilience Forum
MACA	Military Aid to the Civil Authorities
MAIB	Marine Accident Investigation Branch
MCA	Maritime and Coastguard Agency
MOU	Memorandum of Understanding
MRCC	Maritime Rescue Coordination Centre
NHS	National Health Service
OT	Operational Team - Bronze
PHE	Public Health England
PLA	Port of London Authority
RAIB	Rail Accident Investigation Branch
RNLI	Royal National Lifeboat Institution
SAR	Search and Rescue
SCC	Strategic Co-ordinating Centre
SCG	Strategic Co-ordinating Group
SIO	Senior Investigating Officer
SITREP	Situational Report
TCG	Tactical Co-ordinating Group
VAS	Voluntary Aid Society

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Corporate Sign Off

This Corporate Emergency Plan has been reviewed and agreed by Basildon Borough Council's Corporate Management Team (CMT).



Scott Logan
Commissioning Director: People & Place

Exercise Record

This plan will be exercised once every 2 years.

Date	Description of Review / Exercise	Parties Involved in Exercise

1 Introduction

The Civil Contingencies Act 2004 (CCA 2004) delivers a single framework for civil protection in the United Kingdom. The Act is split into two substantive parts, local arrangements for civil protection (Part 1) and emergency powers (Part 2).

Part 1 of the Act establishes a clear set of roles and responsibilities for those involved in emergency preparation and response at the local level. The Act divides local responders into two categories, imposing a different set of duties on each. Basildon Borough Council as a local authority is designated as a Category 1 Responder under the Civil Contingencies Act 2004. The statutory duties placed on Category 1 responders are:

- Assess local risks and use this to inform emergency planning.
- Put in place emergency plans.
- Put in place business continuity management arrangements.
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency.
- Share information with other local responders to enhance co-ordination.
- Co-operate with other local responders to enhance co-ordination and efficiency.
- Provide advice and assistance to businesses and voluntary organisations about business continuity management. (Local authorities only).

Part 2 of the Act updates the 1920 Emergency Powers Act to reflect the developments in the intervening years and the current and future risk profile. It allows for the making of temporary special legislation (emergency regulations) to help deal with the most serious emergencies.

This overarching Basildon Borough Emergency Plan together with supporting specific plans details the way in which the emergency management structure operates within the Council, specifies individual functions of services and officers to provide a pre-planned flexible procedure to respond in an effective manner to any emergency situation.

2 Aim

The aim of this plan is to set out Basildon Borough Council's management arrangements and response to an emergency situation.

3 Objectives

The objectives of this plan are:

- To specify the Council's responsibilities under the CCA 2004.
- To set out clear lines of responsibility for officers that may be involved in the management of an emergency.
- To detail the management structures that will operate during an emergency.
- To explain the role and responsibilities of emergency services and partner agencies in the event of an emergency.

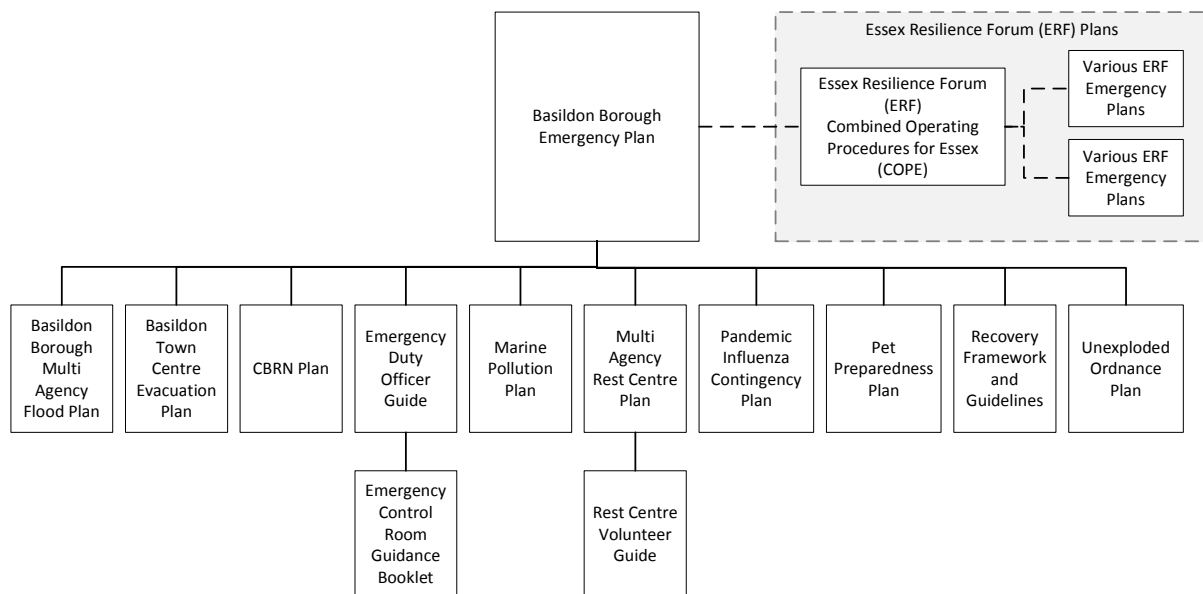
4 Plan Interdependencies

This is an overarching plan that describes the organisational structure, facilities and response arrangements for Basildon Borough Council.

Emergency incidents may be localised, contained within one District or cross borders between Districts, Counties and Regions. This overarching plan is part of a suite of plans for the borough and should be read in conjunction with the appropriate plan for the emergency(s) being dealt with.

The Essex Resilience Forum (ERF) plans for larger emergency incidents within Essex and all of Basildon Borough's Plans feed into the larger response picture. This enables responding organisations to work efficiently and effectively with each other.

The diagram below outlines the plans and guides produced by Basildon Borough Council, as well as the link to Essex Resilience Forum plans.



All plans produced by the Emergency Planning and Business Continuity Team at Basildon Borough Council are held in the following locations:

- Electronically on BasNet (the Council's Intranet)
- Electronically synced onto the Emergency Planning laptops and tablet.
- Electronically on Resilience Direct (All Emergency Duty Officers have access).
- Hard copies in the Emergency Control Room and Secondary Emergency Control Room.

5 Local Authority Responsibilities

Basildon Borough Council is designated as a Category 1 Responder under the Civil Contingencies Act 2004 and as such has a number of statutory duties placed upon it. The table below outlines these duties and the Council's responsibilities to meet them.

Although Basildon Borough Council has an Emergency Duty Officer available at all times, its resources are not on 24 hour standby and therefore it can take time to mobilise a response which is measured and appropriate for the incident. The Council has an Emergency Control Room which can be activated as a location to co-ordinate the Council's response. The principal responsibilities of a local authority include support for the emergency services, support and care for the local and wider community and co-ordination of the response by organisations other than the emergency services.

As time goes on, and the emphasis switches to recovery, the local authority will take a leading role in rehabilitating the community and restoring the environment.

Statutory Duties	Pre - incident	During - incident	Post - Incident
Assess local risks and use this to inform emergency planning	Align emergency planning activities to the Risk Register for Essex.	N/A	Review and update where appropriate.
Put in place emergency plans.	Develop, maintain, train and exercise the Council's emergency plans	Invoke the appropriate plan(s) for the incident.	Review and update the emergency plan(s) where appropriate.
Put in place business continuity management arrangements.	Develop, maintain, train and exercise the Council's Business Continuity Management system.	Invoke the appropriate plan(s) for the incident.	Review and update the business continuity plan(s) where appropriate.
Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency.	Provide information for the council's web site, printed publications, electronic publications and social media feeds.	Establish liaison with the appropriate Public Relations Office (this may be Police and/or Council) to ensure the co-ordination of the release of information to the news media and the issue of information and advice to the public.	Review and update the Council's web site, printed publications, electronic publications and social media feeds where appropriate.

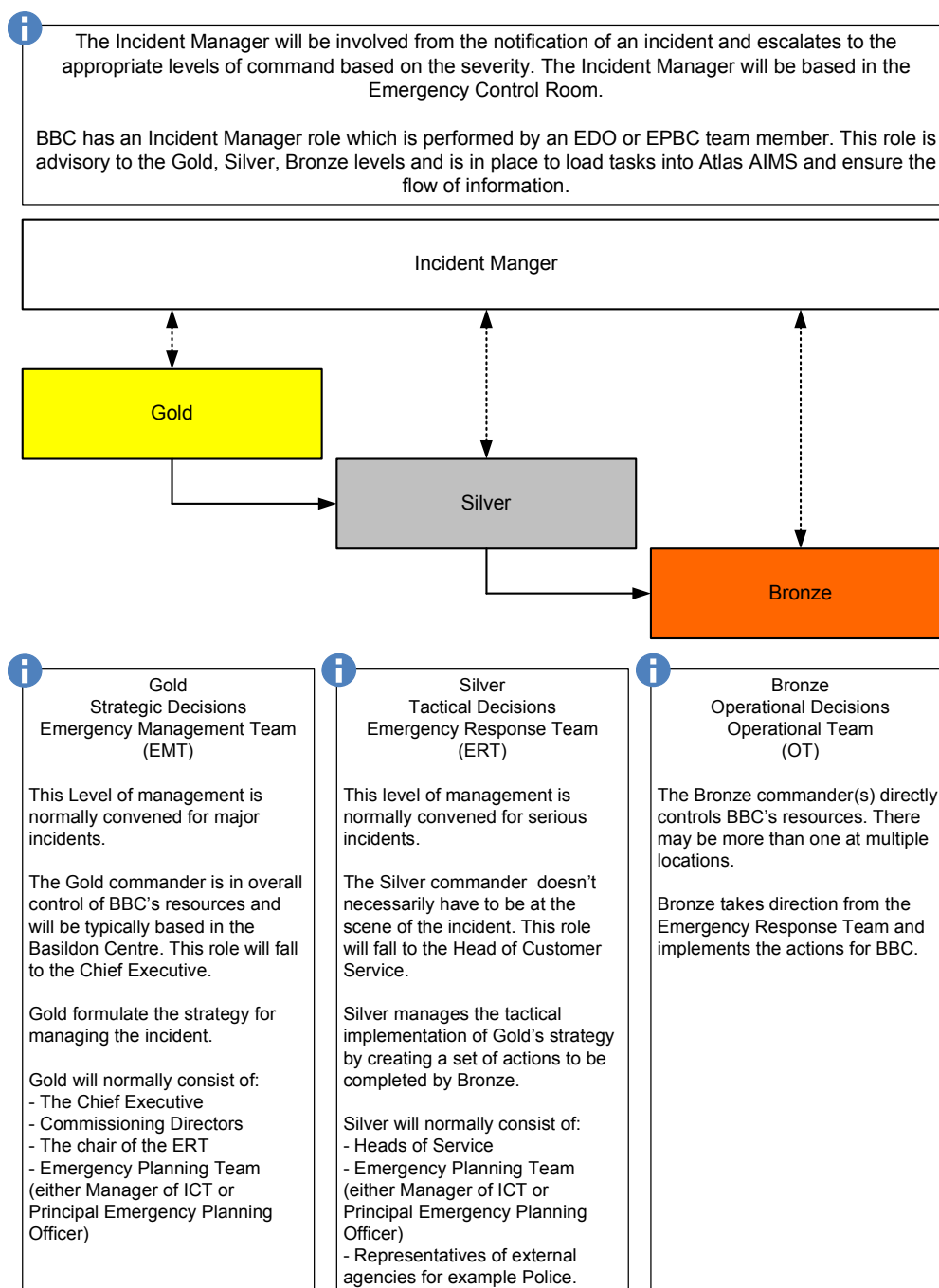
Statutory Duties	Pre - incident	During - incident	Post - Incident
<p>Share information with other local responders to enhance co-ordination.</p>	<p>Proactive member of the Essex Resilience Forum and their Working on Tuesdays initiative.</p>	<ul style="list-style-type: none"> - Alert relevant internal services - Alert other local authorities and agencies as necessary. - Collect, collate and disseminate information concerning the incident to other local authorities and agencies as necessary. - Co-ordinate the local authority emergency response with adjacent areas. - Establish liaison with government departments, public utilities and other organisations, as appropriate. - Alert the appropriate Director of Public Health to all incidents posing actual or potential toxic hazards including oil pollution so that an early assessment can be made of any possible threat to public health. 	<ul style="list-style-type: none"> - Establish and chair the Recovery Co-ordinating Group. - Co-ordinate aftercare, in conjunction with local authorities and agencies as necessary. - Review and update the emergency plan(s) where appropriate.
<p>Co-operate with other local responders to enhance co-ordination and efficiency.</p>	<p>Proactive member of the Essex Resilience Forum and their Working on Tuesdays initiative.</p>	<ul style="list-style-type: none"> - Initially act in support of the emergency services. - Set up internal command and control arrangements as appropriate. - Deployment of Liaison Officers where necessary. - Deployment of a Commissioning Director and support officer to a Strategic Co-ordinating Group (SCG) if required. - Assessing local authority involvement and co-ordinating the response. 	<ul style="list-style-type: none"> - Establish and chair the Recovery Co-ordinating Group. - Co-ordinate aftercare, in conjunction with local authorities and agencies as necessary. - Review and update the emergency plan(s) where appropriate.

Statutory Duties	Pre - incident	During - incident	Post - Incident
Continued...		<ul style="list-style-type: none"> - Provide services as required such as Rest Centres, longer term temporary accommodation and assistance with travel and other welfare arrangements. - Assess the level of support that may be required from voluntary organisations and request their assistance. - If necessary, co-ordinate arrangements for providing mutual aid between local authorities, if the demands of the incident are beyond the capability of one local authority. - Requesting military assistance in support of the local authority. It should be noted that this will be in exceptional circumstances as a last resort, and cannot be relied upon. 	
<p>Provide advice and assistance to businesses and voluntary organisations about business continuity management. (local authorities only).</p>	<p>Provide information for the Council's web site, printed publications, electronic publications and social media feeds.</p>	<p>Establish liaison with the appropriate Public Relations Office (this may be Police and/or Council) to ensure the co-ordination of the release of information to the news media and the issue of information and advice to the public.</p>	<p>Review and update the business continuity advice given where appropriate.</p>

6 Command and Control

6.1 Internal Command and Control

The diagram below shows the hierarchical Gold / Silver / Bronze incident command and control structure. All staff involved with decision making related to an emergency incident must keep a record of events, via Atlas AIMS if available, of all their decisions and discussions made during the period. A paper record should be maintained, if AIMS is unavailable.



6.2 Roles and Responsibilities

6.2.1 Emergency Management Team (EMT)

The purpose of the Emergency Management Team is to decide on the strategy to be adopted for any particular emergency or disruption. The team will receive information and briefings from the Emergency Response Team. During normal office hours this will derive from service management escalation. Outside of normal hours it is most likely to be a referral from the Basildon Borough Council Emergency Planning & Business Continuity team. The team will be cognisant of the high level impact to the Council and the effect to residents / customers of the Borough of any emergency or disruption and the longer-term considerations for a full restoration of normal service delivery.

Annex A sets out the actions required by the EMT within the first 24 hours.

6.2.2 Emergency Response Team (ERT)

The purpose of the Emergency Response Team is to form as soon as any Head of Service / Group Manager (or in their absence a senior manager) declares the need and informs the Head of Customer Services of the situation. On forming those present can take decisions to apply appropriate resources to deal with an event as it occurs (ideally to prevent it becoming a crisis). It is essential for this reason that the team be made up from Heads of Service / Group Managers (or in their absence senior managers for the particular services).

The Heads of Service / Group Managers within the ERT should elect an individual from amongst themselves to lead; the choice of the leader will vary dependent on the nature of the emergency or disruption being encountered.

Annex B sets out the actions required by the ERT within the first 24 hours.

6.2.3 Operational Team (OT)

The Operational Team(s) will comprise of one or more managers who have a detailed knowledge of a particular area of service delivery. They will be responsible for the direction of detailed recovery procedures within their department or area of expertise. They will refer to the relevant Emergency Plan and be directed by the Emergency Response Team. An officer from the Emergency Planning & Business Continuity Team can be contacted for advice and guidance.

Annex C sets out the actions required by the OT within the first 24 hours.

6.2.4 Internal Roles and Responsibilities

Annex D sets out all of the Internal Roles and Responsibilities.

6.3 External Command and Control

For incidents or emergencies that spread across more than one local authority area the overall control will rest with Essex County Council, Essex Police or Essex County Fire and Rescue Service as appropriate to the incident or emergency.

Any external command and control arrangements put in place will be in addition to any of the internal structures that the Council may have already implemented.

6.3.1 Telephone Conference

When an incident has the potential to escalate and become a major incident a telephone conference may be called in order to discuss the details of the incident. This telephone conference will usually be co-ordinated by Essex Police, but could be organised by another Category 1 Responder if appropriate. Relevant agencies will be contacted directly with details of the telephone conference number and time of the meeting.

6.3.2 Strategic Co-ordination Centre (SCC)

If it is decided by the lead agency to convene the Strategic Co-ordination Group (SCG) the Essex Police Commander may decide to open the Strategic Co-ordinating Centre (SCC). The Strategic Co-ordinating Centre provides a venue for meetings, space for partners to work and facilities in order to co-ordinate the strategic response to the emergency or major incident.

The primary Strategic Co-ordinating Centre is located at Essex Police Headquarters and alternatives can be made available as necessary.

6.3.3 Strategic Co-ordinating Group (SCG) Frequency of Meetings

The Strategic Co-ordinating Group Gold Commander will call an initial meeting of the Strategic Co-ordinating Group at the earliest reasonable opportunity. Subsequent meetings can be arranged at this first meeting or called by the Strategic Co-ordinating Group Gold Commander at the request of another member of the Group. In general, the nature and difficulties of the operation will govern the frequency of meetings. The aim will be to ensure a smooth transition from the first operational states of the incident to the later recovery stage.

6.3.4 Strategic Co-ordinating Group (SCG) Role

The purpose of the strategic level of management is to establish a framework of policy within which the Tactical Commanders (Silver) will work. They give consideration to the provision of resources and prioritisation of demands from the Tactical Commanders.

The key issues for consideration by the Strategic Co-ordinating Group are:

- Agree strategic aims and objectives in responding to the incident.
- Determine policy for implementation by Tactical Commander(s).
- Assess and arrange for adequate resources.
- Prioritise allocation of resources to Tactical Commander(s).
- Implement adequate financial controls.
- Act as an interface with Regional & National Government.
- Liaise with neighbouring Police forces or regional partner agencies.
- Co-ordinate communications internally and to the public.
- Provide liaison with the media at a strategic level.

Membership of the Strategic Co-ordinating Group will vary according to the scale and nature of the incident. It must remain a strategic decision making body, and each representative must have executive level decision making authority on behalf of their organisation.

The Strategic Co-ordinating Group will take into account the features of an incident and may assign control of specific functions to one or more of the agencies. In extreme circumstances, such as a terrorist attack, it may be necessary for the Police to take executive action in respect of the total incident.

6.3.5 Strategic Co-ordinating Group (SCG) Attendees

The Strategic Co-ordinating Group is a strategic decision making body and the people must be Senior Managers with executive level decision making authority on behalf of their organisation. The Strategic Co-ordinating Group should be of a manageable size, with attendance restricted to those whose presence is necessary for the strategic decision making process.

The typical representatives required at a Strategic Co-ordinating Group will include:

Agency	Who
Police	Who will {normally} chair the meeting Strategic Commander (Overall Incident Coordinator) Senior Investigating Officer (SIO) Minute Taker
Fire	Senior Fire Officer (Gold Fire) Inter-Agency Liaison Officer (ILO) Fire Emergency Planning Officer
Ambulance	Senior Ambulance Officer (Gold Commander) Emergency Planning Manager
Local Authority	District Chief Executive or senior representative (impacted district) Support Officer (DEPO)
County Council	Chief Executive or senior representative Support Officer (ECPEM)
NHS England	NHS England Executive NHS England Support Officer
Public Health	England Health Executive Support Officer
Environment Agency	Executive Officer

Agency	Who
JRLO	Military Liaison if Military Aid to the Civil Communities [MACC] is (or may be) sought.
GLO	Government Liaison Officer
Press Officer	A senior press officer (usually provided by Essex Police) will co-ordinate the media response.
Other...	Additional representation will depend on the particular incident for example: <ul style="list-style-type: none"> • HSE Inspectors • Network Rail • Rail Accident Investigation Branch (RAIB) • Air Accident Investigation Branch (AAIB) • Marine Accident Investigation Branch (MAIB) • Public utilities • HM Coastguard Senior Officer during maritime emergencies

6.3.6 Situation Reports

Each agency should briefly describe the situation as it affects its own operations and, if necessary, mention those matters for which it requires assistance or co-operation of others.

6.3.7 Communication with own Organisation

Each agency is responsible for keeping their own organisation fully briefed on the strategic objective of Strategic Co-ordinating Group, outcomes from Strategic Co-ordinating Group meetings and relaying actions / requirements.

6.3.8 External Agencies Roles and Responsibilities

Annex E sets out all of the External Agencies Roles and Responsibilities.

7 Levels of Emergency and Notification

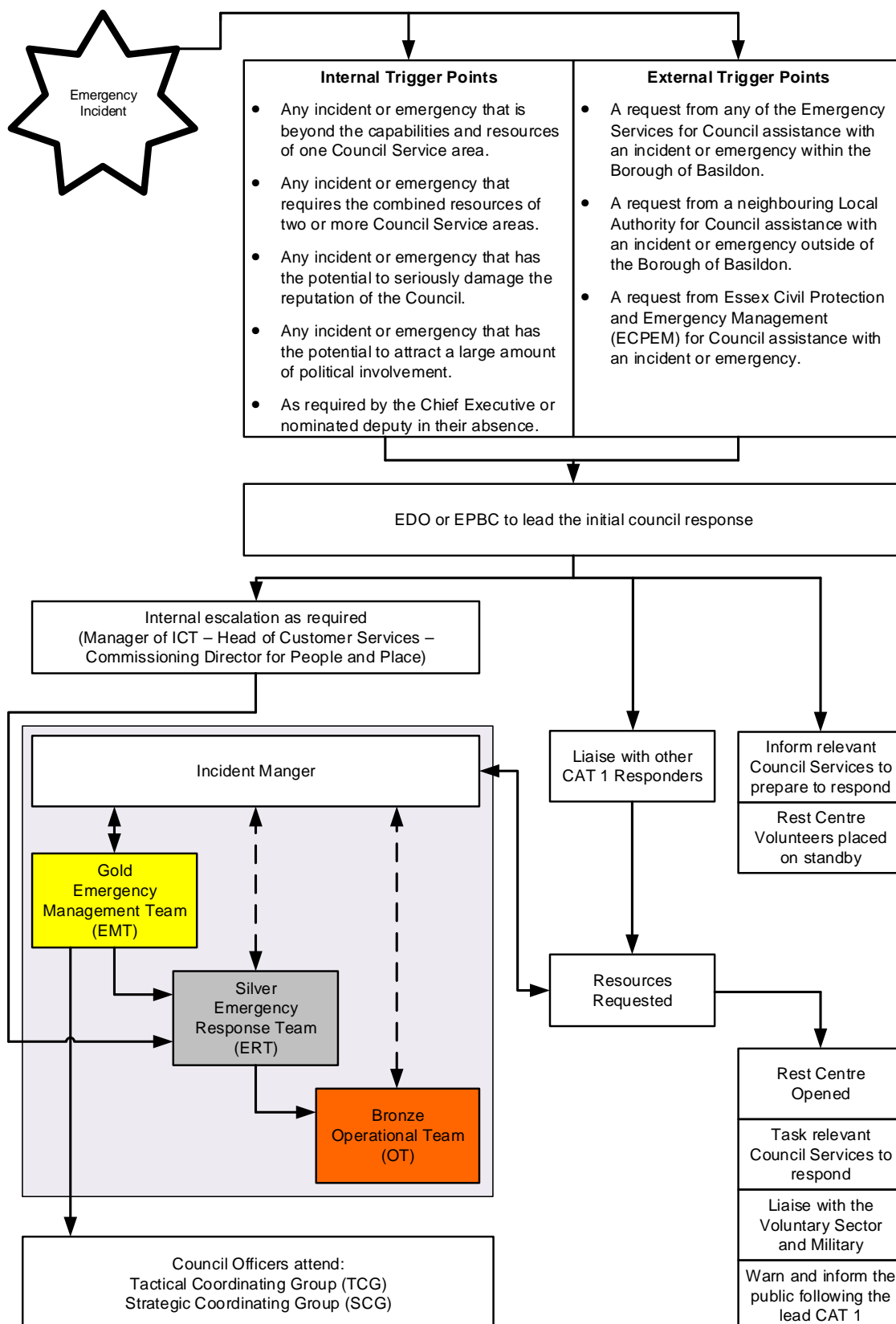
From time to time minor emergencies do occur and are often dealt with quickly and effectively by individual services. However, on occasions the level of emergency can be much higher and involve a more complex response from the council. The table below shows the classification of levels of emergencies and the typical notification method into the council.

Level	What does this mean?	Notification	Example
Minor	An incident(s) that can normally be dealt with by an individual service area. These events require a timely response from the Council but do not represent any risk to life. The relevant service area of the Council will deal with the situation, or may refer to the appropriate agency.	Careline, Streetcare or service specific contact numbers will normally receive notification of these emergencies.	Minor emergencies may include things like minor flooding, sewer blockages or damage to street furniture.
Serious	An incident where more than one of the Council's services are involved, and which may require the involvement of Essex Civil Protection and Emergency Management (ECPEM) Duty Officer and / or other Borough / Unitary Councils.	Notification of these events will normally be direct to the on call Emergency Duty Officer (EDO) from Careline. The EDO will ensure that an effective response is implemented and will open the Emergency Control Room (ECR) and escalate as appropriate	Serious emergencies could include things like the evacuation of an area due to a fire or flooding.
Major	A major incident is any emergency that requires the implementation of special arrangements by one or more of the Emergency Services, the National Health Service (NHS) or the local authority for: <ul style="list-style-type: none"> The rescue, treatment and transportation of a large number of casualties. The involvement either directly or indirectly of large numbers of people. The handling of a large number of enquiries likely to be generated both from the public and the news media, usually addressed to the Police. The need for the large scale combined resources of two or more of the emergency services. 	Notification of this type of incident will be direct to the on call EDO from the ECPEM Duty Officer and / or Careline. The EDO will open the ECR and escalate the notification of the incident and ensure that effective responses from the Council are implemented. The Emergency Management Team (EMT) will be convened.	This type of incident will often involve more than one District, and the Essex County Council Emergency Plan may be initiated, e.g. Plane crash, explosion at oil refinery or terrorist incident where there is a serious danger to the community.

Level	What does this mean?	Notification	Example
	<ul style="list-style-type: none"> The mobilisation and organisation of the emergency services and supporting services, e.g. local authority, to cater for the threat of death, serious injury or homelessness to a large number of people. 		
Declaration of Major Incident	<p>A major incident may be declared by any officer from one of the Emergency Services, the NHS or the Council.</p> <p>Within the Council, the Chief Executive, a Commissioning Director or the Head of Customer Services, may declare a Major Incident if they consider that any of the criteria outlined above have been satisfied.</p> <p>Despite the fact that what is a major incident to one of the emergency services may not be so to another, each of the other emergency services will attend with an appropriate pre-determined response.</p>		
Regional	Occasionally there are larger scale events which can affect more than one County.	<p>Notification of this type of incident will be direct to the on call EDO from the ECPEM Duty Officer and / or Careline.</p> <p>The EDO will open the ECR and escalate the notification of the incident and ensure that effective responses from the Council are implemented.</p> <p>The Emergency Management Team (EMT) will be convened.</p>	This type of incident could include things like a severe weather event.

8 Plan Activation

The diagram below shows the criteria and flow for the escalation and establishment of the Gold / Silver / Bronze hierarchical incident command and control structure.



8.1 Emergency Duty Officers (EDO) Arrangements

The Council has 8 officers who undertake the role of EDO / Referral Officer. These officers fulfil the role after a selection process or by virtue of their post. Two officers are available 24 hours a day on a pre-arranged rota.

The primary purpose is the provision of a single point of contact for any emergency:

- That falls outside of the normal out of hours service provision by individual services of the Council, or
- That involves more than a single service response and requires further co-ordination.
- Notification from any Emergency service, Essex County Council, District, Borough or Unitary authorities.


The Emergency Duty Officer and / or Referral Officer will determine the necessary initial action to be taken on behalf of the Council in response to any emergency notification, and will be responsible for the activation of the Emergency Control Room when necessary.

All Emergency Duty Officers have delegated authority from the Chief Executive to commit the Council to unlimited expenditure, commensurate to that required to manage any emergency so as to minimise further injury and damage.

8.2 Escalation Procedure

Dependent on the nature of the Emergency being dealt with the escalation procedure shown in the table below will apply.

It will depend on the type and scale of the incident or emergency as to which officer is in command. There must always be a formal handover of responsibility so that no doubt exists as to who is in command at any time. This handover must be recorded in the Atlas Incident Management System (AIMS) within the Emergency Control Room.

Escalation	Who
	<p>Emergency Duty Officer / Referral Officer (EDO) Two officers are available 24 hours a day to act as the initial point of contact for emergency incidents and will take charge and responsibility for coordination and mobilisation of the Councils initial response.</p>
	<p>Head of Customer Services If the EDO decides that issues exist that are of a serious corporate, reputational or political nature they will escalate the management of the incident to the Head of Customer Services.</p>
	<p>Commissioning Director In the absence of the Head of Customer Services or where the incident is of a serious nature the Commissioning Director will be informed of the incident and will provide advice and guidance and assume command as appropriate.</p>
	<p>Chief Executive The Chief Executive will be informed of any incident deemed appropriate by the Commissioning Director or the Head of Customer Services. Who will assume overall strategic command if necessary.</p>

9 Emergency Control Room (ECR)

The Emergency Control Room (ECR) is a purpose built room which is available to support the command and control process during an incident within the Basildon Borough. The room has the latest equipment and redundancy built into it, to ensure its smooth operation. The Council has two Emergency Control Rooms:

- Basildon Centre (primary)
- Barleylands Depot (secondary, designed as a backup facility if the Basildon Centre was inaccessible)

9.1 Activation, Opening and Staffing

The Emergency Control Room will be activated if any of the following criteria are met:

- Instigation of the Emergency Assistance Centre Plan.
- If the incident is categorised as “Serious”, “Major” or “Regional”.
- If the Emergency Duty Officer cannot deal with the incident on their own.

The Emergency Control Room will be opened by:

- During office hours, the Emergency Planning and Business Continuity (EPBC) Team.
- Out of office hours, the on duty Emergency Duty Officer.

The required staffing levels will vary dependent on the nature of the emergency, but the minimum will be:

- | | |
|--------------------------------|-------------------------------------|
| • 1 x Incident Manager | EPBC / EDO / Referral Officer |
| • 1 x Information Manager | EPBC / EDO / Referral Officer |
| • 2 x Emergency Room Operators | EDO / Referral Officer / Volunteers |

10 Incident Records

The maintenance of minutes and incident logs are of vital importance in the management of the response. They will also form the backbone of any subsequent enquiries, insurance claims and debriefs. It is therefore essential that accurate records are maintained throughout the incident.

Every officer should keep an accurate log of events no matter where they are deployed during an incident. The preferred method of record keeping is via Atlas AIMS however it is recognised that this is not always possible. If access to Atlas AIMS is not available paper records should be kept.

As much information as possible should be recorded the following are the minimum requirements from the initial report:

- Date and time of call.
- Details of the caller (name, position and contact details).
- If the Emergency Services are involved the incident number.
- Full details of the incident.
- Contact details of person you are required to liaise with.
- Details of requests for assistance.
- Your actions.

As the incident continues the following should be recorded:

- Clearly state who is in charge of the response to the incident both internally and externally.
- SITREP's and any further information or advice provided to / or given out by you or on behalf of the organisation.
- Contacts you have made internally and externally and reasons why.
- Actions you have taken and reasons why.
- If in doubt, make a note of the information.

It should be remembered that in many incidents there is not necessarily a right or wrong answer only opinions, any information that will remind you about the reason for taking a particular course of action may be helpful in any subsequent de-brief or investigation.

On completion of any incident all records should be forwarded to the Emergency Planning and Business Continuity team.

11 Mutual Aid

Internal and external mutual aid dependant on the scale of the incident may need to be considered.

- Making use of alternative space within existing Council buildings (possibly ceasing non critical work to accommodate critical activities that have been identified).
- Assistance from neighbouring authorities, Government agencies, emergency services and volunteer organisations to continue provision of services.
- Activation of any reciprocal arrangements with other authorities and organisations for use of IT and / or office space.
- Activation of any contracts with third party workspace service providers

A Memorandum of understanding (MOU) exists between Essex local authorities that allow any signatory to request mutual aid from the remaining signatories. If more than one local authority is effected by the emergency Essex County Council will normally co-ordinate requests.

12 Recovery

During the course of emergencies, the Council will normally provide support and assistance to the Emergency Services, and co-ordinate the shelter and welfare of persons that have been displaced from their homes or businesses.

With larger incidents it is vital to consider the elements of “Recovery” at the earliest opportunity.

Recovery will normally be led by the local authority affected. Where two or more are affected then leadership may be a matter of negotiation – either at District / Unitary or County level. Where the emergency is shared between local authority areas it is paramount that resources are allocated appropriately according to need. A ‘Memorandum of Understanding’ exists between all Essex local authorities. These allow support of ‘mutual aid’, whether that is material or human. In a protracted emergency it might be that it is management expertise that is necessary to support either the Recovery process itself or the public services of the affected local authority.

At the end of any Response phase the expectation is that the Strategic Co-Ordination Group (referred to as ‘Gold’) will formally hand over control to the Recovery Co-ordination Group (RCG). Police invariably lead the ‘Gold’ grouping during the response phase but this lead will be handed over to the designated local authority once this has been completed and all efforts begin to concentrate on recovery. Recovery can be said to continue until most, or all, agencies involved believe their business has returned to normal. Dependent upon the emergency, there may be a legacy of humanitarian assistance to an affected community for some time to come. Further information and guidance can be found in the Basildon Recovery Framework and Guidance Document.

13 Post Incident

Post incident a full internal debrief procedure will be carried out. All staff will be consulted on what went well and what could be improved. A report with action plans will be produced which will in turn lead to the updating of individual emergency plans, the Corporate Emergency Plan and where appropriate the Council's Business Continuity Plans. Lessons identified should be passed to other partner agencies to assist in the updating of their plans and guidance documents.

Annex A Emergency Management Team Initial Actions

The table below lists the initial actions to be taken by the Emergency Management Team (EMT).

Priority	Action	Complete
1	Appoint a chair for the group (normally Chief Executive or Commissioning Director)	
2	Commence an incident log using Atlas AIMS and nominate a note taker.	
3	Determine the nature and extent of incident.	
4	Determine the strategic approach that will be implemented in responding to the emergency by the Council.	
5	Determine and prioritise the urgent issues.	
	Liaise with Emergency Services, as appropriate with officers nominated to attend as required.	
6	Ensure Council Officers attend / take part in Strategic Coordinating Group (SCG) meeting / teleconferences.	
7	Consider the impact upon the Council's services and requirement to invoke any of the Council's Business Continuity Plans or the prioritisation of service provision.	
8	To set the strategic media direction and to appoint a spokesperson for the Council.	
9	Agree date / time for next meeting(s)	
Other Considerations	Staff Welfare <ul style="list-style-type: none"> • Establish staff availability • Are counselling services required? • Contact next of kin • Reassurance • Transport issues • Rest periods and feeding 	
	Communications <ul style="list-style-type: none"> • Determine spokesperson for the Council • How to communicate with the public • What to communicate to the public • How often to communicate • Reinforce media protocol to staff • Structure / timing / programme of ongoing communication 	
	Financial issues & recovery expenditure	

Annex B Emergency Response Team Initial Actions

The table below lists the initial actions to be taken by the Emergency Response Team (ERT).

Priority	Action	Complete
1	Appoint a chair for the group (normally the HoS with responsibility for the main service area involved, default is Head of Customer Services).	
2	Commence an incident log using Atlas AIMs and nominate a note taker.	
3	Determine the nature and extent of incident.	
4	Determine the tactical approach that will be implemented in responding to the emergency by the Council.	
5	Prioritise and allocate work streams to be completed with date / times for completion attributed to them.	
6	Liaise with Emergency Services, as appropriate with officers nominated to attend as required.	
7	Liaise with partners i.e. ECC, other LA`s.	
8	Consider the impact upon the Council's services and requirement to invoke any of the Council's Business Continuity Plans or the prioritisation of service provision.	
9	Liaise with Marketing and Communications and lead Media agency to warn and inform the public as required.	
10	Contact Finance Department for emergency expenditure authorisation if required.	
11	Liaise with Loss Adjusters / Salvage Experts / Insurers.	
12	Prepare brief to Emergency Management Team.	
13	Agree date / time for next meeting(s)	
Other Considerations	Staff Welfare <ul style="list-style-type: none"> • Establish staff availability • Are counselling services required? • Contact next of kin • Reassurance • Transport Issues • Rest periods and feeding 	
	Communications (if EMT not in place) <ul style="list-style-type: none"> • Determine spokesperson for Council • How to communicate with the public • What to communicate to the public • How often to communicate • Reinforce media protocol to staff • Structure / timing / programme of ongoing communication 	
	Financial issues & recovery expenditure	

Annex C Operational Team Initial Actions

The table below lists the initial actions to be taken by the OT.

Priority	Action	Complete
1	Notify / liaise with the Emergency Response Team (ERT) and/or senior member(s) of staff on site.	
2	Call out key staff, refer to individual Service Business Continuity Plans.	
3	Specify location and time of meeting for staff required to attend.	
4	Place other staff on stand-by as required.	
5	Consider impact of decisions on other areas of the Council.	
6	Consider / implement any relevant generic action plans.	

Annex D Internal Roles and Responsibilities

Annex D.1 Elected Members

Elected Members have a continuing role during any Serious or Major Emergency, in particular:

- They will receive information regarding the impact and likely duration of any incident.
- They will assist with the provision of information and advice to the public on the services and role of the Council during any emergency.
- They will play an important role in recruitment of volunteers from the public where a direct appeal for assistance has been made.
- The Leader and / or Cabinet Member for Resources will assist with the delivery of pre prepared media communications.

Annex D.2 Chief Executive

Principal responsibilities:

- To be aware of the scale of the emergency and the precise tasks of the Council.
- To ensure the Council's resources are being used to full potential and that measures necessary to recall staff have been taken.
- To keep Members of the Council advised as appropriate.
- To liaise with Chief Executive Officers of other organisations responding to the emergency as appropriate.
- To liaise with Essex County Council and other District / Borough or Unitary authorities as appropriate.
- To chair meetings of the Emergency Management Team.
- To declare a "Major Emergency" in consultation with Essex County Council and / or Essex Police.
- To ensure a full record of events is compiled.

Annex D.3 Commissioning Directors

Principal responsibilities:

- To be a member of the Emergency Management Team.
- To ensure that at least 1 director is available to provide advice to the Emergency Duty Officer at all times.
- To liaise with Members.
- To deal with the Media.
- To liaise with other Commissioning Directors and ensure that the Chief Executive is kept fully informed regarding the Emergency event(s).
- To deputise for the Chief Executive where necessary.
- To represent the Council at external SCG / Gold meetings as required with the support of a member of the Emergency Planning & Business Continuity Team or Emergency Duty Officer.
- To ensure the supply of resources that may be required to respond efficiently and effectively.

Annex D.4 Head of Customer Services

The Head of Service who has delegated corporate responsibility for all aspects of Emergency Planning and response to Emergencies and will act on behalf of the Chief Executive where necessary.

Principal responsibilities include:

- Deputise for Commissioning Director on all aspects of Emergency Planning as appropriate.
- To be a Member of the Emergency Response Team.
- To advise the Emergency Management Team.
- To act as escalation officer and provide advice and guidance to Emergency Duty Officers when necessary.
- To deal with the Media.

Annex D.5 All Heads of Service and Group Managers

Each Head of Service or Group Manager is responsible for the production of their own business contingency plans specific to each area of service under their control. These should detail effective arrangements for the provision of services that may be required in the event of an emergency.

- Each Head of Service or Group Manager must understand their role within the emergency management structure.
- Each Head of Service or Group Manager is to make arrangements for advice and response (where appropriate) to be available for critical service functions, this will normally be achieved by delegation to responsible managers.

Annex D.6 Senior Managers

Certain functions within the Council are more likely to be required to deal with emergency events. The functions are identified below together with the manager(s) responsible. These managers should make efficient arrangements to provide advice, guidance and where appropriate, response in the event of an emergency. The likelihood of a response being required from a particular area of service has also been considered, this has resulted in 3 groups, as follows:

Group 1 (Essential that an immediate response is available)

Annex D.6.1 Manager of ICT

Manager with responsibility for Emergency Planning & Business Continuity. Principal responsibilities include:

- To deputise for the Head of Customer Services on all matters concerning Emergency Planning.
- To provide advice and assistance to EMT.
- To be a member of ERT.
- To provide advice on Business Continuity.
- To undertake the role of Incident Manager or Information Manager
- To deal with the Media on emergency response issues

Annex D.6.2 Emergency Planning Adviser

The officer responsible for dealing with emergencies, and providing advice and guidance to the Emergency Management Team and/or the Emergency Response Team. Principal responsibilities include:

- To provide advice and assistance to Emergency Management Team and/or Emergency Response Team.
- To undertake the role of Incident Manager or Information Manager
- To be an Emergency Duty Officer.

Annex D.6.3 Emergency Duty Officer / Referral Officer

Officers who are responsible as the first point of contact for notification of emergencies, and for taking initial actions to manage the emergency. They will also carry out duties within the Emergency Control Room or act as Liaison Officers.

Annex D.6.4 Manager of Housing Choice

- To provide 24/7 response to homeless applicants.
- To assist with temporary re-housing of residents that have evacuated from their normal accommodation because of an emergency (the actual number that can be re-housed will constantly vary, however where there is in excess of 10 persons it is likely that “Rest Centre” accommodation will be required.

Annex D.6.5 Marketing and Communications Manager

- To assist the lead agency with setting up a media briefing centre
- To liaise with Emergency Management Team and Emergency Response Team.
- To issue press releases and statements.
- To brief staff and elected members.
- To provide a representative at County media briefing centre if required.
- To respond to any location within the Borough to deal with assembled media.

Annex D.6.6 Building Control Manager

- To provide advice on the construction and design of buildings.
- To provide advice on the structural safety of buildings, and to advise upon the work necessary to make them safe or supervise their demolition.

Annex D.6.7 Facilities Manager

- Assist with the provision of internal furniture and fittings.
- Assist with any aspects connected with security of buildings.

Annex D.6.8 Group Manager of Environmental Health & Community Safety

- To co-ordinate arrangements for the control of pollution, sanitation, environmental health and pest control.
- To ensure deployment of resources to prevent infectious disease, and for food control purposes.
- To provide advice regarding the general health & safety conditions for staff and volunteers deployed to assist either at the scene of an emergency or at other sites in support.
- To arrange for disinfection, bacterial analysis and general prophylaxis for disease and food poisoning.
- To work with other involved agencies, dependent on incident, including Health Protection Agency (HPA), Essex County Council and the Port of London Authority.
- Advise, following consultation with the Essex and Suffolk Water Company, on the availability and suitability of local water supplies.
- Responsibility for the co-ordination of records of persons at risk in commercial and industrial and other workplaces.
- In an advisory capacity relating to rest centres, ensure Food Hygiene Regulations are met.
- To liaise with HPA, Environment Agency and HSE on Environmental Monitoring for Radioactivity.

Group 2 (Ability to respond desirable)

Annex D.6.9 Manager of Leisure & Countryside

- To make safe and remove trees.
- To provide information on sports centres and public halls.
- To assist with the provision of specialist vehicles and equipment.
- Assist with catering staff and supplies for use during emergencies.

Annex D.6.10 Manager of Street Scene and Technical Services

- To arrange for resources to clear roads, pathways, debris and general duties associated with the emergency, in full consultation with Essex County Council.
- To assist with the provision of vehicles for general haulage.
- To clear, open and maintain non-highway routes.
- To remove spillages of oil and other substances from Council open spaces.
- To remove snow and ice from public spaces.
- To provide plant, equipment and manpower to remove domestic, trade and animal refuse to minimize the effects of disease.
- To provide ropes, cones, barriers signs and notices to seal off or define an area.

Annex D.6.11 Health & Safety Advisor

- To provide advice on any corporate health & safety issues.
- To investigate any serious accidents that involves Council staff or the public at premises under council control.

Annex D.6.12 Rest Centre Managers

- Council staff that have volunteered and received training to undertake the role of Rest Centre Manager.

Annex D.6.13 Volunteers

- Council staff that have volunteered and received training to assist / operate the Emergency Control Room and / or assist at designated Rest Centres.

Group 3 (Available by phone)

This group encompasses all other managers not listed above, where it may be necessary to contact them by phone, but if they were not able to respond it would not be critical to the emergency response.

Annex E External Agencies Roles and Responsibilities

Annex E.1 Essex Police

The primary areas of Police responsibility at a major incident are:

- The saving of life in conjunction with the other emergency services.
- The co-ordination of the emergency services, local authorities, media and other organisations acting in support at the scene of the incident.
- To secure, protect and preserve the scene, and to control sightseers and traffic through the use of traffic control and cordons.
 - Inner Cordon-In conjunction with the Fire Service, provides immediate security of the rescue zone and potential crime scene.
 - Outer Cordon - Seals off an extensive controlled area surrounding the rescue zone. All access and exit points will be controlled and persons requesting access vetted. The control/command vehicles of the emergency services must be positioned between the inner and outer cordons.
 - Traffic Control - Deployed at or beyond the outer cordon preventing vehicular access to the area surrounding the scene.
- Press and media control in liaison with other emergency services, and other responding agencies.
- The investigation of the incident and obtaining and securing of evidence in conjunction with other investigative bodies where applicable.
- The collation and dissemination of casualty information.
- The identification of the dead on behalf of HM Coroner.
- Short-term measures to restore normality after all necessary actions have been taken.

Annex E.2 Essex County Fire & Rescue Service

The primary areas of Fire Service responsibility at a major incident are:

- Rescue of people trapped by fire, wreckage or debris.
- Assist other agencies in the rescuing of people trapped as a result of flooding.
- To prevent further escalation of an incident by controlling or extinguishing fires, rescuing people and undertaking other protective measures.
- To deal with released chemicals or other contaminants in order to render the incident site safe or recommend exclusion zones.
- Ensure reasonable steps are taken to prevent or limit serious harm to the environment.
- Assist other agencies in the removal of large quantities of flood water.
- Assist the Ambulance Service with casualty handling and if necessary the treatment of casualties.
- Assist the Police with the recovery of bodies.
- Liaison with the Police regarding establishment of an inner cordon and if required manage gateways into the inner cordon. However, the responsibility for the health and safety of personnel working within the inner cordon remains with their individual agencies.
- If requested and on behalf of the NHS (MOU agreed), undertake mass decontamination of the general public in circumstances where large numbers

of people have been exposed to chemical, biological, radiological or nuclear substances.

- Participation in investigations and preparation of reports with supporting evidence for subsequent inquiries.
- Standing-by during the non-emergency, recovery phase as appropriate and if resources are available.

During recovery Essex County Fire and Rescue Service (ECFRS) will:

- Provide reassurance by physical presence where necessary, if resources are available.
- Provide decontamination support, advice and reassurance to the public.
- Provide the use of specialist equipment during the recovery phase.
- Provide professional advice on Fire and Rescue issues.

Annex E.3 East of England Ambulance Service

It is recognised that the Ambulance Service is the 'gatekeeper' to other NHS services, therefore in the initial stages of a major incident the Ambulance Service provides an essential link between the NHS and the many other agencies that play a part. It is therefore imperative that the Ambulance Service rapidly identifies and declares a major incident, or the potential for a major incident.

The key strategic responsibilities of Ambulance Services are:

- The saving of life, in conjunction with the other emergency services.
- To instigate a command structure.
- To protect the health and safety of all health service personnel on site.
- To co-ordinate the NHS communications on site and to alert the main 'receiving' hospitals for the receipt of the injured.
- To carry out a health service assessment for the incident.
- To instigate a triage process when required.
- To treat casualties.
- To transport casualties to hospital.
- To provide clinical decontamination of casualties and to support mass decontamination.
- To maintain adequate emergency cover throughout other parts of the Ambulance Service area.
- To reduce to a minimum, the disruption of the normal work of the Service.
- To alert and co-ordinate the work of the Voluntary Aid Societies within the denuded areas of the Ambulance Service.

Annex E.4 Essex County Council (ECC)

In a major emergency, it is likely that the level of services and resources required by a District/Borough Council will involve the County in a supporting role. This could involve providing suitable premises for Emergency Assistance Centres, provision of welfare services, transportation, additional staff Social Care etc.

In the event of an incident affecting more than one District/Borough in the County, the County Council will assume the lead role in coordinating the response and prioritising resources. The County Council will send an officer to the Police Gold

Meeting to represent the County/District/Borough Councils and will report back to the District/Borough Councils.

If deemed appropriate, a Crisis Management Team will be convened to provide an integrated emergency management response to the incident. The team will consist of the Chief Executive (or their deputy), Officers from the appropriate Directorates, Liaison Officers from the affected District/Borough, public utilities and voluntary organisations. The team will meet within the County Emergency Response Centre (CERC) at County Hall, Chelmsford. If for some reason this facility is unavailable, the District Emergency Response Centres (DERC) at Chelmsford City or Castle Point District Councils would be utilised, to ensure effective co-ordination of actions between all services involved.

Initial contact with all the County Directorates and their resources must be made through the ECPEM Duty Officer system.

Annex E.5 Essex Civil Protection & Emergency Management (ECPEM) (managed by ECFRS)

ECPEM through its 24-hour Duty Officer system, provides an initial contact with the necessary County services, public utilities, voluntary organisations and government agencies. It is available to respond to requests for assistance from District/Borough Councils and the Emergency Services. If appropriate the Duty Officer will:

- Implement the local authority response in relation to specific plans for Nuclear/Industrial incidents, Pipelines, Fluvial Flooding, Rabies, etc., and if required a Temporary Mortuary.
- Liaise with Directorates within the County Council who have specific responsibilities in an emergency to activate specific plans for providing Transport, Media and Humanitarian Support. These plans form part of the Essex County Council civil contingencies plan.
- Activate the CERC in order to provide effective co-ordination of all organisations involved in the response.
- Liaise with the Emergency Services and Public Utilities.
- Call-out and provide a Liaison Officer to Essex Police Headquarters – Gold.
- Arrange for additional communications to be provided at specific locations i.e. Rest Centres.
- Activate the provision of County held resources.
- Provide information on the availability of specialist equipment from the resources database.
- Activate the Crisis Support Team Essex (CTSE) to provide welfare services to the victims.
- Provision of logistics from the Community Transport services.
- Coordination of mutual aid with other Councils and support from voluntary services.
- Has a contractual arrangement with all the major bus and coach companies throughout Essex to provide a 24-hour emergency transportation service as and when required.

Annex E.6 Essex Local Authorities

The main functions of a local authority during a major emergency will reflect their usual activity, focusing on particular areas as demanded by the incident, i.e. highways, welfare, housing. The objective will be to maintain as normal a service as possible to the community, together with the support of the emergency services.

Each of the 12 Boroughs/Districts and the two Unitary Authorities at Southend and Thurrock, normally employ their own Emergency Planning Officer, whose functions include the preparation and maintenance of the Borough/District Emergency Plan and the co-ordination of the local authority response with that of the Emergency Services and other Agencies involved.

Each local authority has procedures in place that can respond to an emergency and continue to provide services to the community within the integrated Emergency Management concept as laid down by the Cabinet Office to meet the Authority's statutory obligations for Emergency Planning as detailed in the Civil Contingencies Act 2004.

Following the declaration of a major incident, a local authority will initially act in support of the emergency services, but may subsequently take a leading role in the return to normality in the recovery phase. Their response will be flexible and commensurate with the resources available to them at the time.

Most local authorities have a designated Emergency Centre from where their response will be co-ordinated.

They will be alerted either directly by an emergency service, (normally the Police) initiating the Major Incident Procedure or via the County Duty Emergency Planning Officer using the County Call-Down List. Key local authority staff will then implement the County / Borough or District Emergency Response Plan.

In a widespread incident affecting more than one District Council area, the County may assume a co-ordinating role on behalf of the local authorities involved.

Notification should be activated through the County Emergency Planning Duty Officer who provide a 24-hour service. They will then make contact with the appropriate Unitary/District/Borough Councils and Essex County Council Service Providers to alert them to the incident, who will where necessary activate their Incident Management Team (IMT) to deliver support to the community/Communities involved.

If necessary they will also co-ordinate arrangements for providing mutual aid between local authorities if the demands of the incident are beyond the capability of one local authority, for example a major coastal flooding event.

NB The majority of local authority resources are not on a 24-hour standby and therefore it is essential that the earliest possible notification be given to them. They need to be updated constantly as the incident progresses in order that their response is measured and appropriate.

Good liaison between the emergency services and the local authority particularly at the scene, is essential and will be enhanced by the presence of a local authority representative located near the Silver Control, or a Police liaison officer being attached to the local authority emergency control centre.

A senior officer from the relevant local authority may be requested to attend SCG. The County/Unitary Authority Emergency Planning Officer or nominated deputy will support the senior officer at the SCG.

The County, Unitary, City, District or Borough local authority key involvement during the recovery period and return to normality may be prolonged and extensive. The ERF Tactical Recovery Guidance document provides a comprehensive list of organisations and agencies involved in the recovery phase and their roles.

Annex E.7 NHS England

Annex E.7.1 NHS England Essex Area Team

NHS England has two major roles in preparing and responding to major incidents:

- To ensure that local health providers plans are consistent with NHS major incident planning guidance and other relevant legislation and guidance.
- Taking Strategic command and control of widespread major incidents that cannot be contained within the resources of a local health economy.
- Outline responsibilities of NHS England Essex Area Team.
- Make provision for a 24 hour a day emergency response.
- Provide support to the local NHS response.
- Provide support to the local public health response, including health protection.
- Assess the ongoing situation and identify emerging issues.
- In liaising with local Clinical Commissioning Groups CCG's maintain links with urgent and non-urgent telephone advice services & out of hour providers.
- Provide support to the local response through cross border mutual aid arrangements.
- Liaise with regional NHS England teams (regional liaison with national teams) to support the local effort using mutual aid.
- In liaising with both PHE and local CCG partners to support screening, epidemiology and long term assessment and management of the effects of an incident.
- Liaise directly with the health organisations incident co-ordination centres involved in the response.
- Act as a conduit for information and instructions to the local NHS and the SCG.
- Act as the co-ordination point for health media strategy for the NHS in liaison with local and regional health communication teams.
- Co-ordinate the establishment of facilities for mass distribution of countermeasures; for example, vaccinations and antibiotics in partnership with CCG's.

Annex E.8 Essex Acute Trusts

The term Acute Trust is used to cover both NHS Trusts and Foundation Trusts. An outline of the responsibilities of Trusts is to:

- Provide a safe and secure environment for the assessment and treatment of patients.
- Provide a safe and secure environment for staff that will ensure the health, safety and welfare of staff.
- Provide a clinical response including provision of general support and specific/specialist health care to all casualties, and victims and responders.
- Liaise with the local health community and other agencies in order to manage the impact of the incident.
- Ensure there is an operational response to provide at scene medical cover using, for example, BASICS (British Association for Immediate Care Schemes), Mobile Emergency Response Incident Team (MERIT) and other immediate care teams where they exist.
- Ensure that the hospital reviews all its essential functions throughout the incident.
- Support to any designated receiving hospital that is substantially affected including provision of effective support to any neighbouring service.
- Provide limited decontamination facilities and personal protective equipment to manage contaminated self-presenting casualties (National Memorandum of Understandings (MOU) exist with the Fire and Rescue Service for mass decontamination.
- Trusts will need to make arrangements to reflect national guidance from the Home Office for dealing with the bodies of contaminated patients who die at the hospital.
- Liaise with activated health Incident Coordination Centres as appropriate.
- Maintain communications with relatives and friends of existing patients and those from the incident, the Casualty Bureau, the local community, the media and VIPs.

Annex E.9 Public Health England (PHE) and Anglia & Essex Centre/Essex Health Protection Team

PHE provides an integrated approach to protecting public health through the provision of public health support and advice to the NHS, local authorities, emergency services, other arms-length bodies, and the Department of Health and devolved administrations.

PHE provides risk analysis and assessment of emerging diseases, natural extreme events, chemical and radiological incidents and deliberate release threats (including CBRNE), to inform the Department of Health and other stakeholders in health.

PHE Health Protection Teams deliver a 24/7 public health response to its specialist advice areas which includes infectious diseases, outbreak surveillance, chemical, and biological and radiation hazards.

Annex E.10 Maritime and Coastguard Agency (MCA)

The Maritime and Coastguard Agency (MCA) is the authority responsible for the initiation and coordination of civil maritime search and rescue (SAR) within the UK Search and Rescue Region. Given that this region embraces all the tidal waters within the UK territorial limits, by definition it also includes certain areas within Essex that also come under Port Authority jurisdiction i.e. Port of London (PLA) and Harwich Harbour Authority. (HHA). MCA has a Maritime Rescue Coordination Centre (MRCC) at Walton and a station at Woolwich. The centres are staffed 24 hours a day. In addition, there are six auxiliary stations within Essex, where auxiliary teams and equipment are based.

A Memorandum of Understanding (MOU) has been agreed between MCA with HHA and the Port of London Authority to cover their area of responsibility.

The MOU underlines the importance of maintaining safety of navigation inside and around the area affected by any incident. It also reflects the close working relationship required between the different agencies responding to any major Maritime incident.

The respective roles of MCA, Police, Fire Service and Ambulance Service are described in various MOUs.

Maritime & Coastguard Agency (MCA) will:

- Engage and standby for Search and Rescue to preserve and save life.
- Salvage and remove vessels and plant that could adversely affect the environment.
- Engage in any clean up at sea aimed at containing and removing oil or other pollutant that has spilled into the marine environment.
- Engage in any onshore clean up aimed at containing and removing oil or other pollutant that has been washed ashore.

Annex E.11 Environment Agency

The Environment Agency (EA) has primary responsibility for the environmental protection of land, water and air in England and Wales.

- Maintain and operate their flood defences on river and coastlines and warn those at risk from flooding.
- Advise and assist in the prevention and/or mitigation of the effects of pollution arising from an incident.
- Advise on the disposal of hazardous substances and waste.
- Advise and assist in the restoration and monitoring of the environment following an incident.
- Gather evidence to support any prosecution or enquiry.
- The EA is responsible for providing and operating a flood warning service.

Essex is covered by a number of Environment Agency offices. During an incident the Environment Agency will ensure that the appropriate staff attend the SCG and RCG depending on the geographical area.

In Recovery the Environment Agency will:

- Advise and support the multi-agency effort and perform its regulatory duties.
- Provide advice to those with responsibility for removing waste during an emergency, helping them manage compliance with waste regulations.
- Exceptionally (and with provisos), directly remove waste where it poses a serious and imminent risk to the public and/or environment.
- With appropriate partners, analyse and identify unknown substances and assess risks to public health and the environment.
- Investigate the causes of the incident if the incident involves:
 - A COMAH site.
 - A site permitted under the Radioactive Materials Substances Act.
 - Or if an offence is suspected.

Annex E.12 Utility Companies

The public utilities can be mobilised by any of the emergency services and will normally be co-ordinated by Police in the first instance. They will be able to moderate or control gas, water and electrical supplies together with the facilitation of Communications.

Annex E.13 Clinical Commissioning Groups

Clinical Commissioning Groups (CCG's) are responsible for the commissioning of local healthcare services throughout Essex and vital in the planning and response phase of an incident. NHS England will, in all incidents, liaise closely with local CCG partners and their commissioned, NHS funded providers.

In responding to an incident CCG's will:

- Co-ordinate commissioned providers at a local level.
- Provide a 24-hour emergency management and clinical response.
- Co-ordinate the primary care (in partnership with NHS England), community and mental health response.
- Liaise with providers to identify suitable and sufficient clinical settings for the treatment of people with minor injuries and conditions such as reception centres, minor injury centres, walk in centres, community hospitals and general practice.
- Co-ordinate the provision of care and advice to evacuees, survivors and relatives, including replacement medication.
- Assist acute trusts by providing staff where appropriate and supporting accelerated discharge.
- Co-ordinate community hospital bed capacity in liaison with local community providers, local acute hospitals and any available local bed management system.
- Liaise with local authorities for a co-ordinated response
- Assess the effects of an incident on vulnerable care groups, such as children, dialysis patients, elderly, medically dependent, or physically or mentally disabled
- Co-ordinate the administration of medications, prophylaxis, vaccines and counter measures.
- Provide support, advice and leadership to the local community on health aspects of an incident.

- Support screening, epidemiology and long term assessment and management of the effects of an incident.
- Co-ordinate the provision of psychological and mental health support to staff, patients and relatives in conjunction with the appropriate provider.
- Proactively communicate information to all healthcare staff and ensure relevant guidance and advice is available, including private facilities where appropriate.
- Continue to provide core business services.
- Work with the local authority and community to support the recovery phase.
- Assess the medium term impact on the community and the health priorities for the recovery phase.
- Consider the need for long term monitoring.
- Preserve all plans and documentation used or produced during the course of the emergency response.
- Prepare a post-incident report for consolidation in the NHS report to be forwarded to the appropriate healthcare, and other interested organisations.
- Liaise with NHS England as required to assist with the mobilisation of the NHS locally.

Annex E.14 Highways Department

Is responsible for implementing the clearance, opening and maintenance of highways throughout the Borough and would be expected to provide, within an agreed timescale, the necessary plant equipment and personnel to achieve this. Responsibilities for Highways within Basildon are a County Council function.

Annex E.15 Trading Standards

Provide specialist services and advice on food contamination. Trading Standards has the statutory responsibility to control the disposal of toxic waste within the County and is the lead agency within Essex in the response to an incident involving animal diseases.

Annex E.16 Parish, Town and Village Councils

The Parish, Town and Village Councils have no statutory role in an emergency, however they can provide valuable local knowledge and support when dealing with an incident. They should expect to be asked for the use of facilities and resources to be used as reception or assembly points.

Annex E.17 Port of London Authority (PLA)

As a Statutory Harbour Authority the PLA is responsible for the management of navigational safety on the tidal Thames between Teddington and the outer port limits. The PLA is also a Competent Harbour Authority within the provisions of the Pilotage Act 1987.

The Port of London Authority provides conservancy and vessel traffic services for ships and craft using the Port, including the maintenance of navigational channels,

moorings, lights and buoys and the provision of hydrographical, tidal and other information. The PLA is also the pilotage authority for the tidal Thames.

Other responsibilities include registration of craft, and the licensing of watermen and lighter-men, and of river works extending into, over, or under the Thames below mean high water level.

In the event of a major maritime incident within the area of jurisdiction of the PLA which did not include SAR, the PLA would co-ordinate the response and the major incident procedure - POLACAP or POLASEA would be initiated in line with the guidelines contained in the PLA Emergency Manual.

This co-ordination would be exercised initially from the Port Control Centre at Gravesend, but would pass to the adjacent Emergency Management Centre if deemed necessary.

Annex E.18 Voluntary Organisations

Under the terms set out in “Emergency Preparedness”, local authorities are required to co-ordinate the support supplied by the Voluntary Services.

There are numerous Voluntary Aid Societies who can contribute towards the successful outcome of an incident. Most of them are members of the Crisis Support Team for Essex and Voluntary Network under the ERF that is co-ordinated by Essex Civil Protection and Emergency Management on behalf of Essex County Council. They are contactable through the Essex Civil Protection and Emergency Management Duty Officer.

Their support at an incident can alleviate some pressure on the statutory bodies by providing humanitarian services. This is especially so during the consolidation and recovery phases when Fire, Police and Ambulance personnel are fully deployed elsewhere.

Initiating Service

Listed below are some of the more regularly used societies and their initiating service. On arrival the relevant VAS should either report to an emergency service control vehicle as indicated below via the RVP and Marshalling Area, or if in support of the local authority to the local authority representative.

East of England Ambulance NHS Trust

- British Assn. of Immediate Care Schemes (BASICS) Doctors
- St John Ambulance Brigade
- British Red Cross Society

Essex County Council

- Women's Royal Voluntary Service
- British Red Cross Society
- St John Ambulance Brigade
- Salvation Army
- Essex Churches
- Radio Amateur Emergency Network (RAYNET)
- The Samaritans

Annex E.18.1 Radio Amateurs' Emergency Network (RAYNET)

RAYNET is a nation-wide voluntary group of qualified radio amateurs who are able to provide emergency radio communications to the emergency services, local authorities and central government departments. They have pledged that their time and equipment will be made available to provide voice and data communications at very short notice.

There radio communications equipment is specifically designated for use in emergencies

RAYNET can provide specialist VHF/UHF radio communications assistance across Essex. National and international radio communication scan can also be provided if requested.

Individual organisations should seek the assistance of RAYNET as appropriate.

Annex E.18.2 Royal National Lifeboat Institution (RNLI)

A voluntary organisation funded totally by contributions, any request for the services of a lifeboat will be made by HMCG to the local launching officer of the RNLI who will authorise the launching of a lifeboat.

Lifeboats in Essex area are based at Harwich, Walton, Clacton, West Mersea, Burnham, and Southend.

A permanently staffed inshore lifeboat has operated from Gravesend since 2002.

Annex E.19 Military Assistance

The Armed Forces contribute to UK resilience through providing specialist capabilities (such as search and rescue, and explosive ordnance disposal) and by assisting civil authorities and structures when the need exceeds civil capability or capacity. The Armed Forces do this in response to specific requests for a planned response or to a crisis, but military aid is not guaranteed.

Annex E.19.1 Military Aid to the Civil Authorities (MACA)

MACA can be sought to support the civil authorities when they have an urgent need for help to deal with an emergency arising from a natural disaster or a major incident. However, assistance is provided on an 'as available basis and the Armed Forces cannot make a commitment that guarantees assistance to meet specific emergencies. Category 1 and 2 responders should not, therefore, base plans and organise exercises on the assumption of military assistance. The Joint Regional

Liaison Officer (JRLO) from the local Army Regional Brigade Headquarters will be able to give advice and should be contacted in the first instance.

HQ 49 (East) Brigade is the Army Regional Brigade Headquarters for the East of England and East Midlands. JRLO East is the primary focus for integrating military UK operations with civil authorities in the East of England. He is a member of Essex Resilience Forum Executive Programme Board (and every other East of England Local Resilience Forum (LRF)), and would represent Defence at the Strategic Co-ordination Group (SCG). He is supported by Military Liaison Officers who would deploy as required to support the co-ordination of MACA.

The RAF Regional Liaison Officer for the East of England (RAFRLO EE) is the point of contact for RAF-specific MACA, military aircraft post-crash management and related issues. He would provide RAF-specific advice and assistance at SCG and / or TCG as required.

Contact with either Regional Liaison Officer can range from informal requests for information or advice to formal requests for MACA; the latter should be made as early as possible. Contact details for JRLO E, HQ 49 (East) Brigade Duty Officer and RAFRLO EE are in the Essex Resilience Forum emergency contacts list.

Annex E.19.2 MACA – Principles

The provision of MACA is guided by three key principles which apply to each request for MACA:

- Military aid should only be provided where the need for someone to act is clear and where other options have been discounted by the civil responder. The use of mutual aid, other agencies and the private sector must be otherwise considered as insufficient or unsuitable.
- The civil authority making the request lacks the required level of capability to fulfil the task and it is unreasonable or prohibitively expensive to expect it to develop one.
- The civil authority has a capability but the need to act is urgent and it lacks readily available resources.

Annex E.19.3 MACA – Considerations

When considering military assistance, it is important to bear in mind the qualitative and quantitative characteristics of the Armed Forces:

- Armed Forces personnel are few compared to the number of staff in the emergency services, health service and local authorities.
- The skills, equipment, and capabilities of the Armed Forces are designed for military use, mainly for expeditionary operations.
- The Armed Forces draw on civil capabilities wherever necessary.
- The Armed Forces are not designed to provide an emergency response service, with certain exceptions.
- The Armed Forces do not have a monopoly on equipment suitable for use in emergencies.

Requests for MACA should normally be generated in conjunction with the JRLO and, where necessary, the RAFRLO. The request should describe the effect required, the

general situation (especially if it is part of a criminal investigation), the capability gap (including efforts to address the requirement through mutual aid or commercial contractors), and where and for how long MACA is required.

The provision of MACA requires approval by a Defence Minister following a request by a government department. If MACA is urgently needed to alleviate distress and preserve and safeguard lives and property in time of disaster, local military commanders may be contacted directly for assistance. JRLO E should be informed of such requests as soon as possible after contact is made.

Defence capabilities and roles that may be of use to civil responders include general support (disciplined manpower) and logistic support (advice, transport, engineering, estate, fuel and telecommunications).

Annex E.19.4 Cost of MACA

MACA activity is, with a few specific exceptions, not funded within the Defence budget and is therefore provided on a repayment basis. Treasury rules dictate that Government Departments charge for services that are not part of their funded tasks. Defence will charge full costs except where there is imminent danger to life when charges would be waived.