



Chiltern District Council

Emergency Plan

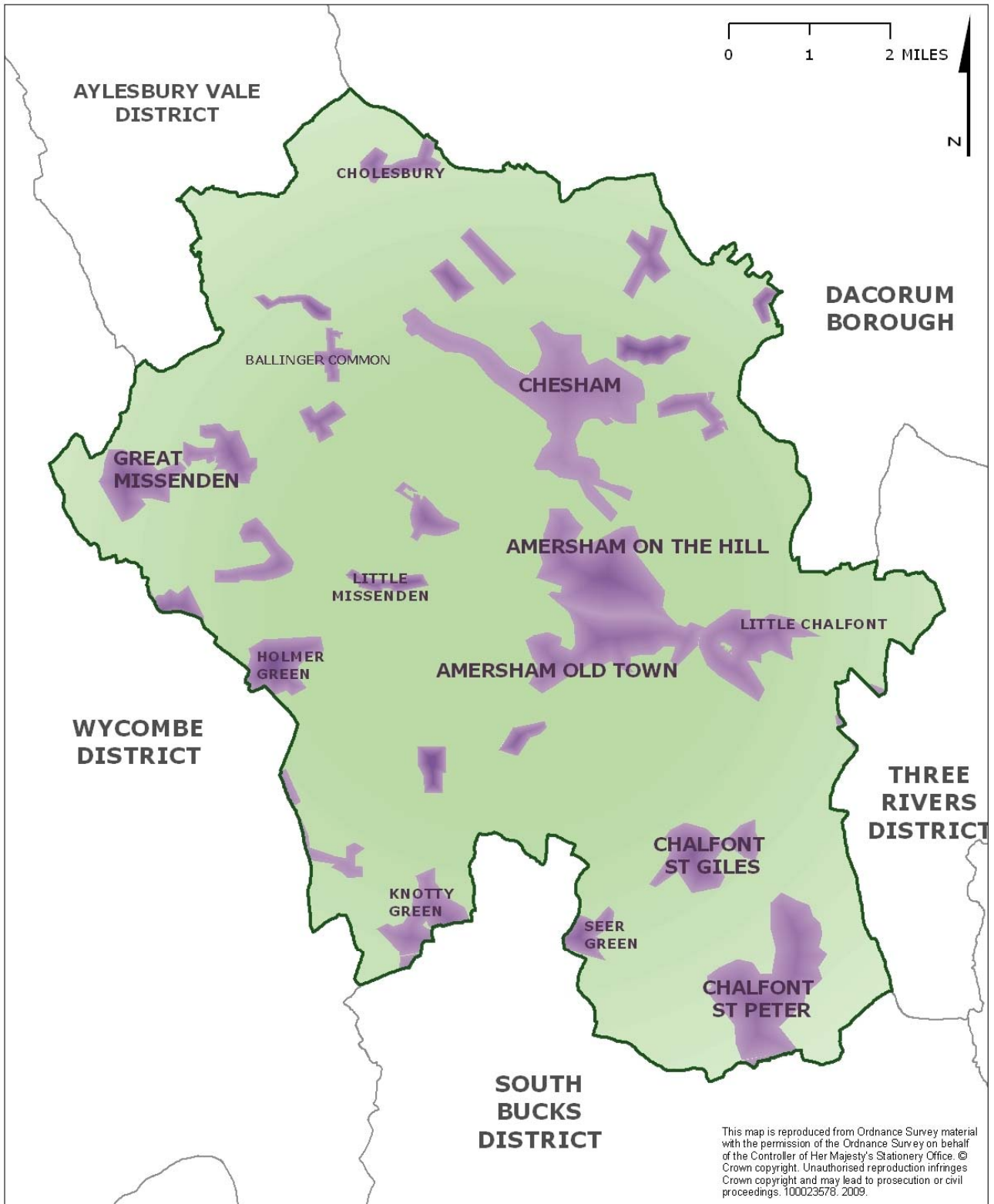
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CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

CHILTERN DISTRICT



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DISTRIBUTION LIST

Internal: link to plan on intranet

Group	Recipient
Chief Executive and Directors	Chief Executive Director of Services Director of Resources
Heads of Service	Resources Directorate <ul style="list-style-type: none">• Business Support (ICT)• Customer Services• Legal/Democratic Services• Finance Services Directorate <ul style="list-style-type: none">• Planning/Building Control• Health and Housing• Community• Environment
Communications	Communications and Public Relations Officer Democratic Services Manager
Emergency Planning	Emergency Planning Officer Emergency Operations Centre (EOC)
LALOs	Local Authority Liaison Officers (1 each)
Elected Members	Members Room

External: link to plan on internet sent by email

Group	Recipient
District Councils	EPO Aylesbury Vale DC EPO Wycombe DC EPO South Bucks DC EPO Milton Keynes Council
Parish Councils	Clerks to Town/Parish Councils
County Council	CRM Bucks CC
Neighbouring Authorities	Three Rivers DC Dacorum DC
Health Organisations	Chief Executive Bucks PCT
Housing	MD Paradigm Housing Association
Emergency Services	Thames Valley Police HQ TVP Amersham, Chesham, Gerrards Cross Bucks Fire and Rescue South Central Ambulance
Railways	Chiltern Railways EPO London Underground
Voluntary Organisations	St John's Ambulance British Red Cross RAYNET

CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

FOREWORD

Chiltern District Council has always taken its emergency preparedness responsibilities seriously, and over the years has developed a well-founded crisis-management capability. However, a number of serious emergencies since the Millennium have raised the profile of emergency planning nationally, and Parliament has passed new civil protection legislation in the form of the Civil Contingencies Act 2004 (CCA), which came into force on 14 November 2005. In addition to reinforcing existing good practice, this legislation “raises the bar” and places several new duties on the emergency services, local authorities and other key responder agencies, with the aim of extending our abilities to meet a range of new challenges as well as dealing with well-known and recurrent threats.

To reinforce this the Government has also set out an ambitious “capability programme” designed to ensure that, no matter what the cause may be, the UK is better equipped to manage the consequences of a major disruption and recover quickly. Some of these capabilities have grim titles – “mass fatalities”, “mass evacuation” and “infectious diseases” - but emergency planning is, after all, a serious business.


Partnership working has long been strength in Buckinghamshire, increasingly with our Thames Valley colleagues. A cornerstone of the new legislation is the formation of a multi-agency “Local Resilience Forum” in each police force area. We have had such a strategic co-ordinating body in Thames Valley for well over 10 years, and it has been a fairly simple matter for it to evolve to match the new concept.

This means that mutual aid is a reality and not just a casual reference in various plans. We may suddenly be asked to go to the aid of a neighbouring authority under real pressure, not just rely on them to come to our aid if we need it.

The District Emergency Plan has been extensively re-written to meet the requirements of the Civil Contingencies Act, but it is only part of the story. The responsibilities placed on us by the new legislation extend right across all services, not just those perceived to have an emergency role. We must all look to develop a culture of risk awareness and readiness – a “what if” approach to our daily business - as well as being alert to what might arise from situations beyond our immediate control. The Act places great emphasis on Business Continuity Planning, requiring key responder agencies to be able to maintain their normal services as far as possible whilst at the same time dealing with the consequences of an emergency in their community. As well as ensuring that our own plans are up to scratch, local authorities are required to encourage and assist the private sector to develop a similar degree of resilience. To this end all recipients are asked to ensure that they have an in depth understanding of what is required of their departments in the event of a Major Emergency



Councillor Nick Rose
Leader
Chiltern District Council



Alan Goodrum
Chief Executive
Chiltern District Council

SECTION 1 – INTRODUCTION

1.1 Aim of the District Emergency Plan

The aim of the plan is to provide a robust and reliable framework which the District Council can apply to a wide range of emergency situations.

1.2 Objectives of the District Emergency Plan

- To enable local authority officers and elected Members to understand and appreciate the roles and responsibilities of other agencies and organisations responding to an emergency.
- To familiarise local authority officers with the actions they may have to take to;
 - Activate and co-ordinate the local authority’s response with that of other organisations
 - Establish and maintain lines of communication, including the provision of public information and advice
 - Match and deploy resources according to needs
 - Help care for those in distress
 - Provide follow up and/or long term welfare
 - Lead the recovery

1.3 Definitions

1.3.1 Emergency

An ‘Emergency’ in the context of the CCA is defined by guidance as:

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

Emergency Preparedness (2005) HM Government.

The term “major emergency” is used throughout this plan but the term “major incident” (used by the emergency services) should be regarded as largely interchangeable with it and can be defined as:

“any event (happening with or without warning) causing or threatening death or injury, damage to property or the environment or disruption to the community which, because of the scale of its effects, cannot be dealt with by the emergency services and local authorities as part of their day-to-day activities.”

1.3.2 Response

Response encompasses the decisions and actions taken to deal with the immediate effects of an emergency. In many scenarios it is likely to be relatively short and to last for a matter of hours or days – rapid implementation of arrangements for collaboration, co-ordination and communication are, therefore, vital. 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).

1.3.3 Recovery

In contrast, recovery may take months or even years to complete, as it seeks to support affected communities in the reconstruction of the physical infrastructure and restoration of emotional, social and physical well-being. Recovery is defined as the process of rebuilding, restoring and rehabilitating the community following an emergency. Although distinct from the response phase, recovery should be an integral part of the response from the very beginning, as actions taken during the response phase can influence the longer-term outcomes for a community.

1.4 Legislative Background

Following a series of high profile national emergencies in 2000/01, the Government carried out a review of emergency planning in England and Wales and introduced new primary legislation in the form of the Civil Contingencies Act, which received Royal Assent in November 2004. The regulations and statutory guidance ("Emergency Preparedness") that underpin the Act are effective from 14th November 2005.

The Act itself is in two parts; Part One deals with local arrangements for civil protection, under which the principal responding agencies are designated "Category One Responders" (C1Rs). These include the emergency services, principal local authorities (i.e. county, district and unitary councils), acute hospital trusts, primary care trusts, the Health Protection Agency and the Environment Agency. "Category Two Responders" (C2Rs) include utility companies, transport operators, strategic health authorities and the Health & Safety Executive.

C1Rs are required to assess risk, plan, train and exercise jointly, whilst C2Rs must share information and co-operate with C1Rs. The mechanism for this multi-agency co-operation is the "Local Resilience Forum" (LRF), based on police force areas. For Buckinghamshire this means being part of the Thames Valley LRF, covering the three counties of Berkshire, Buckinghamshire and Oxfordshire.

Furthermore, all C1Rs must have business continuity plans to reinforce both their emergency response and normal service delivery arrangements, and the Act places an additional duty - on local authorities only - to promote business continuity planning in the wider community. This requirement took effect from 1st May 2006.

Part Two of the Act deals with emergency powers arrangements at central government level for the most serious emergencies, allowing ministers to take rapid decisions without having to seek immediate parliamentary approval, and potentially devolving a degree of control to the regional level.

The Act repeals all previous Civil Defence legislation, on which civil emergency planning has hitherto been based, and completely replaces the Emergency Powers Act 1920, but does not affect existing legislation such as the Control of Major Accident Hazards (COMAH) Regulations 1999, the Radiation Emergency Preparedness & Public Information (REPPPIR) Regulations 2001, or the Pipeline Safety Regulations (PSR) 1996. These remain extant and are described briefly below.

The Control of Major Accident Hazards (COMAH) Regulations 1999

The COMAH regulations implement the 1996 Seveso II European Directive. Their aim is to prevent major accidents involving dangerous substances and to limit the consequences to people and the environment of any which do occur. The Regulations operate at two levels, lower tier and top tier, depending on the quantities of dangerous substances at an establishment. If the top tier threshold is equalled or exceeded then the County Council has a

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duty to prepare, review, revise and test an off-site emergency plan for the establishment concerned. There are currently no COMAH sites registered in Buckinghamshire.

The Radiation Emergency Preparedness and Public Information Regulations (REPPiR) 2001

Local Authorities have a duty to make arrangements to supply the public with information following any radiation emergency.

The Pipeline Safety Regulations (PSR) 1996

These regulations require local authorities to have emergency plans to deal with major accidents involving certain pipelines (Major Accident Hazard Pipelines). The principles are similar to those involved in COMAH, and a separate plan is maintained on restricted circulation.

1.5 Risk Assessments

The CCA requires local authorities to have regard to any relevant risk assessment when preparing or maintaining Emergency Plans.

The key risk assessment document for Chiltern District is the Thames Valley Local Resilience Forum (TVLRF) Community Risk Register (CRR). This has been published on the Internet and is updated in line with HM Government guidance. The CRR can be found at:

www.thamesvalleylrf.org.uk/riskregister.ashx

1.6 Scope of the Plan

The Emergency Plan explains the overall District Council response to a large scale emergency affecting Chiltern District and its communities. Many incidents may not require a response on this scale so the plan is adaptable and can be scaled up or down to fit the incident.

SECTION 2 – OVERVIEW OF THE EMERGENCY SERVICES AND PROFESSIONAL PARTNERS RESPONSE TO AN EMERGENCY

2.1 Introduction

To understand Chiltern District Council’s response to an emergency it is necessary to understand the context of the overall emergency response. This section examines the structure of this response and the generic roles and responsibilities of other emergency responders.

2.2 Command, Control and Coordination (C³)

There are three designated levels of command, control and coordination (C³) used by the emergency services and other responders during an emergency response. These are; ‘operational’, ‘tactical’ and ‘strategic’ (often referred to respectively as Bronze, Silver and Gold). These define both the level of C³ as well as being used to identify the actual command post location and decision-making body.

Level	Description
Operational	<ul style="list-style-type: none"> ▪ Lowest level of C³, also called ‘Bronze’ ▪ Operations are coordinated from the Incident Control Point (ICP) at or adjacent to the scene
Tactical	<ul style="list-style-type: none"> ▪ Middle level of C³, Also called ‘Silver’ ▪ Provides tactical support and guidance to the operational response at the ICP / Bronze ▪ May meet at appropriate main police station or in mobile command vehicle near scene
Strategic	<ul style="list-style-type: none"> ▪ Highest level of C³, Also called ‘Gold’ ▪ Provides strategic guidance to the response ▪ Based around the Strategic Coordination Group (SCG) ▪ Normally meets at TVP HQ Kidlington

2.3 Strategic Coordination Group (SCG) – Composition and Role

The SCG will have representatives from all of the major organisations responding to the emergency. On activation, the SCG will meet approximately every two hours.

The role of the SCG is to:

- Determine and promulgate a clear strategic aim and objectives and review them regularly
- Establish a policy framework for the overall management of the event or situation
- Prioritise the demands of silver and allocate personnel and resources to meet requirements
- Formulate and implement media-handling and public communications plans
- Direct planning and operations beyond the immediate response in order to facilitate the recovery process

2.4 Roles and Responsibilities

2.4.1 Thames Valley Police (TVP)

TVP will be responsible for overall co-ordination during the operational and life saving phase of the incident, with the principal aims of:

- protecting the public
- facilitating access by other responders (e.g. by imposing traffic control, cordons etc)
- preserving evidence for later investigation
- managing the media and immediate information needs
- acting on behalf of the Coroner where fatalities have occurred

2.4.2 Buckinghamshire Fire and Rescue (BF&R)

BF&R is often the first responder at the scene of an emergency. If the emergency is of major proportions the Fire & Rescue Service Incident Commander will alert the local authority by contacting the Emergency Planning Officer, through the established channels.

The Fire and Rescue Service primary roles are:

- Fire fighting
- Search and rescue (e.g. of trapped casualties)
- Dealing with hazardous materials (e.g. chemicals)
- Decontamination of people affected exposed to toxic substances
- Body recovery
- Ensuring the safety of all personnel involved in rescue work (i.e. inside the inner cordon).

The Fire and Rescue Service Incident Commander will:

- Cooperate with and advise Thames Valley Police and South Central Ambulance in assessing the need for, and means of, public evacuation, casualty removal and site security
- Form part of an investigation team if this is necessary

2.4.3 South Central Ambulance Service

The Ambulance Service is responsible for selecting which receiving hospitals will take casualties during a major emergency, based on available capacity and specialist resources, and for the deployment and overall co-ordination of all on-scene medical resources.

2.4.4 Buckinghamshire Primary Care Trust (PCT)

PCT's are responsible for initiating and supporting the public health response, through the general practices, the non-acute hospitals, the pharmacy service etc. Typical tasks might include supporting the acute hospitals by taking transfers and early discharge patients to non-acute hospitals, treatment of minor injury cases, meeting the health needs of people at emergency rest centres and the provision of information and advice to the public.

2.4.5 Health Protection Agency (HPA)

The HPA is a national agency whose local remit includes, through the local Health Protection Unit, the provision of an on-call Consultant in Communicable Disease Control (CCDC), specific health advice to the police, other National Health Service Groups and to the public. The HPA would take the lead role in the management of any serious disease outbreak. The Health Protection Agency's role is to provide an integrated approach to protecting UK public health through the provision of support and advice to the NHS, local authorities, emergency services, other arms length bodies, the Department of Health and the devolved administrations. This role may transfer to the Public Health Service for England in April 2013.

2.4.6 Local Authorities

The initial role of the local authorities is to support the emergency services and then, later, to lead the recovery. When the emergency is serious (but not of major proportions) or very localised, the District Council will provide the local authority co-ordinating function with appropriate County Council support. As District Council resources are likely to be deployed from the outset, the District will normally provide a Local Authority Liaison Officer (Bronze LALO) to attend the Incident Control Point (ICP) to liaise with the emergency services (for further information on LALOs see section 3.7).

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Should an incident have widespread effects (e.g. involving more than one District), or threaten to overwhelm District Council resources, then the County Council will fulfil the principal co-ordinating function. In these circumstances the County Council may also deploy a LALO to the ICP. At all times however, at county or district level, control of actual service resources remains with the authority responsible for normal service delivery.

No matter which authority provides him/her, the LALO will be responsible for passing on all requests for local authority services and assistance, both County and District Council, and for monitoring local authority participation at the incident. In the initial stages, therefore, the level of County Council support will depend a good deal upon the Liaison Officer's assessment.

Types of assistance that local authorities will be expected to provide include (together with the authority responsible):-

- Road clearance, diversions (BCC)
- Welfare & psychological support (BCC)
- Decontamination of land & buildings (CDC)
- Public information (joint communications with TVP see 2.5)
- Temporary mortuary facilities (BCC)
- Recovery & restitution planning (CDC and/or BCC depending on situation)
- Liaison with voluntary agencies (BCC/CDC see 2.48)
- Emergency rest centres (CDC)
- Transport for evacuees (BCC)
- Environmental health advice (CDC)
- Care for special needs (BCC)
- Waste collection (CDC)
- Advice on dangerous structures (CDC)
- Plant & labour (CDC and/or BCC depending on situation)

2.4.7 Environment Agency

The EA is a national agency whose primary responsibilities include the environmental protection of water, land and air in England and Wales. The EA has key responsibilities for maintaining and operating flood defences on certain specified rivers and coastlines. In broad terms, the EA will provide co-ordination and management of the environmental response to incidents that fall within their remit (i.e. involving actual or potential environmental damage). Whenever necessary, their role is to provide remedial action to prevent and mitigate the effects of the incident, to provide specialist advice, to give warnings to those likely to be affected, to monitor the effects of an incident and to investigate its cause. The EA also collects evidence for future enforcement or cost recovery. It also plays a major part in the UK Government's response to overseas nuclear incidents.

2.4.8 Voluntary Organisations

Any of the Category 1 Responders involved in an emergency can ask for assistance from voluntary organisations. However, in a major emergency a County Resilience Officer provides the overall co-ordination of voluntary effort. The voluntary services with a recognised emergency capability represent a significant resource and their contribution is critical to some functions.

Organisation	Possible Roles
Women's Royal Voluntary Service (WRVS)	<ul style="list-style-type: none"> ▪ Care of evacuees ▪ Support to the emergency services

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British Red Cross	<ul style="list-style-type: none"> ▪ Provision of first aid, stretcher bearing, ambulance escort duties, provision of passenger carrying vehicles ▪ General welfare and nursing assistance ▪ Support duties at reception centres and emergency mortuaries ▪ International tracing service including health and welfare reports for overseas relatives ▪ Setting up an appeal fund on behalf of local authorities
St John Ambulance	<ul style="list-style-type: none"> ▪ Support for the ambulance service ▪ Provision of first aid ▪ Some transportation and off road ambulances
Salvation Army	<ul style="list-style-type: none"> ▪ Provision of meals and snacks ▪ Provision of limited shelter ▪ General assistance
Radio Amateurs Emergency Network (RAYNET)	<ul style="list-style-type: none"> ▪ Provision of communication to replace land line or mobiles
Bucks Search and Rescue (BSAR)	<ul style="list-style-type: none"> ▪ Provision of search and rescue capability and first aid ▪ Sandbag assistance during flooding ▪ Trained in operation in the vicinity of CBRN situations ▪ Radio communications
Bucks and Oxon 4x4 Response group (BORG)	<ul style="list-style-type: none"> ▪ Skilled four wheel drive vehicle owners, available to provide reconnaissance and transport/relief in severe weather ▪ Radio communications
Bucks Federation of Women's Institutes	<ul style="list-style-type: none"> ▪ Reinforcement of voluntary agencies with a formal emergency response role ▪ Experienced provision of care for those in distress
Churches Together in Bucks	<ul style="list-style-type: none"> ▪ Coordination of religious denominations for emergency planning purposes in conjunction with TVP chaplaincy

2.5 Media Management

In most emergency scenarios the initial media management arrangements will be led by TVP. An operational Media Plan for Major Incidents has been agreed with all partner agencies in Bucks and approved by the Thames Valley Local Resilience Forum.

The District Communications Department is responsible for co-ordinating the District Council's media and public information strategy and will liaise with responding service areas, elected Members and external partners. Specific responsibilities of the Communications Department include:

- staffing the Communications department to handle media enquiries and monitor reporting
- attending the EOC to verify information and co-ordinate the District Council's media response
- in liaison with TVP and other Councils, selecting sites for potential media briefing centres and providing one or more officers to work with other agencies' media staff
- advising senior managers and elected Members on media strategy
- attending Crisis Management Team (CMT) meetings
- working closely with other district councils to provide a combined local authority media response
- arranging for suitable spokespersons to give interviews and attend press conferences where needed
- producing media releases and public information bulletins in conjunction with partner agencies

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- advising on the most appropriate methods of communication with local communities i.e. local or national radio, TV, Internet, local press, leaflets, newsletters etc
- keeping internal staff fully informed i.e. providing briefing notes for managers, posting information on the intranet
- advising on information content if the Council sets up a helpline facility
- in conjunction with the Police, co-ordinate the media arrangements for VIP visits

2.6 Mutual Aid Arrangements

In the event of a very large-scale or catastrophic emergency it is inevitable that external assistance will be needed. The emergency services have well-trying mechanisms for drawing reinforcements in from their partners in adjoining counties, as do those voluntary agencies that have national status.

Because the local authorities in Buckinghamshire, Berkshire and Oxfordshire already work together through the auspices of the Local Resilience Forum, there is awareness of each other's strengths and limitations, and an understanding that we may need to help each other, based on the following simple provisos:

- The providing authority is not also significantly affected, or threatened, by the emergency
- The requesting authority will return/replace borrowed equipment or consumables in the condition that they were supplied
- Seconded staff will continue to be paid, and insured, by their employing authority, though such costs may later be recharged to the requesting authority

Any requests for assistance will be agreed by the CMT and will be made using the most appropriate mechanism, usually the EOC.

Liaison with adjoining counties outside the Thames Valley (and the South East Region), – i.e. Hertfordshire, Bedfordshire, Northamptonshire, and the London Borough of Hillingdon – also takes place, and there is similar provision in place to assist.

SECTION 3 – OVERVIEW OF THE DISTRICT COUNCIL'S EMERGENCY RESPONSE

3.1 Introduction

This section details how Chiltern District Council manages an emergency at the strategic and tactical levels and how the response is coordinated. It defines the general principles governing the response and provides an overview of the response roles and responsibilities

Several 'generic' emergency response structures are activated in the event of an emergency – the Crisis Management Team (CMT), the Emergency Operations Centre (EOC) and Local Authority Liaison officers (LALOs).

3.2 Aim of the Response

The aim of Chiltern District Council's response is as follows:

To provide an effective and coordinated Council response to an incident affecting the community, in support of the combined multi-agency response, in order to manage the immediate effects of the incident, mitigate the impact of the incident and hasten the return to normality through the recovery process.

3.3 General Principles

There are a number of general principles governing the response of an emergency. These are:

- The non emergency management hierarchy of the council should be followed unless specifically stated otherwise.
- Service areas should undertake their usual service provision, albeit adapted to meet the extraordinary circumstances of the emergency.
- Not all services will be required to respond to the emergency. Where necessary, staff from these services should be made available to the responding services throughout the council to assist in the overall response.
- Heads of Service, or responsible officers, should be mindful of the council's critical services as outlined in the Business Continuity Plans (BCPs) and ensure that they are maintained.
- Where managers for the response are unavailable, deputies (who should have been trained in advance) will need to undertake their roles.

3.4 Financial Arrangements

As detailed later in section 5 arrangements for capturing and managing the cost of responding to emergencies have been agreed with Financial Services.

Waiving of Financial Regulations

In the event of an emergency:

- Where expenditure is incurred in direct support of a major emergency, be it internal or external to the Council, Financial Procedure rules will be waived where it is impractical or inappropriate to invoke them.
- Any proposed waiving of financial procedure rules must be the subject of a report from the Director concerned, in consultation with the Head of Financial Services, to the Full

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Council or, if the proposed waiver is in connection with the discharge of Cabinet, to the Cabinet.

Financial Procedures Summary

Emergency expenditure code:

In order to record all expenditure incurred directly as a result of the emergency situation the following code should be used:

Job number:	RG999
Account number:	Y045
Cost centre:	ZZZ

Ordering:

1. Emergency procurement without an order

For control purposes please record the following details:

- Supplier; estimated value; works; authorising officer

2. Placing an order using manual form (prefix EMNGO)

A pre numbered order form can be obtained from a member of the Finance Team. Details required for the control sheet:

- Supplier; estimated value; works; authorising officer

Later recovery of costs may be possible through the Bellwin scheme. This currently allows for 85% of certain costs associated with some types of emergency response to be recovered once the Authority has expended over 0.2% of its total annual budget. The intention to apply for cost recovery has to be declared within 2 months of the emergency and the application has to be completed within 6 months.

3.5 Crisis Management Team (CMT)

3.5.1 Overview

The Crisis Management Team (CMT) is the strategic managers called together by or on behalf of the Chief Executive to formulate Chiltern District Council's response to a major incident.

3.5.2 Role

- The CMT provides Chiltern District Council's strategic management of the emergency response based on information provided by the EOC.
- All decisions made by the CMT and consequent actions taken during the emergency response should be recorded using the EP record system.

3.5.3 Membership

The CMT membership should include two members of Senior Management as well as managers and officers whose expertise and / or responsibilities are pertinent to the specific incident.

3.5.4 Location

The CMT will be located in the Chief Executives Office or the Directors Office within Health and Housing. In the event of the Council Offices being inaccessible the CMT / EOC consideration should be taken for remote set up at a suitable location with the CMT accommodated as close as possible to the EOC.

3.5.5 Aim of the CMT is to:

- Identify Chiltern District Council's main actions and prioritise accordingly.
- Ensure that effective liaison is taking place with other agencies to avoid any duplication or omission of response.
- Agree on specific actions and identify the responsible service or officer for strategic tasks.
- Determine Chiltern District Council's media strategy.
- Ensure that Business Continuity procedures are implemented in accordance with the Council's Business Continuity approach.
- Ensure the welfare of the District Council staff.

3.5.6 Individual Tasks

- **Chief Executive**
 - Chairs the CMT
 - Retains the final decision making authority in line with political intentions
 - If required, nominate a Recovery Team.
- **Directors**
 - Chairs the CMT in the absence of the Chief Executive
 - Retains the final decision making authority in line with political intentions
 - If required, nominate a Recovery Team.
- **Heads of Service**
 - Chairs the CMT in the absence of the Chief Executive/Directors
 - Advises on policy implications of decisions made by CDC
- **Communications & Public Relations Officer**
 - Briefs the CMT on the media activity and current authority and multi-agency response to the media.
 - Advises on media strategy and key messages to take with the media.
 - Identifies media tasks for members of the CMT.
- **District Emergency Planning Officer/District Co-ordinating Officer**
 - Briefs the CMT on the current status of the incident, including the multi agency response.
 - Advises on emergency response
 - Acts as a link between the EOC and CMT.
- **CMT Support**
 - Responsible for recording a log of all actions and requests made within the CMT.
 - Acts as a link between the EOC and CMT.

3.6 Emergency Operations Centre (EOC)

3.6.1 Overview

The Emergency Operations Centre (EOC) is the primary communications hub for any incident that requires specific responses and liaison with the emergency services, utilities and other Local Authorities.

3.6.2 Activation

The EOC is activated in response to an emergency situation that requires multi agency and/or multi service coordination. The EOC provides a base for the council's Crisis Management Team (CMT) and will be situated within the IT Training Room in the Health and Housing section of the Council Offices.

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In the event of the council offices being inaccessible the EOC can be setup remotely from any suitable location. Given the Share Service agreement an initial request would be to set up the EOC at South Bucks District Council.

The EOC is activated by the Emergency Planning Officer/District Co-ordinator under the instruction and following consultation with the Chief Executive (or a nominated deputy).

3.6.3 Role

Purpose

The EOC is the primary command; control and coordination (C³) centre for Chiltern District Council.

Objectives

- To provide the primary point of contact for responding agencies and council staff and departments.
- To collate and log all incoming and outgoing messages.
- To assess all received information and ensure that disseminated to the correct individual / service in a timely and accurate manner.
- To support the CMT by presenting clear and concise information pertinent to the incident.
- To facilitate Chiltern District Council's response to an emergency situation and consequent recovery operations.

3.6.4 Staffing

The EOC is staffed by trained volunteers from around the council. The main roles within the EOC are:

▪ **EOC Response Managers**

- know what needs to be done and by whom
- Monitors the incident to order to maintain an overview and to provide briefings to staff as and when required.
- Actions the Council's emergency response through requests from and on behalf of the CMT using the relevant communications channels.
- Makes tactical decisions based on available information and requests from the CMT
- Has knowledge of contractors and suppliers who can support CDC's role.
- Ensure that the cost implications of all actions initiated are recorded in sufficient detail in legal log books provided.

▪ **EOC Manager**

- Set up EOC as per instructions on wall inside door of IT Training room.
- Checks the communications equipment (Phones, Printer, Email, and Internet) to ensure that they work correctly prior to the EOC being confirmed as active.
- Oversees call handling and information processing
- Ensures that the welfare of all EOC staff is catered for including regular breaks and shift changes as necessary.
- Acts as a representative for the EOC and link to the CMT through the District Emergency Planning Officer/District Co-ordinator.
- Ensures that volunteers are put on stand-by to attend future shifts.
- Ensures that LALO's and relieving shift staff are comprehensively briefed and are aware of the incident situation.
- Keep records in legal log book provided.

▪ **EOC Manager/Supervisors**

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- Extracts key information from messages and keeps an up to date record of the emergency on the EOC and CMT whiteboards.
 - Assists the EOC Manager by monitoring issues and highlighting any requests awaiting action.
 - Relieves EOC Assistants as and when required to ensure the working efficiency of the unit is maintained at all times.
 - Keep records in legal log book provided.
- **EOC Assistants/call handlers**
- Answers incoming calls and logs the relevant details in a clear and concise manner, using the EP Record system.
 - Monitors and logs incoming fax and email messages.
 - Places outgoing messages via phone, fax or email and logs the relevant details using the EP Record system.
 - Maintains a personal log of actions and events that occur during each shift and assist in the smooth running of the EOC in any way that will maintain the working efficiency of the unit.
- **GIS (Geographical Information Systems) Mapping Support**
- Supports the EOC and CMT by providing maps, plans and geographical information as required within the emergency using the council's GIS and Mapinfo systems.

3.7 Local Authority Liaison Officers (LALOs)

3.7.1 Overview

The Local Authority Liaison Officers (LALOs) are the District Council's operational representatives at the Incident Control Point (ICP).

LALOs are critical to the emergency response. Chiltern District Council's LALO team is made up entirely of volunteers, often chosen for their good knowledge of the District and specific skills from their regular roles. It is essential that LALOs are well organised and good communicators as they are the "eyes and ears" of the District Council and must brief emergency services personnel and other key responders on the local authorities' position. Each LALO is provided with a basic 'kit' containing items that include Personal Protective Equipment (PPE) and record log books that should be employed relevant to the specific incident.

3.7.2 Role

- To provide responding partners with an intelligent on scene interface with District Council support facilities.
- To provide the District Council with accurate, up to date information about an incident and its development.
- To liaise with other agencies involved on behalf of Chiltern District Council.
- To anticipate and report possible adverse effects of the incident on District Council services and assets.
- To keep a log of all actions and decisions.

3.7.3 Activation

Following a request from the emergency services, usually through the County Resilience Team, the District EPO/Co-ordinator/EOC Manager will decide which District LALOs to send to the ICP, based on the location and nature of the incident.

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The selected LALOs will be briefed prior to deployment. The EOC will normally pass LALO details (name, vehicle registration and ETA) on to the County Resilience Team to be forwarded onto the Police Incident Commander.

Ideally LALOs should be deployed in pairs and should expect to be relieved after four hours, whereby they will return to the EOC and brief the EPLO on the current situation and key issues. When relieved a formal handover / takeover should be carried out that must include the following:

LALO Handover / Takeover Tasks

- Situation update
- Key issues
- Ongoing tasks
- Key personalities
- Any additional contact information

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LOCAL AUTHORITY LIAISON OFFICER – ACTION LIST

1.	INITIAL ACTION	
1.1	Receive alert call informing you of a major emergency with a request you act as the Local Authority Liaison Officer (LALO). Note time of call and name of caller.	
1.2	Ascertain from caller: <ul style="list-style-type: none"> • Nature and location of incident; • Location of Rendezvous Point (RVP) and safe/clear route to it; • Name of Incident Commander (Bronze Control); • Name & Contacts for second LALO attending. 	
1.3	Ensure you have your emergency “go” bag. Check contents & add food & drink items.	
1.4	Proceed carefully to Rendezvous Point along designated safe/clear route ensuring that you are wearing ‘hi-visibility’ jacket and that car windscreen signs are displayed.	
2	ACTION ON ARRIVAL AT SCENE	
2.1	Make immediate contact with EOC to advise safe arrival and get briefing update. Meet with second LALO.	
2.2	Identify yourself to the Rendezvous Point Controller and request he/she notifies Incident Commander of your arrival. Seek briefing of situation.	
2.3	Advise District Co-ordinator via EOC of general outline of incident current situation and any actions for the Council.	
2.4	Maintain regular contact with Emergency Operations Centre (minimum every 15 minutes) . <u>Ensure you act as the ‘eyes and ears’ for other agencies such as County Council services – DO NOT LIMIT ASSISTANCE RESPONSE TO ONLY DISTRICT SERVICES.</u>	
2.5	Do <u>not</u> become involved in any operational tasks, which could distract you from your primary role of Liaison Officer.	
2.6	Make contact with any other LALO’s on site and ensure no duplication of effort/support.	
2.7	Maintain timed log of action taken by using log book provided.	
2.8	Should you require assistance – request this from District Co-ordinator.	
2.9	DO NOT LEAVE SITE WITHOUT EXPRESS PERMISSION OF BOTH INCIDENT COMMANDER AND DISTRICT CO-ORDINATOR.	
3	ACTION ON COMPLETION OF DUTY	
3.1	Give District Co-ordinator a verbal debrief on action taken/outstanding before going off duty, followed by a more comprehensive written report within 48 hours including recommendations for any improvement on weak areas.	

REMEMBER – YOU ARE TO ACT AS THE EYES AND EARS OF ALL SUPPORT AGENCIES AND BE THE MOUTHPIECE OF THE DISTRICT COUNCIL.

SECTION 4 – ACTIVATION OF EMERGENCY PLAN AND IMMEDIATE ACTIONS

4.1 Introduction

This section describes how the District emergency plan is activated and identifies the possible triggers for activation whilst detailing Chiltern District Council's immediate response.

4.2 Criteria for an Emergency Response

The criteria for initiating an emergency response include the following;

Criteria for initiating an emergency response:

- An incident occurring that impacts upon Chiltern District Council and that requires the coordination of a multi-service / multi-agency response.
- A warning is received of an incident (flooding / severe weather / terrorist activity) that may occur and would consequently require the coordination of a multi-service / multi agency response.
- Some or all of Chiltern District Council's buildings are directly involved in an incident (this may also require Business Continuity Plans to be activated).

4.3 Alerting the Authority

There are a number of means by which the authority may be alerted to an incident, these include:

- District EPO/District Co-ordinator contacted by the Bucks County Council Resilience Team or another responding agency.
- A member of staff becomes aware of an incident and contacts the District EPO directly.
- A member of the public alerts the Customer Service Centre who then contacts the District EPO.

4.4 Information Required

In the event of an incident occurring, members of staff must ensure that the following details are passed on to the District EPO, or nominated officer.

- What has happened
- When it happened
- Where it happened
- What is happening now
- Who else has been notified
- Name and contact information of source

The District Emergency Planning Officer can be reached as follows:

During working hours – 01494 732059 (ext. 6059)

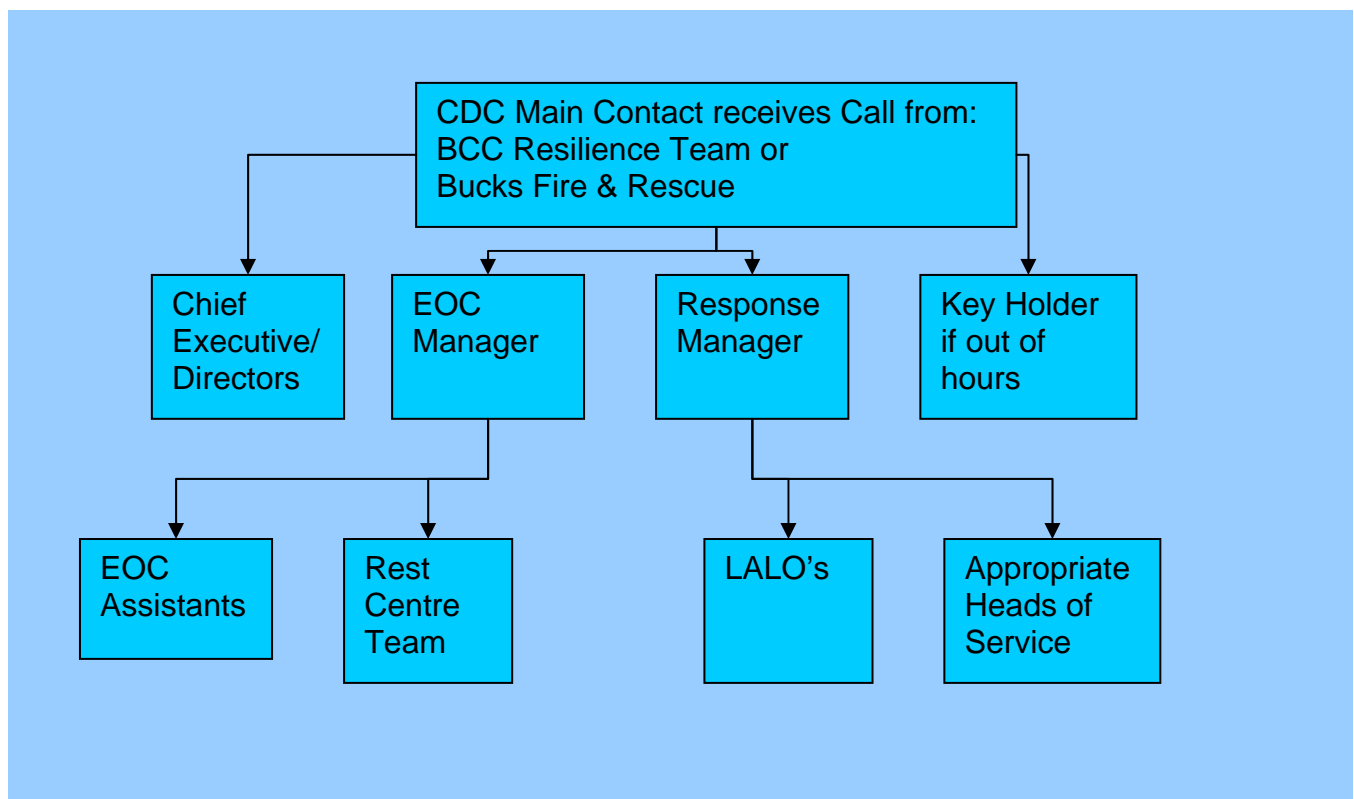
4.5 Immediate Response Actions

District EPO/District Co-ordinator Actions

On being alerted to an incident the District EPO (or nominated officer) will respond accordingly, which may include the following:

- Start a log of actions
- Begin the EOC telephone cascade using the current CDC Internal Contact List; for an example cascade see table below.
- Alert the Communications & Public Relations Officer
- Alert the Chief Executive and depending on the incident alert the relevant Head of Service (e.g. Health and Housing, Building Control)
- Alert Chief Executive to establish the EOC
- Upon creation of the EOC brief the team / EOC Manager

Example Telephone cascade



Information Requirement Checklist

In the event of an incident, the District EPO/District Co-ordinator will pass the following information to the officers contacted:

- The immediate information that will be passed will include the following:
- What has happened
 - When it happened
 - Where it happened
 - What is happening now
 - Specific tasks, likely tasks and impacts
 - Who else has been informed
 - Contact information that has been exchanged

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- Any other relevant information
- Requirement to carry out procedures from the District Emergency Plan

Directors/ Head of Service

On being alerted to an incident the Director contacted or Head of Service will carry out the following actions:

- Start a log
- Brief the Chief Executive
- Establish the CMT as soon as is possible
- Receive full briefing from District EPO/Co-ordinator
- Provide initial guidance to Communications Manager
- Brief the Leader of the Council
- Chair the CMT, calling in other officers as required
- Ensure that the relevant Business Continuity Plans are implemented
- Contact other members of the Senior Management Team to enable a shift system to be started.

SECTION 5 – EMERGENCY RESPONSE – SERVICE AREAS AND ELECTED MEMBERS

5.1 Introduction

When faced with a major emergency the level of Departmental staff involvement will depend on the nature and extent of the incident. Experience from past incidents has shown that no two are the same. What does remain a constant feature, however, is the need to continue to provide as near normal a daily delivery of service as possible whilst handling the emergency. This plan has been prepared to give a flexible framework within which actions can be taken to suit the particular circumstances. Accordingly, the following Departmental responsibilities are not prescriptive but merely offer guidance. The successful activation of this plan is dependent on several factors;

- All officers who have a principal role to play having a thorough understanding of their role and responsibilities, together with an overall awareness of how the plan integrates with the plans of other agencies;
- Heads of Service ensuring that, where departmental emergency arrangements exist, details such as names, contact addresses/telephone numbers, action lists, etc. are periodically reviewed and plans updated;
- The emergency plan being continuously reviewed and updated, and periodic training undertaken, which exercises the plan either wholly or in part.
- All sections involved in the emergency must:
 - Maintain financial and operational records, and
 - On request provide officers to attend the EOC to help co-ordinate a corporate response by the Council – dependent on the nature of the incident.

5.2 Chief Executive

- Ensure this plan, for the co-ordination of essential Council services during a major emergency, is available to all departments having specific responsibilities. The plan is to be kept under review and validated by periodic exercise.
- Co-ordinate, through a corporate Crisis Management Team (CMT), the involvement of all essential District Council services and where necessary obtain assistance from outside agencies over a 24 hour period.
- Authorise the activation of the Emergency Operations Centre (EOC) as a focal point for Council activities, if operational circumstances dictate this action.
- Assist the activities of outside agencies such as public utilities, central government departments, commerce and industry etc by maintaining an EOC as a central point of reference and contact.
- Liaise with other County and District Council Chief Executives as required.
- Keep appropriate Members informed and if necessary, activate a Members' emergency co-ordination group.
- Co-ordinate requirements for media representation on matters concerning local authority services during, and in the recovery period of, an incident, through the Communications Team.
- Ensure that appropriate information is disseminated to the public, through the Communications Team.
- Maintain financial and operational records.

5.3 Emergency Planning Officer

- Provide a single point of contact available at all times if necessary through nominated Officers, to receive and co-ordinate information and requests in the initial stages of a major emergency for the Council departments, County and other District Councils and outside agencies.
- Prepare, maintain and advise on the District Emergency Plan.
- Validate the plan by exercises and training programmes with the appropriate departments and organisations.
- Maintain the EOC and the Emergency Planning Office and all relevant equipment to ensure their availability for immediate activation.
- Keep Chief Executive informed
- Ensure representation in the EOC to assist in co-ordination of information and liaison with outside agencies and organisations.
- Advise as necessary on the co-ordination of local community and other voluntary groups responding to an emergency.
- In liaison with the Communications Manager and the Customer Services Manager make provision for a public information/telephone answering service.
- Assist Council departments to prepare their respective emergency plans if necessary.
- If requested provide a LALO to attend on behalf of the Council e.g. at Police Silver Control or other location on declaration of a major incident.

5.4 Communications

- Set up news, information and media management centre to handle all press and media coverage.
- Ensure we have a media monitoring service i.e. calls in and responses back, and access to TV, radio and media websites
- Identify and set the appropriate web pages on Council Website in order to ensure effective and helpful information is provided to residents and other interested parties.
- Liaise with Press Officers from Thames Valley Police, Government News Network, Department for Environment, Food and Rural Affairs, Ministry of Defence, and local officers from County and other District Councils and agencies as appropriate.
- Liaise with the Crisis Management Team to establish a District overview of the information released.
- Make provision through the Customer Services for public information/telephone answering service and publicise the telephone numbers if necessary.
- Ensure a presence is kept in the Emergency Operations Centre, where there will be the most up to date information on Council involvement in the crisis.
- Ensure that elected Members representing areas in which a major incident has taken place are made aware and kept informed of action taken.
- Liaise with Chief Executive and Democratic & Member Services to ensure that Members receive appropriate information
- Maintain financial and operational records.

5.4.1 Communications & Public Relations Officer

- Make an initial assessment of the scale of the Emergency and in association with the Chief Executive identify the likely resources necessary to provide an effective communications service.
- If necessary make provision through the County Resilience Team for the County Council Library Service to set up a public information/telephone answering service and publicise the telephone numbers.

5.5 Community Safety

- Liaise with Thames Valley Police, Bucks Fire & Rescue, Bucks Ambulance services as necessary
- Provide support to EOC when needed (depending on the circumstances and the demographics)
- Ensure the needs of the effected areas of the community are being addressed and effectively communicated

5.6 Community Team

- Using a variety of established community forums/databases including Older People Action Groups, Chiltern Community Cohesion Forum, Revitalisation Groups, Amersham/Chesham Churches Together Forum, Chesham Mosque ensure ongoing liaison with community leaders within the affected community.

5.7 Democratic Services

- Act as first point of contact for Members not directly involved as local Member(s)/ appropriate Cabinet Member. Liaise with Communications Team to maintain up to date information.
- Convene meetings of Members as required.
- Provide the extra services to Members that may be demanded, such as briefings and bulletins.
- In consultation with the Legal department provide legal and procedural advice as required in any emergency.
- Ensure that all officers and volunteers understand the importance of preserving and protecting records to assist post incident investigation or enquiry.
- On request provide an officer to attend the EOC to help co-ordinate a corporate response by the Council.
- Maintain financial and operational records.

5.8 Environmental Health

- Prepare, maintain and operate in conjunction with the County Council the Plan for response to an animal diseases outbreak.
- Provide information and advice on food stocks, processing and farms situated in the District.
- To be prepared to take the lead for certain notifiable disease outbreaks
- To initiate and support a public health response
- To take the lead for food safety related incidents and responses

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- To take the lead for health and safety where CDC are the enforcing authority or under flexible warrant where Health and Safety Executive (HSE) enforced.
- Advise on storage of liquids and solid fuel.
- Deploy an Environmental Health Officer (EHO) as necessary / following requests from CMT / EOC
- Assist the corporate response of the Council by making available officers, of sufficient seniority and capability, to act as liaison officers within and outside the Council. The liaison officers will be tasked, during the emergency, by the CMT, after consulting with the Head of Health and Housing.
- Maintain financial and operational records.

5.9 Environmental Protection

- Deploy an Environmental Protection Officer (EPO) as necessary / following requests from CMT / EOC
- To be prepared to take the lead for air quality related incidents
- To support the Environment Agency Air Quality Cell post incident through the Bucks Air Quality Management Group Continuous Monitoring sites.
- Work in collaboration with the HPA (or equivalent) and Environment Agency to ensure environmental damage is minimised
- Advise on chemicals, spillage and remediation options
- Advise on radiation and CBRN incidents.
- Provide information relating to authorised industrial process sites to the fire service upon request.
- Support incident planning in line with Pollution Prevention Control guidance.
- Consider land / water contamination resulting from chemical incident to prevent the creation of new contaminated land sites.

5.10 Financial Services

Act as paymaster to the Council, including payments for hired labour or rented equipment or premises. Providing advice on all financial matters connected with the emergency, to include:

- Setting up of separate codes for emergency expenditure.
- Managing a Contingency Fund.
- Ensuring accurate records of expenditure incurred are kept.
- Administering the Bellwin Scheme. Comply with the requirements of the Bellwin Scheme via the Local Government Housing Act 1989 for qualifying expenditure.
- Co-ordinating the financial aspects of the emergency with County and other District Councils, (especially with regard to the Bellwin Scheme).
- Controlling the expenses incurred by volunteers (either established voluntary bodies or ad-hoc).
- Ensuring insurance cover for Council officers or volunteers is adequate.
- Administer all costs arising from restoration operations.
- Liaise with British Red Cross Disaster Appeal Scheme (United Kingdom) or relevant appeal body, and set up and administer a hardship scheme if required.
- On request provide an officer to attend the Emergency Operations Centre to help co-ordinate a corporate response by the Council.

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- Provide a financial framework for the long-term restitution of affected areas. This will not necessarily involve spend by Chiltern District Council
- Ensuring availability of procurement cards with sufficient transaction limit to facilitate payment by credit card.

5.11 Housing

- Control and Manage Emergency Reception and Rest Centres in accordance with the Reception/Rest Centre guide (see Section 6).
- Liaise with voluntary agencies as required for support in registration and provision of refreshments (British Red Cross in the first instance)
- Ensure liaison with other District Councils, who have responsibility for Rest Centre management.
- Provide re-housing for the homeless as necessary
- Maintain a list of persons accessing reception and rest centres identifying those who are vulnerable and at risk, liaising with County Social Services
- Maintain financial and operational records.

5.12 Information & Communications Technology Service

- Allocate technical staff to maintain all Council computer systems, and the relevant software programmes in use, for any aspects of the emergency.
- Supply experienced personnel to operate or install computer equipment if required by any department involved.
- Provide assistance in securing or diverting, additional telephone lines and in minimising overloads on the system.
- Enable Customer Services to provide a public information/telephone answering service.
- Ensure that staff and technology are deployed in liaison with the Emergency Operations Centre.
- Ensure that printers are available and maintained in working order.
- On request provide an officer to attend the Emergency Operations Centre to help co-ordinate a corporate response by the Council.
- Maintain financial and operational records
- Provide maps and plans as required working with the EOC and CMT to map the areas involved within the surmised boundaries and provide such graphic information as is necessary.

5.13 Building Control

- Provide advice and information on building surveying and structural matters, including dangerous buildings/structures, demolition, temporary support and repair.
- Provide advice on engagement of contractors to deal with dangerous structures.
- Provide technical advice as requested to facilitate the rescue of trapped casualties from dangerous buildings and structures.

5.14 Engineering and Contract Management

- Negotiate with gas or electricity companies for temporary provision of supplies to buildings involved.

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- Negotiate any retail or hire charges incurred on behalf of the Council, for private or commercial owned premises.
- Advise on engineering issues and obtain specialist mechanical and electrical services from appropriate sources.
- Initiate provision of additional stores, equipment and services (including those not normally utilised by departments) by expansion of existing services through contractors and/or suppliers e.g. Vehicles, sand etc.
- Provide information, as required, on approved contractors used within the District
- Advise on storage of liquids and solid fuel.
- Arrange for removal of debris and general clearance
- Arrange for clearance and cleaning of all public areas once made safe and prior to re-opening.
- Liaise with Bucks CC (Waste Disposal) to identify locations for the disposal of toxic and non-toxic waste material.
- Keep the Council car parking facilities open and available to meet the need of the emergency
- Liaise with emergency services and Building Control specialist advisers to assist with demolition and excavations.
- Co-ordinate the use of civil engineering contractors to assist in the above tasks and to support local services.
- Acquire and provide engineering personnel, construction vehicles and specialist construction plant units as required.
- Provide maps and plans as required in conjunction with GIS / ICT.
- In liaison with Financial Services validate purchasing expenditure - in support of the emergency - by the use of an agreed "emergency" code.
- Liaise with BCC to maintain highways for the passage of the public at all times, including floodwaters and clearance of obstructions.
- Obtain updated information from TVP and BCC (area office) in respect of any traffic diversions.
- Provide support for BF&R at the request of the emergency services via the EOC, for the rescue of trapped persons in liaison with Building Control.
- On request provide an officer, to act as liaison officer at the Crisis Management Team to assist with co-ordination of Engineering resources requested or deployed.
- Maintain financial and operational records.

5.15 Elected Members

5.15.1 Member Involvement

In the early stages of an emergency there is little direct action an elected Member can take. The emergency services and officers of the Council must be allowed to get on and manage the situation.

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In the first instance the Cabinet Member of the relevant Portfolio will be kept informed by the Chief Executive.

The decision whether to inform local Members, or the full Council, will be the decision of the Chief Executive and the Leader of the Council

Members will continue to be free to speak to the media in the normal way and can comment on the crisis to offer condolences, sympathise etc. However, in a crisis, it is vital to avoid controversial statements to the media such as allocating blame, or taking initiatives such as launching an appeal scheme without first consulting with the Chief Executive and the Communications and Public Relations Officer.

5.15.2 Member Interface

In the event of a major emergency the Chief Executive will inform the Leader of the Council of what has occurred and intended action.

They will decide if the local Member needs to be informed and check that relevant or affected Cabinet Members, Chairmen of committees, sub committees, and Group Leaders have been informed.

Consideration will be given to calling a special meeting of those Members listed below, to assist and advise the Chief Executive:

- Leader of the Council
- Other necessary Cabinet Members
- Group Leaders
- Locally Elected Members as necessary

5.15.3 Guidance for Members in an Emergency

Outlined below is advice about the actions of the locally elected Member for an area affected by a major emergency.

- Do not do anything initially. Leave it to the emergency services.
- You will be kept informed. Arrangements have been made to keep the locally elected Member and relevant Members of the Council (e.g. Cabinet Member) informed. Once the Emergency Operations Centre is established you will be given a central point of reference.
- When speaking to the media do not allocate blame or take on any initiatives such as launching an appeal scheme etc without consulting first with the Crisis Management Team.
- Help the flow of accurate information. Because you will be regarded as an informed and credible source by the media and the public you will be invaluable in passing on information. Your best source of accurate information will be from the Crisis Management Team.
- As time goes on and the Disaster recovery process develops you can help by assisting with the disaster appeal funds, memorial services, VIP visits and so forth, but it is important not to take on these initiatives yourself without consulting with others especially through the Crisis Management Team.

SECTION 6 – EVACUATIONS, RECEPTION AND REST CENTRES

6.1 Introduction

The evacuation of parts of the population and subsequent care of those evacuated is a critical part of local authority emergency planning. Evacuations may be spontaneous – for example, in response to a fire, or controlled explosion – such as prior to the deactivation of a World War 2 bomb, where there is usually ample time to inform and prepare the public. It is also possible that due to an incident in an adjoining area, displaced persons may arrive in Buckinghamshire requiring assistance and accommodation.

Most evacuations are in response to localised incidents and are limited in scale. However, some situations may require the movement of significant numbers of people and will pose considerable challenges to the responding agencies.

6.2 Overview

When evacuated many people will not go to the assigned Emergency Rest Centre (ERC - outlined later in this section) but will instead make their own arrangements to stay with friends or family. In general accommodation should be planned for no more than 50% of the affected population initially, reducing to less than 20% within 24 hours. However, those who do remain will be those in most need of assistance.

For the majority of localised short-term evacuations, where overnight accommodation is required for fewer than 100 people, it may be more practical to arrange hotel accommodation for those that have nowhere else to go.

6.2.1 Spontaneous Evacuations

For spontaneous evacuations, the decision to evacuate people must be taken on the ground and usually falls to one of the emergency services. Time pressure often means that the decision is taken unilaterally – usually by Bucks Fire & Rescue (BF&R) or Thames Valley Police (TVP) who will subsequently inform CDC through the EPO. The emergency services will remove the population from immediate danger, usually to a building or facility outside the immediate risk area, known as a place of safety.

Having been alerted, CDC will select one or more ERC(s) from the list of pre-designated premises, and personnel to staff them (in conjunction with the voluntary agencies and BCC). Unless the chosen place of safety happens to be suitable for extended use CDC along with the emergency services must then manage the transfer of evacuees from the place of safety to the ERC (which will almost invariably involve some form of transportation, if only for the elderly or vulnerable).

6.2.2 Controlled Evacuations

For controlled evacuations, time is available for CDC to be involved in the planning process, possibly removing the need for a place of safety.

6.3 Roles and Responsibilities: Evacuation

During an evacuation the main responding agencies have the following roles and responsibilities:

6.3.1 Thames Valley Police (TVP)

- Decide whether or not an evacuation is necessary, where possible taking technical advice from BF&R and specialist agencies. The decision will be based on the credibility of the hazard, its potential impact and the time available to mitigate it or to flee from it
- Go door to door telling people of the need to evacuate
- Lead on public information messages
- Record details of people who refuse to leave
- Escort the evacuees out of the danger area to a place of safety or transport pick-up point
- Provide a presence at the place of safety
- Where possible, provide a uniformed presence at the ERC(s)

6.3.2 Chiltern District Council (CDC)

- Identify and prepare to open ERC(s) (CDC lead with BCC and voluntary sector support)
- Provide TVP with demographic information to assist evacuation planning and decision-making
- Identify known vulnerable people in the evacuation zone and take appropriate action
- Liaise with BCC Resilience Team in identifying vulnerable people
- Liaise with the TVP to support public information messages
- Activate business continuity plans if CDC premises are within the evacuation zone

6.3.3 Buckinghamshire County Council (BCC)

- Provide transport (bus/coach) to the place of safety and/or the ERC(s) as necessary
- Assist TVP with traffic management
- Along with the voluntary sector support CDC with identification and preparation of ERC(s)
- Liaise with the TVP to support public information messages

6.3.4 South Central Ambulance Service

- Provide transport and specialist assistance to evacuate any medical/health facilities affected
- Deploy any spare capacity to assist CDC to evacuate disabled/chronic sick in community care
- Co-ordinate the use of voluntary and private sector ambulance resources

6.4 Warning and Informing the Public

Thames Valley Police (TVP) will lead on the formulation of the evacuation message content, which should be clear unambiguous and credible. The message will then be disseminated by other responding agencies by all available means. The length and content of the initial evacuation message should be inversely proportional to the threat (high threat = short message). It will need to be followed up to confirm that the message is being acted upon (and if not, that the message is modified accordingly). If possible door-to-door checks should be carried out as part of this process.

The message should include information on the following:

- The threat and why evacuation is necessary
- What action to take
- What transport is being provided for those who need it
- Helping vulnerable neighbours
- How to receive further instructions whilst in transit – for example, using car radios to receive local or national radio broadcasts
- What possessions to take – for example, essential medication, money, pets, mobile phone
- What to turn off – for example, electricity, gas, water

6.5 Transport

A proportion of those evacuated may not have access to personal transport. A spontaneous business area or town centre evacuation may not give evacuees time to collect cars from car parks, meaning that initial evacuation will be on foot, with mass transport subsequently being provided as soon as possible.

Those without personal transport will be evacuated either on foot or if necessary by public transport. Public transport evacuation will be led by BCC. Pick-up points close to the evacuation zone will be designated using well-known landmarks/locations, and evacuees will be directed to walk to them, with provision of specialist transport for vulnerable evacuees, where necessary.

Where possible those that have access to personal transport will be encouraged to leave by their own means. TVP will coordinate any traffic diversions, requesting assistance from BCC and Highways Agency (HA) as appropriate. TVP will also arrange for route information to be broadcast on national/local radio, with HA organising information to be displayed on electronic motorway signs.

6.6 Identifying the Vulnerable

In the context of an emergency evacuation a vulnerable person is:

“Any person who, in view of their physical or mental condition, or other factors that place them at particular risk, is unable to vacate a designated area quickly without special assistance and/or who will need particular care on reaching safety”.

Details of known vulnerable persons are held by a variety of agencies all of whom have a duty to share this information as part of the Civil Contingencies Act (2004; Regulation 47).

The agencies that hold details of vulnerable people include local authorities, health agencies and utility companies; although due to data protection barriers there is no collated single information point. There may also be vulnerable people unknown to agencies, but who will be well known to neighbours and others in their communities, hence the evacuation message including a “good neighbour” clause, urging people to help where they can.

Accessing information can be time critical so in some instances TVP, with assistance from voluntary agencies, may have to go door to door to determine where assistance is needed. If specialist transport or patient handling is necessary South Central Ambulance Service and BCC (Social Care) will be the lead agencies with support from the voluntary sector.

6.7 Destination Planning

For spontaneous evacuations TVP will determine the minimum safety distance and direction of travel, on advice from the BF&R as appropriate. If time allows, detailed evacuation planning will be done in consultation with the relevant local authorities.

CDC EPO/District Co-ordinator will decide which ERC(s) will be activated, commensurate with the preferred destination or safety distances. If the evacuation crosses into another district council area then these decisions will be taken by the receiving authority.

CDC will inform BCC Resilience Team of the location of the ERC(s) as quickly as possible in order for a transport plan to be prepared and activated and for other local authority services / voluntary organisations to be deployed in support.

6.8 Evacuations into Buckinghamshire (specifically into Chiltern District)

In the event of a significant evacuation from outside Buckinghamshire it is quite possible that evacuees will travel into and/or across Chiltern District.

In this case TVP will be the main point of information, having been informed by the Gold Command of the police force dealing with the incident. A scenario that has been planned for, to an extent, is the evacuation of a large number of people from London into the surrounding counties.

If this does occur CDC/BCC, and other affected districts, will activate their full ERC capability and traffic management plans. Depending on the scale of the evacuation the general public may be called upon to assist in manning community facilities as ERC(s), although this would be a short term solution and no specific plans currently exist for the indefinite accommodation of large numbers of displaced persons.

6.9 Emergency Accommodation

6.9.1 Introduction

A major result of an evacuation is the need for temporary accommodation for members of the public. Under Housing Act legislation CDC has a duty to provide accommodation for people made homeless as the result of a major incident, as well as owing a general duty of care to people who work or visit/transit their area.

These duties are primarily fulfilled through the use of Emergency Rest Centres ERC(s) and/or temporary accommodation such as hotels and guest houses.

CDC has completed an extensive survey of rest centres across the district, which range in size from leisure centres capable of holding 500 people to village halls and community centres more suited to less than 20 evacuees. Information on location, accessibility, capacity, catering and key holder information is kept as a GIS mapping layer as well as with the District EPO.

Further to this section more information can be found in the Countywide ERC Plan, a copy of which is held by the District EPO.

6.9.2 Activation

Upon receipt of a request for an ERC the CDC CMT / EOC will:

- Decide upon the location of the ERC
- Contact a suitable ERC manager who will be tasked with opening the centre and contacting the necessary number of ERC staff required.
- Continue to maintain contact and inform BCC Resilience Team with status updates

6.9.3 Selection

In general school premises will not be used for ERC(s) due to the potential for disruption and risk to the school community. However, some larger schools may be used where part of the school can be turned over to ERC use without major disruption and where no viable alternative is available.

If there is time TVP and CDC will confer on the choice of premises for a centre, although in the event of a spontaneous evacuation the need for an immediate place of safety may result in TVP selecting the nearest premises without any consultation. In this case CDC will decide whether it is better to support the place of safety as an ad hoc ERC, or to move evacuees as soon as possible to a designated ERC with TVP support.

The choice of ERC will also depend on the expected duration of the incident as well as the need to minimise disruption to evacuees. Since this may not be certain, premises that are suitable for extended stays will be used where possible.

Some situations may require the involvement of more than one District Council, or possibly more than one ERC within a District. In these circumstances mutual aid agreements are in place between neighbouring Councils.

6.9.4 Management and Staffing

A list of personnel who have been trained to staff an ERC is held within CDC Emergency Plan contact list. In addition to CDC staff, voluntary agencies including the WRVS, British Red Cross, St John Ambulance and Women's Institute can be called upon for assistance. Contact details for these agencies are also shown in the contact list a copy of which is kept with this plan in hardcopy (in emergency planning cupboard in Health and Housing division) and is also available electronically.

If school premises are to be used, close consultation with BCC Children and Young People's Services will be necessary, particularly if it is during term time. It is possible that teachers may be able to give some assistance with organising the use of the school premises.

The following agencies may be able to help with the management and staffing of Emergency Rest Centres as follows:

Buckinghamshire County Council (BCC)

Social Care will deploy members of their Crisis Support Team to ERC(s) to identify and assess vulnerable evacuees, and make provision for appropriate support. This may mean extracting some evacuees and moving them to more suitable facilities.

A Communication officer may be needed to help manage media interest, although this will depend on the incident.

Voluntary Agencies

A number of voluntary agencies have emergency response related roles. Those directly involved in supporting ERC operations are the WRVS and British Red Cross, although additional support may be provided by the Salvation Army and the Bucks Federation of Women's Institutes.

Thames Valley Police (TVP)

Where possible the Police will provide a uniformed presence at an ERC, to reassure and inform the public as to what is happening and, if activated, to act as a link back to the Casualty Bureau.

Buckinghamshire Primary Care Trust (PCT)

The PCT can provide a medical assistance at the ERC and emergency pharmacy services for those evacuees who may have forgotten their prescription medication, or who did not have time to collect it before being evacuated.

6.9.5 Operation

Although the location and relevant details of all identified rest centres in the district are held by the CDC EPO, it is the responsibility of the ERC manager to check the suitability of the designated centre upon arrival. The following checklist can be used by managers as a guide prior to opening, during use and after the incident when the ERC is no longer required.

Prior to opening

- Confirm exact location of the ERC and 'best route'
- Confirm that key holder has been contacted
- Obtain and note the contact telephone numbers of CDC support staff
- Confirm with the EOC that the ERC equipment has been or will be sent to the ERC

On arrival / during use

- Establish an office area, preferably away from the main hall
- Make contact with the EOC and confirm the contact telephone numbers
- Ensure that the following are established
 - Reception area
 - Registration point
 - Information / advice desk
 - Refreshment area
 - First aid point
 - Welfare desk
- Check that the toilet facilities are adequate
- Check that the car parking arrangements are adequate and in place
- Ensure that all staff, both voluntary and CDC employees are assigned, and understands, their specific role / task within the ERC and ensure that shift changes are undertaken when necessary and practicable
- Ensure that arrangements are made for pets
- Monitor feeding of evacuees and overall cleanliness of the ERC
- Ensure that appropriate signs are erected
- Maintain regular contact with the EOC and ensure that regular situation reports are given to the evacuees
- Monitor registration and ensure that all aspects of the ERC are running as efficiently as possible

After the incident

- Ensure that the ERC premises are restored to normality
- Provide a verbal debrief to the CDC EPO / CMT at the earliest opportunity
- Prepare and submit a report to the Chief Executive highlighting any significant issues
- Return 'ERC equipment to the CDC EPO for checking and re-equipping

6.9.6 Reception and Registration

One of the most important roles within the ERC is the reception and registration of evacuees. This process is essential for the following purpose:

- To gather sufficient information so as to be able to support both the evacuees, as clients of the ERC, and the other responding agencies.
- For all clients to feel that they have had formal contact within the first few minutes of attending the ERC and any urgent needs to be recognised
- For all clients to have an understanding of the facilities available and ERC procedures.

Reception and registration must be completed as quickly as possible and with a minimum of distress to the clients. This is achieved using the following two-stage process:

Stage One

- Welcome to the ERC
- Distribution of ERC information leaflets
- Initial basic check for first aid and special needs
- Initial logging

The initial logging will consist simply of recording household groups by name and group size and giving the client a pre-printed sticker/ticket. On completion of the first stage clients are free to access the ERC facilities and any support they may require. The second stage is then completed at a more relaxed pace in a less intense atmosphere.

Stage Two

- Full registration
- Any additional assistance and support.

Full registration involves taking comprehensive details of all evacuees using the agreed TVLRF Evacuation Centre Registration Form (see end of this section). This is essential for monitoring who is using the centre as well as assisting in the recovery process.

6.9.7 Provision for the Elderly, Disabled and Infirm

Depending on the nature of the emergency and the prevailing conditions a typical ERC is unlikely to be able to cater safely and efficiently for large numbers of elderly, infirm or disabled people. Instead, BCC Social Care Crisis Support Team, Bucks PCT and South Central Ambulance Service will work together with CDC and the Rest Centre Team to provide suitable accommodation.

6.9.8 Informing Evacuees

To help reduce panic and misinformation regular updates of what is known should be shared with evacuees using the ERC. When no new information is available a 'no news' bulletin should be provided.

Information will be gained primarily through CDC EOC and, if present TVP, and distributed through announcements and notice board displays at a designated information point. If available in the ERC television and radio broadcasts will meet some of this need.

Information will also flow from the ERC in the form of regular updates to CDC EOC, including data recorded through the registration process.

6.9.9 Religious and Cultural Needs

A disaster may well involve members of religious and ethnic minorities. Those affected may be non-English speakers and/or have certain religious requirements relating to medical treatment, modesty, hygiene, diet and places of prayer. There may also be concerns as to how the dead are handled and the timing of funeral arrangements.

In such circumstances inter-denominational, ethnic minority support and interpretation services are available through BCC Social Care Crisis Support Team, Churches Together in Bucks, Buckinghamshire Racial Equality Council and the National Interpreting Service. Local spiritual leaders will be encouraged to attend the ERC to make contact with their communities and provide assistance.

6.9.10 Pet Welfare

Suitable provision for pets is a consideration within every surveyed ERC. Pets can be housed for a short-term evacuation; with animal welfare charities (co-ordinated by the RSPCA) helping in the longer term if necessary. Pet owners should be told to bring their pet's vaccination certificate and to ensure the pet, or its cage, is identified with owner's name and address. Please note that guide dogs are not considered as "pets".

6.10 Useful Documents

The following pages within this section contain a number of useful documents to help responders with emergency evacuation, accommodation and management.

The following useful documents are:

- **Evacuee Registration Form**
- **ERC Information Leaflet**
- **ERC Managers Action List**

CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

THAMES VALLEY RECEPTION CENTRE REGISTRATION FORM

DATE:

TIME:

CENTRE NAME:



EVACUEE

SURVIVOR

ALERT
BOX
REF

SECTION 1 - PERSONAL DETAILS						
SURNAME:	FORENAME:	M/F	D.O.B.	FAITH	INJURED?	
1						
2						
3						
4						
5						

SECTION 2
ADDRESS/LOCATION FROM WHERE EVACUATED

POSTCODE: _____ TEL NO: _____
 CAR REGISTRATION: _____ MOBILE: _____
 MAKE: _____
 HOME ADDRESS (IF DIFFERENT FROM ABOVE): _____

POSTCODE: _____ TEL NO: _____

SECTION 3
WHO NEEDS TO KNOW WHERE YOU ARE?

NAME: _____

N.O.K.	PARTNER	FAMILY	FRIEND

WHERE ARE THEY?
 HOME WORK OTHER UNKNOWN

--	--	--	--

ADDRESS: _____

CONTACT NO: _____
 INFORMED? (CIRCLE)

YES	NO
-----	----

 TIME (24hr) _____

SECTION 4 - SPECIAL REQUIREMENTS

	YES	NO	I.D. NO. / DESCRIPTION
DIETARY			
MEDICAL/HEALTH ISSUES			
MOBILITY/DISABILITY			
MEDICATION WITH YOU?			
INTERPRETER REQUIRED			
LUGGAGE			
PETS WITH YOU?			

SECTION 5 - ADDITIONAL INFORMATION

SECTION 6 - DEPARTURE

TO: _____ DATE: _____ TIME: _____

FORM COMPLETED BY: _____ ORGANISATION: _____

ONCE COMPLETE THIS FORM AND THE INFORMATION STORED ON IT WILL BE TREATED AS CONFIDENTIAL

CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

Welcome

Welcome to this Emergency Reception Centre (ERC). It has been set up by your local council and voluntary organisations to provide you with a safe place to be during the current situation.

Through this ERC we hope to provide you with:

- shelter
- refreshment
- up-to-date information on the current situation
- any support we can give during this time

You can help us keep the ERC secure by displaying at all times the sticker that we gave you with this leaflet.

Telling us about you

To help the emergency services and provide you with the best possible service we may ask you to provide us with some basic information about yourself. This will be collected through a simple conversation with one of our staff. Any information that you give will not be used for any purpose other than to respond to the current situation.

Getting help

If you or any of your group is ill, in need of medication or is injured please contact a member of the ERC staff as soon as possible and they will ensure you receive appropriate treatment.

If you need any other help or information please ask one of the ERC staff who will be happy to help.

How you can help us

To ensure that we make this ERC as comfortable and effective as we can, please help us by:

- letting us know of any queries or problems that you have as soon as possible
- informing us if you decide to leave the ERC – either temporarily or permanently.
- keeping children and pets under supervision at all times
- treating staff and fellow guests with dignity and respect

Your possessions

If you have brought any luggage or possessions into the ERC please help us to keep the place safe and tidy by booking it into the luggage store. You will be given a receipt for your luggage and you will be able to access it should you need to. We cannot be responsible for any possessions you choose not to book into the luggage store.



Your pets

We will try to allocate an area in the ERC for you to keep and attend to any pets you have brought with you. Whilst we welcome them to the ERC we may not be able to allow them to enter the main room for the health and safety of all ERC guests. Please remember that whilst your pet is in the ERC you remain responsible for it and its actions.

Overnight stays

Depending on its nature, the current situation may mean you cannot return to your home for some time. If this is the case we suggest you try to make alternative arrangements through either friends or family.

If you are not able to do this we will try to provide a place for you to sleep. This may be quite basic.

Other ways we can help

If you require any other help please contact a member of staff. They will be able to help you with most issues including:

- contacting family and friends
- food and dietary needs
- any other special needs you may have
- any longer term support you may need
- replacement/additional clothing
- separate areas for children and babies
- toiletries

If you need any help please ask a member of staff

This Emergency Reception Centre is being managed by your local council with help from local voluntary organisations.

If you feel that you need further help once you have left the Emergency Reception Centre, please contact the relevant council:

Aylesbury Vale District Council

Tel: 01296 585370

Chiltern District Council

Tel: 01494 729000

Milton Keynes Council

Tel: 01908 252967

South Bucks District Council

Tel: 01895 837200

Wycombe District Council

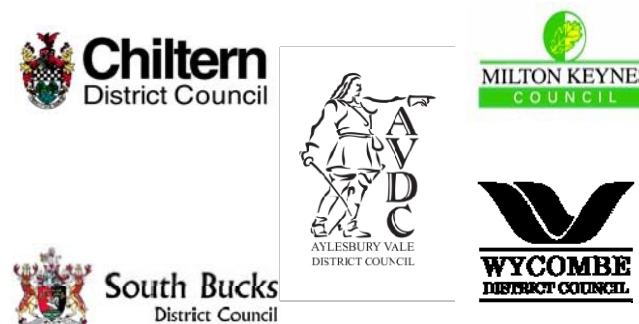
Tel: 01494 421981

Emergency Planning
Working together for Buckinghamshire
March 2010

Make your own notes here:

EMERGENCY RECEPTION CENTRE (ERC)

Information for Guests



ERC MANAGER'S ACTION LIST

BEFORE LEAVING	Tick when complete
Confirm exact location of premise and 'best route'	
Confirm key holder has been contacted	
Collect EP Personal notebook, Contact List and mobile telephone.	
Obtain and <u>note</u> the contact telephone number(s) of District Council support staff	
Confirm with District Council call-out officer that Reception/Rest Centre administration equipment is/will be sent to the Centre	
Collect or arrange collection of administration equipment and A frame sign from Council Offices outside store (Code: CO24XZ)	
If at night, take a torch	
ON ARRIVAL	
Establish an office/area, preferably away from main hall	
Make telephone contact with District Council call-out officer and give your contact telephone number	
Establish the following: <ul style="list-style-type: none"> • Reception area • Registration point • Information/Advice desk • Refreshment area • First aid point • Welfare Desk 	
Check adequacy of toilet facilities	
Check car parking arrangements	
Liaise closely with CDC volunteers, Red Cross, WRVS and other helpers ensuring that each group is assigned a specific role/task, e.g. Red Cross – provide registration clerks and refreshments; Social Services reps – welfare; St John Ambulance – first aid; others – parking control, etc.	
Identify volunteers specific qualities i.e. foreign languages	
Ensure provision is made to contain pets	
If necessary provide:	

<ul style="list-style-type: none"> • left luggage room (lockable) • lost/found property 	
If necessary request from District Council support staff, additional communications, e.g. RAYNET (Radio Amateurs' Emergency Network)	
Monitor overall condition and cleanliness of premises	
Ensure appropriate signs are erected	
Ensure evacuees are given regular situation reports	
Make arrangements to ensure enough staff for next shift	
To avoid confusion DON'T make shift changes all at one time.	
Monitor registration activity	
CESSATION OF RECEPTION/REST CENTRE REQUIREMENT	
Ensure hall is restored to normality	
Give EPO/District Co-ordinator verbal debrief at earliest opportunity	
Prepare and submit written report to Chief Executive, highlighting any significant issues	
Return admin equipment to Emergency Planning Officer for checking and re-equipping	



CHILTERN
District Council

EVACUATION REQUIRED

PLEASE READ THIS INFORMATION CAREFULLY

Due to

It is essential to evacuate the area of.....

This will take place at (time).....
On (date).....

Additional Information

.....
.....
.....
.....

PLEASE READ THE ADVICE LISTED OVERLEAF

Tune in to your local radio station and listen for further information

Name	Frequency
BBC Three Counties Radio	104.5
Mix 107 (Amersham and Wycombe)	107.4
Time 106 (South Bucks and Berks)	106.6

PREPARATION FOR EVACUATION

1. PREPARE TO TAKE ONLY WHAT YOU NEED

- *Any prescribed medicines, spectacles, dentures, baby's needs etc.*
- *A small overnight bag for hygiene.*
- *A change of underwear and some warm, waterproof clothes.*
- *Cash, credit cards and chequebook, driving licence or other proof of identity.*
- *Pets and leads, cat baskets etc.*

2. DECIDE ON YOUR DESTINATION

Tell each member of your family, in case of separation. You are advised to go to the Emergency Reception Centres that will be set up to care for you. You may wish to make other arrangements. If you do, please let the Police or Local Council representative know where you have gone.

3. AT THE TIME OF EVACUATION LOCK UP, TURN OFF THE LIGHTS, GAS, WATER AND ANY APPLIANCES

4. IF YOU USE YOUR CAR

Close the windows and vents until out of the danger area. Tune the radio in to a local station (detailed overleaf).

FOR FURTHER INFORMATION & ADVICE CALL

01494 729000

OR VISIT

www.chiltern.gov.uk

CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

SECTION 7 – RECOVERY

7.1 Overview

This section looks at the recovery phase of the emergency; key to this is the establishment of the Strategic Recovery Coordinating Group (SRCG).

7.2 Introduction

Recovery follows the response phase of an incident; its purpose is to ensure an efficient and effective return to normality. It needs to be considered from an early stage as actions taken during the response may have implications for the recovery.

The accepted model is for a multi-agency SRCG to be set up initially as a sub-committee of the SCG, and chaired by the Local Authority Gold representative. Depending on the scenario, the SRCG may draw heavily on information from the Health Advisory Cell (HAC) in the early stages, and some agencies will be represented on both groups.

At a mutually agreed time after the emergency has been stabilised the Police Gold Commander will hand over control of the recovery phase to the Local Authority.

Some incidents will not require a SRCG to be set up immediately, or the circumstances may require the SRCG to be set up locally and not at the Gold location. The group members may also decide to manage their aspects of the incident from their own control centres or offices with the SRCG convening at a specified time (perhaps once a day) to co-ordinate the recovery process. These arrangements are flexible and would be agreed by the group as the incident developed.

7.3 Strategic Recovery Coordinating Group (SRCG)

7.3.1 Aim

The aim of the SRCG is to co-ordinate the multi agency approach to the recovery phase of a major incident in order to ensure an efficient and effective return to normality.

7.3.2 Objectives

The following points form the basis of the key objectives for the SRCG. Each of these can be broken down further into issues and work areas, and can be tackled by separate sub groups if required. These sub groups would report to the main SRCG.

- Securing agreement on the standard and purpose of recovery and restoration
- Ensuring community involvement in the recovery process, including protocols for political engagement and liaison (local and central government)
- Consideration of economic factors and maximisation of external funding
- Co-ordinated restoration of the public utility infrastructure
- Monitoring and protection of public health
- Proactive and integrated support to the local community and others affected by the incident
- Consideration of environmental protection issues
- Co-ordinated information and media management throughout the recovery process

CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

7.3.3 Membership

Membership of the SRCG may involve a wide range of agencies, and individual specialist advisers may be required from time to time. Close liaison will be required with the Health Advisory Cell, if one is established.

The roles and responsibilities of agencies likely to be involved in the recovery phase are detailed in the table below.

Agency	Scenario	Likely Contribution
Chair & Deputy – normally from the Local Authority	All incidents	Overall Lead. Provision of Chair and admin support
Police (Local area, Media and Ops teams)	Most incidents	Community impact, media relations, security
Fire and Rescue Service	CBRN, flooding, fire, industrial, urban search and rescue	Hazardous substance advice, pumping flood waters
Primary Care Trust	Most incidents	Health advice
Mental Health Trust	Most incidents	Mental health advice
Acute Hospital Trusts	Most incidents	Health Advice
Local Authority Social Care Service (BCC)	Most incidents	Community impact, vulnerable clients
Local Authority Emergency Planning	Most incidents	Advice on recovery process
Local Authority Highways Service (BCC)	Most incidents	Advice on highways issues (local roads)
Local Authority Environmental Health	Incidents with public health implications	Environmental Health monitoring and advice
Local Authority Building Control	Incidents with building structure implications	Advice and legal enforcement on structural stability, safety, demolition
Local Authority Communications Unit	Most incidents	Media relations, co-ordinating public information
Local Authority Elected Members	Most incidents	Policy & financial decisions, community leadership, media focus
Highways Agency	Incidents on major trunk roads	Road transport issues
Environment Agency	Any incidents with environmental impact e.g. pollution, flooding, CBRN.	Lead on pollution incidents. Advice on; hazardous waste disposal, radiation, flooding, major industrial installations, environmental monitoring.
Local Authority Schools Service (BCC)	Incidents involving schools or school children	School community impact assessment and support
Local Authority Waste Management Service	Environmental Incidents or incidents	Waste disposal, advice on clearance of toxic waste

CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

Agency	Scenario	Likely Contribution
	requiring waste disposal	
Local Authority Finance	Most incidents	Advice on financial tracking & management
Health Protection Agency - Health Advice Radiological Protection Division	Incidents with public health complications Radiological Incidents	Hazardous materials (Hazmat) monitoring and advice on clean-up strategies
Site Operators – e.g. industrial hazards installations	If incident occurs at the site concerned	Specific process/materials advice
Government Decontamination Service	CBRN/ Hazmat incidents where land or buildings are contaminated	Advice on decontamination, database of specialist contractors
DEFRA & Trading Standards	Incidents involving animals and animal welfare	Advice on animal welfare, disposal of carcasses,
Food Standards Agency	Incidents involving food production and supply	Advice on food safety
British Transport Police	Incident on public transport	Investigative lead for public transport accidents
Transport Operators e.g. Network Rail, train & bus operators, airlines etc	Transport incidents	Specific advice on service recovery
Recognised Community Groups	Most incidents	Advice on community needs and wishes
Faith Groups	Most incidents – especially where there are fatalities	Spiritual support, memorial service, funerals etc
Utility Companies	Incidents when the provision of utility services area affected	Restoration of services
Voluntary Agencies	Most incidents	Practical care and support e.g. for vulnerable, environmental restoration, animal welfare
RED	Incidents with regional / national effects	Link into central govt depts, advice on funding, regional co-ordination
Specialist Contractors	Scenario dependent	technical advice/services

7.3.4 Local Authority Role

The local authorities (County & District as appropriate) will:

- Chair the SRCG and provide other officers to assist if required

CHILTERN DISTRICT COUNCIL EMERGENCY PLAN

- Establish a decontamination strategy where toxic materials have affected land, buildings or the environment, in conjunction with the Environment Agency, DEFRA, the HPA and on advice from the Government Decontamination Service
- Lead the waste management strategy for the recovery process, including sourcing specialist contractors to dispose of toxic waste
- Coordinate the restoration work of the utility companies
- Deal with any highways infrastructure issues, in conjunction with the Highways Agency where appropriate
- Implement, with the support from other agencies, a communications strategy
- Ensure support to any school communities that have been affected
- Ensure that care in the community is matched to changing needs, including the provision of post-disaster psychological support to those affected by the emergency
- Provide Environmental Health advice
- Building Control to provide advice on structural stability, safety and demolition.
- Coordinate the support from the voluntary agencies
- Lead on the provision of community support and leadership
- Coordinate the local political involvement
- Lead in setting up and operating Humanitarian Assistance Centres
- Provide longer-term alternative accommodation for displaced persons who have nowhere else to go
- Maintain normal services at an appropriate level as per individual service Business Continuity Plans.

7.3.5 Service Area Roles

During the recovery phase some service areas may have specific responsibilities, relevant to the nature of the incident; these will be dictated as necessary by the SRCG. The following is a list of the generic roles and responsibilities that should apply to all service areas.

- Ensure that critical services are maintained as outlined in each service area business continuity plan
- Identify the financial cost attributed to the emergency and notify Financial Services
- Provide appropriate representation on the SRCG and fulfil responsibilities relevant to the incident as dictated by the SRCG
- Restore service provision back to normal
- Support other services in restoring service provision back to normal

7.3.6 Closure

The completion of the recovery phase will be decided by the chair of the SRCG, in consultation with the other members. A final meeting of the SRCG will be held to identify lessons learned during the incident and any needs for future planning and preparedness. Closure of the SRCG is likely to occur when the following criteria have been met:

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- All agencies and local authority departments that have been involved with the recovery agree that their roles have been completed or are at a level which can be sustained alongside normal working functions.
- The public use of Humanitarian Assistance Centres (HAC), applications for financial assistance and any other care, such as help lines, has reduced to a level which can be dealt with as part of agencies day to day functions.
- The majority of the community are satisfied that they have received enough services and support to enable them to return to normality.
- Arrangements are in place for affected persons who will still require assistance to make contact and access support.
- Community amenities have been repaired or alternative arrangements have been made.
- Adverse effects on local businesses, economy and employment as a result of the emergency have been addressed.

Further guidance on the recovery phase and details of relevant terminology can be found in the Thames Valley Recovery Plan, a copy of which is held by the Emergency Planning Officer.

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SECTION 8 – TRAINING, EXERCISING AND PLAN VALIDATION

8.1 Overview

This section provides information relating to the training and exercising requirements of Chiltern District Council's emergency planning capabilities.

8.2 Emergency Response Roles

Section 5 of this plan identifies the emergency response roles that Service Areas, Elected Members and Responsible Officers need to undertake during an emergency situation on behalf of Chiltern District Council. All officers with a specific emergency response role will require specific training, although it is important to note that not all service areas have the same requirements for responders.

8.3 Training Requirements and Availability

All staff and members should have an appropriate understanding of emergency planning within Chiltern District Council and where relevant knowledge of the Chiltern District Emergency Plan.

Crisis Management Team Support and Emergency Operations Centre Team

Members of the CMT Support and EOC must complete the Emergency Planning Awareness Training, Specific EOC training as well as attending training/exercise sessions each year.

Local Authority Liaison Officers (LALOs)

LALOs must complete the Emergency Planning Awareness Training, Specific LALO training as well as ideally attending a TVP Bronze training session where available and appropriate training/exercise sessions each year.

Rest Centre Managers/Assistants

Rest centre managers/assistants must complete the Emergency Planning Awareness Training, Specific rest centre training as well as attending training/exercise sessions each year.

Training for all officers with emergency planning responsibilities may also be supplemented with courses run by partner organisations such as the Emergency Planning College and Buckinghamshire County Council.

Heads of Service and line managers are requested to allow volunteer members of staff wishing to assist in the Council's emergency response capability adequate time to undertake the appropriate training and exercise sessions.

8.4 Exercise Requirements

In order to test the validity of the District emergency response there is a requirement to run at least one tabletop exercise per year with the full involvement of all members of the EOC and CMT as far as is practicable.

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At times there may also be a requirement to be involved in wider multi-agency exercises to test the validity of relevant plans and processes on a County, Thames Valley, Regional or National basis.

8.5 Plan Validation and Debriefing

Following both exercises and real incidents there will be an immediate 'hot' debrief supplemented later by a formal 'structured' session to highlight any limitations of the response and incorporate the lessons learned into the planning process.

8.6 Plan Maintenance

The District Emergency Plan will be available on the CDC Intranet and will be reviewed biennially and amended as necessary by the Emergency Planning Officer.

A separate contact list will be updated biannually and will be distributed internally as a hard copy and electronically to professional partners.

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SECTION 9 – SPECIFIC INCIDENTS AND SUPPORTING DOCUMENTS

9.1 Overview

The Chiltern District Emergency Plan focuses on CDC's generic input into the multi-agency response to incidents that occur within the district as well as taking into account those occurring outside of the district that impact upon and require involvement from the local authority.

9.2 Buckinghamshire County Council Maintained Plans

Over and above this plan BCC Resilience Team (RT), using the Community Risk Register as a basis have devised a number of templates detailing their response framework for a number of specific incidents. These can be found in the BCC Emergency Plan. Although relating to the County response, these templates will often require District Council involvement using processes outline throughout this plan, for example the establishment of an ERC.

The specific incidents outlined by BCC RT include:

- Major transport accidents (Road, Rail and Air)
- Flooding
- Severe weather
- Fires
- Evacuations
- School Incidents
- Highway gridlock
- Reception of evacuees from abroad
- Mass fatality accidents
- Humanitarian assistance centres
- Power outages

In addition to the County Emergency Plan the following specific incident plans have also been created and are maintained by BCC RT.

- Human Flu Pandemic Plan
- Animal Notifiable Diseases Plan
- Mass Fatality Plan
- Major Accident Hazard Pipeline Plan
- Site Clearance Plan
- Countywide ERC Plan

A copy of each of these plans is held electronically by the Emergency Planning Officer.

9.3 Community Self Help Plans

Community Resilience Projects have gained greater visibility in recent years following a renewed focus from both central and local government. Within Chiltern District these resilience projects will take the form of Community Self Help Plans and are to be administered by the Town and Parish Councils, with support from the district and other agencies as appropriate.

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Following a planned program of promotion and training activities throughout 2011/13 there should be an increase of resilience projects and they will subsequently command a greater focus in future versions of the District Emergency Plan.

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ACRONYMS / GLOSSARY

AAIB	Air Accident Investigation Branch
ABI	Association of British Insurers
ACCOLC	Access Overload Control
ACPO	Association of Chief Police Officers
AIO	Ambulance Incident Officer
ASA	Ambulance Service Association
ATOC	Association of Train Operating Companies
AVDC	Aylesbury Vale District Council
BASICS	British Association for Immediate Care
BCC	Buckinghamshire County Council
BCI	Business Continuity Institute
BCP	Business Continuity Plan
BCRC	British Cave Rescue Council
BF&R	Bucks Fire and Rescue
BRCS	British Red Cross Society
BSAR	Bucks Search and Rescue
BTP	British Transport Police
C³	Command, Control and Coordination
CBRN	Chemical, Biological, Radiological and Nuclear
CCA	Civil Contingencies Act 2004
CCD Civil	Contingencies Division (Scottish Executive Justice Department)
CCRF	Civil Contingencies Reaction Force
CCS	Civil Contingencies Secretariat
CDC	Chiltern District Council
CFOA	Chief Fire Officers Association
CHAI	Commission for Healthcare Audit and Inspection
CIRS	Chemical Incident Response Service
CMG	Crisis Management Group
CMT	Crisis Management Team
COMAH	Control of Major Accidents Hazard
CRM	County Resilience Manager
CRO	County Resilience Officer

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CRT	County Resilience Team
CSIA	Central Sponsor for Information Assurance (Cabinet Office)
CST	Crisis Support Team
CTSA	Counter Terrorism Security Advisers
DCMS	Department for Culture, Media and Sport
DCO	District Coordinating Officer
DCSF	Department for Children, Schools and Families
DEFRA	Department for Environment, Food and Rural Affairs
DEPO	District Emergency Planning Officer
DFID	Department for International Development
DFT	Department for Transport
DH	Department of Health
DPH	Director of Public Health (in a primary care trust)
DS	Directing Staff
DTI	Department of Trade and Industry
EA	Environment Agency
EHO	Environmental Health Officer
EOC	Emergency Operations Centre
EOD	Explosives Ordnance Disposal (“bomb disposal”)
EP	Emergency Planning
EPLO	Emergency Planning Liaison Officer
EPO	Emergency Planning Officer
EPU	Emergency Planning Unit
ERC	Emergency Rest Centre
ES	Emergency Services
ETA	Estimated time of arrival
ETD	Estimated time of Departure
FCO	Foreign and Commonwealth Office
FCP	Forward Control Point
FLO	(Police) Family Liaison Officer
FRS	Fire and Rescue Service
FSA	Food Standards Agency
FSA	Financial Services Authority
GDS	Government Decontamination Service

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GIS	Geographical information service
GNN	Government News Network
GO	Government Office
GOSE	Government Office for the South East
HA	Highways Agency
HAC	Health Advisory Cell
HMIC	Her Majesty's Inspectorate of Constabulary
HMT	Her Majesty's Treasury
HO	Home Office
HPA	Health Protection Agency
HSC	Health and Safety Commission
HSE	Health and Safety Executive
ICP	Incident Control Point
IRC	International Rescue Corps
JESCC	Joint Emergency Service Control Centre
JESG	Joint Emergency Service Group
JHAC	Joint Health Advisory Cell
LA	Local Authority
LALO	Local Authority Liaison Officer
LGA	Local Government Association
LGD	Lead Government Department
LHB	Local Health Board
LRRF	London Regional Resilience Forum
LRF	Local Resilience Forum
LRT	London Resilience Team
MACA	Military Aid to the Civil Authorities
MCA	Maritime and Coastguard Agency
MIO	Medical Incident Officer
MMMF	Man made mineral fibre
NAIR	National Arrangements for Incidents involving Radioactivity
PCT	Primary Care Trust
PIC	Police Incident Commander
PRO	(Police) Press Relations Officer
RAYNET	Radio Amateurs Emergency Network

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REPIR	Radiation Emergency Preparedness and Public Information Regulations
SAG	Safety Advisory Group
SBDC	South Bucks District Council
SCG	Strategic Coordination Group
SJA	St John Ambulance
SMH	Stoke Mandeville Hospital
SRCG	Strategic Recovery Coordination Group
TA	Territorial Army
TVP	Thames Valley Police
TVLRF	Thames Valley Local Resilience Forum
WDC	Wycombe District Council.
WGH	Wycombe General Hospital