

MID SUSSEX DISTRICT COUNCIL

EMERGENCY PLAN

Major Revision March 2011

(See footer for latest version)

Foreword

This Emergency Plan stipulates how Mid Sussex District Council's resources would be deployed to assist the emergency services (and other agencies) in the response to a major incident.

This plan identifies the emergency functions of the relevant service areas and the roles and responsibilities of key officers. Training will be provided to the relevant officers identified in this plan should their responsibilities during an emergency differ from their normal duties.

The officer roles and procedures within this plan will be reviewed annually, unless they are otherwise tested during an incident or exercise.

The next review date for this plan is 1st March 2012.

Kathryn Hall

Chief Executive

Contents

Foreword	2
Contents	3-4
Distribution List	5
Record of amendments	6-7
1 – Introduction	8
Aim & Objective	8
Further information	8
Requirement to Produce this Plan	9
Definition, Types and Levels of Emergency	10
Responding to an Emergency – The District Council's Role	11
The Roles of other Responders	12-13
2 – Activation Management and Co-ordination	14
Notification of a Major Incident and Activation of this Plan	14
Command & Control	15
Additional Assistance	15
Emergency Control Centre	15-16
Emergency Management Team & Emergency Committee	16
Warning & Informing the Public	17
Finance & Insurance	17

3 – Roles and Responsibilities of the Emergency Management Team	18
Chief Executive - Chair of the Emergency Management Team	18
Assistant Chief Executive	18
Better Mid Sussex Planning Officer	19
Head of ICT, HR & Finance	19
Solicitor to the Council	20
Head of Leisure and Sustainability	20
Head of Housing, Environmental Health & Building Control	21
Head of Economic Promotion & Planning	21
Emergency Planning & Outdoor Services Manager	22
Business Unit Leader Customer Services and Communications	22
4 – Procedures & Guidance for Emergency Management Team	23
Cascade Call-out Procedure	23
Guidance for Cascade Call-out & ECC Activation	24
ECC Functions & Administration	25
Guidance for Emergency Planning & Outdoor Services Manager	26
Guidance for Incident Liaison Officer	27
Guidance for BUL Customer Service & Communications	28
Guidance for Press Officer	29
5 Rest Centre Information & Guidance	30-35
6 Stand-Down Procedure for EMT	35
Appendices	36-37

Distribution List

Mid Sussex District Council	No of Copies
Chief Executive	1
Assistant Chief Executive	1
Heads of Service	6
Business Unit Leaders	22
Emergency Planning Officer	1
Emergency Committee	3
Incident Liaison Officers	6
Partner Response Agencies	
Sussex Resilience Forum Secretariat	1
West Sussex County Emergency Management	1
West Sussex Fire & Rescue Service H.Q. and Divisional Station Officers (East Grinstead, Haywards Heath)	3
Sussex Police - Uniformed Operations (East Grinstead, Haywards Heath)	2
Environment Agency	1
South East Coast Ambulance Service	1
Brighton & Sussex Hospital Trust	1
Adur & Worthing Council	1
Crawley Borough Council	1
Horsham District Council	1
Brighton & Hove City Council	1
Lewes District Council	1
Tandridge District Council	1
Wealden District Council	1
East Sussex County Council Emergency Planning	1
Local Town & Parish Councils	24
Voluntary Agencies	
British Red Cross	1
W. R. V. S.	1
M.S.A.R.S.	1

Record of amendments

Amendment Number	Amended section (s)	Date
1.	Various to reflect organisational changes	November 2004
2	Various – contact details	5 th August 2005
3	Various contact details & organisational changes	8 th March 2006
4	BT Linkline number added to Appendix 6	22 nd May 2006
5	Mid Sussex Amateur Radio Society numbers added to Appendix 6	22 nd May 2006
6	Met Office Severe Weather contact details	27 th June 2006
7	Burgess Hill Town Council Contact numbers added	30 th August 2006
8	Chief Exec added to contact list and as leader of Management Team etc	12 th October 2006
9	Staff added to Appendix 5	6 th November 2006
10	Appendix 9 ECC Layout added	28 th November 2006
11	Various amendments to call out lists	19 th March 2007
12	Various Amendments to call out lists	25 th July 2007
13	MSDC Switchboard/Call Centre Roles/Procedure added	10 th September 2007
14	Strategic Corporate Director amended to Deputy Chief Executive	11 th October 2007
15	Contact list and job titles amended	25 th October 2007
16	Analogue phone number added to section 2 (ECC)	6 th November 2007
17	Contact details amended in Appendix 1	20 th November 2007
18	Contact details amended in Appendix 1	13 th March

		2008
19	Contact details amended in Appendix 1	8 th May 2008
20	Addition to Contact Centre procedure & contact details amended	5 th June 2008
21	Contact details amended in Appendix 1 and page 25 amended	5 th June 2008
22	Contact details amended in Appendix 1 & job title on page 16	9 th July 2008
23	Contact details for Press Officer amended in Appendix 1	16 th July 2008
24	Contact details for HoS L & S and Customer Services & Communications Officer amended in Appendix 1	16 th December 2008
25	Titles for HoS amended in with latest organisational structure, Incident Liaison Officers contact details added	28 th April 2009
26	Contact details amended in Appendix 1	12 th June 2009
27	HoS Contact details amended in Appendix 1	22 nd July 2009
28	Various to Contact details App. 1, 2 & 6-9	11 th August 2009
29	Refresh Officer Job Titles	10 th August 2010
30	Major Revision following review and to reflect structural changes	1 st March 2011

1 – Introduction

This plan has been prepared for the guidance of Council staff and outlines the roles and responsibilities of nominated officers during the response to a major incident in Mid Sussex.

This stipulates actions to be taken by those endeavoring to maintain public services and to assist local residents involved in an emergency.

1.1 Aim

The aim of this plan is to provide guidance to key officers so that they are sufficiently prepared to implement an appropriate District Council response to a major incident in Mid Sussex.

This preparedness should enable the critical functions of the Council to continue during a major incident, mitigate the impact of such an incident on our community and facilitate the fastest possible recovery.

1.2 Objective

The objective of this plan is to define the District Council's management arrangements and service area responsibilities during the response to a major incident.

1.3 Further information

This Emergency Plan constitutes the generic major incident plan for MSDC. Please refer to the following documents for further information:

MSDC Emergency Contacts Directory	MSDC Rest Centre Information
MSDC Out of Hours Manual	MSDC Severe Weather Guidance
SRF Major Incident Linking Document	SRF Incident Liaison Officer Pack
Sussex Local Authorities Rest Centre Plan	Sussex Community Risk Register
Emergency Preparedness	Emergency Response & Recovery

These documents can be found at www.midsussex.gov.uk/emergencies or on the MSDC Intranet.

1.4 Requirement to Produce this Plan

The Civil Contingencies Act (CCA) came in to force on 1st April 2005 having received royal assent in November 2004.

The CCA replaced the Emergency Powers Act (1920) and is designed to build upon a tradition of local good practice among emergency responders to bring coherence to civil protection and resilience arrangements. The CCA categorises emergency responders in the following way:

Category 1 – Have a general duty of civil protection (risk management, emergency planning, business continuity, warning and informing).

- Local Authorities
- Police
- Fire & Rescue Service
- NHS Trusts (ambulance services, hospitals etc.)
- Primary Care Trusts
- Port Health Authority (where applicable)
- Health Protection Agency
- Environment Agency
- Maritime & Coastguard Agency

Category 2 – Have supporting obligations (information sharing and co-operation)

- Utilities (Electricity, gas, water, public electronic communications)
- Railways
- Transport for London / London Underground
- Airports
- Harbours
- Secretary of State (Highway Authorities)
- Health and Safety Executive

As a Category One responder, the District Council has seven duties under the Act:

- i) assess the risk of emergencies occurring
- ii) make business continuity arrangements
- iii) conduct emergency planning
- iv) inform, warn and advise the public
- v) co-operate with other agencies in resilience activities
- vi) share information
- vii) promote business continuity

The CCA requires Category 1 responders to work together so that civil protection arrangements are planned and delivered by a multi-agency Local Resilience Forum. In Sussex this is known as the Sussex Resilience Forum (SRF). The District Council also hosts quarterly meetings of the Emergency Planning Liaison Group (EPLG), which includes planners from the above responders and officers from the local Town and Parish Councils.

1.5 Definition of an emergency

Under the CCA, an emergency is defined as:

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

1.6 Types of Emergency

Natural	Storms, flooding, snowfall
Technological	Damage to structures and buildings; industrial (e.g. by explosion; release of toxic substances; transport accident)
Social	Health emergencies (epidemics), poisoning of the food chain
Environmental	Air, water and land pollution or contamination
Hostile Acts	Terrorism or actions of a hostile state

1.7 Levels of Emergency (Based on their Impact)

Catastrophic	- Chernobyl, 9/11 attacks
Serious	- Foot and Mouth, 7/7 attacks
Significant	- Severe weather or flooding over a wide area
Local (Major Incident)	- Large fire, road accident

1.8 Risk Assessment

All Category One responders are required to identify the potential hazards and threats in their area, assess the likelihood of an emergency occurring and the impact it would have on the community if it did. This information is held in the Sussex Community Risk Register, which is compiled by the Sussex resilience Forum.

1.9 Responding to an emergency

This plan has been produced to stipulate the Council's generic response to a major incident in Mid Sussex. The response to an incident will involve the emergency services as a normal part of their duties. Local authorities are expected to respond as an **extension** of their normal responsibilities.

A range of other organisations may also be involved, such as voluntary agencies, utilities and telecoms companies and transport services.

This plan specifies the roles of Council officers in responding to a major incident in Mid Sussex.

A major incident will be declared by a response agency (usually Police or Fire Service) should the emergency require the implementation of special arrangements for:

- the treatment, rescue and transportation of a large number of casualties
- the management of a large number of witnesses or bystanders
- the handling of a large number of media or public enquiries
- the deployment of additional resources from more than one responder
- the welfare arrangements for a large number of evacuees

In Sussex, a common trigger for a major incident being declared will be the required attendance of seven or more fire engines.

1.10 Role of the District Council

The requirements of the District Council in responding to a major incident are defined in the Sussex Resilience Forum (SRF) Emergency Linking Document as follows:

- Alert other local authorities and organisations.
- Alert relevant internal departments.
- Deploy liaison officers to relevant joint commands as requested
- Set up emergency control and co-ordination as necessary
- Collect, collate and disseminate information
- Alert voluntary organisations and co-ordinate their activities
- Provide a Strategic officer to the Strategic Coordinating Group
- Set up and manage Rest Centres
- Arrange emergency feeding
- Organise transport (with the County Council)
- Arrange temporary accommodation

In more broad terms, the authority's role will encompass:

- a. Supporting the Emergency Services and those engaged in the response.
- b. Support and care for the local community.
- c. Facilitating the recovery and return to normality of the community.
- d. Maintaining the Authority's normal services at an appropriate level.

According to the SRF Sussex Linking Document, other local authority roles during the response phase will be the primary responsibility of the County Council.

1.11 The Roles of other Responders

Sussex Police

The Police will co-ordinate the joint response between the emergency services and other organisations at the scene of an incident. Unless an incident is due to natural causes such as severe weather, they will treat all incidents as a crime scene until proven otherwise. Police operations may include setting up cordons, implementing evacuation, identification of victims and dissemination of survivor and casualty information.

West Sussex Fire and Rescue Service

The overall aim of the Fire & Rescue Service is to save life, mitigate damage to property and to provide humanitarian services. Their responsibilities include fire fighting and rescue operations, including the release of trapped people, urban search and rescue, controlling leaks and spillage of hazardous substances, damage control/salvage operations, and investigating the cause of the incident.

South East Coast Ambulance Service

The Ambulance Service will be responsible for the treatment and care of those injured at the scene (with medical teams where appropriate). It will determine the priority evacuation needs of the injured (triage) and their transportation to nominated receiving hospitals. They will provide medical support at survivor reception centres and rest centres as necessary.

Environment Agency

The Environment Agency has responsibility for protecting water, land and air. It will respond to all reports of environmental emergencies, which have the potential to cause harm to the environment, or (in certain circumstances) human health. The EA will be the lead agency in planning for, the response to and recovery from flooding.

Town & Parish Councils

Town & Parish Councils are often on hand to play an active role in the response to a major incident in their local area. Many local Councils have their own emergency plans, contacts lists and call-out procedures. MSDC will work with Town & Parish Councils to co-ordinate the most appropriate local authority response to a major incident. Town or Parish Council officers may be invited to join the Emergency Management Team.

Volunteers

St. John Ambulance and British Red Cross

St. John Ambulance and the British Red Cross can provide a range of services such as first aid, transportation and other auxiliary roles at rest centres. The British Red Cross has an Emergency Incident Support Unit stationed at Haywards Heath that has a limited amount of clothes, blankets, toys etc. Both services will also provide ambulances and ambulance resources to assist the Ambulance Service.

Women's Royal Voluntary Service (WRVS)

The WRVS has volunteers who can provide light refreshments, welfare support and other auxiliary roles at rest centres.

Mid Sussex Amateur Radio Society (MSARS)

MSARS is based in Burgess Hill and affiliated to the Radio Society of Great Britain. This active group of volunteers can assist with radio communications in an emergency. MSARS may also be able to provide 4-wheel drive vehicle support to an incident.

Radio Amateurs' Emergency Network (RAYNET)

RAYNET is a voluntary organisation formed by licensed radio enthusiasts who can provide a national emergency communications network. Most RAYNET communication links are on VHF or UHF radio equipment, with ranges varying from a few miles for hand held radios up to 50 miles using base stations. RAYNET often use 4x4 vehicles to reach remote locations.

1.12 Minor Incidents

Whilst the procedures held within Emergency Plan relate to major incidents, assistance may occasionally be requested by other Category One responders for smaller scale emergencies. For example, a rest centre may be requested to accommodate a small number of people evacuated from their homes during a localised incident, such as a gas leak.

In these circumstances, certain procedures from this plan may be implemented and resources deployed in proportion to the scale of the incident. These types of incident may not require the full activation of the Emergency Management Team or the Emergency Control Centre. In these circumstances, the Emergency Planning & Outdoor Services Manager will liaise with the emergency services to provide the necessary District Council assistance and monitor the impact of the incident on Council services.

Certain incidents (such as severe weather events) may require a different type of response and in these cases a separate, specific plan (or guidance document) will define the District Council's response and outline that of the other agencies. In these instances, the emergency services may not declare a major incident. Any additional procedures in these specific plans will compliment those held in this more generic one, so that officers can facilitate the best possible response with the resources available at the time.

2 – Activation, Management and Co-ordination

2.1 Notification of an emergency

Out of Hours – the Police or Fire & Rescue Service will normally report emergency situations to the Duty County Emergency Management Officer who is responsible for passing this to the District Council's Emergency Planning & Outdoor Services Manager.

If an MSDC Officer receives the notification of a major incident out of hours, the Chief Executive must be informed and she will determine the appropriate response. The MSDC Out of Hours service is operated by the First Point Contact Centre (operated by Affinity Sutton) on 01444 446495.

2.2 Activation of this Emergency Plan

This plan will be activated in the following circumstances:

- A. The Emergency Planning Officer is notified by the emergency services that a major incident has been declared in Mid Sussex.
- B. A local incident develops or threatens to develop beyond the response capabilities of the Council service(s) dealing with it.
- C. A localised incident develops or threatens to develop that will prevent the Council service from maintaining its essential day-to-day work.

Activating the plan due to:

Trigger A.

The Emergency Planning Officer will:

- 1. start a log
- 2. contact the County Council and agree response roles
- 3. attend the incident scene or send an Incident Liaison Officer
- 4. implement cascade call-out procedure
- 5. activate Emergency Management Team
- 6. activate Emergency Control Centre
- 7. provide on-going assistance to the emergency services.

Triggers B. and C.

The Emergency Planning Officer will advise:

- 1. if the Emergency Management Team (EMT) should be convened;
- 2. which service areas are required to respond;
- 3. which service area will take the lead;
- 4. if the Emergency Control Centre should be activated.

2.3 Command & Control

The Sussex Linking Document provides that during a major incident, all response agencies will manage the emergency using three levels of command.

These are:

- Strategic (Gold) – Senior executive with overall responsibility
- Tactical (Silver) – Specialists to prioritise and deploy resources
- Operational (Bronze) – Officers responding on the scene

If two or more response agencies are required to be working at a strategic level, the relevant officers will form a Strategic Coordinating Group (SCG). This group will normally meet at Sussex Police Headquarters in Lewes.

Tactical (Silver) command is usually coordinated from an Incident Command Vehicle, located outside the cordon around the incident.

Operational (Bronze) Command will usually be undertaken close to the scene.

2.4 Additional Assistance

Where a major emergency affects a wider area than Sussex, a higher level of co-ordination and control may be established. This may be at Government level (COBR) or by the implementation of a Regional Co-ordinating Centre (RCC). The SCG will continue to deal with strategic issues that only affect Sussex, whilst overall strategy and allocation of resources from other areas will be dealt with at the higher level.

The decision to call for Military Aid in urgent life saving duties will be made by the Chief Executive through the Strategic Coordinating Group (SCG).

The Town Councils at Haywards Heath, Burgess Hill and East Grinstead have staff and facilities, which can be used to assist the District Council in an emergency, should the need arise.

If voluntary organisations are required to assist in the response, the Emergency Planning & Outdoor Services Manager will co-ordinate the request in consultation with the County Emergency Management Officer.

Contact Details can be found in [The Emergency Contacts Directory](#)

2.5 Emergency Control Centre (ECC)

If required, the Emergency Control Centre (ECC) will be set up in the Chief Executive's Suite at the Council offices in Oaklands Road, Haywards Heath.

The Emergency Control Centre will act a hub to send and receive all information relating to the incident and from where the actions undertaken on behalf of the District Council will be co-ordinated and recorded.

In the event of the Oaklands Building being un-inhabitable, the Emergency Control Centre will be set up elsewhere on the Oaklands Campus or at such other place as the Chief Executive shall direct, dependent on the location of the incident.

The Emergency Store (located by the Taxi Licence Inspection Area) contains a spare Rest Centre Kit and sufficient equipment to facilitate an ECC away from the Oaklands Campus. Keys for the Emergency Store are held by the Facility Assistants, the Emergency Planning Officer, Better Mid Sussex Planning Leader and Incident Liaison Officers.

No person, materials, or equipment will be moved into the incident area unless at the request of the emergency services via the Emergency Control Centre (ECC).

District Council officers, vehicles and plant attending an incident must be clearly identifiable and wearing appropriate personal protective equipment. All members of staff must carry MSDC identification cards. This includes all volunteers attending to assist the District Council response.

2.6 Emergency Management Team

During the response to a major incident in Mid Sussex, all members of the Council's Management Team will be expected to undertake duties relevant to their service areas. In addition, other specialist officers may be required to advise depending on the nature of the incident. Please refer to **Appendix 1** Diagram of the Council's Emergency Management Structure.

2.7 The Emergency Committee

During a major incident the Chief Executive will convene and chair the Council's Emergency Committee to keep members informed of the incident. The Committee consists of:

- The Leader of the Council
- The Deputy Leader of the Council
- The Cabinet Member for Health & Community

The Emergency Committee will:

- a. be kept informed of the Council's response. In between meetings, the Business Unit Leader for Customer Services and Communications will keep members informed of developments.
- b. provide the political momentum to enable the diversion of resources from other authorities (when necessary)
- c. authorise emergency actions undertaken by the Council and provide approval for expenditure incurred.

2.8 Warning & Informing the Public

Any statements, bulletins or media releases will be made through the BUL for Customer Services and Communications who will maintain close liaison with the press officers of other agencies involved in the emergency.

2.9 Finance & Insurance

When assisting in the response to a major incident, the District Council may be entitled to the reimbursement of certain costs under the Bellwin Scheme.

To qualify, such costs must be incurred when the District Council takes immediate action to safeguard life or property or prevent suffering or severe inconvenience within Mid Sussex. It is therefore essential to keep a record of all expenditure connected with a major incident.

Examples of expenditure that would qualify for reimbursement via the Bellwin Scheme include:

- The hiring of vehicles, plant or equipment to commence salvage works
- The cost of providing temporary accommodation
- The cost of removing debris which causes a hazard
- The cost of hiring temporary staff or contractors to assist with the response

Examples of expenditure that would not qualify for reimbursement under the Bellwin Scheme:

- Costs which are otherwise insured – e.g. damage caused by terrorism
- Loss of income from closed facilities
- The normal wages and salaries of employees
- Any element of betterment when making repairs to a significantly higher standard

The Department of Communities and Local Government must be notified within one month of the Council's request to activate the Bellwin Scheme.

The Head of ICT, HR & Finance will be responsible for monitoring emergency expenditure during the response to a major incident.

The Head of ICT, HR & Finance will ensure there is sufficient insurance cover for staff involved in the response to a major incident.

3 – Roles & Responsibilities of the Emergency Management Team during the District Council's Response to a Major Incident

3.1 Chief Executive - Chair of the Emergency Management Team

Emergency Roles & Responsibilities

- Co-ordinate the Council's emergency response
- Chair Emergency Management Team Meetings
- Convene and Chair the Emergency Committee
- To Attend SCG Meetings on behalf of the District Council
- To report on actions undertaken by the Emergency Management Team during the incident and post incident
- To formally request additional support (Military Aid) if required

3.2 Assistant Chief Executive

Emergency Roles & Responsibilities

- To deputise for the Chief Executive in her absence
- To oversee the operation of the Emergency Control Centre
- To oversee the production of public warnings and information
- To keep elected members informed about the incident
- To ensure that all actions undertaken by the Council during the incident are recorded for inclusion in the Chief Executive's final report
- To lead on preparing for community recovery
- To ensure continuity of critical functions within service area

3.3 Better Mid Sussex Planning Leader

Emergency Roles & Responsibilities

- To provide lead assistance to the Chief Executive in the strategic management of a major incident
- To assume the role of Gold (Strategic) Commander in the absence of the Chief Executive or Assistant Chief Executive
- To attend the Strategic Co-ordinating Group (SCG) if required by the Chief Executive
- To oversee the operation of the Emergency Control Centre in the absence of the Assistant Chief Executive
- To ensure that all actions undertaken by the Council during the incident are shared with the relevant partner agencies

3.4 Head of ICT, HR & Finance

Emergency Roles & Responsibilities

- To provide emergency resources to facilitate the Council's response
- To monitor and report on expenditure using the relevant budget codes
- When appropriate, to recover expenditure incurred during an emergency
- To ensure the Council's communications systems are suitable and sufficient during an emergency
- To oversee staff welfare during the incident
- To ensure continuity of critical functions within service area

3.5 Solicitor to the Council

Emergency Roles & Responsibilities

- To provide legal advice to protect the Council during an emergency
- To preserve and protect the integrity of all Council assets
- To arrange for the inspection of Council owned/controlled land or premises
- To ensure that the public is protected from any possible hazards found as a result of inspection

3.6 Head of Leisure and Sustainability

Emergency Roles & Responsibilities

- To provide buildings to act as Emergency Rest Centres and staff to operate them
- To provide staff, contractors, plant and transport at the scene of the incident as agreed with the emergency services
- Arrange for removal of debris and contaminated waste material
- To ensure any Council assets involved are secured and safe
- To ensure continuity of critical functions within service area

3.7 Head of Housing, Environmental Health & Building Control

Emergency Roles & Responsibilities

- To arrange accommodation for the homeless
- To transfer evacuees from emergency rest centres to alternative accommodation after no more than 48 hours.
- To provide measures to control the spread of diseases, maintain reasonable standards of health and hygiene and advise on health matters
- To take action to safeguard public health, including chemical spillages, animal disease, pollution monitoring and provision of clear water supply
- To provide Building Control Officers to assess dangerous structures
- To ensure that appropriate advice is given on Environmental Health matters and to take remedial action
- To assist the County Council in the establishment of a temporary mortuary, should the need arise.
- To ensure continuity of critical functions within service area

3.8 Head of Economic Promotion & Planning

Emergency Roles & Responsibilities

- To liaise with the local business community to assess the economic impact of the incident
- To provide advice and assistance to local businesses whose functions are essential to the economy and provide support during the recovery
- To maintain a record of assistance provided by the private sector
- To ensure the continuity of critical functions within service area

3.9 Emergency Planning & Outdoor Services Manager

Emergency Roles & Responsibilities

- To liaise with the emergency services and other response agencies
- To attend the scene of the incident as directed by the EMT
- To provide advice to members of the Emergency Management Team
- To oversee the deployment of Incident Liaison Officer(s) to the scene
- To support MSDC staff responding to the incident
- To provide radio equipment to facilitate communications
- To monitor the incident log (AIMS)
- To engage the services of the relevant voluntary groups
- To maintain this emergency plan and relevant contacts lists

3.10 Business Unit Leader for Customer Services and Communications

Emergency Roles & Responsibilities

- To produce emergency bulletins or statements on behalf of the Council to warn and inform the public in a timely manner
- To maintain close liaison with the media
- To deploy a Press Officer to the scene as necessary
- To maintain close liaison with the Press Officers of all other agencies involved in the incident to ensure a joint message
- To provide news conference facilities as deemed appropriate
- To monitor media reports and broadcasts
- To support the operation of the Emergency Control Centre (ECC)
- To oversee the handling of public enquiries via the Customer Contact Centre and First Point Contact Centre (out-of-hours)
- To work with partner agencies to set up a Help Line for enquiries, as deemed necessary
- To ensure the continuity of critical functions within service area

4.1 Guidance for EMT Cascade Call-out

The Cascade Call-out System should be used during the normal working day or out of hours.

Members of EMT should use the MSDC Intranet Staff Directory (during normal office hours), The MSDC Emergency Contacts Directory (Appendix 1) or the Emergency Contacts Card to call the appropriate officer(s).

In the absence of the EPO, the duty Incident Liaison Officer (ILO) or Better Mid Sussex Officer will receive the initial notification of the emergency and start the process.

In the early stages of an incident, the EPO may assume the role of Incident Liaison Officer and will go to the scene until further requirements are known.

If a member of EMT is unable to reach the officer as specified above, contact the next officer in the chain. Keep attempting to contact the specified officer (or their nominated deputy) until attendance is confirmed.

4.2 Out of Hours Activation Procedures for Emergency Control Centre (ECC)

- a. Call Emprise Security on 0870 608 1881 and ask the Duty Facilities Officer to open up MSDC premises as soon as possible.
- b. Travel to MSDC Emergency Control Centre as soon as possible. The ECC will be set up in the Chief Executives Suite at Oaklands.
- c. Each member of the Emergency Management Team is responsible for contacting the emergency support staff relevant to their service area.
- d. To make the ECC fully operational, support staff may initially be required from ICT and the Customer Contact Centre.
- e. EPO to keep the emergency services informed of MSDC actions.
- f. The target time for out-of-hours activation is 1-2 hours

4.3 Guidance for Officers Setting up Emergency Control Centre

The Better Mid Sussex Planning Leader will take responsibility for setting up the Emergency Control Centre (ECC) in the Chief Executive's Suite at Oaklands.

A plan of the layout of the ECC is shown at **Appendix 2**

4.4 Emergency Control Centre Functions & Administration

- a. Set up and operate the AIMS computer incident logging system and a manual logging system as a back up to this.
- b. Set up the MSDC VHF Radio System.
- c. Provide the necessary furniture, stationery and reference material for meetings of the Emergency Management Team.
- d. Ensure that there is adequate heating, lighting and cleaning.
- e. Arrange meals and refreshments for staff in the ECC and at the site of the incident.

Communications

The ECC will require all phones and computers in the Chief Executive's Suite. Additional phone and network points are available and ICT should be contacted to provide additional phones and computers as necessary.

If additional BT lines are required (for instance to run a Helpline service) contact British Telecom Emergency Manager the number of which is shown in the **The Emergency Contacts Directory**.

In the event of a power failure, in the first instance, officers should use mobile phones to call out. An analogue telephone line, number **01444 455345** is installed in the ECC and this could be used to receive incoming calls.

The VHF Radio System can be used to communicate between the ECC and the incident scene. The base station and five radios are stored in the ECC. Further handsets are held by the Emergency Planning Officer and the Incident Liaison Officer. The VHF frequency is preset to channel 2 on the handsets and this will broadcast directly with the ECC once the base station is switched on.

If necessary, additional portable radios are available from Crawley Borough Council and contact should be made with their Corporate & Public Safety Manager.

Mid Sussex Amateur Radio Society are prepared to assist the Council with radio communications and additional equipment should the need arise. If the radio signal to the incident site remains poor, RAYNET may be able to assist by providing additional resources. Contact for RAYNET is via the County Emergency Management Officer.

In extreme circumstances if most forms of telecommunications are disrupted the Council satellite phone is located in Room G08 in the Leisure Building. Instructions are provided in the satellite phone pack. This should only be used as an absolute last resort upon the advice of other responders.

Message Handling

All requests for assistance and the associated action undertaken by MSDC to the must be logged by the ECC. Logbooks can be found in the emergency store.

All log sheets should be collated into chronological order (date/time) and checked regularly by the ECC Manager to ensure actions have not been missed.

Details of the incident, including all logged information should be collated and entered into AIMS - Atlas Incident Management System. Customer Contact Centre and other admin staff are able to access and trained in the use of AIMS.

All log sheets must be retained for the Chief Executive's Final report.

4.5 Guidance for Emergency Planning & Outdoor Services Manager (EPO)

- a. Upon receipt of notification of a major incident, find out the precise location and nature of the incident and the type of assistance required from the District Council. Take the details of the person contacting you.
- b. If a rest centre is requested, decide which one should be used and contact the key-holder. The rest centre should be opened within 1-2 hours.
- c. Start a log of actions undertaken.
- d. Contact the Chief Executive and activate Cascade Call-Out for EMT.
- e. Travel to the scene of the incident and check in with the ECC upon arrival
- f. Inform other agencies when the ECC is operational.
- g. Report to the Incident Control Centre, identify yourself and ask if any further assistance is required from MSDC
- h. Attend Silver Briefings and pass on any situation reports to relevant agencies.
- i. Act as a point of contact between:
 1. The Emergency Services at the incident site and MSDC Emergency Control Centre.
 2. Between other MSDC staff at the incident site and MSDC Emergency Control Centre.
 3. Utilities providers – BT, Gas, Water, Electricity etc;
 4. Voluntary Groups called in by MSD

4.6 Guidance for Incident Liaison Officers (ILOs)

Introduction

MSDC is committed to providing an Incident Liaison Officer (if requested) to assist the emergency service response. In most circumstances, the EPO will initially perform this role until relieved by another member of staff.

Occasionally it may be possible for another Council Officer (such as a Building Control Officer) to act as the Incident Liaison Officer. However, adopting this role should not in any way compromise their ability to carry out their normal duties.

Incident Liaison Officers will be provided with a SRF Pack to assist them with undertaking their duties during an incident.

Procedure

On arriving at the scene the ILO will report to the Incident Command Unit and await briefing by the emergency services. The Incident Command Unit is usually a red Fire & Rescue Service vehicle located outside the outer cordon.

Once briefed, the Incident Liaison Officer will communicate a situation report and requests for Council assistance to the Emergency Management Team.

The ILO will not cross any police cordon unless requested to do so by a senior officer and appropriate PPE has been provided.

Supplies & Equipment

All Incident Liaison Officers will be provided with a 'Go-Bag' to contain the following:

- High visibility jacket or tabard
- MSDC ID Badge & Name Plate for Car
- Copy of this Plan & Emergency Contacts Directory
- Copy of Rest Centre Information Booklet
- Incident Liaison Officer Pack & Clipboard
- Mobile Phone & Charger
- Handheld VHF Radio for communicating with ECC
- Food & Drink (own)

Communications

The Incident Liaison Officer will use a mobile phone or radio as instructed by the EMT to communicate with the Emergency Control Centre.

The EPO or another member of EMT is responsible for giving accurate instructions to enable the nominated Incident Liaison Officer to work with the emergency services at the scene.

If the Emergency Services request equipment or supplies that MSDC does not provide, pass on the request to the ECC or County Emergency Officer for action.

Inform the emergency services of an approximate ETA at site if equipment can be located. If the request cannot be met, inform the service concerned.

Remain in regular contact with the EMT in order to up-date the Control Centre with reports from the incident scene.

Incident Liaison Officers are also to act as support to any other MSDC Officers that may be at the scene.

4.7 Guidance for BUL - Customer Services & Communications

Contact the press officers of relevant response agencies to agree a joint message. These include: -

- a. Emergency Services.
- b. Local Authorities.
- c. Health Authorities, Environment Agency,
- d. Utilities Companies
- d. Voluntary agencies. WRVS, Red Cross, St John Ambulance

Expect a high volume of media and public enquiries, via the Customer Contact Centre and at the scene of the incident. Staff should be sufficiently briefed to handle these enquiries.

Send a press officer to the scene to handle media enquiries and support other Council staff.

Consider setting up an automated telephone messaging system to handle incident related calls. Contact Centre staff may be required to support the ECC.

Work with other agencies to facilitate a separate Help Line to give advice to concerned friends and relatives.

Consider posting an emergency bulletin on the home page of the Council's website with links to further information.

Set up a TV/Radio in the in the ECC to monitor news of the incident.

If necessary, set up a suitably equipped Media Briefing Centre. Small-scale briefings can be held in the Customer Services and Communications Office, larger scale briefings should be held in the Committee Room or Council Chamber.

If none of these rooms are available, Media Briefings should be held at the headquarters of another response agency or a nearby public building, e.g. a Town or Village Hall.

It is essential that regular information updates are sent to Rest Centres.

4.8 Guidance for Press Officer at the Scene

Identify yourself to the press officer(s) of other agencies.

Report to the MSDC Incident Liaison Officer (ILO) or Emergency Planning Officer (EPO) (if present).

Liaise with press officers present to prepare a statement and handle media enquiries.

Maintain regular contact with the ECC to provide information updates.

As soon as possible, arrange with other press officers controlled media visits to the scene.

4.9 Support for Staff

For most local authority staff, responding to a major incident will not be a normal or expected part of their duties.

Managing incidents can be very stressful for all staff involved whether at the scene, in the ECC or the rest centre.

Staff may be required to work outside of normal working hours in a strange or traumatic environment.

Staff may be affected by their experience of handling an emergency and support may be required from Occupational Health professionals.

EMT must ensure that all staff are sufficiently supported during the response so that they are able undertake their emergency duties with minimal risk.

After the incident, a full de-brief involving all officers must be conducted with observations recorded.

5.0 Rest Centre Information

A Rest Centre (aka a Survivor Reception Centre) can be defined as temporary accommodation for survivors who have been involved in an incident and/or evacuees who have been made homeless by it. A Rest Centre should be able to provide shelter, warmth, first aid, hot food and drink, washing and toilet facilities.

The Police will be responsible for requesting a Rest Centre to be opened and the District Council will be responsible making the facility available. The Council's aim is to have a rest centre operational within 1-2 hours of a police request.

EMT will liaise with the Incident Liaison Officer to decide the most appropriate Rest Centre. When choosing a Rest Centre, consider the number of people requiring temporary accommodation, their physical and emotional condition, and the proximity of the centre to the incident. The business continuity needs of the building hosting the rest centre must also be considered.

There are five main Council owned buildings which would operate as Rest Centres should a large number of people be affected by a major incident in Mid Sussex:

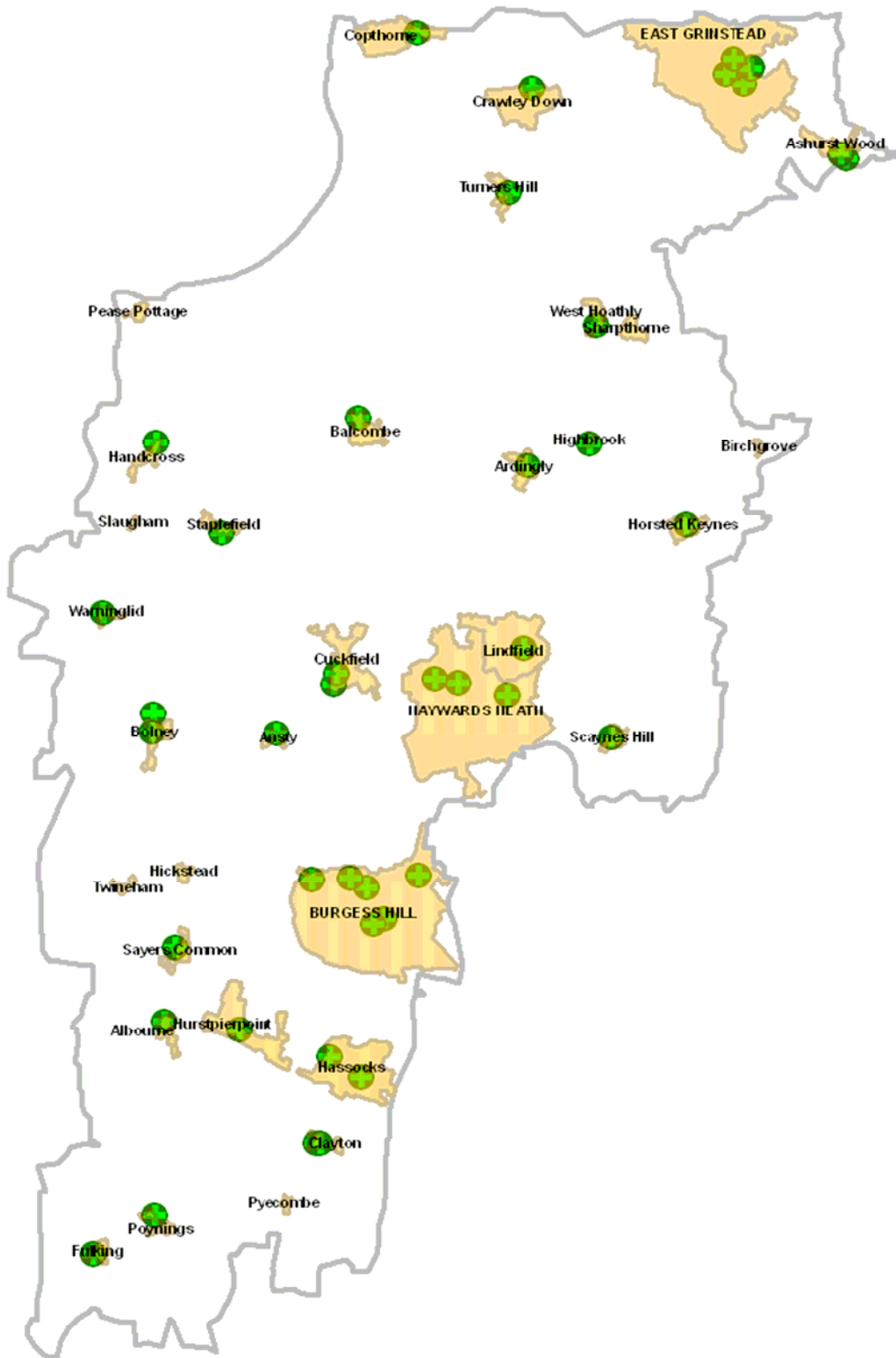
Centre	Approx. Capacity
Clair Hall. Haywards Heath	300
Dolphin Leisure Centre. Haywards Heath	500
Martlets Hall. Burgess Hill	300
The Triangle. Burgess Hill	500
Kings Centre. East Grinstead	500

In addition to these facilities, the Council has access to approximately 40 other community buildings situated across Mid Sussex, which can provide lower capacity Rest Centre accommodation to meet a local need. The Council may also be asked to provide other facilities such as a Friends & Relatives Reception Centre or a Humanitarian Assistance Centre.

The details of all Rest Centres and contact details of key holders are contained in the **MSDC Rest Centre Information Leaflet**.

A Map of Rest Centres in the District is provided on the next page in Fig 2.

Fig. 2 Map of Rest Centre Locations in Mid Sussex



5.1 Transportation

If necessary, the transportation of survivors or evacuees to the Rest Centre is the responsibility of WSCC. Transport arrangements will be communicated to the ECC by the ILO/EPO on the scene.

WSCC Social Services can provide assistance with evacuees with special needs, the elderly or vulnerable groups. Contact is through WSCC Duty Emergency Management Officer.

5.2 Housing Needs

Arranging longer-term accommodation (more than 24 hours after the incident) will be the responsibility of the Housing Needs Officers.

It is essential that the Housing Needs Team are alerted to the possibility of longer-term accommodation requirements as soon as possible. A controlled and smooth shift of management from Leisure to Housing will be essential.

Housing Needs officers have a list of hotels and other accommodation in Mid Sussex, which could be used in an emergency.

5.3 Rest Centre Staffing

The number of staff required to operate the Rest Centre will vary depending on the numbers of people involved. A minimum of two staff or volunteers must be provided to open the Rest Centre.

Additional staff may be required to undertake reception duties, registration, catering, cleaning etc. Staff from other agencies such as WSCC or the NHS may also be present to give advice and support to the survivors/evacuees.

Police Officers will be also present to ensure the Rest Centre is a safe and secure environment for survivors/evacuees. The Police may wish to interview them, especially if there is a criminal dimension to the incident. The Police will deploy adequate resources to support Rest Centre staff given the emotional state of the survivors/evacuees and any friends or relatives who may be present.

Trained and experienced volunteers may present themselves to assist with the operation of a Rest Centre. Their presence can also be requested by the EMT:

Women's Royal Voluntary Service (WRVS) – Information, Support, Catering
British Red Cross – First Aid, Transport, Catering

These groups can be contacted through the telephone numbers listed in **The Emergency Contacts Directory**.

5.4 Rest Centre Equipment

Each of the three leisure centres has a **Rest Centre Pack** containing all the relevant equipment to set up a Rest Centre. A spare Rest Centre Pack is held in the Emergency Store at Oaklands.

5.5 Guidance for the Rest Centre Manager

- a. Rest Centres are intended to provide emergency accommodation for up to 48 hours but in the vast majority of incidents, evacuees will have vacated the centre after 12 hours.
- b. Basic accommodation must be provided – warmth, shelter, toilet facilities, refreshments, seating, bedding etc.
- c. Unless the Police suggest otherwise, survivors/evacuees are not obliged to remain in the Rest Centre, they can leave at any time.
- d. Ensure proper registration of all people using the Rest Centre.
- e. The Rest Centre Kit contains the necessary information & signage to set up.
- f. Notify the ECC when the Rest Centre is open and give them contact details.
- g. Review availability of resources and inform ECC of any additional requirements.
- h. Provide information updates to Rest Centre occupants at timely intervals. Televisions should be set to the news channel.
- i. Arrange a rota system to ensure sufficient staffing.
- j. Maintain an accurate record of events, actions and expenditure whilst the Rest Centre is in operation.
- k. Ensure that First Aid facilities and a First Aid trained staff or volunteers are available.
- l. Assess the ongoing needs of Rest Centre occupants, particularly those with special needs. Request assistance through the ECC, as necessary.
- m. Media access to the rest centre should be controlled by the Rest Centre Manager in liaison with the Police and the ECC.

5.6 Key Tasks in Operating a Rest Centre

Information

- a. Place notice/bulletin boards around the Centre for displaying information.
- b. Liaise with ECC or Press Officer regarding information and access to be given to the media.

Accommodation

- a. Lay out the accommodation area as necessary to provide facilities for families, older un-accompanied adults or people with special needs.
- b. Review requirements for beds and bedding. Liaise with MSDC Emergency Control Centre to obtain requirements from voluntary organisations as necessary.
- c. Ensure that adequate First Aid and Fire Fighting equipment is provided in all areas. Ensure that Emergency Exit Routes are signed and kept clear
- d. Display signs and notices as necessary.
- e. Inform the Police (via ECC) when the accommodation area has reached 75% of its capacity. Ask ECC to consider opening another Rest Centre if the capacity is reached.
- f. A separate multi-faith prayer room should be provided

Storage

- a. Provide an adequate luggage store and a valuables registration book.
- b. Provide plastic bags or other suitable storage for placing loose or wet articles in the store and identify owners by a luggage tag.

Food & Supplies

- a. Free meals should be provided at approximate five-hour intervals. Meal times and menu should be displayed on the information board. The menu should provide options for all diets within reason.
- b. Rest Centre provision includes the supply of nappies and other essentials for babies.
- c. Make arrangements to replenish supplies at regular intervals
- d. Councils have an arrangement with Sainsbury's supermarkets to enable the purchase of supplies 24 hours a day.
- e. Record all expenses and inform ECC

Health & Sanitation

- a. The Health Authorities will provide medical assistance other than basic First Aid. Any such requests to go via the ECC.
- b. Prepare room(s) or areas allocated to provide a waiting, treatment, rest area and washing facilities.
- c. Provide a register for recording all accidents that occur within the boundary of the Rest Centre.
- d. Provide and display throughout the Centre, notices and information for survivors/evacuees on basic health and hygiene.
- e. Ensure that adequate supplies of hot water, soap and hand drying facilities are available.

Safeguarding

- a. Unaccompanied children (and vulnerable adults) should be treated as a priority for registration and supervision.
- b. Those arriving to collect them must be a responsible adult and be able to provide an adequate form of identification.

Pets

- a. Pets can be accommodated in a Rest Centre, providing they do not present a danger or nuisance to other users.
- b. Animals that cannot be accommodated can be collected from the Rest Centre by the RSPCA/ District Dog Warden or friends/relatives of the evacuees.
- c. Food and water and bowls etc should be provided to pets.

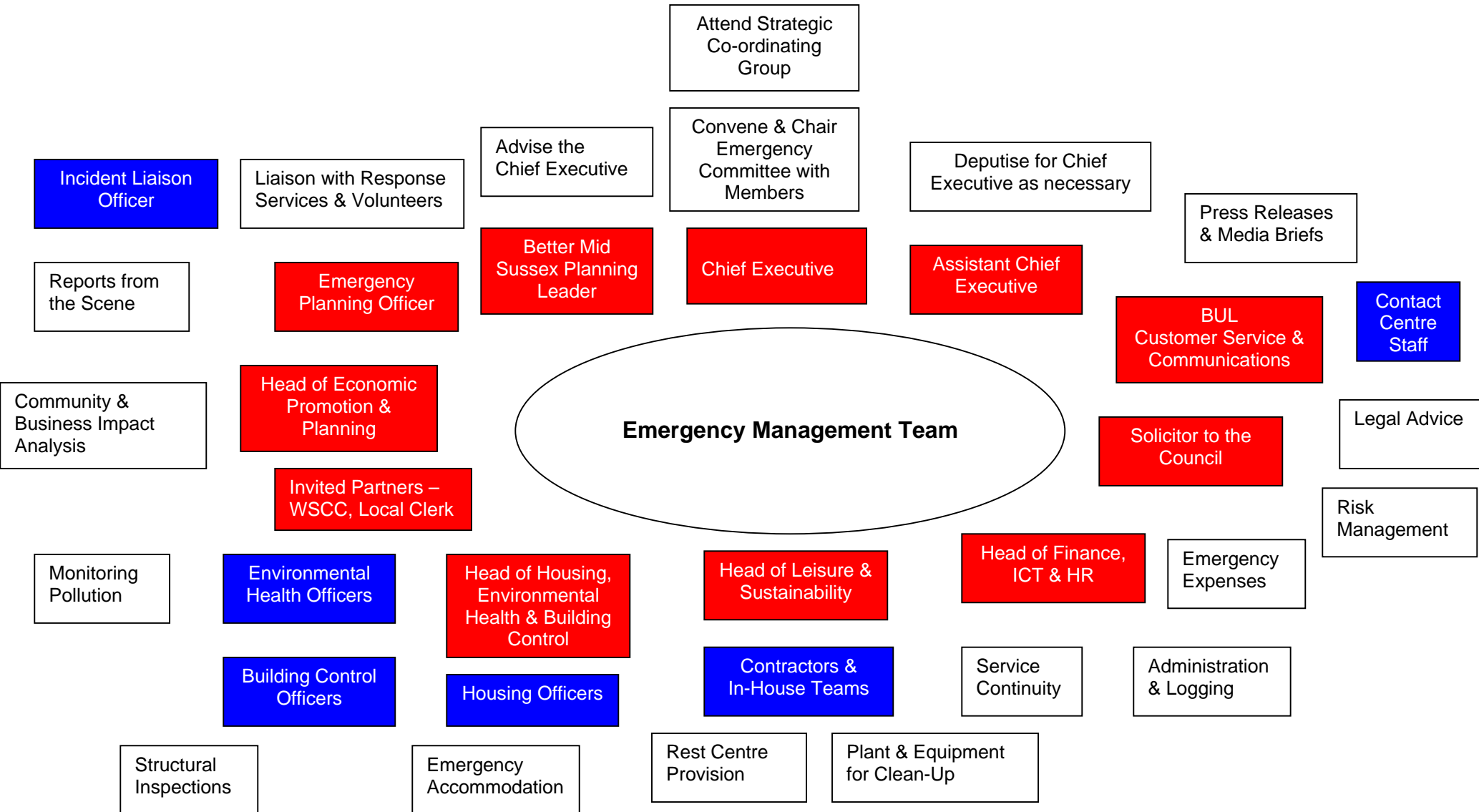
6.0 Stand Down Procedure

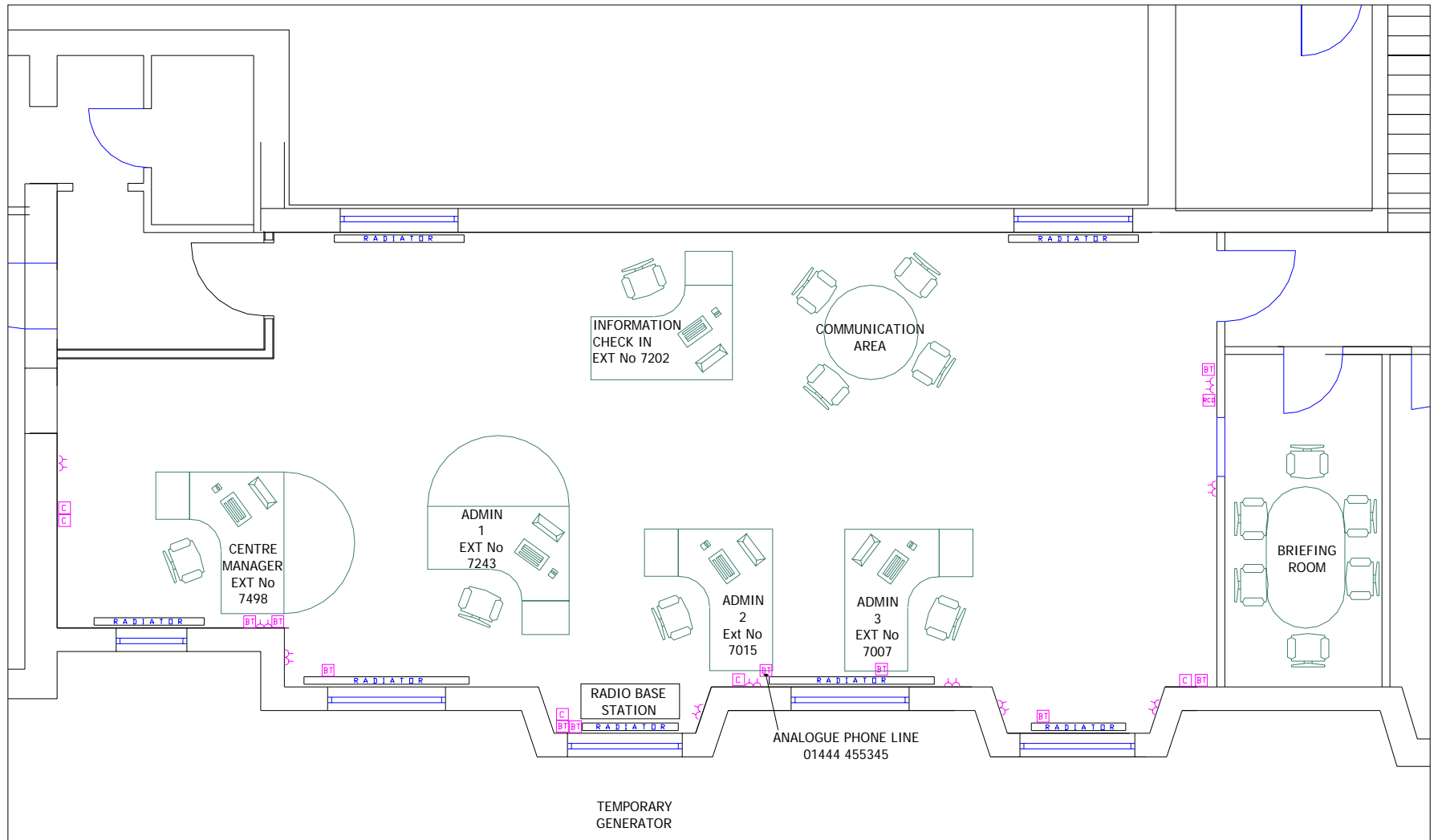
1. Strategic Co-ordinating Group (SCG) declares response phase over
2. EMT De-brief & Close ECC
3. Financial & Administrative recording and reporting
4. Officer De-Brief
5. Business Impact Analysis, Business Recovery
6. Enter Recovery Phase - Local Authorities to lead community recovery

Appendix 1 - Mid Sussex District Council

Emergency Management Team

Roles & Resource Requirements During the Response to or Recovery From a Major Incident





Appendix 2 - ECC Layout

