EMERGENCY PLAN

Not Protectively Marked

‘REFER TO PAGE 14 IF ACTIVATING THIS PLAN DURING AN INCIDENT’

2019 Version 2.1

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 local major incident.

This plan identifies the emergency functions of the relevant service areas and the roles and responsibilities of key officers. These emergency roles are considered an extension of the Council's normal duties. 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 April 2020.

Kathryn Hall

Chief Executive

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Distribution

A copy of this plan is held on the Council's network 'M' drive. The plan is also published on the Council's website www.midsussex.gov.uk/emergencies and shared with partners via Resilience Direct, the government's secure website for Civil Contingency planning.

Record of amendments

Amendment Number	Amended section (s)	Date
1	Various to reflect organisational changes	November 2004
2	Various – contact details	5th August 2005
3	Various contact details & organisational changes	8th March 2006
4	BT Linkline number added to Appendix 6	22nd May 2006
5	Mid Sussex Amateur Radio Society numbers added to Appendix 6	22nd May 2006
6	Met Office Severe Weather contact details	27th June 2006
7	Burgess Hill Town Council Contact numbers added	30th August 2006
8	Chief Exec added to contact list and as leader of Management Team etc	12th October 2006
9	Staff added to Appendix 5	6th November 2006
10	Appendix 9 ECC Layout added	28th November 2006
11	Various amendments to call out lists	19th March 2007
12	Various Amendments to call out lists	25th July 2007
13	MSDC Switchboard/Call Centre Roles/Procedure added	10th September 2007
14	Strategic Corporate Director amended to Deputy Chief Executive	11th October 2007
15	Contact list and job titles amended	25th October 2007
16	Analogue phone number added to section 2 (ECC)	6th November 2007
17	Contact details amended in Appendix 1	20th November 2007
18	Contact details amended in Appendix 1	13th March 2008
19	Contact details amended in Appendix 1	8th May 2008
20	Addition to Contact Centre procedure & contact details amended	5th June 2008

21	Contact details amended in Appendix 1 and page 25 amended	5th June 2008
22	Contact details amended in Appendix 1 & job title on page 16	9th July 2008
23	Contact details for Press Officer amended in Appendix 1	16th July 2008
24	Contact details for HoS L & S and Customer Services & Communications Officer amended in Appendix 1	16th December 2008
25	Titles for HoS amended in with latest organisational structure, Incident Liaison Officers contact details added	28th April 2009
26	Contact details amended in Appendix 1	12th June 2009
27	HoS Contact details amended in Appendix 1	22nd July 2009
28	Various to Contact details App. 1, 2 & 6-9	11th August 2009
29	Refresh Officer Job Titles	10th August 2010
30	Major Revision following review and to reflect structural changes	1st March 2011
32	Minor edits to update text	31st October 2013
33	Distribution list removed as copies of this plan are now available on-line and via the network drive.	1st January 2015
34	Various edits to reflect re-structure in the Council's Management Team	1st January 2016
35	Various edits to reflect re-structure in the Council's Management Team	31st October 2016
36	Plan reviewed and updated	4th April 2018
37	Plan reviewed and updated. Rest Centre set-up & management revised.	9th April 2019

1 – Introduction

This plan specifies the District Council's response to a major incident in Mid Sussex.

By producing this plan, the Council will devise arrangements to complement the activities of emergency responders, whilst endeavoring to maintain public services and to support the local community during times of crisis.

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 response by the District Council 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 and return to normality.

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 response 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 Plan***
MSDC Business Continuity Plan*	**SRF SERR Document**
SRF Community Risk Register	**MSDC Community Risk Register**
Emergency Preparedness	**Emergency Response & Recovery**

These documents can be found on the MSDC network (M drive, Emergency Planning) or The Wire Intranet site. Documents containing personal information are encrypted; contact the Emergency Planning Manager for the relevant passwords. * denotes that the plan is published on the Council's website www.midsussex.gov.uk/emergencies

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 1948 and was devised to build upon a tradition of local good practice among emergency responders to bring coherence to civil protection and resilience arrangements in the UK. 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.)
- 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 (Cat 1) responder, the District Council has seven duties under the CCA:

I. assess the risk of emergencies occurring and use this to inform contingency planning
II. put in place emergency plans
III. put in place business continuity management arrangements
IV. put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
V. share information with other local responders to enhance co-ordination
VI. co-operate with other local responders to enhance co-ordination and efficiency
VII. provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only)

The CCA requires Category One responders to work together and recommends 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 bi-annual meetings of the Emergency Planning Liaison Group (EPLG), with invited representation from the above responders and from our local Town and Parish Councils.

1.5 Community Risk Register

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 and agreed by the Sussex Resilience Forum.

1.6 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."

1.7 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

1.8 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

1.9 Definition of a Major Incident

Under the CCA, a major incident is defined as:

"An event or situation with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agency".

Notes

1. "Emergency responder agency" describes all category one and two responders as defined in the Civil Contingencies Act (2004) and associated guidance.
2. A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security.
3. A major incident may involve a single-agency response, although it is more likely to require a multi-agency response, which may be in the form of multi-agency support to a lead responder.
4. The severity of the consequences associated with a major incident are likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally.

1.10 Responding to an emergency

This plan has been produced to stipulate the Council's response to a major incident in Mid Sussex, should assistance be required. In such circumstances, the District Council would be expected to support the emergency services during the response phase.

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

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

A major incident can be declared by any Category One responder and this usually occurs when an emergency requires 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 people

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

1.11 Role of the District Council

The requirements of the District Council in responding to a major incident are defined in the SRF Sussex Emergency Response & Recovery (SERR) Document as follows:

- Alert other local authorities and organisations, including parish councils.
- Deploy Local Authority Incident Liaison Officers (LAILO or ILO)
- Assist in warning and informing the general public
- Provide a Strategic level officer to the Strategic Coordinating Group (when appropriate)
- Provide and manage Rest Centres & arrange emergency feeding
- Support the running of Survivor Reception Centres
- Coordinate the provision of transport (if not already being carried out by County)
- Re-housing and accommodation needs for displaced persons
- Respond to local coastal pollution incidents
- Waste removal
- Provide technical and engineering advice
- Environmental health advice and services
- Building Control Services e.g. structural safety advice

The main role allocated to the District Council during the response phase would be to identify and operate suitable emergency shelter for any evacuees and/or uninjured survivors. It should also be noted that local authorities are expected to take the lead during the recovery phase of any major incident, to support the community.

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 essential services at an appropriate level.

According to the SRF SERR Document, the County Council takes the lead role in the local authority response to a major incident, with support from Districts and Boroughs.

1.12 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 (SECAMB)
The Ambulance Service will be responsible for the treatment and care of those injured at the scene. SECAMB will determine the priority evacuation needs of the injured (triage) and their transportation to nominated receiving hospitals. They will also 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
Although they are not required to respond by law, Town & Parish Councils can play a vital role during and after a local incident. The majority of our Towns and Parishes have their own emergency plans which have been devised to complement those of the emergency responders. MSDC will communicate with the relevant Town and Parish Councils during the response and recovery from a major incident, and their officers, elected members or volunteers may be asked to support the response.

Voluntary Sector Organisations

Sussex Community Resilience Partnership
Voluntary organisations and individual volunteers are coordinated through the Sussex Community Resilience Partnership and during an emergency their resources can be requested via the Sussex Resilience Forum.

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, bedding and other auxiliary roles at rest centres. The British Red Cross provides the Fire Emergency Support Service (FESS) to support people who have been evacuated from their homes. Both services will also provide ambulances and resources to assist SECAMB as required.

Royal Voluntary Service (RVS)
The RVS has volunteers who can provide light refreshments, welfare support and other auxiliary roles at rest centres.

Sussex 4x4 Response/Assist
Sussex 4X4 Response and Assist are two groups of volunteers who provide four wheel-drive vehicles and skilled drivers to support the emergency services during an incident. Their roles can range from providing transport to supporting temporary road closures.

1.13 Minor Incidents

Whilst the procedures held within this Emergency Plan are primarily designed with major incidents in mind, the District Council's assistance may occasionally be requested by other 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 or water disruption

Minor incidents are unlikely to require the full activation of this Emergency Plan, though certain procedures from this plan may be implemented and resources deployed in a proportionate way. In these circumstances, the Emergency Planning Manager and/or the Incident Liaison Officer will liaise with the emergency services to provide the necessary District Council assistance, whilst also monitoring the impact of the incident on Council services and the wider community.

Certain incidents (such as severe weather events) may require a different approach and in these cases a separate, specific plan will define the District Council's response. Any additional procedures included in such plans will mirror those held in this document, 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/major incident

During office hours, Sussex Police, West Sussex Fire & Rescue Service and WSCC are expected to report emergencies directly to the District Council's on-call duty officer. This will either be the Emergency Planning Manager or an Incident Liaison Officer. Outside of office hours, reports will be made through the MSDC out of hour's team.

If support from MSDC is required, the Council's senior management must be informed, see Fig.1 on p21.

2.2 Activation of this Emergency Plan

This plan will be activated in the following circumstances:

a. MSDC is notified 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.
d. The National Threat Level is elevated to 'Critical', meaning that an attack is expected imminently and exceptional arrangements may be required.

Activating the plan due to:

Trigger A.

The Incident Liaison Officer and/or the Emergency Planning Manager 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. instigate the cascade call-out procedure
5. notify Emergency Management Team
6. decide whether the Emergency Control Centre should be set up
7. provide on-going assistance to the emergency services.

Triggers B, C and D

The Incident Liaison Officer and/or the Emergency Planning Manager will advise:

1. if the Emergency Management Team (EMT) should be convened
2. if the Emergency Control Centre should be set up
3. which service areas may be required to provide an emergency response
4. which service area will take the lead
5. If Lockdown Procedures should be instigated

2.3 Command & Control

All response agencies will manage a major incident using three levels of command.

These are:

Strategic (Gold) – senior executives who set the strategy and co-ordinate the response

Tactical (Silver) – Commanders or managers who implement the strategy set out by Strategic and assume tactical command of the incident.

Operational (Bronze) – trained and equipped staff working at the scene

If two or more response agencies are required to be working at a strategic (Gold) level, the relevant officers will form a Strategic Coordinating Group (SCG).

Tactical Commanders will form a multi-agency Tactical Coordinating Group (TCG).

These groups will normally convene at Sussex Police & ESFRS Headquarters, Malling House, Church Lane, Lewes BN7 2DZ.

Operational (Bronze) Command will usually be situated close to the scene, and may initially convene at the Forward Control Point (FCP), Incident Command Vehicle or Rendezvous Point (RVP).

2.4 Additional Assistance

When 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 Ministry of Housing, Communities & Local Government (MCHLG) Resilience & Emergencies Division (RED) 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.

If voluntary organisations are required to assist in the response, the Incident Liaison Officer or Emergency Planning Manager will request their services in consultation with West Sussex County Council and the SCG. The decision to call for Military Aid to Civil Authorities (MACA) will be made through the Strategic Coordinating Group (SCG).

All contact details can be found in The MSDC Emergency/SRF Contacts Directory.

2.5 Emergency Control Centre (ECC)

If required, the Emergency Control Centre (ECC) will be set up in the Chief Executive's Offices at the MSDC campus in Oaklands Road, Haywards Heath. The ECC will act as a communications hub during an incident, from where the decisions made and actions taken by the District Council will be recorded.

In the event of the Oaklands Building being un-useable, the Emergency Control Centre will be set up at such other place as the Chief Executive shall direct, dependent on the location of the incident. Please refer to the MSDC Business Continuity Plan for suggested alternative locations.

The Emergency Store (located beneath the Council Chamber) contains basic equipment to facilitate an ECC away from the Oaklands Campus. The access key for the Emergency Store is held by the Facility Assistant, the Emergency Planning Manager and all Incident Liaison Officers.

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 emergency duties related to their service areas. In addition, other specialist officers may be required to support the Council's response, 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 elected members informed of the incident. The Committee consists of the:

- Leader of the Council
- Deputy Leader & Cabinet Member for Resources & Economic Growth
- Cabinet Member for Community

The Emergency Committee will:

a. be kept informed of the Council's response.

b. provide the political momentum to enable the diversion of resources from other authorities (should this be necessary)

c. authorise emergency actions undertaken by the Council and provide approval for expenditure incurred.

2.8 Situation Reporting (SITREP)

During the response to an emergency, all partners will periodically be asked to complete and share a situation report on the impact of the incident. Responders will use the Red, Amber, Green (RAG) status to comment on conditions affecting their organization (see overleaf).

Condition (RAG Status)	Description
Green	Normal operational response, little or no impact on services
Amber	Emergency resources deployed, minor impact on services
Red	Emergency resources at full capacity, ongoing service disruption, further assistance may be requested

2.9 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 via the SRF Communications Group.

2.10 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. The minimum spending threshold to activate the Bellwin Scheme is currently £32,378. 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 **<u>would not</u>** 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 Ministry of Housing, Communities and Local Government (MHCLG) must be notified within one month of the Council's request to activate the Bellwin Scheme.

The Head of Corporate Resources will be responsible for monitoring emergency expenditure during the response to a major incident.

The Head of Corporate Resources 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

- To co-ordinate the Council's emergency response
- To chair Emergency Management Team Meetings
- To convene and chair the Emergency Committee
- To attend SCG Meetings on behalf of the District Council
- To keep elected members informed about the incident
- To report on decisions taken by the Emergency Management Team during the incident and post incident
- To formally request additional support (mutual aid) if required

3.2 Assistant Chief Executive

Emergency Roles & Responsibilities

- To deputise for the Chief Executive in her absence
- To lead on preparations for the recovery phase
- To provide staff, contractors, plant and transport at the scene of the incident as agreed with other responders
- To support the removal of waste material from the incident scene (if requested)
- 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 other critical functions within service area

3.3 Head of Corporate Resources

Emergency Roles & Responsibilities

- To provide emergency finances to facilitate the Council's response
- To monitor and record expenditure in connection with the incident
- To recover expenditure incurred during an emergency (when appropriate)
- To preserve and protect the integrity of all Council assets
- To arrange for the inspection of land or premises owned or managed by the Council
- To ensure that the public is protected from any possible hazards found as a result of the inspection of land or premises owned or managed by the Council
- To ensure that any resources deployed during the incident are secure and safe
- To ensure continuity of other critical functions within service area

3.4 Head of Digital & Customer Services

Emergency Roles & Responsibilities

- To set the communications strategy to warn and inform the public during an incident
- To ensure the Council's IT systems are capable of functioning during an emergency
- To ensure that resilient forms of communication are available to officers
- To oversee the operation of the Emergency Control Centre (if activated)
- To work with partner agencies to set up a Help Line for enquiries, as deemed necessary
- To oversee staff welfare during and after an incident
- To ensure continuity of other critical functions within service area

3.5 Head of Regulatory Services

Emergency Roles & Responsibilities

- To provide legal advice to officers and members during an emergency
- To provide Building Control Officers to assess dangerous structures and organise specialist contractors if demolition is considered necessary
- To arrange accommodation for evacuees who may not be able to return to their homes after rest centres have ceased operation
- To ensure that appropriate advice is given on Environmental Health matters and to oversee any remedial action
- 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 assist the County Council in the establishment of a temporary mortuary (should the need arise)
- To ensure continuity of other critical functions within service area

3.6 Emergency Planning Manager/Incident Liaison Officer

Emergency Roles & Responsibilities

- To liaise with the emergency services and other responders during the incident
- To identify, set up and manage an appropriate Rest Centre
- To provide advice to members of the Emergency Management Team
- To attend the scene of the incident as directed by the EMT
- To oversee the deployment of other Incident Liaison Officer(s) to the scene
- To liaise with other MSDC staff or contractors who are responding to the incident
- To monitor the activities of voluntary organisations during the incident
- To maintain this emergency plan and relevant contacts lists

3.7 Business Unit Leader for Customer Services and Communications

Emergency Roles & Responsibilities

- To produce information about the emergency 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 monitor media reports and broadcasts
- To provide staff and resources to support the operation of the Emergency Control Centre (if activated)
- To oversee the handling of public enquiries via the Customer Contact Centre and out-of-hours service
- To provide news conference facilities as deemed appropriate
- To ensure the continuity of other critical functions within service area

3.8 Other Divisional and Business Unit Leaders

Emergency Roles & Responsibilities

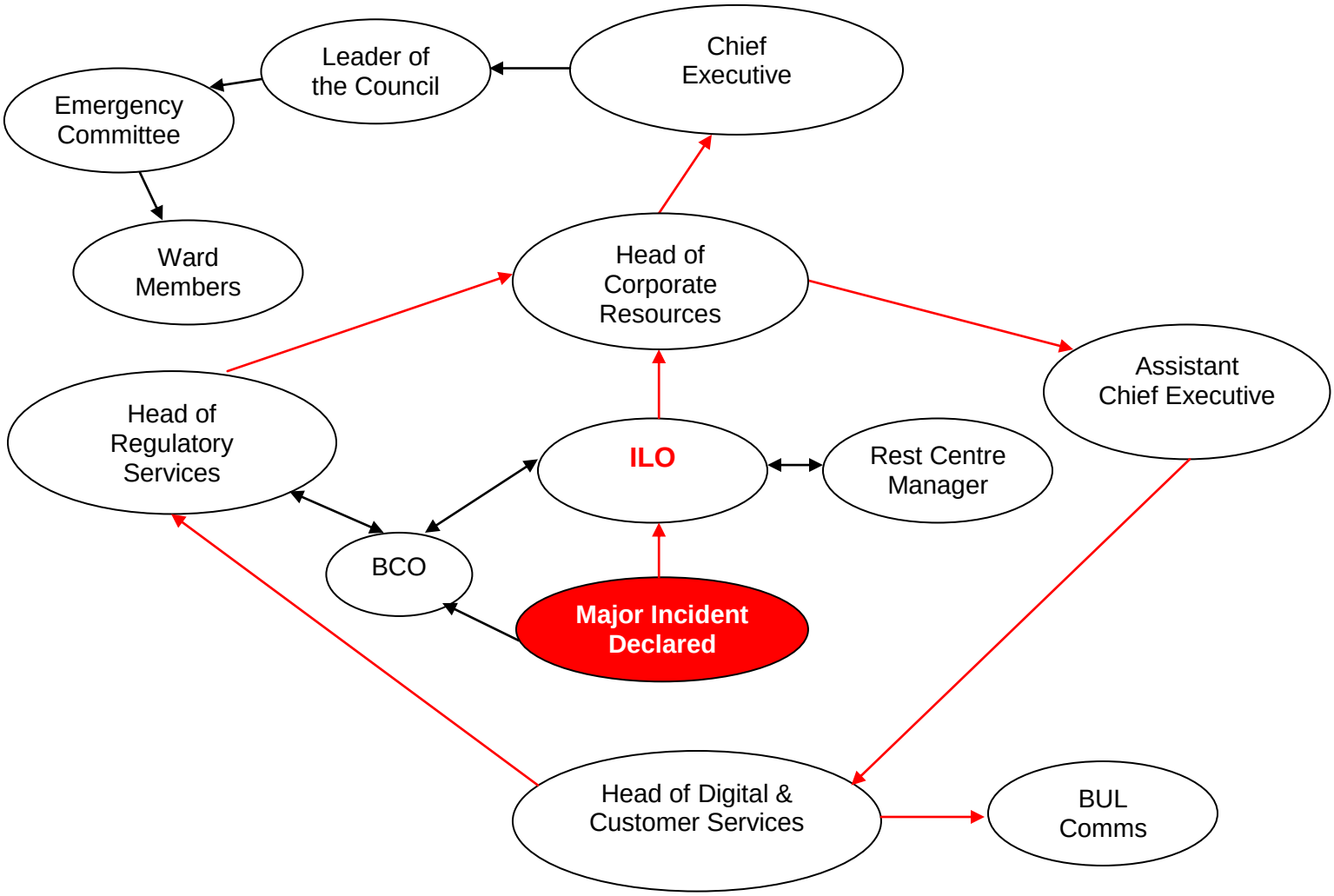
- To support the Council's response to a major incident by providing, staff, contractors or other resources as determined by the Emergency Management Team
- To be prepared to support the recovery from a major incident by providing, staff, contractors or other resources in consultation with Sussex Resilience Forum partners
- To make business continuity arrangements to ensure that providing such resources does not compromise the delivery of essential services

4 - Procedures & Guidance for the Emergency Management Team (EMT)

If a major incident is declared in Mid Sussex, the Emergency Planning Manager or Incident Liaison Officer will be notified by the WSCC Duty Emergency Management Officer or directly by the emergency services, unless out of hours (see 2.1).

Depending on the circumstances, a Building Control Officer (BCO) may already have been called to the scene.

Fig. 1 Cascade Call-out System for the Emergency Management Team when a Major Incident has been declared:



Red Arrows Signify Notifications to activate the Emergency Management Team

Black Arrows depict other possible lines of communication

Phone calls are the primary means of initial communication but consideration should be given to other means such as direct messaging services

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.

In the absence of the Emergency Planning Manager, the duty Incident Liaison Officer (ILO) will receive the initial notification of the emergency and start the process.

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

In the early stages of an incident, the Emergency Planning Manger 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 in Fig. 1, contact the next officer in the chain. Keep attempting to contact the specified officer (or their nominated deputy) until a response is received.

If, for any reason, it is anticipated that EMT will not be able to communicate effectively by telephone, they must meet in person at the Emergency Control Centre as soon as possible, following notification.

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

a. Contact AP Security control@apsecurity.co.uk 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 Executive's 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. EPM/ILO to keep other responders 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 Head of Digital & Customer Services will oversee the setting up of 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. Ensure that an incident log is being maintained to record the decisions and actions taken by MSDC

b. If required, set up the VHF Radio System

c. Provide the necessary furniture, stationery, reference material and secretariat for meetings of the Emergency Management Team.

d. Ensure that there is adequate heating, lighting and cleaning of facilities.

e. Arrange meals and refreshments for personnel in the ECC and at the site of the incident.

4.4.1 ECC Communications

When activated, the ECC may require additional phones and computers to be set up in the Chief Executive's Suite. Additional phone and network points are available and ICT should be contacted to provide the necessary equipment.

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 Emergency Contacts Directory.**

In the event of a power failure, initially, officers should use mobile phones to make external calls. An analogue telephone line, number **01444 455345** is installed in the ECC and this could be used to receive incoming calls, if the mobile network is not available.

During prolonged incidents, members of EMT may be required seek overnight accommodation close to the ECC, if it is felt that returning to their homes would hamper ongoing communications and decision making.

The VHF Radio System can be used to communicate between the ECC and the incident scene as required. Further handsets are stored on the ground floor of the West Wing of the Oaklands Campus. 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.

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 WSCC Duty Emergency Officer.

If in extreme circumstances most forms of telecommunications are disrupted, the Council satellite phone is located in the north east storage cupboard on the ground floor of the West Wing of the Oaklands Campus. Instructions are provided in the satellite phone pack. This would only be used if no other forms of communication are available.

4.4.2 Incident Logging & 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 and checked regularly by the ECC Manager to ensure actions have not been missed.

- All log sheets must be retained for the Chief Executive's Final report and for evidential purposes.

4.5 Guidance for Emergency Planning Manager (EPM) and/or the Incident Liaison Officer (ILO)

- Upon receipt of notification of a major incident, find out the precise location and nature of the incident and the nature of the assistance required from the District Council. Take the details of the person contacting you.

- Contact and liaise with the West Sussex County Council Duty Emergency Officer

- Start a record of decisions and actions, using the iAuditor app on the duty phone or notebook.

- Contact the Head of Corporate Resources and activate Cascade Call-Out for EMT.

- If a rest centre is requested, identify which one should be used and contact the key-holder using the list provided. NB the rest centre should be opened within 1-2 hours.

- Travel to the scene of the incident.

- Once at the scene, report to the Incident Command Vehicle, identify yourself and ask if any further assistance is required from MSDC. Ensure that you are wearing an Incident Liaison Officer tabard and the appropriate Personal Protective Equipment (PPE)

- Attend Tactical level Briefings and pass on any situation reports to relevant agencies.

- Provide the link between all responders at the scene and the Council's Emergency Management Team

- Inform other agencies if the MSDC ECC is in operation.

4.6 Additional Guidance for Incident Liaison Officers (ILOs)

4.6.1 Introduction

If requested, MSDC will provide an Incident Liaison Officer to assist the emergency service response. In most circumstances, the Emergency Planning Manager will initially perform this role until relieved by another member of staff. In the absence of the Emergency Planning Manager, the duty ILO will perform this role. (See 4.5 above)

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 primary duties.

Incident Liaison Officers will be provided with training and equipment to assist them with undertaking their duties during an incident.

4.6.2 Procedure

Upon arriving at the scene the ILO will report to the Incident Command Vehicle for briefing by the emergency responders. The Incident Command Vehicle will normally be provided by West Sussex Fire & Rescue Service and will be located outside the safety cordon.

Once briefed, the ILO 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 only when appropriate PPE has been provided.

4.6.3 Supplies & Equipment

All Incident Liaison Officers will hold the following equipment:

- High visibility jacket or ILO 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 (iPhone with all necessary software) & Charger
- Handheld VHF Radio for communicating with ECC (if required)

4.6.4 Communications

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

The EPM 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
e. Voluntary agencies. RVS, British 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. Contact Centre staff may be required to support the ECC.

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

Consider posting an emergency bulletin on the home page of the Council's website and other social media platforms.

Consider setting up an automated telephone messaging system to handle incident related calls. Work with other agencies to facilitate a separate Help Line to give advice to concerned friends and relatives.

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 Centre personnel.

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 Manager (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 Staff Welfare

- For most local authority staff, responding to a major incident will not be a normal or expected part of their duties.
- Suitable cover should be organised by EMT, to ensure that staff receive adequate rest intervals and do not exceed their working hours.
- Managing incidents can be traumatic and stressful for all staff involved whether they are at the scene or working in the ECC or the rest centre.
- Staff may be required to work outside of normal working hours in a strange and uncomfortable 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, an internal structured de-brief involving all officers must be conducted with observations recorded. This will precede any multi-agency debriefs.

5.0 Rest Centres – (Emergency Shelter)

A Rest Centre can be defined as temporary accommodation for survivors or evacuees who have been affected by an incident. A Rest Centre should be equipped to provide shelter, warmth, first aid, hot food and drink, washing and toilet facilities for up to 48 hours.

In the majority of incidents, Sussex Police or West Sussex Fire & Rescue Service will request for a Rest Centre to be opened. The District Council will be responsible making a suitable facility available within 1-2 hours of a request.

For this purpose, the Council can access more than 40 community buildings situated across Mid Sussex. These facilities range from large Council-owned Leisure Centres to smaller buildings.

A Map of Rest Centres in the District is provided in Figure 2 overleaf.

EMT will consult with the Incident Liaison Officer to decide the most appropriate Rest Centre for a given incident.

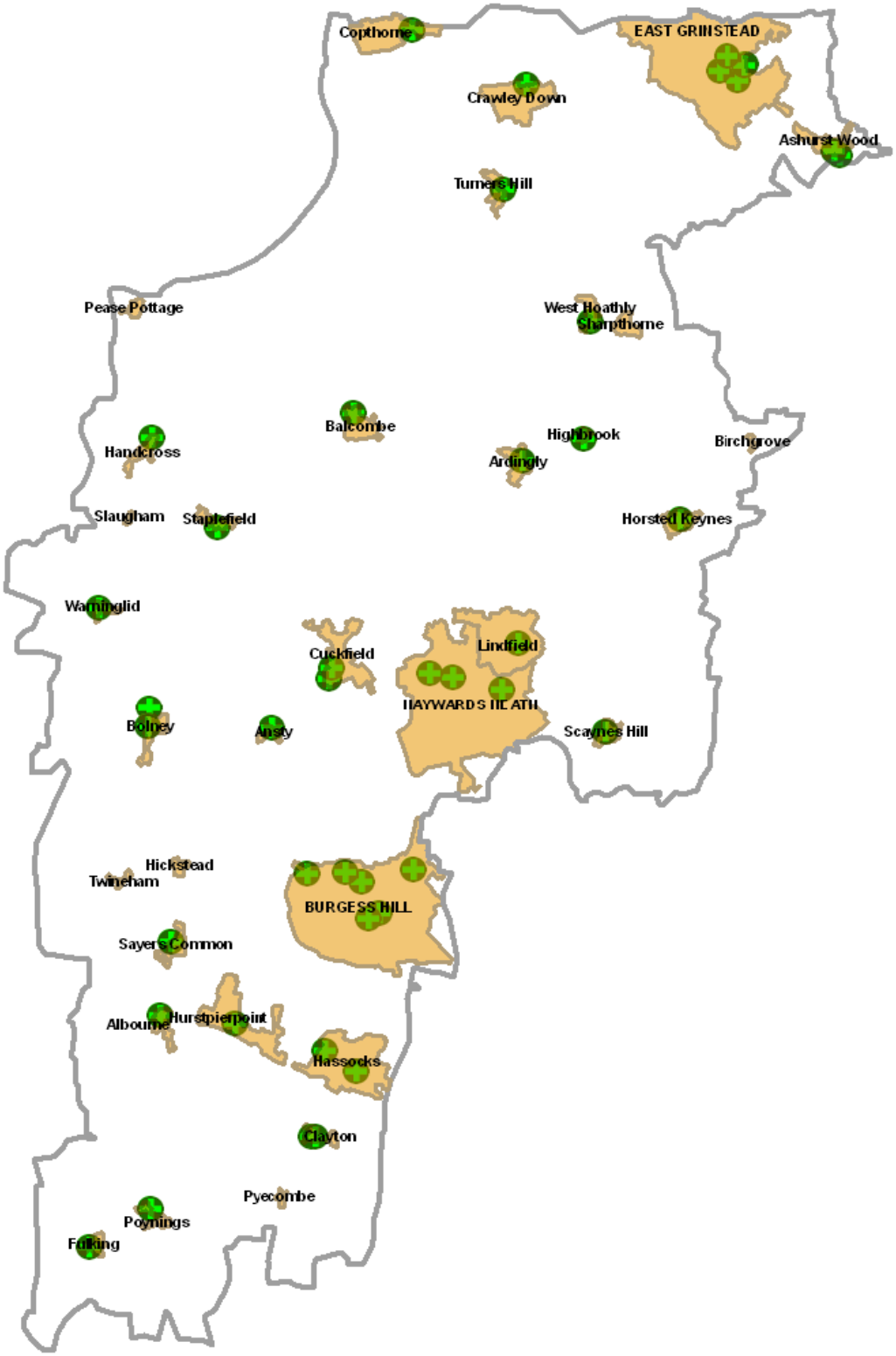
When selecting a Rest Centre, consider the number of people requiring temporary accommodation, their physical and emotional condition, and the proximity of the centre to the incident, travel arrangements (see 5.1), and any hazards that may be present. The business continuity needs of the building hosting the rest centre must also be considered.

Please refer to the **MSDC Rest Centre Information Leaflet** for further information, including the contact details of key holders.

5.0.1 Types of Rest Centre

Facility Type	**Intended use**	**Provided by:**	**Operated & Managed by:**	**Phase of Incident**
Emergency Assistance Centre	Temporary accommodation for evacuees	MSDC	MSDC	Response
Survivor Reception Centre	Holding area for uninjured survivors or witnesses	MSDC	Sussex Police	Response
Friends & Families Reception Centre	Meeting area for concerned relatives	MSDC	WSCC	Response & Recovery
Humanitarian Assistance Centre	A ‘one stop shop’ to support victims after an incident	MSDC	WSCC	Recovery
Fire & Emergency Support Service	A vehicle to provide emergency support to evacuees	British Red Cross	British Red Cross	Response

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 - (Emergency Accommodation)

Arranging longer-term accommodation (more than 24 hours after the incident) will be the responsibility of the Council's 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, if necessary via the Council's Out-of-Hours service.

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 & Management

The number of staff required to operate the Rest Centre will vary depending on the numbers of people involved. A minimum of four staff or volunteers must be provided to operate a Rest Centre. Initially, an ILO will travel to the Rest Centre, to meet the keyholder and arrange handover. MSDC will be expected to provide a Rest Centre Manager for an Emergency Assistance Centre, as defined in 5.0.1.

Depending on the scale of the incident, additional staff may be required to undertake reception duties, registration, catering, cleaning etc. Staff from other agencies such as WSCC, the NHS or voluntary organisations may also be present to give advice and support to the survivors/evacuees.

All relevant agencies can be contacted through the telephone numbers listed in **The MSDC Emergency Contacts Directory or the Rest Centre Information Booklet**.

Police Officers will also be 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.

5.4 Rest Centre Equipment

A fully stocked **Rest Centre Box** is held in the Emergency Store at Oaklands and can be transported to any location.

5.5 Guidance for the Rest Centre Manager

- MSDC may be expected to provide a Rest Centre Manager to oversee its operation (see 5.0.1). Managers employed by Places for People Leisure and the Council's Incident Liaison Officers have received the relevant training. Further information can be found in the **MSDC Rest Centre Box & Information Booklet.**

- 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 within 12 hours.

- Basic accommodation must be provided – warmth, shelter, toilet facilities, refreshments, seating, bedding etc, (camp beds/bedding can be found in the MSDC Emergency Stores).

- The **Rest Centre Box** contains the necessary equipment and information to set up.

- Ensure the proper registration of all occupants of the Rest Centre using the forms provided in the box (see guidance in the **Rest Centre Box**: 'Arrivals' and 'Registration' Packs)

- Unless the Police suggest otherwise, evacuees are not obliged to remain in the Rest Centre, they can leave at any time.

- Notify Tactical Command when the Rest Centre is open and give them contact details.

- Review availability of resources and inform Tactical Command of any additional requirements.

- Provide information updates to Rest Centre occupants at timely intervals. Televisions (if provided) should be set to the news channel. However, consideration must first be given to whether this appropriate based on the incident and emotional state of the occupants.

- Arrange a rota system to ensure adequate staffing levels are maintained.

- Maintain an accurate record of events, actions and expenditure whilst the Rest Centre is in operation.

- Ensure that First Aid facilities and trained staff or volunteers are available.

- Assess the ongoing needs of Rest Centre occupants, particularly vulnerable people. Request assistance through Silver Command, as necessary.

- 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

5.6.1 Information

a. Place notice boards around the Centre for displaying information. Use TV news channels if appropriate (see 5.5).

b. Liaise with Tactical Command or Press Officer regarding information and access to the media.

5.6.2 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. MSDC holds a small supply of camping beds, fleece blankets and emergency wash kits in the emergency store. Contact the County Council or the British Red Cross if more are required.

c. Ensure that adequate First Aid equipment is provided in all areas. Ensure that emergency exit routes are signed and kept clear

d. Inform Tactical Command when the accommodation area has reached 75% of its capacity. Consider opening another Rest Centre if the capacity is reached.

e. The provision of a multi-faith prayer room should be considered, if necessary.

5.6.3 Storage

a. Provide an adequate luggage store and a valuables registration book (See guidance in **Rest Centre Box**: 'Baggage' Pack).

b. If possible, provide plastic bags or other suitable storage for placing loose or wet articles in the store and identify owners by a luggage tag.

5.6.4 Food & Supplies

a. Meals to meet basic nutritional and dietary requirements should be provided, free of charge at five-hour intervals. Meal times should be displayed on the information boards.

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 (see **Rest Centre Box**: 'Catering' pack)

5.6.5 Health & Sanitation

a. The Health authorities will provide medical support other than basic First Aid as requested by Silver Command.

b. Prepare room(s) or areas allocated to provide a waiting, treatment, rest area and washing facilities.

c. Provide a system for recording all accidents and incidents that occur within the boundary of the Rest Centre.

d. Provide and display throughout the Centre, notices and information on basic health and hygiene.

e. Ensure that adequate supplies of hot water, soap and hand drying facilities are available.

5.6.6 Safeguarding

a. Unaccompanied children and vulnerable adults should be treated as a priority for registration, care and supervision during the operation of a Rest Centre (see **Rest Centre Box**: 'Arrivals' and 'Registration' Packs)

b. Those arriving to collect children or vulnerable adults must be a responsible adult and be able to provide an adequate form of identification (As above).

5.6.7 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. Boarding arrangements for pets will be considered if necessary.

c. Food and water should be provided for pets as necessary.

d. For further guidance see **Rest Centre Box**: 'Pets Pack)

6.0 Stand-down Procedure

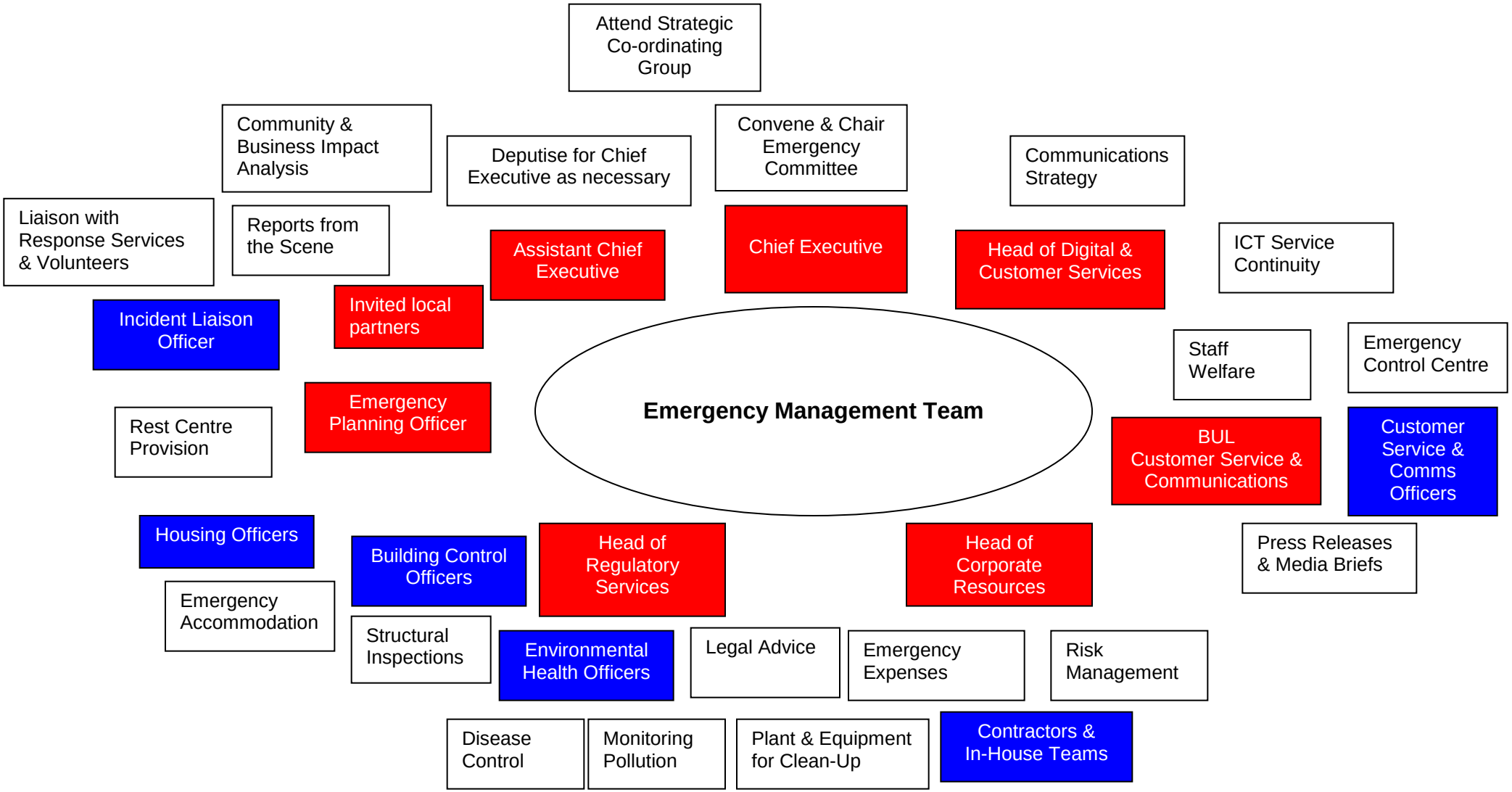
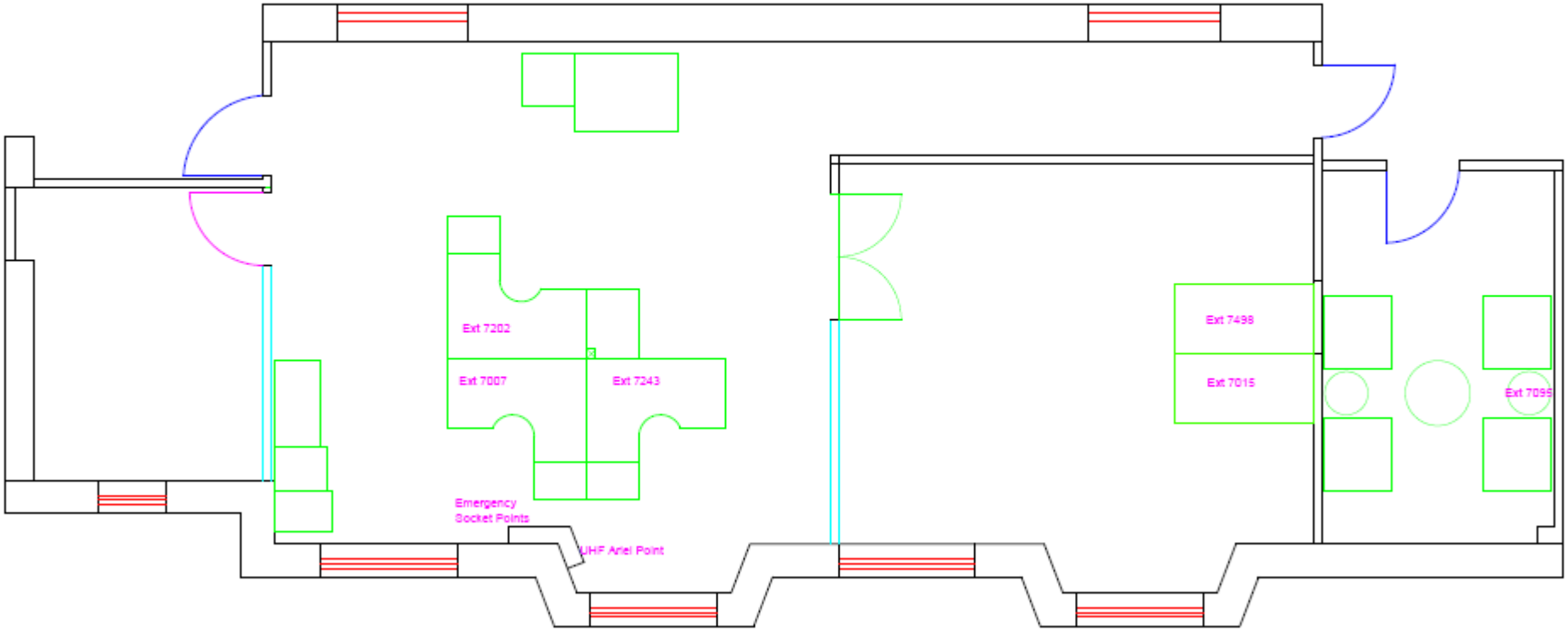
1. Strategic Coordinating Group (SCG) declares response phase over
2. EMT De-brief & Close ECC
3. Officer De-Brief
4. Financial & Administrative recording and reporting completed
5. Return to 'business as usual' operation

6. Enter Recovery Phase - Local Authorities to lead community recovery, refer to SRF Recovery Plan.
7. Internal structured debrief to be conducted as soon as practicable after stand-down.

Appendix 1 - Mid Sussex District Council

Emergency Management Team

Roles & Resource Requirements (during the response to and/or the recovery from) a Major Incident



Appendix 2 – MSDC Oaklands Campus, Chief Executive's Suite - Emergency Control Centre Layout