

# Major Emergency Plan (Part 2)

## (Methodology and Reference)



Version 9.001

## **Document Control**

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## **Preface**

This document supports the Crawley Borough Council Emergency Plan (PART 1) Activation and Response Management. Its purpose is to provide supporting information to Crawley Borough Council Officers that have to undertake emergency duties.

*It has been written in accordance with legislation and locally agreed policy to enable officers to work collaboratively with other responders within Sussex.*

## **Disclaimer**

This plan has been prepared and published in good faith by Crawley Borough Council and is believed to contain accurate and up to date information.

However, no guarantee is given by the preparation or publication of this plan by Crawley Borough Council or anyone acting on its behalf that:

- The intentions, procedures and information held within the plan are complete and without defect or error of any kind.
- That any action, series of actions, process or procedure described herein will be completed.
- That any or all of the people, resources, equipment, facilities or services described within the plan will be available all or any of the time.

Therefore:

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## **SECTION 1 - UNDERSTANDING EMERGENCIES**

### **1.1 EMERGENCIES AND MAJOR INCIDENTS**



THE TERM MAJOR INCIDENT, OR MAJOR EMERGENCY MEAN THE SAME AS EMERGENCY AS DEFINED BY THE CIVIL CONTINGENCY ACT 2004

### **1.2 DEFINITION OF AN EMERGENCY**

1. An emergency is defined in Section 1, Civil Contingencies Act 2004, as:
  - a. An event or situation which threatens serious damage to **human welfare** in a place in the United Kingdom,
  - b. An event or situation which threatens serious damage to the **environment** of a place in the United Kingdom, or
  - c. **War, or terrorism**, which threatens serious damage to the **security** of the United Kingdom.
  
2. For the purposes of subsection (1) (a) an event or situation threatens damage to human welfare only if it involves, causes or may cause-
  - a. Loss of human life,
  - b. Human illness or injury,
  - c. Homelessness,
  - d. Damage to property,
  - e. Disruption of a supply of money, food, water, energy or fuel,
  - f. Disruption of a system of communication
  - g. Disruption of facilities for transport, or
  - h. Disruption of services relating to health
  
3. For the purposes of subsection (1) (b) an event or situation threatens damage to the environment only if it involves, causes or may cause-
  - a. Contamination of land, water or air with biological, chemical or radio-active matter, or
  - b. Disruption or destruction of plant life or animal life.
  
4. The event or situation mentioned in subsection (1) may occur or be inside or outside the United Kingdom.

### **1.3 MAJOR INCIDENT DEFINITION**

*“A major incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services and will generally include the involvement, either directly or indirectly; of large numbers of people.”*

### **1.4 MAJOR INCIDENT RESPONDER DIFFERENCES**

Declaring a major incident may be appropriate for one agency but not for another. For example, a road traffic collision on a motorway will not in itself pose a resource intensive operation for the Fire Brigade but if the road is closed for some time, this will have a major impact on the road network. This

becomes a major incident for the Highways Agency which will require the assistance of police, local authority (traffic diversions) etc.

#### **1.4.1 Police**

Police declare major incidents more frequently than any other agency. This is due to the number of officers in frontline policing and how they are distributed throughout the force area. A major incident allows senior officers to implement plans to extract officers from other divisions throughout the county or order officers nearing the end of their shift to remain on duty. For illustration purposes each division is accountable for its own finances and resources on a daily basis. In large spontaneous incidents, officers are drawn in from other divisions to assist. In order to do this, a major incident is declared by officers.

#### **1.4.2 West Sussex Fire and Rescue Service (WSFRS)**

WSFRS operate County wide with no internal boundaries. Fire engines can be sent to any area in West Sussex.

A major fire that requires the majority of pumps with West Sussex will trigger assistance from East Sussex, Hampshire or Surrey. This is to ensure continuing cover. (Business Continuity)

#### **1.4.3 South East Coast Ambulance Service (SECAMB)**

The Ambulance service now covers the South East wide and therefore a mass casualty scenario will trigger a major incident scenario requiring assistance from other trusts.

The ambulance service has also introduced Hazardous Area Response Teams (H.A.R.T). These are dedicated regional teams that can be deployed at a moment's notice to major incidents where there are mass casualties.

#### **1.4.4 Local Authorities**

Tier 2 Local authorities (District and Boroughs) work in isolation. When evacuation reaches levels that are beyond the capability of one district or borough, West Sussex County Council will co-ordinate assistance from its own resources and other authorities. Local authorities will seldom declare an emergency. Essentially the role of local authorities in the initial response is one of support to the emergency services. The point at which a Local Authority will request this will depend on whether the used staff and resources reaches a point where there is significant interruption to normal operations.

### **1.5 DECLARING A MAJOR INCIDENT**

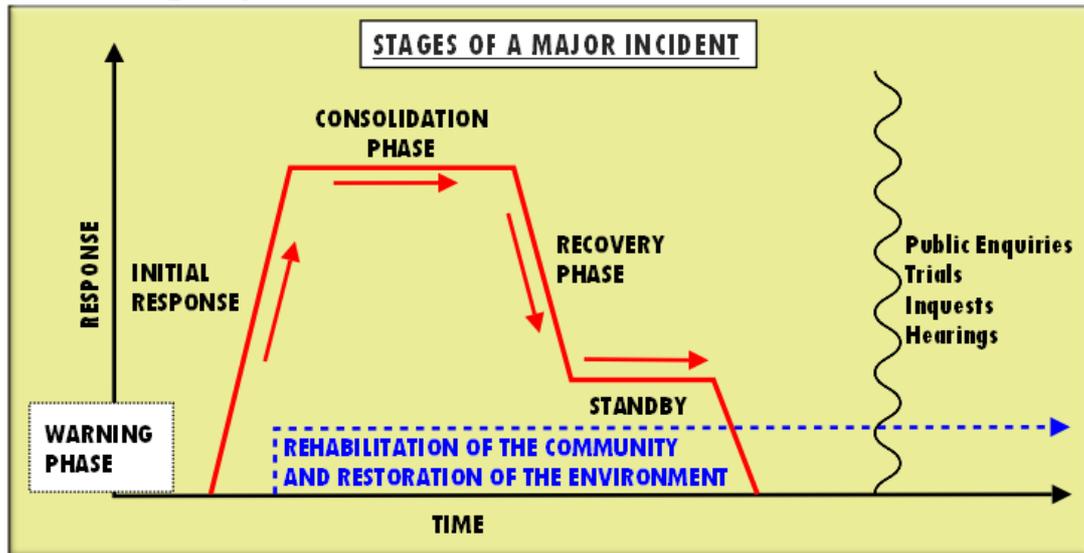
In theory, any officer from any Category 1 responder organisation can declare a major incident regardless of rank, status or grade.

Early declaration will allow for deployment of resources and co-ordination. A delay in declaring a major incident will result in possible loss of life and agencies will be consistently playing catch up depending on the situation they

are faced with. It is always beneficial to declare a major incident early. After assessment of the situation and it is apparent there is no need to manage the incident at this level, resources can be stood down.

## 1.6 STAGES AND TYPES OF EMERGENCY

### 1.6.1 Emergency Timeline



### 1.6.2 Types of Emergency

In order to understand at what point the emergency plan is activated, it is necessary to consider when full activation will become necessary. The Emergency Plan may be placed in a standby phase dependent upon the scale of response.

**There are generally two types of emergencies;**

TYPE	NOTIFICATION	EXPLANATION	ACTIONS TO BE CONSIDERED
<b>SLOW ON SET EMERGENCY</b>	Central Government advice  Weather warnings  Intelligence	This starts as small localised events develop over time affecting the wider area. Common examples include; Severe Weather, fuel strikes and pandemics.	Early notification provides the opportunity to assess, plan and prepare resources. The WARNING or STAND BY phase of the plan may be activated according to the level of involvement assessed using council objectives. This is known as the WARNING Phase

<b>SUDDEN IMPACT</b>	Emergency Services  West Sussex County Council Emergency management unit.	Sudden notification that the immediate implementation of resources is required. Common examples include; Explosions, fire, Mass evacuation, Chemical / Biological /Radiological / Nuclear incidents and Terrorism attacks.	Consider the Council response and impact on normal activity. IMPLEMENT plan to call out resources as required. Co-ordinate the response utilising the Emergency Management Team and Emergency Control Centre. Monitor Business Continuity

### 1.6.3 Emergency Levels

#### **Catastrophic – Level 3**

Scale of 9/11 or Chernobyl and requires immediate Central Government co-ordination and support.

#### **Serious – Level 2**

This is a major terrorist attack or outbreak of serious animal disease. It requires sustained support and co- ordination from numerous Government departments.

#### **Significant Emergency – Level 1**

Consisting of prison riots, severe weather or limited terrorist action. Requires involvement from a single lead government department and does not usually require the activation of COBR (a) (Cabinet Office Briefing Room)

#### **Local Emergencies (Major Incidents)**

These are major incidents confined to local area and not usually requiring Government intervention at either central or regional level.

## **SECTION 2 – STRATEGIC CO-ORDINATING GROUPS**

### **2.1 STRATEGIC CO-ORDINATING GROUP (SCG)**

In response to an emergency, a meeting of the Strategic Co-ordinating Group (SCG) may be called, as and when necessary, to determine the strategy of the local response and confirm the management structures necessary to ensure inter-agency co-ordination across a large geographic area within a Police boundary.

#### **2.1.2 SCG Activation**

A Strategic Co-ordinating Group will normally be established in the following circumstances;

- Where two or more organisations are operating at strategic level and consider that the formation of such a group is necessary or
- The incident spans a vast geographical area i.e. cross local authority borders,
- A non-geographical incident i.e. an epidemic or fuel strikes that requires a multi-agency co-ordinated response.

#### **2.1.3 Authority**

Any organisation may recommend the formation of the SCG. Sussex Police will Chair the group. Where circumstances dictate, another Category 1 Responder may take the lead.

The SCG is a multi -agency group, which brings together strategic representatives from all of the relevant organisations which may be involved in the emergency.

#### **2.1.4 Restrictions on attendance**



**NO ORGANISATION SHOULD SEND MORE THAN 3 PERSONNEL.**

Representatives must have the authority to make strategic decisions on behalf of their organisations and commit their resources. These officers may be supported by an Incident Liaison Officer.

#### **2.1.5 Location of Strategic Co-ordinating Group**

The SCG will meet and be co-located within the Police Gold Suite at Police HQ, Church Lane, Lewes, for all land based emergencies. In exceptional circumstances, the Strategic Co-ordinating Group may agree to meet at an alternative location or hold meetings by telephone conference.

### **2.2 STRATEGIC CO-ORDINATION CENTRE (SCC)**

The Strategic Co-ordination Group is supported by the Strategic Co-ordination Centre. This facility is a central location for responders to share and disseminate information to the wider SRF community. It is staffed by officers from category 1 and 2 organisations. The SCG meet to set strategy and these instructions are sent to the SCC for sharing, dissemination and tactical (silver) response.

## **SECTION 3 – COMMAND AND CONTROL**

### **3.1 DEFINITION OF COMMAND**

*“The authority for an agency to direct the actions of its own resources.”(both personnel and equipment).*

### **3.2 DEFINITION OF CO-ORDINATION**

*“The harmonious integration of the expertise of all the agencies involved with the objective of effectively and efficiently bringing the incident to a successful conclusion”.*

Each Category 1 Responder has its own command or management structure for dealing with large-scale emergencies. However, these structures do have a degree of flexibility that enables them to fit into a multi-agency co-ordinating and control structure which will be led by the Strategic Co-ordinating Group.

### **3.2 DEFINITION OF CONTROL**

*“The authority to direct strategic and tactical operations in order to complete the assigned functions, and includes the ability to direct the activities of other agencies engaged in the completion of that function. The control of an assigned function also carries with it a responsibility for the health and safety of those involved. “*

### **3.3 COMMAND LEVELS**

#### **3.3.1 Gold (Strategic) - “I THINK”**

Its purpose is to take overall responsibility for the way the emergency is steered to reach a successful conclusion.

- Establishes the policy and strategy for the tactical command to follow.
- Ensures sufficient resources are made available to sustain an effective response for the duration of the emergency;
- Formulates media handling and public communication plans;
- Directs planning of operations beyond the immediate response in order to facilitate the recovery process.

#### **3.3.2 Silver (Tactical) - “I TELL”**

Responsible for ensuring the strategic aims are achieved by identifying resources required and co-ordinating the operational level.

- Determine priorities for allocating available resources;
- Plan and co-ordinate how and when tasks will be undertaken.
- Obtain additional resources if required.
- Assess significant risks and use this to inform tasking of bronze commanders.
- Ensure the health and safety of the public and personnel.

### **3.3.3 Bronze (Operational) - “I DO”**

Responsible for implementing the decisions of the tactical group and is the level at which management of immediate “hands-on” work is undertaken at the site(s) of the emergency or other affected areas.

- Personnel first on the scene will take immediate steps to assess the nature and extent of the problem.
- To consider whether circumstances warrant a Tactical (silver) level of management.
- Where the silver level of management is established, bronze commanders become responsible for implementing the silver commander’s tactical plan
- Need to have a clear understanding of the silver commander’s intent and plan, their tasks, and any restrictions on their freedom of action.

## **3.4 COMMAND LEVEL ACTIVATION**

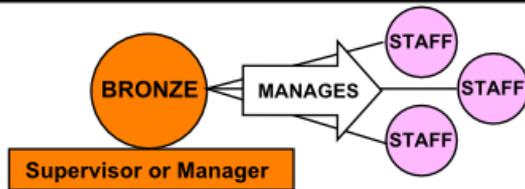
The level at which Gold, Silver and Bronze is initiated during an emergency depends on the scale and level of resources required. (see Fig 1 below)

Normal day to day operations are usually managed within predefined management structures i.e. officers and a manager or supervisor. This is the Bronze command level.

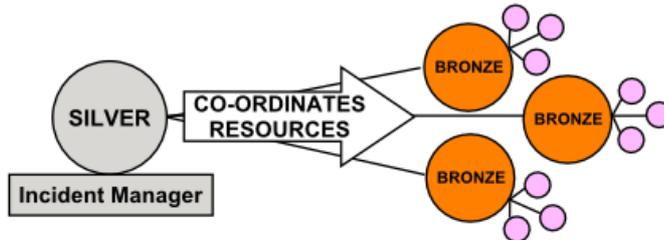
When an incident requires the assistance of additional services or functions, a Silver function will be initiated to co-ordinate the various work streams. Within Crawley Borough Council this will normally be Facilities Manager or the Emergency Planning Officer. Incidents working under the direction of a silver command will in most cases not require full activation of the emergency plan.

Gold will be activated when the incident is at a level that requires more than one silver. In these cases, there is likely to be major disruption to normal day to day operations requiring a strategic direction to respond to the incident and maintain critical council functions.

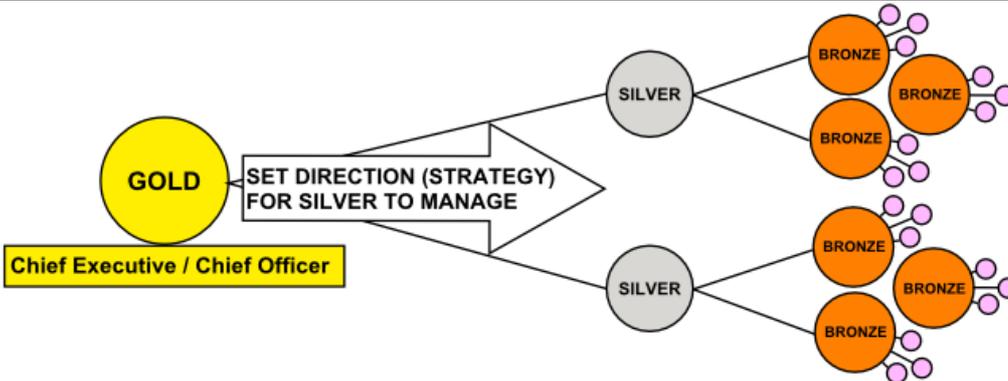
Localised incident with sufficient local resources to respond under normal conditions



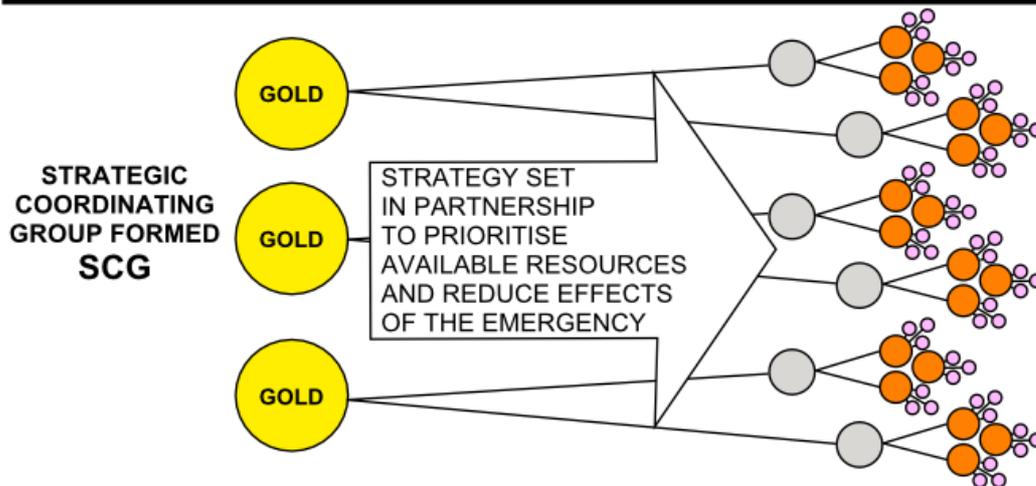
Escalation of an incident involving a number of services and managers operating within normal parameters with minimal disruption.



Further escalation of incident which adversely affects normal operations of multiple services requiring strategic direction within one organisation

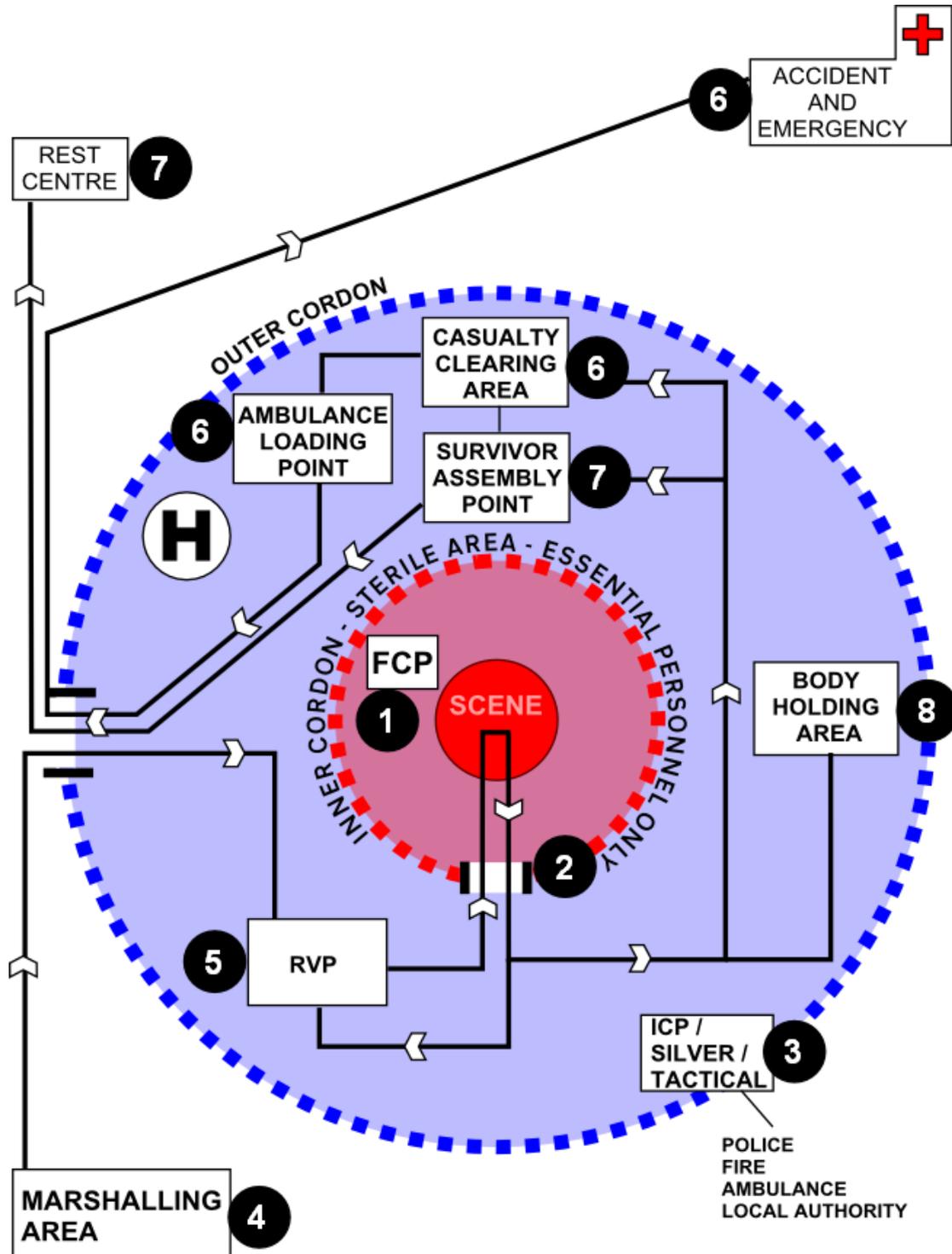


Widespread emergency requiring multi agency strategic direction



## SECTION 4 SCENE MANAGEMENT

### 4.1 SCENE MANAGEMENT WORKFLOW



- 1.** The first emergency services vehicle will attend the scene and declare a major incident. They will act in the first instance as the FORWARD CONTROL POINT (FCP).
- 2.** The scene will be cordoned off this is known as the INNER CORDON. It is established to
  - Preserve the scene for investigation purposes
  - Evacuation of persons to a safe area
  - Strictly control the entry and exit of essential emergency services personnel.
  - Ensure personnel are accounted for and have been properly briefed before entering.

There is only one DESIGNATED CONTROL POINT to allow the process to take place.

- 3.** Once the INNER CORDON has been implemented an OUTER CORDON will be initiated. This will house the various venues required to manage the scene. Supervisory officers will establish an INCIDENT CONTROL POINT (otherwise known as SILVER or TACTICAL). This will serve as a local command hub for tactical decisions to be made and delivered to BRONZE commanders working within the various locations throughout the scene.
- 4.** Depending on the scale of the incident it may be necessary to establish a MARSHALLING AREA. This area could be some distance away from the scene. Its purpose is to position, vehicles, equipment and staff near the scene ready for deployment. It also provides a rest area for staff, replenishing equipment and vehicle maintenance.
- 5.** Under the direction of the Incident Control Point, resources will be deployed to the Rendezvous Point (RVP) located in the OUTER CORDON. From this location they will receive a briefing and make preparations to enter the INNER CORDON at short notice.

From the RVP, staff, equipment and vehicles will enter through the DESIGNATED CONTROL POINT controlled normally by Fire and Rescue. Before entering, officers will receive instruction on warnings for quick evacuation arising from on-going dangerous structures or hazards such as secondary improvised explosive devices (IEDs). The warning will normally be in the form of a whistle or public address system.

After completing a function at the scene staff will exit through the DESIGNATED CONTROL POINT. Resources without casualties will re locate to a number of areas.

RVP – Staff returning for a short break before returning to the scene.

MARSHALLING AREA – Staff that require a longer break, re supply or equipment maintenance. This is so as not to take up valuable working space within confined areas.

- 6.** Medical Staff with casualties will enter a process of casualty clearance and triage. Upon departing from the DESIGNATED CONTROL POINT, casualties will be accompanied or directed to CASUALTY CLEARING AREA. This is normally an ad hoc location such as a hall or school. From this location they will

receive assessment of their injuries and arrangements made for evacuation to hospitals if required.

- 7.** Survivors with minor or no injuries will be accompanied or directed to a SURVIVOR ASSEMBLY POINT for first aid, short term shelter, documentation and interview. From here arrangements will be made to transport displaced persons to a REST CENTRE or SURVIVOR RECEPTION CENTRE. During a Chemical Biological Radiological, Nuclear or explosives incident, survivors who are at risk of contamination must be relocated to a Survivor Reception centre and NOT a Rest Centre until it is deemed safe. This decision will be made by the emergency services.
- 8.** The deceased to be conveyed to a Body Holding Area until arrangements can be made to transfer them to an emergency mortuary or mortuary.

## **4.2 CORDONS AND ZONES EXPLANATION**

The establishment of a cordon is intended to:

- Minimise the risk of further injury and to account for personnel in the event of collapse of dangerous structures / area or presence of secondary improvised explosive devices being required.
- To facilitate the work of the emergency services and support organisations minimise the potential damage to evidence by excluding all non-essential personnel.

### **4.2.1 Inner Cordon**

The Fire & Rescue Service will initially manage the inner cordon at non-terrorist incidents. They will liaise with the police regarding who should be allowed access. Once the lifesaving phase is complete, the management responsibility will pass to the police. At terrorist incidents, the police will take initial responsibility for inner cordon management. This refers to police co-ordinated activity to secure the scene, disarm the terrorists, and to identify and make safe secondary devices.

### **4.2.2 Areas of Special Hazard**

At any incident there may be an area of special hazard, within the inner cordon, where there is a need for a higher level of control to be exerted over personnel who have access. This will normally be the responsibility of the Fire & Rescue Service incident commander. In extreme circumstances, however, e.g. a terrorist incident, it may be necessary for the police to override this principle and to take control of the total incident.

### **4.2.3 Outer Cordon**

Access through the outer cordon will be restricted to those who have a specific role, but this will not be recorded. To enable the cordon to be operated effectively the Fire & Rescue Service, Ambulance Service and any relevant Category 1 Responder will inform the police in advance, through the respective liaison officers, of any non-service personnel that they call to the scene.

## **4.3 LOCATIONS WITHIN A SCENE**

### **4.3.1 Designated Control Access Point**

This is the only entry point to the inner cordon. It ensures all personnel are accounted for in the event of further incidents i.e. secondary explosives devices or building collapses. All staff must be briefed about evacuation signals, hazards, control measures etc.

### **4.3.2 Forward Control Point**

The Forward Control Point (FCP) is located within the Inner Cordon. It serves as a command and control facility nearest the scene of the incident for all emergency services who work at the immediate scene. The officers located at the forward control point are responsible for the immediate direction, deployment and security at the scene. Local authority personnel will seldom be requested to locate to this area due to the significant dangers that may be present.

### **4.3.3 Scene Access Point**

This is the principle safe and agreed entry point to enter the outer cordon.

### **4.3.4 Incident Control Point (ICP) / Silver Command and Control / Tactical**

The Incident Control Point (ICP) is located within the outer cordon. It is also known as Tactical or Silver Command. The point from which an emergency service's tactical manager can control his / her service's response to a land based incident. The Incident Control Point (ICP) will house tactical commanders from all frontline responders in one location. Incident Command Vehicles will be positioned in close proximity to each other. Alternatively an ICP will convene in a suitable building. i.e. WSFRS Training Centre for a Flooding emergency. The local authority Incident Liaison Officer will normally be directed to the Police Incident Commander at the Incident Control Point. (ICP)

### **4.3.5 Rendezvous Point (RVP)**

Point to which all vehicles and resources arriving at the outer cordon are directed to await deployment to the scene.

### **4.3.6 Marshalling Area**

This is controlled by Police with the assistance of the Fire and Rescue Service. Its use is to house resources not immediately required at the scene or having served their purpose, are being held for future use. Where the nature of the incident is far greater than a conventional major incident, a multi-agency area will be used to accommodate logistical support such as feeding centres, rest areas, first aid and equipment storage and servicing facilities.

There are agreed predefined locations throughout Sussex. Information for these locations are sensitive and are made available by Sussex Police when required.

#### **4.3.7 Survivor Assembly Point**

This is the initial receiving point for survivors. Those who have survived an emergency with no apparent physical injuries (or with only minor injuries) may be traumatised. They are often anxious for information about friends and relatives for example, the location of other survivors, what will happen next etc. Their initial needs are likely to include shelter and warmth, information and assistance about contacting family and friends, support in their distress, food and drink, first aid, changing washing and toilet facilities.

Local authorities should look to placing an Incident Liaison Officer and other staff at this location as well as arranging transport to a rest centre as soon as possible. Emergency services may have already provided an ad hoc location for which the local authority can adapt for this purpose. Survivors may also be taken to a Survivor Reception Centre to segregate them from residents who have not been in direct contact with a scene. It is important to note that those people with possible contamination from a CBRNE incident will be taken to a survivor reception centre and not a rest centre. Survivors from a scene are witnesses to a crime scene.

#### **4.3.8 Body Holding Area**

This is an area close to the scene of an emergency where the deceased can be held temporarily before being transferred to the temporary mortuary.

#### **4.3.9 Casualty Clearing Station**

An area set up at the scene of an emergency by the Ambulance Service in liaison with the medical incident officer (MIO) to assess, triage and treat casualties and direct their evacuation.

This is the responsibility of the Ambulance Incident Commander. They are responsible for establishing medical communications on site;

Other responsibilities include;

- Transport of medical teams,
- Decide whether a Medical Incident Commander who is responsible for the management of medical resources at the scene should be appointed;
- In consultation with MIO, conveyance of casualties to appropriate receiving hospitals;
- Transport of casualties to distant specialist hospitals by helicopter where appropriate;
- The provision of ambulance resources necessary for the on-going treatment of casualties; and
- The distribution and replenishment of medical and first aid supplies.

#### 4.3.10 Ambulance Holding Point

An area preferably hard standing, in close proximity to the Casualty Clearing Station, where ambulances can be manoeuvred and patients placed in ambulances for transfer to hospital. Helicopter landing provision may also be needed.

### 4.4 OFF SITE KEY LOCATIONS

Where local authority services might be required at short notice, resources should be assembled nearby so that they are ready for immediate activation. Where a location is not available in the immediate vicinity, District and Borough Councils (Tier 2) will call upon the assistance of West Sussex County Council (Tier 1) to provide a transport solution.

#### 4.4.1 Rest Centre

Premises used for temporary accommodation of displaced persons or evacuees of an incident. **Local Authorities are responsible for staffing and managing this facility.** There are a number of agreed designated Rest Centres within Local Authority areas. However, spontaneous incidents may require an immediate solution. It will be for the Local Authority to staff the temporary location or decide to transfer evacuees to a designated location.

#### 4.4.2 Family and Friends Reception Centre (FFRC)

In the event of a large number of friends and relatives travelling to the scene of an emergency, the Police supported by Local Authorities, Volunteer agencies and Clergy will set up a **Family and Friends Reception Centre (FFRC)**. Specific support will be provided to bereaved families through the allocation of Family Liaison Teams. Family Liaison Teams will comprise a Police Family Liaison Officer who are specially trained to offer emotional support and advice.

The role of family liaison teams are to provide initial missing persons interviews, to gather information and to support the bereaved through the identification process. The centre should ideally be separate from the Rest Centre to avoid confusion for staff dealing with survivors and those in need of temporary accommodation. This facility is the responsibility of West Sussex County Council.

#### FFRC Process Overview

The registration process at the rest centre will allow information to be passed to the Casualty Bureau at Police Headquarters.

This information is correlated against requests for location of friends and family who are unaccounted for.

The Friends and Relatives Reception Centre receives this information and updates attendees as information becomes available.

#### **4.4.3 Humanitarian Assistance Centre (HAC)**

Another term used to describe a Friend and Family Reception Centre. This is the responsibility of West Sussex County Council to establish if required.

#### **4.4.4 Casualty Bureau**

The purpose of the Casualty Bureau is defined in the Association of Chief Police Officers (A.C.P.O) Emergency Procedures Manual 2002 as:

*“To provide a central contact and information point for all records and data relating to persons who have, or are believed to have been, involved in an incident.”*

It has three tasks:

- To obtain relevant information on the persons involved, or potentially involved.
- To process the information.
- To provide accurate information to relatives and friends to the Investigating Officer and HM Coroner.
- This will involve:
- Receiving enquiries from the general public and recording “missing person” reports.
- Recording details of survivors, evacuees, the injured and deceased, including their whereabouts.
- Formulating a comprehensive list of missing persons
- Collating data to assist in the identification of all persons involved
- Liaising with the Ante-Mortem Team
- Informing enquirers (by the most appropriate method) of the condition and location of these persons.

The Bureau will also pass updated information to Gold Command and to Police Public Relations Officer for the information of the media.

#### **4.4.5 Temporary Mortuary**

Also known as an Emergency Mortuary – Demountable structures or a designated location where post-mortem and body identification takes place. Also provide body holding capability prior to bodies being released for funeral arrangements.

#### **4.4.6 Media Liaison Point**

This is a suitable location for providing the media with up to date information and appeals.

## **SECTION 5 – OBJECTIVES FOR A COMBINED RESPONSE**

### **5.1 COMBINED RESPONSIBILITIES**

Agencies that may be involved in an emergency response and recovery at the local level, all work to the following set of objectives;

- Saving and protecting life;
- Relieving suffering.
- Containing the Emergency - Limiting its escalation.
- Providing the public with warnings, advice and information.
- Protecting the Health and Safety of personnel;
- Safeguarding the environment;
- Protecting property;
- Maintaining and restoring critical services;
- Maintaining normal services at an appropriate level;
- Promoting self –help in the community;
- Facilitating investigations and inquiries (e.g. by observing the scene and effective records management);
- Facilitating the physical, social, economic and psychological recovery of the community; and
- Evaluating the response and recovery effort and identifying lessons to be learned.

(HM Government Emergency Response and Recovery Chapter 4)

## **SECTION 6 – ADVERSE WEATHER**

### **6.1 INTRODUCTION**

Adverse weather can be described as any weather system that will require the combined response of responders to plan respond and reduce the impact it will have on the community. Examples include; flooding, snow and heavy rain.

### **6.2 EARLY WARNING SYSTEM**

Agencies responsible for monitoring adverse weather produce early indications to the SRF community. This information is used to decide on preventative measures and whether there is a need for a multi-agency response. The following table illustrates the number of services that exist.

Met office	General weather forecasting and public weather warnings	<a href="http://www.metoffice.gov.uk/weather/uk/uk_forecast_weather.html">http://www.metoffice.gov.uk/weather/uk/uk_forecast_weather.html</a>
Met office	Flood forecasting service. Email alerts and Fax	<a href="http://www.ffc-environment-agency.metoffice.gov.uk/">http://www.ffc-environment-agency.metoffice.gov.uk/</a>
Met office	National Severe Weather Warning Service (NSWWS) Warnings of severe or hazardous weather and extreme rainfall Obtainable via text, fax, sms and email	<a href="http://www.metoffice.gov.uk/publicsector/nswws/or_index">http://www.metoffice.gov.uk/publicsector/nswws/or_index</a>
Met office	Hazard Manager – Central information website that combines all information and presents it interactively.	<a href="http://www.metoffice.gov.uk/publicsector/hazardmanager/access">http://www.metoffice.gov.uk/publicsector/hazardmanager/access</a>
Met office	Public Weather Service Advisors. Provide email updates providing forecast information to the SRF community	
Environment Agency	Website containing up to date information of current flood warnings.	<a href="http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx">http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx</a>
Environment Agency	Website where users can access river and sea levels	<a href="http://www.environment-agency.gov.uk/homeandleisure/floods/riverlevels/default.aspx">http://www.environment-agency.gov.uk/homeandleisure/floods/riverlevels/default.aspx</a>

### **6.3 SEVERE ADVERSE WEATHER OFFICE (SAWO)**

Early indications of severe adverse weather will prompt category 1 responders to consider holding a Severe Adverse Weather Teleconference (SAWT). This will allow member organisations to discuss the anticipated impact of the warnings and consider implementing early measures to reduce the impact. If it is considered necessary, members will be directed to attend the Severe Adverse Weather Office (SAWO). This facility will be set up at Sussex Police Headquarters and will comprise of category 1 and 2 representatives. The purpose is to share and disseminate information and provide a central tactical hub for the response to the situation. The office will be monitored by the Chief Police staff who may decide to enact the Strategic Co-ordinating Group.

## 6.4 FLOOD WARNING CODES

At the end of November 2010 a set of flood warning codes were introduced. This change represents the result of research conducted to ensure the public have a correct understanding of what each code means.

Flood Watch and has been replaced with Flood Alert. The strap line has changed from “flooding to low lying land” to “flooding is possible” Flood Warning remains the same. The triggers for both alerts and warning remain the same.

Severe Flood Warnings will now only be issued if two criteria are met;

- Risk to life e.g. a situation similar to Boscastle where there was deep fast flowing water.
- Isolation to a community e.g. if part of Furnace Green is cut off.



### What it means

Flooding is possible. Be prepared.

### When it's used

Two hours to two days in advance of flooding.

### What to do

Be prepared to act on your flood plan.

Prepare a flood kit of essential items.

Monitor local water levels and the flood forecast on our website.



### What it means

Severe flooding. Danger to life.

### When it's used

When flooding poses a significant threat to life.

### What to do

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate from your home.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.



### What it means

Flooding is expected.

Immediate action required.

### When it's used

Half an hour to one day in advance of flooding.

### What to do

- Move family, pets and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.

### Warnings no longer in force

#### What it means

No further flooding is currently expected in your area.

#### What to do

- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible.

## **6.5 OUT OF HOURS COUNCIL RESPONSE TO FLOOD WARNINGS**

Three Council Officers receive out of hours messages and are then able to take the appropriate actions. A procedure is set up to inform others should it be necessary to be called out to work (especially important if to be alone). These Officers have the authority to instruct Contractors to carry out flood alleviation works at designated sites. (See Part II of the Crawley Multi Agency Flood Plan)

## **6.6 PUBLIC SELF HELP GUIDANCE ON FLOODING**

There are links available on the Crawley Council website for general advice in relation to flooding. Links include;

- [Health Protection Agency](#)
- [Food Standards Agency](#)
- [Environment Agency](#)

## **SECTION 7 – SANDBAG ENQUIRIES AND ISSUE**

### **7.1 SANDBAG REQUESTS OVERVIEW**

There is a broad expectation in the mind of the general public that, in a period of likely flooding that the ‘local authority’ will make sandbags available. This is not the case and much needs to be done to counter this perception.

Arguments to encourage householders to take responsibility themselves include the installation of smoke and burglar alarms, which are the householder’s responsibility and not that of the emergency services.

Requests for sand bags will generally come from two sources.

- Members of the public.
- West Sussex Fire and Rescue.

### **CBC DO NOT PROVIDE SANDBAGS TO THE PUBLIC**

### **7.2 SAND BAGS - ENVIRONMENT AGENCY RESPONSIBILITY**

Their role is the prevention of major breaches or overtopping of water courses. In a major emergency, environment agency staff will locate to the area affected and deploy a variety of measures to mitigate the effects of flooding. In addition to sand bags, flood barriers can be erected and heavy plant machinery will be used to create trenches and build banks using existing materials such as shingle.

### **7.3 SAND BAGS - WEST SUSSEX COUNTY COUNCIL RESPONSIBILITY**

To prevent flooding to the highway and from the highway adjacent to properties. Note -West Sussex Fire and Rescue will not pump out water from highways.

#### **SUPPORTING INFORMATION**

- Section 7.6 – Flooded Highways

### **7.4 SAND BAGS - DISTRICT AND BOROUGH COUNCIL RESPONSIBILITY**

Crawley Borough Council is responsible for the assessment of flooding to PRIVATE properties only and will advise householders accordingly on request. Commercial properties will not normally be provided with sand bags as they responsible for carrying out their own risk assessments and ordering their own supply of sand bags.

#### **CBC DO NOT PROVIDE SANDBAGS TO THE PUBLIC**

In very exceptional circumstances sand bags may be provided to protect vulnerable persons. This is a decision taken by the ERC or Emergency Planning Officer and should not set a precedent. Limited stocks of sand May be held at the Tilgate Park Depot.

### **7.5 SAND BAGS - WEST SUSSEX FIRE AND RESCUE RESPONSIBILITY**

Although West Sussex Fire and Rescue are not included in the protocol they are often considered as a primary source of assistance for flooding issues. Fire and rescue will often call the assistance of the District and Borough councils to supply sand bags. It is important to clarify who is actually requesting the sand bags. The commanding officer at the scene may only be passing on a request from the householder. Staff should investigate whether the emergency service has carried out their own assessment before deploying sand bags.

### **7.6 FLOODED HIGHWAYS**

On occasion District or Borough Council staff will receive calls from members of the public to sand bag highways or inform West Sussex Fire and Rescue to pump out the road. The Fire and Rescue service will not normally pump out highways as this will place a major strain on resources. District and Borough Councils are still able to assess the requirement to deploy sand bags to private dwellings where there is an IMMINENT threat that water will flood homes. Each assessment must be considered on a case by case basis and not considered as the norm nor set a precedent. The problem may be due to other factors which are beyond the control of responders. Every effort should be made to contact the Highways engineers (See the Emergency

Contact Directory) to inspect the affected area and this action should be communicated to the person making the original request.

## **7.8 CRITERIA FOR ISSUING SAND BAGS**

Each request for sand bag deployment should be considered on its own merits. The following questions must be asked to assess whether deployment is necessary. The need for this assessment is to encourage self-help.

- Is the property in IMMEDIATE threat of being flooded?
- Has the property been flooded before? If so, what measures has the householder planned to prepare for a reoccurrence?
- Can the person make their own provisions if the time of day permits? (Local suppliers / access to a suitable vehicle)
- Are the persons vulnerable? (elderly, children, disabled, housebound)
- Have there been previous calls to the vicinity within this period of activity?

Sand bags may not minimise the effects of flooding. Some of the reasons include;

- Some homes have no foundations and therefore water will rise through the floor
- Air bricks in a property will let water in.

Where possible, assess whether the caller is willing to pay for supply.

Staff must record the outcome of the questions asked and rationale for any decision made.

## **7.9 ACTIONS AFTER REQUESTS FOR SAND BAGS**

Activation of sandbag deployment must not be considered as an isolated event. In addition to the CCS Duty Supervisor, The Emergency Response Co-ordinator or Emergency Planning Officer should consider the potential for further calls and consider multi-agency involvement.

It is important to contact the Environment Agency to advise them of the occurrence as they may not be aware that a particular area has been subject to flooding.

The following actions should be considered when deploying sand bags.

- Contact the CCS Duty supervisor. (ECD Section 1.3) Provide details of the problem so that the supervisor can assess the amount of sand bags required.
- Consider advising the Environment Agency (ECD Section 2.6) of the occurrence especially where no flood warning is in force. They will be able to provide forecasts, which allow the ERC to consider informing other agencies should the situation escalate.
- Consider further investigation as to the extent of the problem by checking relevant websites or contacting the Met Office Emergency Monitoring Centre. (ECD Section 2.6)

Multiple calls may indicate the need to co-ordinate a multi-agency response. If this is the case assistance should be sought to discuss the situation with the Emergency Planning Officer.

## SECTION 8 – CATEGORY 1 RESPONDERS

### 8.1 RESPONSIBILITIES

- Risk Assessment
- Business Continuity Management
- Emergency Planning
- Maintain public awareness / Warning and informing the community.
- Advice and assistance to the commercial sector and voluntary organisations (Local Authorities Only)

### 8.2 CATEGORY 1 MEMBERSHIP

 <b>POLICE</b>	 <b>POLICE</b>	 <b>FIRE &amp; RESCUE</b>	 <b>AMBULANCE</b>
 <b>NHS ACUTE TRUSTS</b>	 <b>PRIMARY CARE TRUSTS</b>	 <b>HPA</b>	 <b>MARINE AND COASTGUARD</b>
 <b>SCOTTISH ENVIRONMENT AGENCY</b>	 <b>LOCAL AUTHORITIES</b>		 <b>ENVIRONMENT AGENCY</b>
 <b>PORT HEALTH AUTHORITIES</b>			

## SECTION 9 – CATEGORY 2 RESPONDERS

### 9.1 RESPONSIBILITIES

- Co-operation and Information Sharing.

These duties cement local level partnerships between Category 1 and 2 Responders. The primary function of this responsibility is to support Category 1 responders in performing of their main responsibilities.

### 9.2 CATEGORY 2 MEMBERSHIP



### 9.3 Rail Incident Care Teams

Train Operating Companies have teams of specially selected volunteers who have been trained and equipped to respond to the needs of those affected in the hours and days immediately following a rail emergency. These are referred to as Rail Incident Care Teams.

In the event of an emergency involving a passenger train or station, Rail Incident Care Team members may be deployed to hospitals, Emergency Assistance Centres and train stations. Their aim is very much to work alongside and compliment the efforts of other responding agencies, but uniquely among these, they are able to provide 'ownership' (in recognition that whatever the cause of the emergency, persons affected were customers of and hence the responsibility of the rail industry) and acknowledge/validate the loss suffered.

Rail Incident Care Teams can provide and/or fund/arrange the following for those directly involved along with their families and friends and those bereaved:

- Information (particularly that specific to the railway)
- Assistance with getting/keeping in touch with friends/family members e.g. access to phones or email
- Refreshments
- Accommodation
- Travel
- Purchase of basic personal items, e.g. toiletries, clothing
- Return/replacement of lost or damaged personal effects
- Signposting to other support agencies
- General emotional support

In the event of a major rail incident, the train operating company concerned will be seeking to make early contact with the relevant hospitals, local authorities and police forces so as to facilitate the rapid deployment and most effective use of Rail Incident Care Team members.

All members of Rail Incident Care Teams will carry a special photo-id card identifying them as such. They should be given all reasonable assistance in fulfilling their role of providing emotional and practical support to those affected. Specifically this should include:

Being given access to passenger/casualty lists and contact information

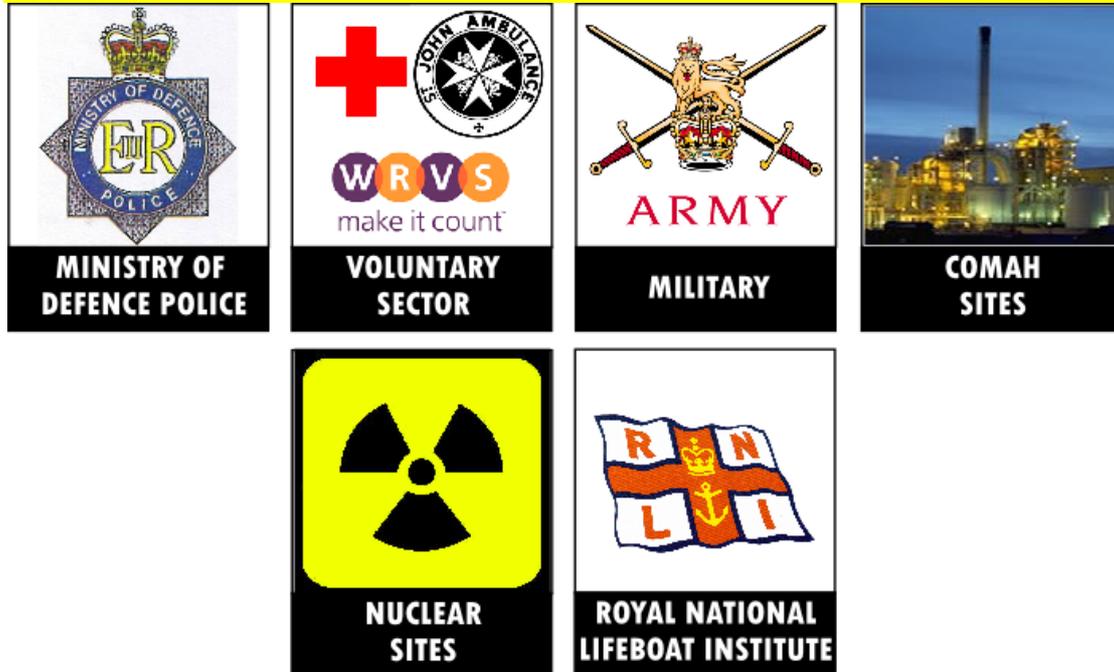
Being granted access to [reception centres/the Humanitarian Assistance Centre/the hospital]

Where possible, being provided with a private area they can engage with those they are seeking to assist

Being represented on whatever body takes responsibility for the overall humanitarian response

## SECTION 10 – NO CIVIL CONTINGENCY RESPONSIBILITIES

### 10.1 LIST OF ORGANISATIONS



### 10.2 MILITARY ROLE IN CIVIL PROTECTION

The Armed forces do not play a permanent role on civil protection. They can however under exceptional circumstances, provide an element of the support central government can provide Category 1 responders when responding to a disaster or an emergency. They also play an important part in certain scenarios such as search and rescue and explosive ordnance disposal.

### 10.3 NUCLEAR SITES

These sites are subject to separate legislation.

### 10.4 COMAH INSTALLATIONS

Subject to Control of Major Accident Regulations 1999 as amended by Control of Major Accident (amendment) Regulations 2005. COMAH applies mainly to the chemical industry, but also to some storage activities, explosives and nuclear sites, and other industries where threshold quantities of dangerous substances identified in the Regulations are kept or used. COMAH sites are represented by the Health and Safety Executive under a Category 2 responsibility.