

THANET DISTRICT COUNCIL

P O BOX 9, CECIL STREET MARGATE, KENT, CT9 1XZ



MAJOR EMERGENCY PLAN

CIVIL CONTINGENCIES ACT COMPLIANT

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Owner: Luke Glover
Deputy Technical Services Manager

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Compiled by: _____ **Date:** _____

Name: Luke Glover
Role: Deputy Technical Services Manager
Organisation: Thanet District Council

Approved by: Thanet District Council SMT **Date:** _____

Name
Role
Organisation Thanet District Council

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All enquiries relating to this document should be sent to:

Emergency Planning
Thanet District Council
Cecil Street, Margate, Kent, CT9 1XZ
Tel: 01843 577000
Email: emergency.planning@thanet.gov.uk

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All Emergency Activation Officers	One	Electronic
All Incident Liaison Officers	One	Electronic
Emergency Co-ordinator	Two	Hard Copy
Media Officer	One	Electronic
E system – Resilience Direct	One	Electronic
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External

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MAJOR EMERGENCY PLAN

1.0 INTRODUCTION

- 1.0.1 Local authorities have clear legal obligations and duty of care to provide effective, robust and demonstrable emergency arrangements to mobilise resources to deal with a broad range of emergencies.
- 1.0.2 From time to time emergencies occur which require special measures to be taken. Such events are defined under the Civil Contingencies Act 2004 as:
- (a) An event or situation which threatens serious damage to human welfare in the United Kingdom or in a Part or region;
 - (b) An event or situation which threatens serious damage to the environment of the United Kingdom or of a Part or region; or
 - (c) War, or terrorism, which threatens serious damage to the security of the United Kingdom.
- 1.0.3 This document has been prepared to comply with the Civil Contingencies Act 2004 (CCA). A short guide to the Civil Contingencies Act can be found at (<http://www.cabinetoffice.gov.uk/media/132428/15mayshortguide.pdf>) as a category 1 responder the district council is charged with preparing appropriate plans to deal with a wide range of emergencies that fall within the council's remit.

2.0 AIMS, OBJECTIVES and RESPONSIBILITIES

2.1 Aim

- 2.1.1 To provide procedures and guidance that facilitate an appropriate and proportionate response by the Council to meet the needs of any emergency thereby contributing to alleviation of distress and disruption caused by such incidents, and enabling the authority to continue to provide normal services as far as is possible.

2.2 Objectives

- To define local government responsibilities in an emergency in accordance with the Civil Contingencies Act 2004 as Category 1 responders:
- To outline the District Councils' and County Council's emergency response capability and the services they may bring to bear, on a singular basis or jointly;
- To describe how the emergency response and recovery processes will be activated;
- To describe the alerting arrangements for calling out key staff, mobilising services or activating mutual aid;
- To outline the management and communication structure in emergencies;
- To describe the organisation and management process of the District Council's Emergency arrangements;
- To provide a co-ordinating document referring to and linking with individual functional plans and specific incident plans.

2.3 The Responsibilities of Local Government under the Civil Contingencies Act 2004 and other Emergency Planning Legislation

2.3.1 Under the Civil Contingencies Act 2004 and associated regulations, all county and district authorities, as category 1 responders, have a responsibility to undertake the following responsibilities:

- To assess the risk of an emergency occurring;
- To plan for and to respond to a broad range of emergencies;
- To be resilient as an organisation, putting into place suitable business continuity measures;
- To share information with other responders;
- To warn and inform the public before, during and after an emergency;
- To cooperate with other responders;
- To promote business continuity and other good resilience practice to local businesses and the voluntary sector.

2.3.2 This plan is intended to meet the requirements outlined by the Civil Contingencies Act with respect to detailing the emergency response including the response measures required under the Control of Major Accident Hazards 1999, Pipeline Safety Regulations 1996 and the Radiation Emergency Preparedness Public Information Regulations (REPPPIR) 2001.

2.4 Staff Health and Safety

2.4.1 Existing standards and requirements for health and safety at work will apply to major emergency responses by the council. This includes risk assessments. However, due to urgency and the rapidly changing nature of major emergencies, it is likely that more reliance will be placed on dynamic risk assessment. Awareness of hazards and their potential to cause harm will need to be addressed by all levels of response. It must be remembered that this is a continuous process.

2.4.2 It is important that managers and staff recognise when their limit of knowledge and understanding of the potential hazards has been reached. They will then need to seek competent advice before proceeding with an activity.

2.4.3 Emergency planning and training should also include measures to manage risks.

2.5 Staff Welfare

2.5.1 Staff engaged in major emergency response may find the experience very stressful as they may be exposed to traumatic sights or come into close contact with people who have just experienced or witnessed a traumatic event.

2.5.2 Crisis management involving long working hours combined with intense activity that demand quick decision making is potentially damaging to health. Careful selection of staff can help to minimise the risk. Awareness of any staff with personal links to anyone directly involved in the disaster or direct links to similar disasters in the past will also aid staff selection.

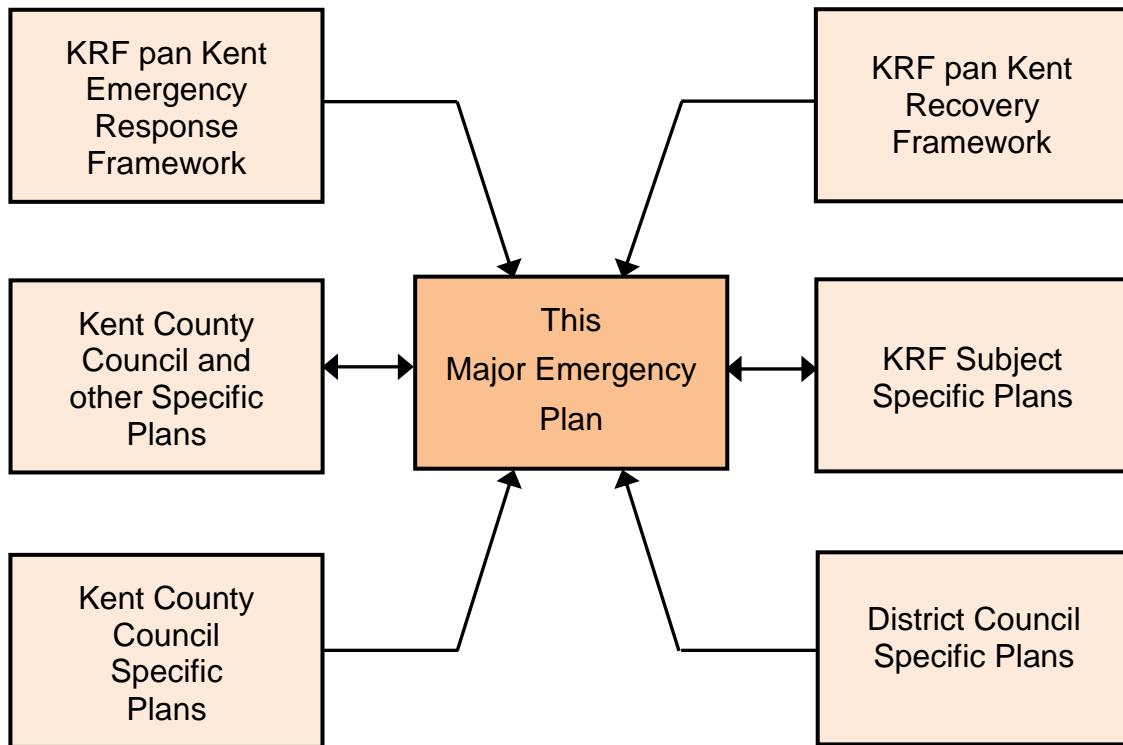
2.5.3 Managing shift lengths and rotation of staff, structured breaks with adequate refreshments and opportunities to engage in informal discussion with colleagues away from the “front line” can also help to minimise potentially damaging stress.

2.5.4 Staff should be made aware of the council’s counselling service, access through the shared East Kent HR Partnership. Staff should be encouraged to participate in training and exercising so that they are better prepared to cope in an emergency.

2.6 Interlinking Documentation

2.6.1 This plan is designed to act as a foundation to the authorities’ response and will ensure that it interlinks with the following documents:

- The Pan Kent Emergency Response Framework;
- The Pan Kent Emergency Recovery Framework;
- Other KRF Subject Specific Plans;
- Relevant District and County Council plans;
- Relevant District and County Council functional plans associated;
- National and regional plans.



Suitable cross referencing to relevant documentation and plans will be made as necessary, therefore ensuring that all appropriate interlinking arrangements are identified accordingly.

3.0 PLAN MAINTENANCE and REVIEW

3.1 The Generic Plan Template

- 3.1.1 The generic plan template acts as the core foundation document that is customised by a district council and the county council to act as their major emergency plan. The generic plan template is maintained by Kent County Council Emergency Planning Group on behalf of all Kent district councils. The generic plan template is audited and reviewed on an annual basis by the Kent Local Authority Emergency Planning Group (LAEPG).

3.2 Customised District Plan

- 3.2.1 A customised plan using the generic plan template is maintained and reviewed by its own council, using that council's own internal maintenance and review processes. The customised plan must take into account any agreed changes to the generic plan template made by the LAEPG.
- 3.2.2 It is **essential** that the template is customised and owned by the individual local authority

3.3 Thanet District Council Plan

- 3.3.1 Thanet District Council Emergency Planning Group will maintain and review the council's emergency plan on an annual basis in October of each year, following the September review of the generic plan template by the Kent Local Authority Emergency Planning Group.
- 3.3.2 Functional plans will be reviewed annually in January by the appropriate team leader, with the assistance of the Thanet emergency planning lead.

4.0 ALERTING, DETERMINATION and ACTIVATION

4.1 Alerting procedure

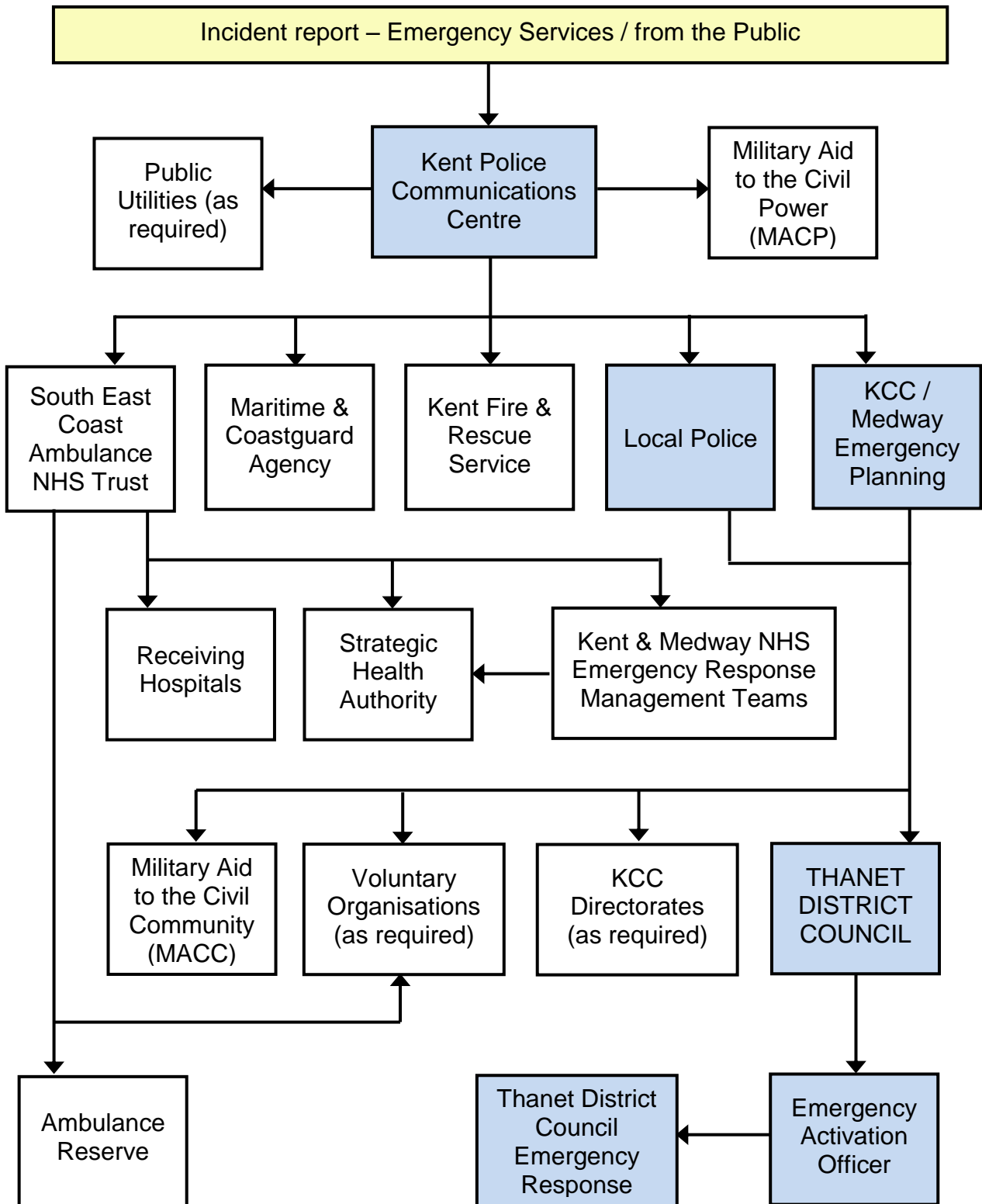
- 4.1.1 Notification that an incident has occurred may be received from a number of sources. This information could come from “official” sources such as Kent Police or the Kent County Council Emergency Planning Group. It is equally possible that the first notification of an incident could come from a member of the public or a member of district council staff.
- 4.1.2 At Thanet District Council, all notifications will be directed by Contact Centre staff, during office hours, or, via the Out-of-hours service to the on-duty Emergency Activation Officer.
- 4.1.3 Emergency Activation Officers provide 24/7 cover and can be reached on a dedicated telephone number. The emergency activation telephone number has been provided to local emergency responders, emergency services communications centres and key Thanet District Council staff.

Office Hours = 08:45hrs to 17:00hrs — Monday to Friday (excluding Bank Holidays).

During office hours: Contact Centre (switchboard):— **01843 577000**

Outside office hours: Control Centre (Call divert):— **01843 577000**

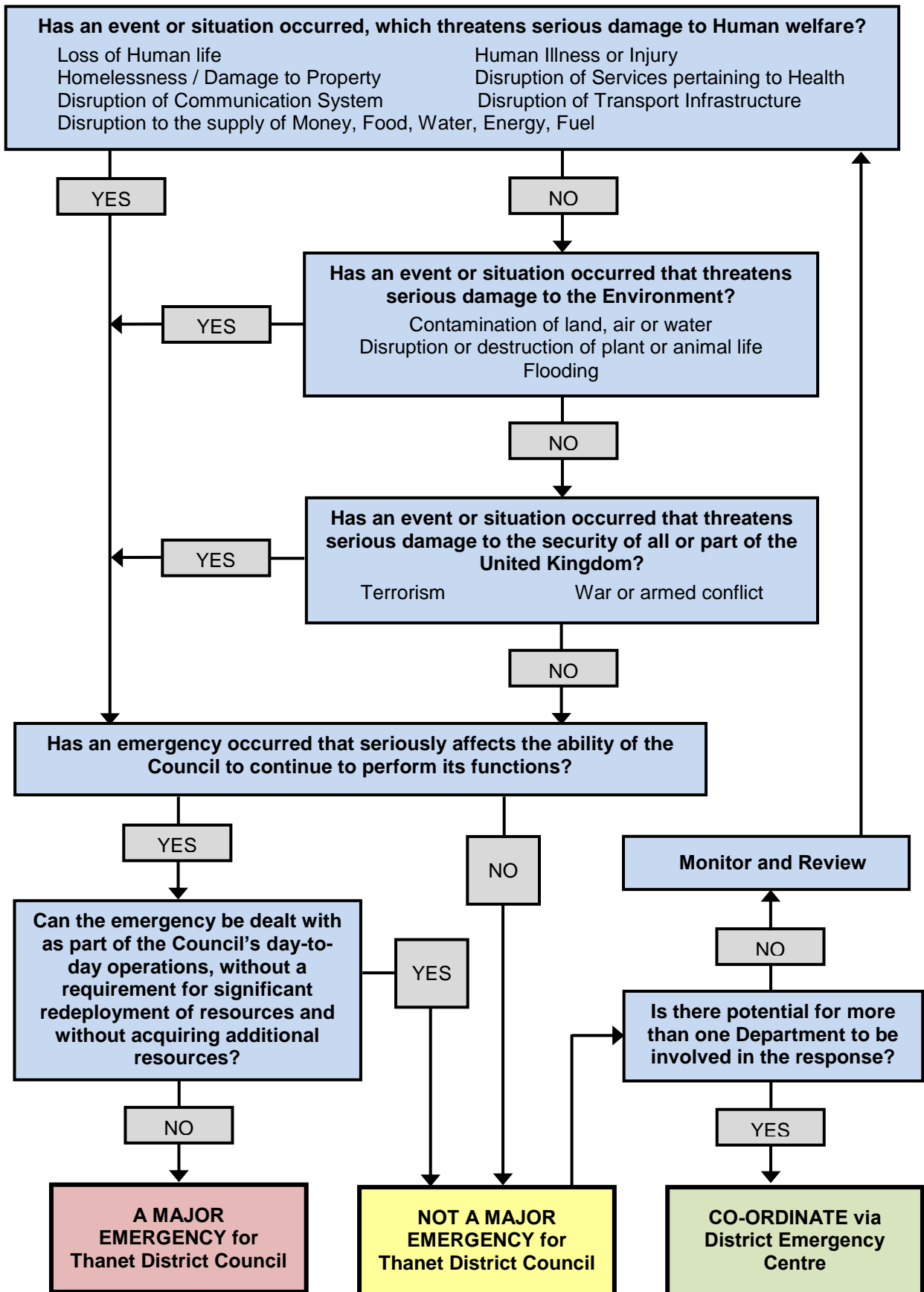
4.2 Formal Alerting Arrangements in a Major Emergency



NOTE 1. This Chart shows a complete cascade notification process only.

NOTE 2. Noification may be received formally or informally from a number of sources directly to Thanet District Council

4.3 Determination of an Emergency for Thanet District Council



4.4 Activation

- 4.4.1 The plan will be activated when the council receives a formal or informal notification of an emergency occurring in its administrative area that is likely to seriously impact upon the council's functions and could exceed its capacity to deal with effectively using normal day-to-day response arrangements.
- 4.4.2 In some cases it will be clear from the outset that a major emergency situation for the council has occurred or is imminent but, in others, it might be that the initial level of information is not sufficient to make an immediate decision and it will be necessary to seek more information to clarify the situation.
- 4.4.3 The Emergency Activation Officer / Duty Officer should then consult the Activation Officers / Duty Officer Handbook (see section 5) for full details of further activation advice and procedures.

5.0 EMERGENCY MANAGEMENT STRUCTURE

5.1 Introduction

- 5.1.1 Management systems that exist for the day to day operation of the Council are not suitable for a Major Emergency response. Emergency management systems are required to be highly reactive, capable of handling and recording large volumes of information and able to operate seamlessly across all parts of the Council for long uninterrupted periods. They also need to be capable of linking with the emergency response arrangements of other responders.
- 5.1.2 This section describes the special organisational arrangements that will be used in the event of a disaster in Thanet District Council's administrative area that requires the activation of this Major Emergency Plan. It includes those elements that will promote the principle of Multi Agency Integrated Emergency Response.
- 5.1.3 A diagram of the reporting/responsibility structure of the District Council response can be found at the end of this section. Also included is a diagram showing how Thanet District Council's management structure fits into the overall emergency response management and communications structure.

5.2. District Emergency Co-ordinator (DEC)

- 5.2.1 The District Emergency Co-ordinator will be the Chief Executive, Deputy Chief Director, or Director nominated by him. The District Emergency Co-ordinator will have overall responsibility for co-ordinating the Council's major emergency response including the operation of the District Emergency Centre (DEC).
- 5.2.2 Within the DEC, the co-ordinator will be assisted by an Emergency Activation Officer (EAO), teams providing Management Information, Media Information and Support Services. Functional Plan Emergency Response Teams will manage the Council's emergency response. Each team will operate from the DEC and be represented on the Emergency Management Team (EMT).

5.3. Emergency Management Team (EMT)

- 5.3.1 The District Emergency Co-ordinator will head the EMT. This will be formed, as appropriate, from Functional Plan Emergency Response Team leaders, an Emergency Activation Officer (if appropriate), Management Information Officer, Support Services Officer, and, as required by the District Emergency Co-ordinator, representatives from other agencies contributing to the local authority response. If the Recovery Working Group has been formed, one member from that group will need be included on the EMT, as should a representative from the Business Continuity/Recovery Team, if activated.
- 5.3.2 The primary role of the EMT is to operate as a single co-ordination group that will provide the focus for decision making to ensure a fully integrated emergency response. If required, it will also ensure a seamless integration of the response and recovery phases of the emergency and any TDC Business Continuity activity.

5.4 Functional Emergency Response Teams

- 5.4.1 The Team Leader of a functional team will nominate an adequate number of suitable officers to co-ordinate the activities associated with their assigned Functional Plan(s). They will be responsible to the District Emergency Co-ordinator for the effective delivery of their functional plan. One team member will lead each group. This person will also be a member of the Emergency Management Team.

- 5.4.2 Functional Plan Emergency Response Teams will be made up of an adequate number of staff capable of providing an effective response. They will need to be trained in the information management systems of the DEC. It should be noted that team members can also come from other directorates of the Council or partners or agencies supporting their functions.
- 5.4.3 Details relating to the composition of and operational procedures for emergency response teams will be detailed in each functional plan.

5.5 Emergency Activation Officer (EAO)

- 5.5.1 In addition to their role during the initial assessment and activation of the Major Emergency Plan the EAO can, because of their emergency planning training and the equipment with which they have been provided, undertake the following functions:
- (i) Local Authority Liaison (either Forward or District)
 - (ii) Assistant to the District Emergency Co-ordinator

5.6 Incident Liaison Officer (ILO)

- 5.6.1 If the disaster is concentrated on a single site, it may be necessary to provide an Incident Liaison Officer at the Operational (Bronze) co-ordination group location of the statutory emergency services to represent local authority interests and respond to any requests for assistance. The ILO will also provide a single contact point for any local authority activities at a disaster site.
- 5.6.2 If the major emergency is of a scale that the emergency responders agree to the establishment of a Silver Co-ordination Group, there could be a request/need for the Council to be represented at that group. The ILO will keep the District Emergency Centre informed of all those matters affecting TDC operations/areas of responsibility, be the point of contact for local authority assistance to the statutory emergency services and represent the Council's interests.

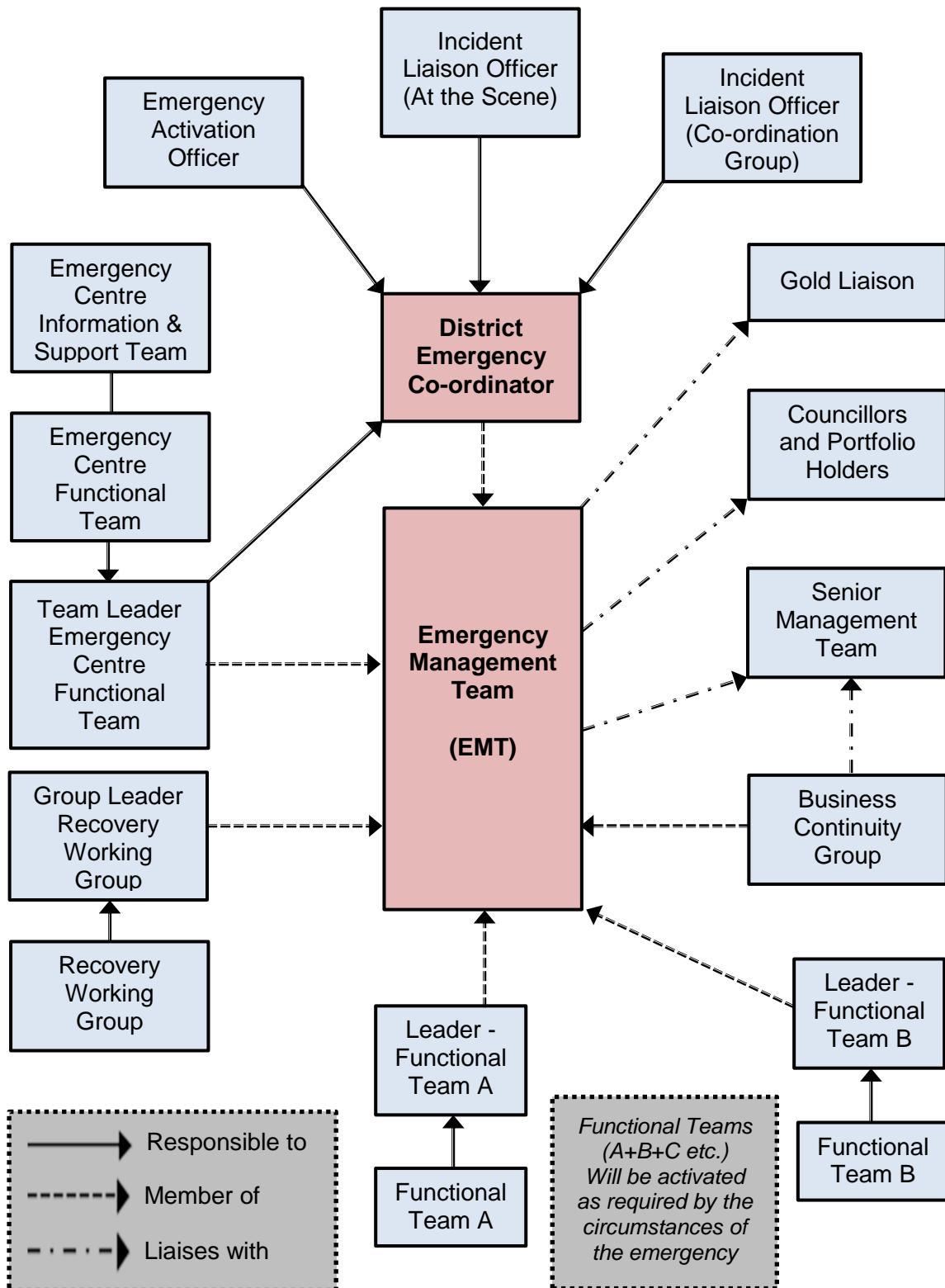
5.7 Assistant Liaison Officer

- 5.7.1 Each mobilised liaison officer should be accompanied by an assistant. The assistant will man the local authority control point as the liaison officer may need to leave the local authority control point to attend multi agency co-ordination meetings. The assistant will remain as the Council's central point of contact.

5.8 Elected Members

- 5.8.1 Elected Members have a role within the Council's emergency response. They will provide support and guidance on strategic decisions and the expenditure of council funds. They will act as a link between the Council and the ward they represent, and may assist, under the guidance of the Media Team Leader, with the Council's media response. Their community leadership role will be an important element of the Council's response, especially during any extended recovery period.

5.9 Thanet District Council's Response Structure

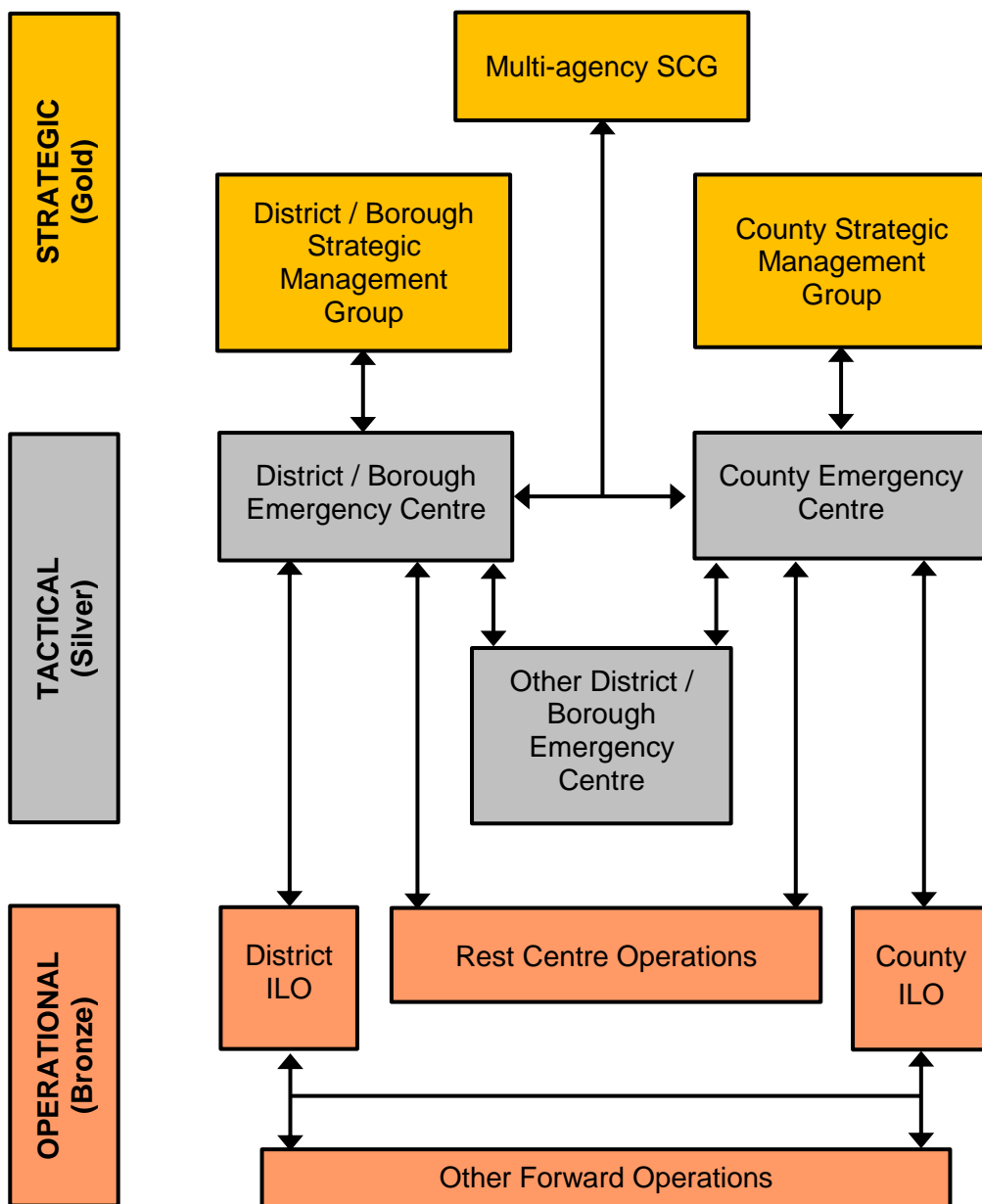


5.10 Local Authority Emergency Management Structure

This diagram reflects a comprehensive local authority management structure and its interaction with a multi-agency Strategic Co-ordination Group (SCG).

The structure may be partially set up depending on the size and scale of the event, as well as which level of local government is required to respond.

When an emergency is entirely within one district council area that council will co-ordinate the local authority response. If it affects more than one district council area, one of the districts may co-ordinate the response, or, and if too big for the districts to manage, KCC may be requested take on the co-ordinating role.



Principle Information and Communication Links \longleftrightarrow

6.0 THANET COUNCIL RESPONSE LEVELS

6.1 Introduction

6.1.1 For ease of reference, the Council's emergency response has been divided into three levels, the most serious being a level 3 incident – a Major Emergency. The levels are not formal standards, nor do they have an equivalent in other organisations, they are intended to allow an understanding of the extent of the council's response.

6.1.2 The levels refer to the impact on and involvement of the council, not to the scale or seriousness of the incident itself or its impact upon other groups or organisations.

6.2 Level 1 Response – Localised / Service Level Incident

6.2.1 An incident not determined as a major emergency and that does not represent a physical threat to people or property. It does however pose a threat to council services / reputation, or could do so.

6.2.2 A level 1 response should be referred to the appropriate service level manager or if unavailable to a head of service.

6.2.3 The service level manager / head of service will normally manage the council's response with assistance from media, ICT, functional manager / officers as appropriate to the incident.

6.2.4 The response may involve some cross service activity which will be managed by the lead officer dealing with the incident.

6.2.5 The Major Emergency Plan and the District Emergency Centre will not be activated for a level 1 response.

6.3 Level 2 Response – Cross Service Level Incident

6.3.1 An incident that poses an actual threat to people or property, but that does not seriously threaten the overall service delivery of the council. The incident may have legal ramifications or reputational threats for the council. It may include the isolation or evacuation of council buildings / property.

6.3.2 A level 2 response may / will require a wide response involving several service areas of the council. A manager – normally a head of service or his / her representative – will be identified as holding responsibility for forming a Level 2 response group, co-ordinating the council's response and for ensuring that information is shared as necessary.

6.3.3 Individual managers will be responsible for identifying and carrying out necessary actions within their services / teams, including alerting their own staff.

6.3.4 The Major Emergency Plan will not be activated. The District Emergency Centre may be used to provide a centre of operations from which to manage the council's response. Support Staff for the District Emergency Centre will be contacted as necessary.

6.3.5 A level 2 response may also be triggered if a multi-agency Strategic Co-ordinating Group is formed in response to an incident affecting the wider area of Kent.

6.3.6 The arrangements for establishing and operating the Strategic Co-ordinating Group are set out in the Pan-Kent Strategic Emergency Framework.

6.4 Level 3 Response – Major Emergency Incident

- 6.4.1 An incident causing major disruption to council services, it may affect buildings, staff, visitors etc. The incident, which may be caused by a major civil emergency, will involve a significant and extended response by the council. The incident will involve external emergency responder organisations and groups. Operational control of the incident will almost certainly be undertaken by the emergency services – I.e. Police / Fire Service / Coastguard.

(Meaning of “emergency” Paragraph 1, Part 1, Civil Contingencies Act 2004)

- 6.4.2 A level 3 response will require significant and extended response on the part of the council.
- 6.4.3 The decision to activate Major Emergency Plan will be taken by the Emergency Activation officer in consultation with the Chief Executive or the Chief Executive’s deputy, or if unavailable, with another available senior manager.
- 6.4.4 On activation of the Major Emergency Plan, the Council’s Emergency Management Team(s) will be formed and the District Emergency Centre will be established.
- 6.4.4.1 The Emergency Management Team structure and processes are set out in the Major Emergency Plan.
- 6.4.4.2 The District Emergency Centre Plan sets out the operational arrangements for the District Emergency Centre.
- 6.4.5 A level 3 response will almost certainly involve significant response from external emergency responder organisations and groups and the likely formation of a Strategic Co-ordination Group.

7.0 COMMON FUNCTIONAL EMERGENCY RESPONSE PLANS

7.0.1 This section details the authority's specific roles in accordance with its responsibility in a major emergency response.

7.0.2 Each section is organised as follows:

- An overview of the plan;
- The location of the plan;
- A copy of the plan can be placed within the section if appropriate or required.

7.0.3 As a helpful aide-memoir, the following list covers the responsibilities of all local authorities, and shows how these are split between the county council and district councils. Where a responsibility falls to one party, the other may agree to carry it out on their behalf, through mutual aid arrangements, or provide support. The list is also cross referenced with the relevant section(s) of this plan.

7.0.4 For the sake of brevity, the list does not include the many day to day functions which local authorities may carry out as part of the response, nor does it cover internal management activity.

	Role	County	District	Section(s)
1	Provide a 24 hour point of contact to receive alerts and warnings, and for the management of a large volume of public calls	✓	✓	3 5.1 & 2
2	Co-ordinate the local authority response where more than one district is involved	✓		4
3	Establish and staff a local authority Forward Control Point	Liaise	Lead	5.4
4	Alert health authorities where action other than direct casualty care is required	✓	✓	8.1
5	Liaise with central and regional government	✓		5.3 & 10
6	Liaise with administrative authorities in bi-national or multi-national emergencies	✓		5.3 & 10 8.5
7	Arrange for military aid	✓	✓	8.12
8	Assist in providing a catering service for involved personnel	✓		7.1, 2, 3 & 4
9	Alert and co-ordinate voluntary organisations	✓	✓	5.1 8.9
10	Arrange attendance of ministers of religion	✓		8.9
11	Support other responders with council resources	✓	✓	5, 6 and 7
12	Implement animal health measures	✓		8.8

13	Support other responding agencies in the response to a communicable disease outbreak	✓	✓	8.7 & 8
14	Establish a system for disseminating information to the public, in co-operation with other responders, and make premises available for public information centres	✓	✓	5.5
15	Open and run support centres as required	✓	✓	8.1
16	Provide alternative, transit or temporary accommodation for temporarily homeless people		✓	6.2 8.1
17	Provide care for people in transit who have been affected by the incident	✓		8.1
18	Provide a catering service for evacuees	✓	✓	8.1
19	Provide emergency clothing and other welfare items	✓		8.1
20	Provide specialist care for vulnerable people at support centres	✓		7.1 & 2 8.1 & 9
21	Make available premises under council control for temporary accommodation of evacuees or for other use in support of the response	✓	✓	8.1
22	Establish, operate and close down temporary mortuaries, in co-operation with other involved agencies	✓		8.10
23	Site clearance in public areas	✓		7.3
24	Provide a scheme for the response to oil pollution or contamination of the shore by hazardous substances	✓		5.9
25	Beach clean up		✓	5.9
26	In addition to maintaining traffic flows, arrange for routing signs on the Highway for directing resources as necessary	✓		7.3 8.5
27	Advise on the availability of road passenger transport, and arrange for emergency redeployment	✓		8.1 & 5
28	Provide a service in respect of Buildings Act emergency procedures, including inspections of dangerous structures		✓	6.3

7.1 The Emergency Activation Officer Handbook

7.1.1 Overview

This document is designed to provide detailed guidance to the Emergency Activation Officer (EAO) to assess a situation, whether that is a formal notification or an assessment of intelligence, and to provide guidance on further activation and set up of a suitable emergency response, using this plan as a basis for that response. The handbook provides:

- A determination procedure;
- Advice on activation;
- Key activation procedures;
- Links to other relevant documents;
- Background information on useful services, agencies and procedures.

7.1.2 Location of Document

The handbook is produced and maintained by the Thanet District Council Emergency Planning lead and is distributed to all Emergency Activation Officers.

The handbook may be found:

- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room).

7.2 Contact Centre Emergency Plan

7.2.1 Overview

This document is designed to detail the role of the Control Centre in an emergency response. Essentially, the Control Centre provides the following core services;

Separating incoming emergency calls from normal business calls and directing emergency calls to the appropriate place.

The plan describes how information from those who contact the authority before, during and after an emergency will be processed. This may involve a range of processes, such as initial assessment, pertinent and timely passing of information and the monitoring of calls. During and after an emergency, the plan describes how the information from partner agencies and members is assessed and used to assist in response and recovery work.

7.2.2 Location of Document

The Contact Centre emergency plan is produced and maintained by the Contact Centre Manager.

The plan may be found:

- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room);
- Held by Emergency Planning.

7.3 District Emergency Centre Plan

7.3.1 Overview

This plan details the operation of the Emergency Centre from activation and set up, operation and stand-down. It also details:

- key guidance and principles;
- the emergency management structure and its place within that structure;
- information management;
- roles;
- emergency management procedures;
- communication processes.

7.3.2 Location of Document

The Emergency Centre Operation Plan is produced and maintained by the Emergency Centre Support Team which is lead by the Property Manager.

The plan may be found:

- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room).

7.4 Incident Liaison Officer Handbook

7.4.1 Overview

Some incidents may require the deployment of Incident Liaison Officers who act as information links for the Council either at the scene of an incident, or at a co-ordination group overseeing the incident.

The handbook provides guidance on the role of the Incident Liaison Officer as the lead information collector at the scene of the incident or the conduit of information and requests for assistance from multi-agency co-ordinating groups.

The ILO may be deployed by the emergency activation officer to act as the “eyes and ears” of the council at the scene, or at the request of the emergency services.

7.4.2 Location of Document

The handbook is produced and maintained by Kent County Council who is the Kent Council Emergency Planning lead at Thanet District Council and is distributed to all Incident Liaison Officers.

The handbook may be found:

- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room);
- With the Emergency planning Team.

7.5 Media and Resilient Communications Plan

7.5.1 Overview

A critical element of any emergency response is how the media and the public will be provided with timely and accurate advice, information and formal statements.

This document is the operational plan for the media team and provides direction on how the media team will manage the information flow between the Council and its multi-agency partners, and the media and the public.

This plan describes the range of methods and capabilities that underpin resilient communications between all levels of the local authority response. It also details integration with the broader multi-agency communication capability, as well as providing details on all communication protocols, including language disciplines and equipment usage procedures.

7.5.2 Location of Document

The Media and Public Warning and Informing Response plan is produced and maintained by the Communications Manager.

This plan may be found:

- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room);
- Held by Emergency Planning.

7.6 Finance, Insurance and Legal Emergency Plan

7.6.1 Overview

The Finance, Insurance and Legal Emergency Plan outlines the preplanning that has taken place to ensure that emergency expenditure can be facilitated, and accounted for.

The plan also addresses such issues as the financial and legal implications of setting up a public appeal fund and the provision of professional insurance support, including claims handling during the major emergency response and recovery, as well as the preparation of formal accountability and enquiry.

7.6.2 Location of Document

The plan is produced and maintained by the Thanet District Council Financial Services Manager

The plan may be found:

- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room);
- Held by Emergency Planning.

7.7 Resilient Communications Plan

This is part of the 7.5 Media and Resilient Communications Plan

7.8 Human Resources Plan

7.8.1 Overview

This plan provides details of all HR management issues before, during and after an emergency. It is specifically designed to ensure that responding staff are suitably prepared for their emergency response duties, as well as having access to post emergency response care and support.

7.8.2 Location of Document

This document is produced and maintained by EK Human Resources.

This document may be found at:

- On the Emergency Planning page of the TOM website;
- Emergency centre documentation.

7.9 Maritime Oil Pollution and Shoreline Pollution

7.9.1 Overview and Terminology

The Maritime and Coastguard Agency National Contingency Plan states:-

“Each local authority at district, islands, county and regional level should have a contingency plan the purpose of which is to allow an effective counter pollution response to be mounted quickly at any time”.

In addition the Civil Contingencies Act 2004 requires responders to plan for events and situations which threaten serious damage to the environment of a place in the United Kingdom. The formal name for this plan in Kent is “The Coastal / Riparian Oil Pollution Emergency Plan” and is produced by Kent County Council Emergency Planning.

NOTE: INLAND WATER POLLUTION CONTROL IS THE RESPONSIBILITY OF THE ENVIRONMENT AGENCY.

A tier system which classifies the magnitude of oil spills is used to determine the correct and appropriate level of response. An internationally recognised three tier classification is as follows:

TIER OF SPILLS	LEVEL OF RESPONSE
Tier One	Small operational spills. A spill that can be dealt with immediately (essentially within 30 minutes of initial notification) by the district council or harbour authority without assistance from other areas.
Tier Two	Medium sized spills. Beyond the capability of the affected district council and requires Kent County Council assistance.
Tier Three	Large spills. Beyond the capability of district and Kent County Council resources and requires national assistance through implementation of the national contingency plan.

7.9.2 District Council Responsibilities

The district council are responsible for the provision of the following:

- Lead on tier 1 spills within their statutory boundaries;
- Integral role alongside partners in enabling shoreline clean-up in tier 2 and 3 spills;
- As required, provide relevant support and deployment of district council services as detailed in this document.

7.9.3 County Council Responsibilities

The county council are responsible for the provision of the following:

- The provision of suitable arrangements for the supply of oil pollution equipment and personnel to assist in pollution control;
- Lead on tier 2 and tier 3 spills;
- To mobilise and coordinate local, regional and national resources to support the response;
- As required, provide relevant support and activation of county council plans as detailed in this document.

7.9.4 Associated Documents and Plans

The main plans associated with oil pollution are:

- Relevant district and county services contained within this document;
- The National Contingency Plan for Marine Pollution from Shipping and Offshore Installations 2006;
- The Kent and Medway Shoreline Oil Pollution, Chemical Spill and Cargo Recovery Emergency Plan;
- Kent Coastal / Riparian Oil Pollution Emergency Plan;
- PLA Oil Pollution Plan;
- Relevant coastal district's oil pollution plans;
 - The National Contingency Plan for Marine Pollution for Shipping and Offshore installations 2006 can be found at http://www.ukshipregister.co.uk/mcga07-home/emergencyresponse/mcga-pollutionresponse/mcga-dops_cp_environmental-counter-pollution/mcga2007-ncp.htm;
 - A copy of the Kent Coast/Riparian Oil Pollution Emergency Plan, which is produced and maintained by Kent County Council, can be obtained from the KCC Emergency Planning Group. A hard copy is kept in the emergency planning storage cupboard in the District Emergency Centre (Austen Room).

6.9.5 Location of Documents

This document is produced and maintained by Engineering & Tech Services Manager.

This document may be found at:

- The Thanet District Council Oil Pollution Plan can be found on the Emergency Planning page of TOM;
- A hard copy is kept in the emergency planning storage cupboard in the District Emergency Centre (Austen Room);
- Held by Emergency Planning.

7.10 Other Responsibilities – Liaison Officers

7.10.1 Overview

There may be a requirement for liaison officers to be deployed at a variety of external control centres or locations during an emergency. This section provides details of likely roles, where they will be based and who may be required to fulfil them.

7.10.1.1 Strategic Coordination Group (SCG)

It is vital that a duly empowered representative of the council (plus support staff) are part of the SCG to ensure that the interests of local authorities are being represented and that strategic support can be offered or made available.

The County Council strategic representative may be one of the following:

- Head of Emergency Planning;
- Assistant Head of Emergency Planning;
- The Director for Community Safety and Regulatory Services;
- The Head of Community Safety;
- The Managing Director for Communities;
- The Managing Director for Kent Adult Social Services.

A District Council strategic representative may be one of the following:

- The Chief Executive Officer or Deputy;
- Thanet District Council Emergency co-ordinator;
- Nominated Member of Senior Management Team.

7.10.1.2 Tactical Coordination Group or Silver Command Centres

It may be necessary to provide a tactical liaison officer to the main tactical coordination group or an agencies own silver command. This will help to ensure that a smooth and consistent flow of information between groups is maintained, whilst offering the host agency expert advice from liaison officers from other authorities.

County tactical liaison officers may include:

- An Emergency Planning Officer;
- A Resilience Officer;
- A member of Kent Highways & Transportation Staff;
- A suitable member of trained staff from a KCC Directorate.

District tactical liaison officers may include:

- An Incident Liaison Officer.

8.0 DISTRICT COUNCIL SPECIFIC EMERGENCY RESPONSE PLANS

8.0.1 This section provides information on functional plans held by Thanet District Council, written to provide operational direction on how to meet its responsibilities as a district authority in an emergency response.

8.0.2 Each section is laid out as follows:

- An overview of the plan;
- The location of the plan.

8.1 Environmental Health Response Plan

8.1.1 Overview

District council Environmental Health staff provide a public and environmental protection advice and enforcement service within their District. This includes health and safety at work (similar to the HSE), food safety and environmental protection.

In addition, some district council Environmental Health departments undertake a Licensing function and/or the provision of a Dog Warden service using in-house staff or contractors.

They also provide a Port Health Authority Service for those districts that are allocated Port Health Authority functions. Port Health Authorities are designated Category 1 Responders under the Civil Contingencies Act 2004.

In the event of a major emergency Environmental Health staff can provide Environmental Protection, Public Health and Health and Safety at Work advice to Emergency Response and/or Recovery Teams in their respective districts. They may also provide this advice to a local Multi Agency Tactical (Silver) Co-ordination Group, if established.

In the event of a Scientific and Technical Advisory Cell (STAC) being established to support a Strategic (Gold) Management Group there may be a requirement for environmental health representation at the STAC.

8.1.2 Location of Document

This plan is produced and maintained by the Environmental Health Manager

The plan may be found:

- With the Environmental Health Department;
- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room);
- Held by Emergency Planning.

8.2 Housing and Homelessness Response Plan

8.2.1 Overview

An emergency may require people to be evacuated from their homes for a period of time. Additionally, a return to those dwellings may not be possible for some-time afterwards. Whilst section 8.1 deals with the immediate care and shelter requirements of evacuees, longer term housing requirements may need to be addressed.

This plan details how the Council discharges its duty to give a priority need for accommodation to “a person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster”, as required under the Housing Act, 1996, during and after an emergency.

This functional plan complements the Evacuation and Temporary Shelter plan described in section 8.1, and provides further guidance for longer term housing issues for those displaced for an extended period of time.

8.2.2 Location of Document

The plan is produced and maintained the Housing Services Manager.

The plan may be found:

- With the Housing Services Team;
- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room);
- Held by Emergency Planning.

8.3 Dangerous Structures and Building Control Response Plan

8.3.1 Overview

This plan is the operational plan for the building control service. The Building Control Team provides a service to inspect and, if necessary, make safe potentially dangerous structures. This plan also explains how Kent Fire and Rescue Service are provided with advice on the structural integrity of damaged structures.

8.3.2 Location of Document

The plan is produced and maintained by the Building Control Manager.

The plan may be found at:

- With the Building Control Team;
- On the Emergency Planning Page of the TOM website;
- In the storage cupboard within the District Emergency Centre (Austen Room);
- Held by Emergency Planning.

8.4 Community Plans

8.4.1 Overview

This section details the various town or parish council resilience plans that may be used to assist in a broader emergency response. These plans are owned and administered by each town or parish council and may cover general arrangements to support the local community during a severe weather event, through to specific arrangements, such as localised local warning and informing.

8.4.2 Location of Documents

These documents are produced and maintained by the individual town and parish councils.

The documents may be found at:

- Parish Council;
- Thanet District Council Emergency Planning;
- Kent County Council Emergency Planning.

9.0 COUNTY COUNCIL SPECIFIC EMERGENCY RESPONSE PLANS

- 9.0.1 This section contains the county council authority's specific response plans in accordance with its agreed responsibilities major emergency response. Since these plans are a Kent County Council responsibility, only the overview of the contents of each plan has been retained as part of the Thanet District Council plan.

9.1 Kent Adult Social Services Major Emergency Plan

9.1.1 Overview

Kent Adult Social Services (KASS) provide a range of adult social care services, advice and deliverables that may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their directorate emergency plan:

- Provide staff to support a Rest Centre/ Survivor Reception/ Friends and Families Reception/ Humanitarian Assistant Centre;
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency;
- Identifying vulnerable people;
- Out-of-hours services;
- Support an emergency affecting a care home;
- Support a response to a health emergency;
- Assisting people with learning or physical disabilities and sensory impairment;
- Specialist mental health care;
- Communications to clients and vulnerable people.

9.1.2 Location of Document

This document is produced and maintained by the KASS Emergency Planning Officer and is formally submitted to KCC Emergency Planning for inclusion within this document.

This document may be found at:

- Held by the KCC Emergency Planning Group.

9.2 Children, Families and Education Major Emergency Plan

9.2.1 Overview

Children, Families and Education (CFE) provide a range of children's social care services, advice and deliverables that may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their departmental emergency plan:

- Provide staff to support a Rest Centre/ Survivor Reception/ Friends and Families Reception/ Humanitarian Assistant Centre;
- The provision of schools as Rest Centres;
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency;
- Identifying vulnerable people;
- Out-of-hours services;
- Supporting a school during an emergency;
- Child and family trauma care and post emergency support;
- Feeding via school meals service.

9.2.2 Location of Document

This document is produced and maintained by the CFE emergency planning lead officer and is formally submitted to KCC Emergency Planning for inclusion within this document.

This document may be found at:

- Held by the KCC Emergency Planning Group.

9.3 Environment, Highways and Waste Major Emergency Plan

9.3.1 Overview

Environment, Highways and Waste (EHW) provide a range of services, advice and deliverables for the care and maintenance of Kent's roads, pavements and cycle ways. Kent Highway Services deals with the majority of the roads in Kent, the Highways Agency manages motorways and trunk roads.

These services, advice and deliverables may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their directorate emergency plan:

- The provision of a 24/7 emergency and fault reporting help line;
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency;
- The provision of forward control support;
- The provision of equipment and resources to deal with highways emergencies, maintenance and road closures;
- The Provision of Specialist Services—
 - Tree Surgeons;
 - Drainage;
 - Body Part Removal from Carriageways;
 - Lighting and Street Furniture;
 - Structural Engineering Specialists.
- The provision of equipment, resources and trained staff to deal with waste issues;
- The provision of hazardous waste disposal through contractors;
- The provision of abandoned vehicle recovery.

9.3.2 Location of Document

This document is produced and maintained by KHS and is formally submitted to KCC Emergency Planning for inclusion within this document.

This document may be found at;

- Held by the KCC Emergency Planning Group.

9.4 Communities Major Emergency Plan

9.4.1 Overview

Communities provide a broad range of advisory and frontline services, advice and deliverables that may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their directorate emergency plan:

- The Provision of Community Warden Support in an Emergency;
- Use of Libraries as public information hubs in an emergency;
- The provision of Emergency Planning Advice;
- Community Safety Advice in an Emergency;
- The provision of on-scene catering support.

9.4.2 Location of Document

This document is produced and maintained by Kent Emergency Planning on behalf of the directorate and is formally included within this document.

This document may be found at:

- Held by the KCC Emergency Planning Group.

9.5 Business Strategy and Support Major Emergency Plan

9.5.1 Overview

The Chief Executives Department provides a broad range of services, advice and deliverables that may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their departmental emergency plan:

- The provision of advice on insurance, financial and legal matters;
- The provision of resources and logistics through KCC Passenger Service and Kent Commercial Services;
- The provision of property and facilities management advice;
- The provision of HR advice;
- The provision of ISG support and a GIS capability.

9.5.2 Location of document

This document is produced and maintained by KCC Emergency Planning on behalf of the directorate and is formally included within this document. This document may be found at:

- Held by the KCC Emergency Planning Group.

9.6 KCC Corporate Management Team Response Plan

9.6.1 Overview

In a significant countywide emergency, there may be a need to establish a KCC strategic response capability that will need to look at the following:

- The implementation of strategic decisions to underwrite large scale emergency response decisions;
- A strategic analysis on how critical service delivery will be maintained;
- The development of an overarching strategy on how the county may be best served and supported during a protracted period;
- The support to a high profile media presence, utilising senior officers and politicians as key spokespeople during the emergency;
- Providing strategic support to the recovery phase;
- Managing KCC members and expectations.

This plan will look to guide senior officers and members on how these elements may be achieved and how they fully integrate into a wide area emergency response and its multiple component parts.

9.6.2 Location of Document

This document is produced and maintained by KCC Emergency Planning and is formally included within this document.

This document may be found at:

- On the EP Group Drive under Published Plans;
- Emergency centre documentation cupboard;
- In this section (optional).

10.0 MULTI-AGENCY EMERGENCY RESPONSE PLANS

This section details the multi-agency response plans that underpin a range of capabilities that may be needed in a major emergency response. Each section has been provided with a generic layout as follows:

- An overview of the plan;
- The role of the authority within the plan;
- The location of the plan;
- A place for a full copy of the plan to be placed, however, if the plan is too large for inclusion, a suitable reference can be inserted.

10.1 Evacuation, Shelter and Immediate Care

10.1.1 Overview and Terminology

A major emergency may require the evacuation and immediate shelter of those who have been displaced by the event. Additionally, there may also be a need to support the Police in helping survivors from a major incident who are not casualties but do require immediate help and assistance in the aftermath of such an event.

Definitions of terms:

- A **Survivor Reception Centre (SuRC)** is a Police operated facility that looks after those not deemed as serious casualties but require immediate assistance following a major emergency. Additionally, the Police may wish to conduct interviews and collate evidence from these victims as part of their investigation. Longer term needs may also be addressed within this facility however, this may be devolved to an adjoining Rest Centre once any immediate issues have been dealt with.
- A **Rest Centre** is a temporary shelter facility that receives those who have been displaced by the effects of an emergency and provides basic care and welfare support, as well as information and advice. A Rest Centre may require a range of agencies to participate, depending on the scale of the event and the volume and/or complexity of evacuees' needs. Equally, it may just hold a few people for a short period of time whilst the emergency services deal with a localised event.
- A **Friends and Family Reception Centre** is a facility where friends and family can come if they believe their loved one has been involved in an emergency, and for them to find out further information. It may be located in the same building as the Survivor Reception Centre or Rest Centre. This centre may need to be established by the police with support from the local authority, NHS and voluntary organisations.

10.1.2 District Council Responsibilities

The district council is responsible for the provision of:

- suitable buildings as possible venues for rest centres;
- The provision of officer support , in particular to—
 - Support Rest Centre operations;
 - liaison with District Emergency Centres and other emergency centres during emergencies;
 - homelessness advice and assistance;
 - access to Thanet District Council benefits advice.

10.1.3 County Council Responsibilities

The County Council is responsible for the provision of the following:

- Provide staff to support a Rest Centre/ Survivor Reception/ Friends and Families Reception Centres;
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency.

10.1.4 Associated Documents and Plans

The main plans and guidance documents associated with this response include:

- Relevant district and county plans referenced within this document;

- KRF Evacuation & Shelter Plan;
- Kent Rest Centre Guidelines;
- Kent Rest Centre Directory;
- KRF Humanitarian Assistance Centre Plan;
- KRF Identifying Vulnerable People in an Emergency Plan;
- Functional plans.

10.1.5 Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by Emergency Planning.

These documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- www.kent.gov.uk;
- KCC emergency Planning Group.

An electronic copy of the Thanet District Council Temporary Shelter and Homelessness Plan can be found on the Emergency Planning page of the TOM website.

Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room)

10.2 Identifying Vulnerable People

10.2.1 Overview and Terminology

During an emergency it may become necessary to identify people who may be vulnerable within the affected area of the emergency. Many of the vulnerable individuals concerned will be known to existing service providers (people who live or are present in vulnerable establishments such as nursing homes or day centres).

There will be others who, for a variety of reasons, are more difficult to identify – such as those who live in the community as individuals, visitors to the area or the homeless.

9.2.1.1 Vulnerable People

In Cabinet Office Guidance, Vulnerable people are described as the following—

Potentially Vulnerable Individual / Group	Examples and Notes	Target through the following Organisations / Agencies
Children	Where children are concerned, whilst at school the school authorities have duty of care authorities. Certain schools may require more attention than others.	LEA schools through Local Authorities, and non-LEA schools through their governing body or proprietor. Crèches/playgroups/nurseries
Older People	Certain sections of the elderly community including those of ill health requiring regular medication and / or medical support equipment. The “oldest-old” (aged 80 or over) are more likely to be widowed women, which may impact on your planning	Residential care homes Help the aged Adult Social Care Nursing Homes
Mobility Impaired	For example: wheel chair users; leg injuries (e.g. on crutches); bedridden / non movers; slow movers.	Residential care homes Charities
Mental / Cognitive function impaired	For example: developmental disabilities; clinical psychiatric needs; learning disabilities	Health Service Providers Local Health Authorities
Sensory impaired	For example: blind or reduced sight; deaf; speech and other communication impaired.	Charities e.g. the Deaf Council Local Groups
Individual supported by health or local authorities		Social Services GP Surgeries
Temporarily or permanently ill	Potentially a large group encompassing not only those that need regular medical attention (e.g. dialysis, oxygen or a continuous supply of drugs), but those with chronic illnesses that may be exacerbated or destabilised either as a result of the evacuation or because prescribed drugs were left behind.	GP Surgeries Other health providers (public, private or charitable hospitals etc.) Community nurses.
Individuals cared for by relatives		GP Surgeries Carers groups
Homeless		Shelters, soup kitchens
Pregnant women		GP Surgeries
Minority language speakers		Community Groups Job Centre Plus
Tourists		Transport and travel companies Hoteliers
Travelling Community		LA traveller services Police liaison officer

It is important to remember that those that are not usually considered vulnerable under these guidelines may become vulnerable in an emergency situation and these people should not be overlooked.

The KRF plan “Identifying vulnerable people in an emergency” holds a list of organisations and establishments who can be contacted in the event of an emergency to provide relevant information on those classed as vulnerable.

10.2.2 District Council Responsibilities

The district council may provide assistance in the identification of vulnerable people through data and records the council hold.

10.2.3 County Council Responsibilities

The county council may provide assistance in the identification of vulnerable people through data and records the council hold. Additionally, the full range of social care services may be utilised should the need arise.

10.2.4 Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- KRF Identifying Vulnerable People in an Emergency Plan;
- Cabinet Office “Identifying people who are vulnerable in a crisis” guidance for emergency planners and responders.

10.2.5 Location of Documents

- www.kentconnects.gov.uk/krf (via secure log-in only);
- In the District Emergency Centre documentation;
- Held by the KCC Emergency Planning Group;
- www.cabinetoffice.gov.uk.

10.3 Severe Weather and Flooding

10.3.1 Overview and Terminology

Weather related natural disasters are a key threat to life, environment and property. Though generic emergency planning principles apply to such incidents a number of specific strategies will inform the response to weather related events.

The definition of severe weather includes heat wave; drought; gales, heavy snow and ice, flooding and heavy rain (surface water, river and tidal), thunderstorms, lighting and fog. The impact of each of these natural events on council functions and the community will depend upon the nature and severity of the event.

This plan, recovery plans and business continuity plans provide the framework for the council's response to these events when they occur at a scale that causes major disruption to the community or to the critical functions of the council.

Planning for the emergency response to severe weather events is informed by the urgency of practical adaptation to climate change impacts. The table below summarises the key changes that are expected.

Summary of projected climate change in the UK

Long-term / seasonal averages

Warmer, drier summers
Milder, wetter winters
Rising sea levels

Extremes

More very hot days
More heat waves especially in the south and east
More rain on the wettest days of the year
Fewer frost nights

Climate change impacts are projected to be most pronounced in the south and east of the British Isles due to proximity to the continental landmass, and less so in the north and west due to the thermal buffering of the Atlantic Ocean. Kent is therefore on the frontline of dealing with climate change impacts in the UK context.

10.3.2 District Council Responsibilities

The district council are responsible for the provision of the following:

- As required, provide relevant support and deployment of district council resources as detailed in this document;
- Flood warning and gate closure notification dissemination (in accordance with the County of Kent Act 1981 Section 30) and where appropriate, to ensure tidal flood gates and sluices are closed in accordance with closure notifications;
- Warning and informing the public in conjunction with the Environment Agency;
- Establish local authority liaison forward controls as necessary;
- Advise on clearance of blocked water courses;
- NOTE: Thanet District Council does NOT issue sandbags; however they do hold a small stock that may be employed to assist in an emergency response.

10.3.3 County Council Responsibilities

The county council are responsible for the provision of the following:

- As required, provide relevant support and deployment of county council deliverables as detailed in this document;
- Activation of any formal multi-agency arrangements or plans pertinent to the event at hand;
- Warning and informing the public in conjunction with EA and other responders;
- Assisting in the identification of vulnerable persons;
- Providing signage for road closures and advice on availability of passenger transport;
- Maintaining traffic flows (in conjunction with police) especially for emergency services and repair effort;
- Specific responsibilities regarding highway flooding and consequences;
- The provision of technical advice and supporting services in the fields of drainage and environmental management.

10.3.4 Associated Documents and Plans

The main documents associated with type of emergency are:

- KRF Pan Kent Emergency Response Framework;
- KRF Pan Kent Multi-Agency Flood Plan;
- KRF Pan Kent Emergency Recovery Framework;
- Thanet First Responders Group Multi-agency Local Area Flood Plan;
- Kent County Council Flood Plan.

10.3.5 Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by Emergency Planning. These documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- An electronic copy of the Thanet District Council Temporary Shelter and Homelessness Plan can be found on the Emergency Planning page of the TOM website;
- Hard copies of all these plans will be found In the storage cupboard within the District Emergency Centre (Austen Room).

10.4 Fuel Shortage

10.4.1 Overview and Terminology

The Department for Business, Enterprise and Regulatory Reform (BERR) has produced the National Emergency Plan for Fuel (NEP-F) which is the emergency response plan for Central Government and the downstream fuel industry. The NEP-F contains a number of schemes which, if activated, can be used to control the supply of fuel to amongst others the public, the Emergency Services, Utilities and local authorities.

The initial responsibility for leading the response is with the company whose operations are affected by the disruption. Only if the disruption has the potential to significantly disrupt fuel supplies will BERR activate the NEP-F

Eight Designated Filling Stations (DFS's), retail filling stations with the purpose of supplying fuel only for priority use in an emergency, have been identified in Kent. Kent County Council Trading Standards provide support to the county in terms of monitoring and assistance at each DFS, however, it is up to each local authority meets its responsibilities as listed below

10.4.2 District Council Responsibilities

The district council is responsible for the provision of the following:

- Identification of essential users and access to the relevant scheme;
- Control and prioritisation of internal fuel stocks;
- The provision of suitable business continuity strategies to minimise disruption to key services;
- A suitable strategy to reduce non-critical services to support an overall reduction in fuel usage;
- Documentation of any activities or strategies undertaken in response to the National Emergency Plan for Fuel.

10.4.3 County Council Responsibilities

The county council are responsible for the provision of the following:

- Identification of essential users and access to the relevant scheme;
- Control and prioritisation of internal fuel stocks;
- The provision of suitable business continuity strategies to minimise disruption to key services;
- A suitable strategy to reduce non-critical services to support an overall reduction in fuel usage;
- The provision of Trading Standards support;
- County wide coordination of response measures.

10.4.4 Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- KRF Pan Kent Fuel Plan (Not yet written);
- KCC Fuel Plan (Not yet written);
- District/ County Business Continuity plans (Not yet written).

10.4.5 Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by Emergency Planning.

These documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- In the District Emergency Centre documentation (in cupboard outside the Boulogne Room, Civic Centre);
- Held by the KCC Emergency Planning Group;
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room).

10.5 Transportation and Highways Emergencies

10.5.1 Overview and Terminology

Transportation emergencies may include the following:

- Rail incident;
- Aircraft crash;
- Maritime emergency;
- Serious road traffic crash or accident;
- Transport incidents involving hazardous materials.

The county/district response to these emergencies will be based on the agreed principles and responsibilities contained in the Kent Resilience Forum Pan Kent Strategic Emergency Framework. Further specific information on roles and types of incidents is detailed below.

10.5.1.1 Rail Incident

South Eastern Trains will deploy a Rail Incident Care Team in the event of a major incident involving the rail network. Rail Incident Care Teams will assist with the onward travel of passengers and other practical support.

At a rail incident the affected train operating company will send a Rail Incident Officer to act as their “tactical commander” at the scene. Following a rail accident the Rail Accident Investigation Branch (RAIB) will be involved in post-incident investigations.

10.5.1.2 Aircraft Incident

Generic emergency planning principles will inform the response to an aviation incident. Site-specific emergency plans exist for London Ashford Airport (Lydd) (the Lydd Aerodrome Manual and Emergency Orders) and Kent International Airport (KIA Aerodrome Manual).

Following an air accident, the Air Accident Investigation Branch (AAIB) will be involved in post-incident investigations.

10.5.1.3 Maritime Emergency

In a maritime emergency the Maritime and Coastguard Agency will co-ordinate the at sea response from the relevant Maritime Rescue Co-ordination Centre i.e. Dover, Thames or London.

The land based elements of the response will be co-ordinated by a land-based Tactical Control, utilising arrangements set out in the National Contingency plan for marine pollution from shipping and offshore installations. Co-ordination between the land-based response and the at-sea response will be in liaison between the Maritime Rescue Co-ordination Centre, the land based tactical Control and the Strategic Co-ordination Group.

Following an accident at sea, the Marine Accident Investigation Branch (MAIB) will be involved in a post-incident investigation. It should be noted that if a Survivor Reception Centre is required, there is a nominated facility at Dover Harbour.

10.5.1.4 KCC Highway Services Maintained Highway Network

KCC Highway Services will respond to emergencies on the adopted road network excepting motorways and some key trunk roads. In addition a representative of Kent Highway Services may attend the scene of an emergency to act as an incident liaison officer to work in conjunction with the district council liaison officer and representatives of the emergency services present.

10.5.1.5 Highways Agency Maintained Highway Network

The Highways Agency delivers a similar role to that of KCC Highway Services for the motorway network and some key trunk roads within the county. Regular patrols are carried out on these roads by Highways Agency Traffic Officers (HATOs) using marked vehicles. These Officers act as Highways agency Liaison Officers at the scene of an incident. The Highways Agency also have their own contingency arrangements to deal with driver welfare during incidents that cause significant traffic congestion.

10.5.1.6 Operation Stack

In the event where there is disruption to Ferry and/or Eurotunnel services, the Police may decide to invoke Operation Stack, which is designed to safely park lorries on the M20 that are waiting to board these services. Although Kent local authorities do not have a significant role to play, there may be a need to consider 8.5.1.8 below or invoke other suitable emergency response or business continuity measures as appropriate.

10.5.1.7 Spillage Incident

At any tanker Kent Fire and Rescue will liaise with the Environment Agency regarding any potential environmental pollution risk. Additionally, there is the CHEMSAFE scheme, provided by industry as a range of arrangements that advise and deal with chemical spillages. This may be activated by the Fire and Rescue service HAZMAT Officer. For maritime oil pollution incidents, see section 5.9.

10.5.1.8 Care of Travelling Public

In all these emergencies a major focus for the District and County Council will be care and support for uninjured survivors and evacuees. This will normally take place in a Rest Centre or a Survivor Reception Centre. However local authorities should be prepared to discharge any of their responsibilities as set out in the Pan-Kent Emergency Strategic Response Framework.

Onward travel, care and support for individuals caught up in transportation disasters will involve significant input and resources from the travel operator involved (if applicable) or insurers. In the case of major incidents on the highway network costs accruing to short term care within centres will be covered by Kent County Council. Additionally, the Highways Agency has their own contingency arrangements to deal with driver welfare during incidents that cause significant traffic congestion.

10.5.1.9 Transport Incidents involving Radiological Material

Incidents involving radiological packages may occur on road or rail. There are three main emergency response schemes that cover this contingency requirement:

- RADSAFE – covers all road and rail transported packages by British Energy, Magnox and a range of other operators;

- NAIR (National Arrangements for Incidents involving Radiation) – covers all other radiological incidents with no specific emergency arrangements and will be activated by Kent Fire and Rescue Service;
- For military incidents, there are separate arrangements which are managed by the military and supported by local responders entitled *Local Authority & Emergency Services Information (LAESI) - Defense Nuclear Materials Transport Contingency Arrangements*.

Kent local authorities have no role over and above the normal arrangements detailed in this plan.

10.5.2 District Council Responsibilities

The district council may provide and support the following:

- Support in the provision of immediate care to those affected by such incidents, such as those immediately affected by the event, or those stranded or evacuated because of the event. This will be discharged jointly with KCC and may include support to—
 - Rest Centres;
 - Survivor Reception Centres;
- The provision of other technical advice or support as agreed and included in multi-agency plans and/or specific district council services as detailed in this document.

10.5.3 County Council Responsibilities

The county council may:

- Support in the provision of immediate care to those affected by such incidents, such as those immediately affected by the event, or those stranded or evacuated because of the event. This will be discharged jointly with district councils and may include support to—
 - Rest Centres;
 - Survivor Reception Centres;
- The provision of other technical advice or support as dictated by pertinent multi-agency plans and/or specific county council deliverables detailed in this plan. This includes clean-up from KHS adopted roads.

10.5.4 Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- KRF Pan Kent Emergency Response Framework;
- RADSAFE Emergency Plan;
- NAIR Arrangements;
- National Contingency plan for marine pollution from shipping and offshore installations.

10.5.5 Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by Emergency Planning. These documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room);
- Held by the KCC Emergency Planning Group.

The RADSAFE plan may be found at www.radsafe.org.uk

The NAIR plan may be found at www.hpa.org.uk

10.6 Pipelines, Control of Major Accident Hazard Sites and Radiation Emergencies

10.6.1 Overview and Terminology

The operation of industrial facilities and the transportation of fuels via high pressure pipeline, road, rail and air are all governed by specific legislation and guidance to ensure safety and inform the response to any associated emergency.

Primary responsibility for ensuring implementation of on and off site industrial emergency planning and incident response sits with industry, the emergency services and Kent County Council. However, district councils may provide support as agreed in specific plans. All arrangements detailed in this section will dovetail into all relevant KRF emergency plans.

NO high pressure pipelines pass through the Thanet District Council administrative area.

10.6.1.1 Control of Major Accident Hazards Sites (COMAH)

The Control of Major Accident Hazard Regulations 1999 ensure that at establishments where dangerous substances are handled, a high level of protection for people, property and the environment, is managed through measures aimed at:

- The prevention of a major accident;
- The use of any necessary measures to limit the consequences of such an accident, should it occur.

There are no COMAH sites in the Thanet District Council Area

10.6.1.2 Dungeness Sites and REPPiR

Not applicable to Thanet District Council Area

10.6.2 District Council Responsibilities

The district council may:

- Provide assistance to those people either immediately affected by a transport incident, or stranded or evacuated as a result of it. This assistance will be provided jointly with KCC and may include the staffing of Rest Centres and/or Survivor Reception Centres;
- Provide technical advice or support as agreed and included in multi-agency plans and/or specific district council services.

10.6.3 County Council Responsibilities

The county council are responsible for the provision of the following:

- The lead authority for REPPiR, COMAH, pipeline and nuclear (off-site) planning;
- Provide assistance to those people either immediately affected by a transport incident, or stranded or evacuated as a result of it. This assistance will be provided jointly with KCC and may include the staffing of Rest Centres and/or Survivor Reception Centres;

- Provide technical advice or support as dictated by pertinent multi-agency plans and/or specific agency plans and/or specific county council deliverables detailed in this plan. This includes clean-up from KHS adopted roads.

10.6.4 Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- The Pan Kent Emergency Recovery Framework;
- The Pan Kent Emergency Response Framework;
- Kent International Airport Operational Order.

10.6.5 Location of documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by Emergency Planning.

These documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room);
- Held by the KCC Emergency Planning Group;
- A copy of the Kent International Airport Operational order is available from the airport operators.

10.7 Human Health Emergencies

10.7.1 Overview and Terminology

The response to a human health emergency may be divided into four sectors; treating the unwell, managing the cause (the infection, etc), public health and public information:

	National Health Service	Health Protection Agency *	District Council	Kent Police	Kent County Council
Treating the unwell	✓				
The cause		✓			
Public Health		✓	✓		
Public information **	✓	✓	✓	✓	✓

* Kent Health Protection Unit, part of the Health Protection Agency

** Co-ordinated by the SCG

Whilst pandemic planning is a core activity within many agencies and authorities, a range of other health emergencies may require all local authorities to take action in the fields of a supporting response or business continuity management. Such health issues may include:

- An epidemic;
- A fast spreading yet rare disease;
- A localised outbreak of measles or other mild illness.

Local authorities may be asked to support communities over and above the normal levels of service provided in the fields of social care and support.

10.7.2 Pandemic Influenza

The KRF has published a pandemic influenza plan that sets out in detail the response to, and management of, a major outbreak. The principles set out in this plan will be applied, with appropriate adjustments, when a health threat arises from a cause other than a communicable disease outbreak.

All other agencies should have plans that detail how they will support a multi-agency response to this event and how they will protect their own organisations and critical service delivery.

10.7.3 Joint District and County Council Responsibilities

The core activities for KCC and District Councils in terms of planning and response can be divided into two key activities:

- Business continuity planning;
- Emergency response activities in support of KRF plans;
- Warn and inform the public, in necessary in conjunction with other category 1 and 2 responders;

- Prepare and arrange for the publication of information on the councils' web sites.

10.7.4 Other Specific County Council Responsibilities

The County Council are responsible for the provision of the following in addition to the above:

- Emergency response activities in support of the KRF plan;
- Warn and Inform the public, if necessary in conjunction with other category 1 and 2 responders;
- Prepare and arrange for the publication of information on the County Council website;
- Arrange for the county council contact centre to provide a telephone helpline and to answer FAQ's.

10.7.5 Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- Relevant district and county services contained within this document;
- KRF Pandemic Plan;
- NHS (including PCT) and HPA supporting plans;
- KCC Pandemic Plan;
- District Council Pandemic Plan;
- KCC Business Continuity Plans;
- Thanet District Council Business Continuity Plans;
- KRF Managing Excess Deaths plan.

10.7.6 Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by Emergency Planning.

These documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room);
- Held by the KCC Emergency Planning Group.

10.8 Animal Health Emergencies

10.8.1 Overview and Terminology

Kent's proximity to continental Europe, major ports and the significance of livestock to the local economy make animal health emergencies a key local risk. The impact of climate change is projected to increase this risk further.

The response to an outbreak of disease in animals will be led nationally by DEFRA and locally by KCC Trading Standards under the provisions of the Animal Health Act. KCC Trading Standards has a statutory duty under the Animal Health Act to enforce movement restrictions in the event of an exotic animal disease outbreak.

The consequences of the outbreak, which could include community-based and economic considerations, may lead to the formation of a Strategic Co-ordinating Group.

Animal health hazards can be split into two categories:

- Zoonotic - an animal disease that can be transmitted between animals and humans. E.g. Highly Pathogenic Avian Influenza (HPAI), Rabies and West Nile Virus;
- Non-Zoonotic - an animal disease that can be transmitted between animals but not to humans. E.g. Classical Swine Fever, Blue Tongue and Newcastle Disease.

10.8.2 Joint District and County Council Responsibilities

The core activities for KCC and District Councils in terms of planning and response can be divided into two key activities:

- Business continuity planning;
- Emergency response activities in support of KRF plans.

10.8.3 Other Specific County Council responsibilities

The County Council are further responsible for the provision of the following in addition to the above:

- Provide KCC emergency planning representation at the Local Disease Control Centre;
- Coordinate the county and district response;
- Arrange for the county council contact centre to provide a telephone helpline and to answer FAQ's.

10.8.4 Associated Documents and Plans

The main documents associated are as follows:

- KCC business continuity plans;
- Thanet District Council business continuity plans;
- DEFRA animal health plans;
- KCC animal health plans.

10.8.5 Location of Documents

Depending on the author, this document will be produced and maintained by a lead agency and will be held by Emergency Planning.

Further copies of these documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room);
- Held by the KCC Emergency Planning Group;
- www.defra.gov.uk .

10.9 Voluntary Sector Support (Including Faith Support)

10.9.1 Overview and Terminology

There may be times when a local authority or the broader resilience community require support from the voluntary sector. The table below outlines the types of support that may be mobilised via pan-Kent arrangements.

Description of service	Mutual aid provider(s)	Activated by
Humanitarian assistance and support, including medical expertise and general assistance.	British Red Cross St John Ambulance Other Kent Voluntary Agencies	KCC DEPO/CEC
Radio communications support.	RAYNET	KCC Duty Officer CEC
Local multi-faith advice and support	Church in Society (Critical Incident Chaplains)	KCC Duty Officer CEC

10.9.2 Joint County and District Council Responsibilities

- Coordination of voluntary organisations when more than one district is involved;
- Arrange attendance of ministers of religion;
- Alert and coordinate the voluntary organisations in support of the public services.

10.9.3 Associated Documents and Plans

The main documents associated with this service are as follows:

- KRF Pan Kent Emergency Response Framework;
- Kent County Council Rest Centre Guidelines;
- Thanet District Council Temporary Shelter and Homelessness Plan.

10.9.4 Location of Documents

Depending on the author, this document will be produced and maintained by a lead agency and will be held by Emergency Planning.

Further copies of these documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room);
- Held by the KCC Emergency Planning Group.

10.10 Mass Fatalities and Excess Deaths

10.10.1 Overview and Terminology

10.10.1.1 Mass Fatalities

A mass fatality incident is an emergency involving sudden and unexpected loss of life or any incident where the number of fatalities is greater than normal local arrangements can manage. In these circumstances additional arrangements need to be put into place, for dealing with the deceased being exceeded.

10.10.1.2 Resilience Mortuaries

In the event of a mass fatality incident a resilience or temporary mortuary structure may need to be erected in order to cope with excess fatalities. A temporary mortuary will usually be erected once the hospital mortuary capacity in Kent is exceeded and will house all normal mortuary facilities. Kent County Council, Kent Police and Medway Council have a contract with a temporary mortuary provider in place to deal with this.

10.10.1.3 National Emergency Mortuary Arrangements (NEMA)

NEMA is the Home Office central assistance programme for assisting local authorities and services to manage mass fatality incidents. Assistance includes:

- **Response personnel.** The Association of Chief Police Officers (ACPO) has established a central pool of trained and experienced police and civilian forensic experts known as UK DVI (UK Disaster Victim Identification). Arrangements are in place to deploy UK DVI members to an incident that results in large scale fatalities;
- **Infrastructure** in terms of providing a temporary demountable structure to serve as a temporary mortuary; and
- **Equipment.** There is a national stockpile of mortuary equipment necessary to convert an empty structure to a functioning mortuary.

10.10.1.4 Excess Deaths

“Excess deaths” is the term to describe significant numbers of deaths over a period of time where the death rate exceeds normal capacities in certification, registration and funerals. Whereas a mass fatalities incident would involve an investigation and the need for post mortems, excess deaths response will be over a wide area and an extended period of time, normally as a result of illness (e.g. a pandemic).

Excess deaths response makes use of business continuity arrangements to provide additional capacity and may also demand body storage arrangements pending funerals. The KRF Excess Deaths Plan deals with this contingency.

10.10.2 District Council Responsibilities

- Assist through Mutual Aid Agreement or otherwise;
- Local Authority Burials.

10.10.3 County Council Responsibilities

- Establish, operate and close-down temporary mortuary;
- Coordinate the Registration Service and the Kent Coroners Service, including involvement in the establishment of temporary mortuaries.

10.10.4 Associated Documents and Plans

The main documents associated with this service are as follows:

- Kent Resilience Forum Mass Fatalities Plan;
- Kent Resilience Forum Managing Excess Deaths Plan;
- Cabinet Office: “Planning for a Possible Flu Pandemic: A Framework for Planners Preparing to Manage Deaths” 2008.

10.10.5 Location of Documents

Depending on the author, this document will be produced and maintained by a lead agency and will be held by Emergency Planning.

Further copies of these documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room);
- Held by the KCC Emergency Planning Group.

A Framework for Planners Preparing to Manage Deaths can be found at http://www.cabinetoffice.gov.uk/ukresilience/news/manage_deaths_guidance.aspx

10.11 The Humanitarian Assistance Centre

A Humanitarian Assistance Centre (HAC) is a facility designed to deal with the long term humanitarian needs of survivors, family and friends and any of the wider community that have been affected by the incident. The HAC will act as a “one-stop-shop” for survivors, families and anyone else who is affected by the incident; and will be the focal point for humanitarian assistance to bereaved families and friends of those missing, injured, killed and survivors.

The Kent Resilience Forum HAC Plan is the primary document for these arrangements and contains details of how this facility is identified and activated.

10.11.1 Overview of County Council Responsibilities

KCC have trained and appointed two senior Directors who may act as the lead in the Strategic Recovery Coordination Group. Additionally, KCC may provide a range of technical experts, political support and other recovery resources, including some finance capability, to the recovery working agenda.

10.11.2 Overview of District Council Responsibilities

Thanet District Council will provide support and leadership in the development of a recovery strategy and in the management of local community relations. It is likely that the affected district will be appointed as Strategic Recovery Coordination Group Chair or deputy, as well as chair of the local community engagement and feedback group. It is also likely that local political support will also be provided by the District Council, ensuring that the members are fully engaged with the recovery process.

10.11.3 Associated Documents and Plans

The main documents associated with this are as follows:

- KRF Pan Kent Emergency Recovery Framework;
- KCC Recovery Plan;
- KRF Humanitarian Assistance Centre Plan.

10.11.4 Location of Documents

Depending on the author, this document will be produced and maintained by a lead agency and will be held by Emergency Planning. Further copies of these documents may be found at:

- www.kentconnects.gov.uk/krf (via secure log-in only);
- Hard copies of all these plans will be found in the storage cupboard within the District Emergency Centre (Austen Room);
- Held by the KCC Emergency Planning Group.

10.12 Military support

10.12.1 Overview

In circumstances in which additional resources, including specialist skills, are urgently needed, it is possible for Military Aid to the Civil Authorities (MACA) to be requested. The level and type of resource available will be determined by ongoing military operational demands, and cannot therefore be guaranteed.

To enable this, Military Liaison Officers will normally deploy to any Strategic Coordination Group which is activated. Any military resources deployed will always remain under military command, and the costs of the resources deployed may be recoverable, according to the circumstances.

10.12.2 Associated Documents and Plans

The main documents associated with this service are as follows:

- KRF pan Kent Emergency Response Framework;
- Operations in the UK: The Defence Contribution to Resilience.

10.12.3 Location of Documents

Depending on the author, this document will be produced and maintained by a lead agency and will be held by Emergency Planning. Further copies of these documents may be found at:

- Held by the KCC Emergency Planning Group.

Operations in the UK: The Defence Contribution to Resilience can be found at

<http://www.cabinetoffice.gov.uk/media/132712/defencecontribution1.pdf>

11.0 BUSINESS CONTINUITY

11.1 Overview and Terminology

11.1.1 Under the Civil Contingencies Act 2004, Local Authorities as Category 1 responders have a duty to put in place Business Continuity Management (BCM) arrangements.

11.1.2 The British Standard on Business Continuity Management (BCM), BS25999, defines BCM as 'a holistic management process that identifies potential threats to an organisation and the impacts to operations that those threats, if realised, might cause'. BCM is designed to provide a framework for building organisational resilience with the capability for an effective response that safeguards the interests of the organisation. Key activities include:

- Identifying critical functions and their core interdependencies;
- Identifying and managing risks that could impact upon these functions if realised;
- Defining the broad range of resilience and contingency measures that may be put into place to protect these functions;
- Defining recovery arrangements to bring all services back to normal levels.

11.1.3 The Business Continuity Management approach for Thanet District Council includes the following documents:

- Business Continuity Management Strategy and Policy;
- Business Impact Analysis (BIA) and Recovery Strategies;
- Incident Management Plan;
- Business Continuity Plans for Mission Critical Activities;
- Resource Recovery Information for Mission Critical Activities.

12.0 RECOVERY

12.1 Overview and Terminology

- 12.1.1 Recovery is the process of restoring and rebuilding the community in the aftermath of a disaster. This process can be started at any point within the response phase, but gains prominence once the immediate response is complete.
- 12.1.2 Although recovery is a multi-agency activity, the Local Authorities will be the lead agencies. Many aspects of recovery have to be considered from the physical rebuilding of the community to the welfare needs of the residents and the financial implications for the affected businesses and council itself. Additionally, an opportunity for regeneration may also present itself, which will require political support in addition to core objectives of the recovery process.
- 12.1.3 The recovery process can be protracted in nature and involve a broad range of statutory and non-statutory agencies and groups as the process develops and evolves. Much will depend on the initiating incident and the breadth and scale of issues that are being faced. As a result, documents to support this requirement have been produced to support recovery working.

12.2 The KRF Pan Kent Emergency Recovery Framework

- 12.2.1 This acts as the lead framework document that describes the core processes in Kent wide multi-agency recovery working and the broad range of supporting arrangements that may be brought to bear in the recovery process. Roles and responsibilities are defined and explained, as well as activation protocols and working structures, thus ensuring that the right agencies are involved throughout the recovery process.

12.3 KCC Recovery Plan

- 12.3.1 Provides an overview and detailed arrangements of how KCC will accomplish its obligations under the KRF Pan-Kent Emergency Recovery Framework.

12.4. Thanet District Council Recovery Plan

- 12.4.1 Provides an overview and detailed arrangements of how the District Council will accomplish its obligations under the KRF Pan-Kent Emergency Recovery Framework.

13.0 COMMUNITY LEADERSHIP

13.1 Overview

- 13.1.1 During any major emergency where the community has been affected adversely, there will be a need to ensure suitable community leadership is demonstrated. The Pitt Review (2007:34) endorses this view, specifically noting the following:

“We (also) note the value of the high media profile for local leaders, as achieved by council leaders and Gold Commanders in a number of areas affected by the floods. For example, in Doncaster, the elected Mayor’s high visibility provided reassurance to the public during the severe flooding which affected the city in June 2007. In Gloucestershire, the Gold Commander adopted a similarly successful high profile, using the media as a way of communicating advice to the public and providing visible leadership at the local level. All local leaders need to play their part in this, and local authorities should share the load with the uniformed services.”

13.2 Core Activities during an Emergency

- 13.2.1 It is essential for key officers and politicians to adopt a leadership role during an emergency. It is therefore recommended that the Leader of the Council, prominent Cabinet members and the Chief Executive are placed before the media to act in this capacity. Those undertaking this role should be fully briefed by their media team and be prepared to answer questions at regular press conferences and one-to-one interviews. Policy on messaging strategy will be overseen by the Strategic Coordination Group and disseminated to all agency media teams. It is vital that the core lines regarding the response are fully observed and adopted, providing a cohesive approach to community reassurance messaging.
- 13.2.2 It is also recommended that generic messages surrounding condolences, support for the work of the emergency services and reassurances that all is being done be included where applicable. Policy decisions and speculation on cause or outcome should be avoided.

13.3 Core Activities the Recovery Phase

- 13.3.1 Following a major emergency, either a district or the county council will lead on recovery working (see section 10). It is likely that a community liaison group will be formulated to enable local views to be captured and assessed during this period. To ensure that this place-shaping activity is contributed to fully, it will be essential for local members whose area was affected by the emergency to be engaged in this process as community leaders. Full details of how this will operate are sign-posted in section 10.

13.4 Associated Documents and Plans

- The KRF Pan-Kent Recovery Framework (documents not yet finalised)

13.5 Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by Emergency Planning. These documents may be found at:

- Electronic copies of KRF documents can be found on the KRF BSMU website.

14.0 TRAINING & EXERCISING

14.0.1 The CCA 2004 requires the councils, as category 1 responders, to include a provision for training and exercising in their emergency plans. Regular training and exercise events for both emergency planning and business continuity will raise staff awareness of potential risks and provide an understanding and confidence in the council and their partners' emergency response procedures.

14.1 Training

14.1.1 Training is a combination of activities that are carried out to ensure that responders are competent and confident to carry out required tasks and actions when an emergency occurs. A suitable schedule of training activities will be formulated and rolled out to all responding personnel. This will include suitable refresher training and coaching where required.

14.1.2 All Council Staff involved in responding to an emergency situation should receive a level of training corresponding with their responsibilities.

14.1.3 The aim is to increase resilience by ensuring that all those charged with dealing with an emergency:

- know their role;
- are competent to carry out the tasks assigned to them;
- are properly equipped;
- Have confidence in their partner agencies emergency response capabilities.

14.1.4 The Emergency Planning Group will be responsible for the formulation, delivery and monitoring of training activities and performance. For all Rest Centre activities, Control Centre Emergency management Training, COMAH, Pipelines and REPIIR planning responsibilities, KCC will provide jointly agreed statutory joint training between the County and District Councils. This may be complemented by localised district training as required.

14.2 Exercising

14.2.1 An exercise is primarily designed as validation or demonstration of the emergency arrangements. A variety of exercises will be compiled to test the strategic, tactical and operational elements of the emergency response and at the very minimum there will be an annual emergency exercise that will test the County and District authority's emergency response capability. In agreement with partners, these exercises may be extended to further demonstrate pan-Kent capability

14.2.2 The Emergency Planning Officer will be responsible for the formulation, delivery and monitoring of exercise activities and performance. For all Rest Centre activities and top-tier planning responsibilities, KCC will provide jointly agreed statutory joint exercising between the County and District Councils. This may be complemented by localised district training as required.

Appendix 1 — CONTACT DIRECTORY

- A1.1 The Contact Directory is a single source of contact information for use by Thanet District Council staff responding to Major Emergency / Business Continuity incidents.
- A1.2 The provision of a single source of information simplifies the maintenance of emergency contact details, restricts personal and “professional partner only” information to a single protected document which avoids the need to apply protective markings to other emergency plans that would otherwise need to contain this information.
- A1.3 The Contact Directory is a separate document. See,

MAJOR EMERGENCY PLAN 2014 APPENDIX 1–CONTACT DIRECTORY

Appendix 2 — MUTUAL AID AGREEMENT

Joint Agreement between the Local Authorities of Kent for the Provision of Mutual Aid and Assistance in the Event of Emergencies.

THIS AGREEMENT is made the day of 2006 **BETWEEN** the local authorities whose names and addresses are listed in schedule 1 hereto (hereinafter referred to as 'the Local Authorities')

WHEREAS

- (1) The parties hereto are desirous of providing to each other mutual aid and assistance when called upon to do so in the event of a major civil emergency or in circumstances at the discretion of each party.
- (2) The parties hereto are desirous of formalising as far as may be practicable arrangements for the requesting and giving of such mutual aid and assistance and have agreed to enter into this agreement in order to govern such arrangements

NOW THIS AGREEMENT WITNESSES AS FOLLOWS;

1. AGREEMENT TO PROVIDE ASSISTANCE

The Local Authorities HEREBY AGREE in consideration of these presents to provide aid and assistance to each other in the event of the situations envisaged in Schedule 2 hereto arising.

2. REQUEST FOR SUCH ASSISTANCE

Such aid and assistance shall be requested initially on an informal basis by means of direct verbal telephonic fax or written request from the Head of Paid Service of any party or officer acting on his or her behalf but in any event shall be followed within 24 hours of such request by formal confirmation in writing from the requesting party acknowledging that the aid and assistance sought is governed by the terms of this agreement.

3. THE AID AND ASSISTANCE SOUGHT

The aid and assistance so sought shall include, inter alia, the matters set out in Schedule 3 hereof though such is not limited to the matters set out therein nor is such to be considered restrictive or exhaustive.

4. COSTS

- 4.1 All costs incurred by any party including VAT or any other tax or statutory imposition in providing the aid and assistance envisaged by this agreement are to be met in full by the party requesting such aid and assistance.
- 4.2 Evidence of such costs so incurred shall be supplied by the providing party in the form of a detailed account to be submitted within three months of the aid and assistance having been given or supplied and such account shall be paid by the receiving party within 28 days of its receipt.
- 4.3 In the event of additional grant being requested from Central Government by any party under the 'Bellwin Scheme' (S.155 Local Government and Housing Act 1989) each party will provide to each other all assistance evidence and information necessary to support such application at its own expense.

5. LOAN OF PERSONNEL

- 5.1 In the event of personnel being loaned or seconded by any one party (the loaning party) to another such personnel will at all time's remain employees of the loaning party.
- 5.2 The party to whom such personnel are loaned or seconded shall be responsible however for the payment to the loaning party of all salary (including pension payments income tax national insurance etc.) and any other additional costs and expenses incurred as a direct result of the loan or secondment of such personnel.
6. INSURANCE
- Each party shall be responsible for providing adequate public and employer's liability insurance in respect of such personnel and their actions during the period any such personnel are loaned or seconded to them.
7. PROVISION OF ASSISTANCE IS VOLUNTARY
- Each party acknowledges that this agreement and the requirements herein are entirely voluntary and that no party is under any obligation to another to provide aid and assistance where and if called upon to do so but that each party will use all reasonable endeavours (subject to the performance of its own statutory duties and functions) to respond to such request and provide the aid and assistance requested and once such is agreed to be given then the provisions of this agreement shall prevail.
8. NO PARTNERSHIP OR AGENCY
- Nothing in this agreement shall be deemed to neither constitute a partnership between the parties nor constitute any party the agent of any other party.
9. INDEMNITY
- Each party agrees with each other throughout the continuance of this agreement to indemnify and keep indemnified each other from and against any and all loss damage or liability whether criminal or civil suffered in the course of providing aid and assistance under the provision herein.
10. DURATION OF AGREEMENT
- This agreement shall subsist for an initial period of 3 months from the date hereof but thereafter shall continue from year to year.
11. ARBITRATION
- In the unlikely event of any dispute under or arising out of this agreement such shall be referred to a single arbitrator in accordance with the provisions of the Arbitration Act 1996.
12. ENGLISH LAW GOVERNS
- The validity construction and performance of this agreement shall be governed by English Law.
13. NOTICES
- Any notice given pursuant to this agreement shall be in writing and shall be sufficiently given to any party if given by hand or sent in a letter by first class prepaid post addressed to the Head of Paid Service of that party at the address of that party set out in schedule 1 (or any alternative address notified by that party in accordance with this clause) and any notice so given shall be deemed to be delivered (unless the contrary is proved) at the time at which the letter would be delivered in the ordinary course of post.
14. INTERPRETATION

- 14.1 Reference to any statute or statutory provision includes a reference to:
- (a) that statute or statutory provision as from time to time amended, extended, re-enacted or consolidated; and
 - (b) all statutory instruments or orders made pursuant to it
- 14.2 Words denoting the singular number only shall include the plural and vice-versa
- 14.3 Unless the context otherwise requires reference to any clause, sub-clause or schedule is to a clause, sub-clause or schedule (as the case may be) of or to this agreement.
- 14.4 The headings in this document are inserted for convenience only and shall not affect the construction or interpretation of this agreement.
15. FORCE MAJEURE
- No party shall be liable for any failure or delay in performance of this agreement which is caused by circumstances beyond the reasonable control of a party including without limitation any labour disputes between a party and its employees.
16. CONFIDENTIALITY
- The parties here to will at all times keep confidential information acquired in consequence of
- this agreement, except for information which they may be entitled or bound to disclose under compulsion of law or where requested by regulatory agencies or to their professional advisers where necessary for the performance of their professional services.
17. INTELLECTUAL PROPERTY
- The parties hereto agree with each other not to cause or permit anything which may damage or endanger the intellectual property of each party nor each parties title to such intellectual property nor to assist or allow others to do so.
18. REVOCATION OF PREVIOUS MUTUAL AID AGREEMENTS
- Any previous similar agreement shall be deemed to be revoked when all the parties to that previous agreement sign this agreement.

SCHEDULE 1 (Preamble hereof)**The Local Authorities**

Ashford Borough Council, The Civic Centre, Tannery Lane, Ashford, Kent, TN23 1PL

Canterbury City Council, Council Offices, Military Road, Canterbury, Kent, CT1 1YW

Dartford Borough Council, Civic Centre, Home Gardens, Dartford, Kent, DA1 1DR

Dover District Council, Council Offices, White Cliffs Business Park, Dover, Kent, CT16 3PJ

Gravesham Borough Council, Civic Centre, Gravesend, Kent, DA12 1AU

Kent County Council, Sessions House, County Hall, Maidstone ME14 1XQ

Maidstone Borough Council, London House, 5-11 London Road, Maidstone, Kent, ME16 8HR

Medway Council, Civic Centre, Rochester

Sevenoaks District Council, Council Offices, Argyle Road, Sevenoaks, Kent, TN13 1HG

Shepway District Council, Civic Centre, Castle Hill Avenue, Folkestone, Kent, CT20 2QY

Swale Borough Council, Council Offices, Swale House, East Street, Sittingbourne, Kent, ME10 3HT

Thanet District Council, Council Offices, PO Box 9, Margate, Kent, CT9 1XZ

Tonbridge & Malling Borough Council, Council Offices, Gibson Drive, Kings Hill, West Malling, Kent, ME19 6LZ

Tunbridge Wells Borough Council, Town Hall, Tunbridge Wells, Kent, TN1 1RS

SCHEDULE 2 (Clause 1 hereof)**Situations calling for the request of mutual aid and assistance**

1. Major civil emergency being a situation arising with or without warning causing or threatening to cause death injury or serious disruption to normal life for numbers of people in excess of those which can be dealt with by the public services operating under normal conditions and requiring the special mobilisation and organisation of those services
2. All other situations whereby any party at its discretion requires aid and assistance

SCHEDULE 3 (Clause 3 hereof)**Provision of mutual aid and assistance**

The aim of the agreement is to provide mutual aid between the parties herein for the provision, so far as may be practicable of certain resources and professional expertise in the event of any one or more of the situations described in schedules 1 hereof. This may include provision of:

- (a) Environmental Health Officers;
- (b) Engineers;
- (c) Building Control Officers/Structural Engineers;
- (d) Persons to assist with media and public relations matters;
- (e) Persons to provide support in the Emergency Centres of participating parties;
- (f) Assistance with persons made homeless as a result of an emergency. (This may cover provision of premises for use as Rest Centres, together with housing advice, and provision of longer term accommodation);
- (g) Use of contractors.

Appendix 3 — ACRONYMS

AAIB	Air Accident Investigation Branch
ACPO	Association of Chief Police Officers
BCM	Business Continuity Management
BERR	Department for Business, Enterprise and Regulatory Reform
BIA	Business Impact Analysis
BSMU	Business Support Management Unit
CCA	Civil Contingencies Act 2004
CEC	County Emergency Centre
CFE	Children, Families and Education
CKA	County of Kent Act 1981
COBRA	Cabinet Officer Briefing Room A
COMAH	Control of Major Accident Hazards Sites
DEC	District Emergency Centre
DEFRA	Department for Environment, Food and Rural Affairs
DEPO	Duty Emergency Planning Officer
DFS	Designated Filling Stations
DRA	Dynamic Risk Assessment
EA	Environment Agency
EAO	Emergency Activation Officer
EHW	Environment, Highways and Waste
EMT	Emergency Management Team
EPO	Emergency Planning Officer
FAQ	Frequently Asked Questions
FCP	Forward Control Point
GIS	Graphical Information System
HAC	Humanitarian Assistance Centre
HATO	Highways Agency Traffic Officers
HAZMAT	Hazardous Materials
HPA	Health Protection Agency
HPAI	Highly Pathogenic Avian Influenza
HR	Human Resources
HSE	Health & Safety Executive
ILO	Incident Liaison Officer
KASS	Kent Adult Social Services
KCC	Kent County Council
KHS	Kent Highways Service
KIA	Kent International Airport (Manston)
KRF	Kent Resilience Forum

LAEPG	Local Authority Emergency Planning Group
LAESI	Local Authority & Emergency Services Information
LEA	Local Education Authority
MACA	Military Aid to the Civil Authority
MACC	Military Aid to the Civil Community
MACP	Military Aid to the Civil Power
MAIB	Marine Accident Investigation Branch
MCA	Military / MOD Co-ordinating Authority
MCA	Maritime & Coastguard Agency
MOD	Ministry of Defence
MTPAS	Mobile Telecommunications Privileged Access Scheme
NAIR	National Arrangements for Incidents involving Radiation
NEMA	National Emergency Mortuary Arrangements
NEP-F	National Emergency Plan for Fuel
NHS	National Health Service
NRA	National Risk Assessment
NRR	National Risk Register
PCT	Primary Care Trust
PHA	Port Health Authority
RAIB	Rail Accident Investigation Branch
RAYNET	Radio Amateurs Emergency Network
REPPIR	Radiation Emergency Preparedness Public Information Regulations 2001
RoW	Receiver of Wreck
RvP	Rendezvous Point
RC	Rest Centre
SCG	Strategic Co-ordination Group
SeCAMB	South East Coast Ambulance Service
SHA	Strategic Health Authority
SMG	Strategic (Gold) Management Group
STAC	Scientific and Technical Advisory Cell
SuRC	Survivor Reception Centre
TCG	Tactical (Silver) Co-ordination Group
TDC	Thanet District Council
TOM	Thanet Online Matters
UK	United Kingdom
UK DVI	UK Disaster Victim Identification

Appendix 4 — GLOSSARY

(The) Act

The Civil Contingencies Act 2004 - This Act sets the framework for civil protection at the local level in the UK.

Body holding area

An area close to the scene of an emergency where the dead can be held temporarily before transfer to the emergency mortuary or mortuary.

Bronze

Operational level is the level at which the management of 'hands-on' work is undertaken at the incident site or impacted areas.

Business continuity management (BCM)

A management process that helps manage the risks to the smooth running of an organisation or delivery of a service, ensuring that it can operate to the extent required in the event of a disruption.

Business continuity plan (BCP)

A documented set of procedures and information intended to deliver continuity of critical functions in the event of a disruption.

Capability

A demonstrable capacity or ability to respond to and recover from a particular threat or hazard, originally a military term, it includes personnel, equipment, training and such matters as plans, doctrine and the concept of operations.

Capability gap

The gap between the current ability to provide a response and the actual response assessed to be required for a given threat or hazard. Plans should be made to reduce or eliminate this gap, if the risk justifies it.

Casualty Bureau

The purpose of the Casualty Bureau is to provide the initial point of contact for the receiving and assessing of information relating to persons believed to be involved in the emergency. The primary objectives of a Casualty Bureau are: inform the investigation process relating to the incident; trace and identify people involved in the incident; and reconcile missing persons and collate accurate information in relation to the above for dissemination to appropriate parties.

Catastrophic incident or emergency

An incident or emergency that has a high and potentially widespread impact and requires immediate central government attention and support.

Category 1 responder

A person or body listed in Part 1 of Schedule 1 to the Civil Contingencies Act. These bodies are likely to be at the core of the response to most emergencies. As such, they are subject to the full range of civil protection duties in the Act.

Category 2 responder

A person or body listed in Part 3 of Schedule 1 to the Civil Contingencies Act. These are co-operating responders who are less likely to be involved in the heart of multi-agency planning

work, but will be heavily involved in preparing for incidents affecting their sectors. The Act requires them to co-operate and share information with other Category 1 and 2 responders.

Civil defence

Preparedness by the civil community to deal with hostile attack.

Civil protection

Preparedness to deal with a wide range of emergencies from localised flooding to terrorist attack.

Command and control

Principles adopted by agencies acting with full authority to direct its own resources (both personnel and equipment).

Community resilience

The ability of a local community to respond to and recover from emergencies.

Community Risk Register (CRR)

An assessment of the risks within a local resilience area agreed by the Local Resilience Forum as a basis for supporting the preparation of emergency plans.

Consequences

Impact resulting from the occurrence of a particular hazard or threat, measured in terms of the numbers of lives lost, people injured, the scale of damage to property and the disruption to essential services and commodities.

Control of Major Accident Hazards Regulations 1999, Northern Ireland 2000 (COMAH)

Regulations applying to the chemical industry and to some storage sites where threshold quantities of dangerous substances, as identified in the Regulations, are kept or used.

Controlled area

The area contained – if practicable – by the inner cordon.

Cross-border co-operation

Co-operation between Category 1 and 2 responders across boundaries with devolved administrations.

Cross-boundary co-operation

Co-operation between Category 1 and 2 responders across the boundaries between LRF areas.

Data Protection Act

The Data Protection Act 1998 came into force in March 2000. It requires organisations that hold data about individuals to do so securely and to use it only for specific purposes. It also gives an individual the right, with certain exemptions, to see that personal data.

Delegation

A formal agreement whereby one organisation's functions will be carried out by another, this does not absolve the organisation of any duty, merely re-designating the form of delivery.

Emergency

An event or situation that threatens serious damage to human welfare in a place in the UK or to the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK. To constitute an emergency this event or situation must require the implementation of special arrangements by one or more Category 1 responder.

Emergency management

The process of managing emergencies, including the maintenance of procedures to assess, prevent, prepare for, respond to and recover from emergencies.

Emergency mortuary

Demountable (temporary) structures or conversion of existing structures whose function is to provide an area where post-mortem and identification examinations of victims can take place and, where necessary, provide body holding capability prior to bodies being released for funeral arrangements to be made. Also known as a temporary mortuary.

Emergency planning (EP)

Development and maintenance of agreed procedures to prevent, reduce, control, mitigate and take other actions in the event of an emergency.

Emergency planning cycle

A continuous process of assessing the risk of and preparing for emergencies supported by procedures to keep staff in readiness and validate plans. Plans should also be reviewed and, if necessary, revised when they have been activated in response to an emergency.

Environmental Information Regulations

Fully in force from January 2005, these regulations give access rights to any person of any nationality to environmental information held by an organisation, such as water pollution statistics and health and safety policies.

Exercise

A simulation to validate an emergency or business continuity plan, rehearse key staff or test systems and procedures.

Family and Friends Reception Centre

Secure area set aside for use and interviewing of family and friends arriving at the scene (or location associated with an incident, such as at an airport or port). Established by the police in consultation with the local authority.

Family Assistance Centres

A one-stop-shop for survivors, families, friends and all those affected by the emergency, through which they can access support, care and advice.

Freedom of Information Act

The Freedom of Information Act 2000 allows the public access, regardless of nationality or country of residence, to information held by public authorities or anyone providing services for them, subject to certain exemptions. It came fully into force in January 2005.

Generic plan

A single plan designed to cope with a wide range of emergencies.

Gold

Strategic decision makers and groups at the local level. They establish the framework within which operational and tactical managers work in responding to and recovering from emergencies.

Hazard

An accidental or naturally occurring event or situation with the potential to cause physical (or psychological) harm to members of the community (including loss of life), damage or losses to property, and/or disruption to the environment or to structures (economic, social, political) upon which a community's way of life depends.

Hazard assessment

A component of the risk assessment process in which identified hazards are assessed for future action.

Hazard identification

A process by which potential hazards are identified.

Impact

The scale of the consequences of a hazard or threat expressed in terms of a reduction in human welfare, damage to the environment and loss of security.

Inner cordon

Surrounds and protects the immediate scene of an incident.

Integrated emergency management (IEM)

An approach to preventing and managing emergencies which entails six key activities – anticipation, assessment, prevention, preparation, response and recovery. IEM is geared to the idea of building greater overall resilience in the face of a broad range of disruptive challenges. It requires a coherent multi-agency effort.

Joint working

A single programme being delivered jointly by a number of organisations.

Lead government department (LGD)

Government department which, in the event of an emergency, co-ordinates central government activity. The department which will take the lead varies depending on the nature of the emergency. The Government regularly publishes a full list of LGDs.

Lead organisation

Organisation appointed by a group of organisations to speak or act on their behalf or to take the lead in a given situation, with the other organisations' support. The exact role of the lead organisation depends on the circumstances in which the lead role is being operated.

Lead responder

A Category 1 responder charged with carrying out a duty under the Act on behalf of a number of responder organisations, so as to co-ordinate its delivery and to avoid unnecessary duplication.

Liaison officer

Person within an organisation who co-ordinates their organisation's staff at the scene of an incident.

Local resilience area

The Civil Contingencies Act requires Category 1 and 2 responders to co-operate with other Category 1 and 2 responders in their local resilience area. Each local resilience area (with the exception of London) is based on a police area. The principal mechanism for multi-agency co-operation is the Local Resilience Forum.

Local Resilience Forum (LRF)

A process for bringing together all the Category 1 and 2 responders within a local police area for the purpose of facilitating co-operation in fulfilment of their duties under the Act.

Local responder

Organisation which responds to emergencies at the local level. These may include Category 1 and 2 responders under the Civil Contingencies Act and other organisations not covered by the Act.

Major incident

This term is commonly used by emergency services personnel operationally to describe an emergency as defined in the Civil Contingencies Act.

Media plan

A key plan for ensuring co-operation between Category 1 and 2 responders and the media in communicating with the public during and after an emergency.

Multi-agency plan

A plan usually prepared and maintained by a lead responder, on behalf of a number of organisations who need to co-ordinate and integrate their preparations for an emergency.

Mutual aid

An agreement between Category 1 and 2 responders and other organisations not covered by the Act, within the same sector or across sectors and across boundaries, to provide assistance with additional resource during an emergency which may go beyond the resources of an individual organisation.

News Co-ordination Centre (NCC)

The NCC works with the lead government department to provide co-ordinating media and public.

Outcome description

An indication of the scale of a generic type of event (eg flooding) in terms of its intrinsic or immediate characteristics (eg rainfall or area flooded). Outcome description is to be distinguished from impact (see above).

Outer cordon

Seals off a controlled area around an incident to which unauthorised persons are not allowed access.

Outsourcing

Where a duty is contracted to a third party on a commercial basis, either by an individual organisation or collectively.

Pipelines Safety Regulations 1996

Legislation on the management of pipeline safety, using an integrated, goal-setting, risk-based approach encompassing both onshore and offshore pipelines; includes the major accident prevention document, the arrangements for emergency plans and the transitional arrangements.

Plan maintenance

Procedures for ensuring that plans are kept in readiness for emergencies and that planning documents are up to date.

Plan validation

Measures to ensure that a plan meets the purpose for which it was designed, through exercises, tests, staff 'buy-in' and so on.

Primary Care Trust

Primary Care is the care provided by those professionals the public normally see when they have a health problem (e.g. Doctor, Dentist, Optician, Pharmacist). These services are managed by Primary Care Trusts (PCTs).

Public awareness

A level of knowledge within the community about risk and preparedness for emergencies, including actions the public authorities will take and actions the public should take.

Public Information Line

A help-line set up during and in the aftermath of an emergency to deal with information requests from the public and to take pressure off the Police Casualty Bureau (which has a separate and distinct purpose).

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

Implemented in GB the articles on intervention in cases of radiation (radiological) emergency in Council Directive 96/29/Euratom, also known as the BS596 Directive. The Directive lays down the basic safety standards for the protection of the health of workers and the general public against the dangers arising from ionising radiation. The REPPPIR also partly implement the Public Information Directive by subsuming the Public Information for Radiation Emergencies Regulations 1992 (PIRER) on informing the general public about health protection measures to be applied and steps to be taken in the event of an emergency.

Recovery

The process of rebuilding, restoring and rehabilitating the community following an emergency.

Regional Resilience Forum (RRF)

A forum established by a Government Office to discuss civil protection issues from the regional perspective and to create a stronger link between local and central government on resilience issues.

Regional Resilience Team (RRT)

Small team of civil servants within a Government Office for the Region working on civil protection issues, headed by a Regional Resilience Director.

Rendezvous point

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

Resilience

The ability of the community, services, area or infrastructure to withstand the consequences of an incident.

Rest centre

Premises used for temporary accommodation of evacuees from an incident.

Risk

Risk measures the significance of a potential event in terms of likelihood and impact. In the context of the Civil Contingencies Act, the events in question are emergencies.

Risk appetite

Willingness of an organisation to accept a defined level of risk.

Risk assessment

A structured and auditable process of identifying potentially significant events, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.

Safety Advisory Group (SAG)

Multi-agency group set up to provide advice on safety matters for a specific event, or events, such as a major sporting event or a concert held in a stadium.

Sensitive information

Information that is not reasonably accessible to the public because its disclosure to the public would, or would be likely to (a) adversely affect national security, (b) adversely affect public safety, (c) prejudice the commercial interests of any person; or information that is personal data, within the meaning of section 1(1) of the Data Protection Act 1998, disclosure of which would breach that Act.

Silver

Tactical level of management introduced to provide overall management of the response.

Strategic Co-ordinating Group

Multi-agency group which sets the policy and strategic framework for emergency response and recovery work at local level (see also Gold).

Survivor reception centre

Secure area where survivors not requiring acute hospital treatment can be taken for short-term shelter, first aid, interview and documentation.

Survivors

Those who are directly affected by an emergency, but not killed by it. Including those who have been injured traumatised or displaced.

Temporary mortuary

See Emergency mortuary.

Threat

The intent and capacity to cause loss of life or create adverse consequences to human welfare (including property and the supply of essential services and commodities), the environment or security.

Utilities

Companies providing essential services, e.g. water, energy, telecommunications.

Voluntary sector

Bodies, other than public authorities or local authorities that carry out activities otherwise than for profit.

Vulnerability

The susceptibility of a community, services or infrastructure to damage or harm by a realised hazard or threat.

Warning and informing the public

Establishing arrangements to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.

