

Spelthorne Borough Council

Emergency Plan

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Details of changes should be sent to:

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This Plan is predicated upon the existence and maintenance by Category 1 and 2 responders of their own plans for response to a Major Incident.

The plan will be reviewed annually and after any major incident and reissued to those on the distribution list when amended versions are produced.

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Version Control

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V.7	15 September	Plan Formally Adopted

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1. Introduction

FOR ACTIVATION GO TO PAGE 24

1.1 What is this plan?

This document sets out procedures and guidance for responding as an organisation to a Major Incident / major emergency that affects the Borough.

Most sections have both actions and considerations which apply to most emergency situations and will assist in arranging the response. However, there may be occasions when the actions do not precisely fit the circumstances. In that circumstance seek advice from others or use your own management skills.

1.2 Major incident definition

An officer of any rank of the emergency services or an emergency planning representative of the National Health Services or the Local Authorities can declare a Major Incident if they feel the following criteria have been met;

The Civil Contingencies Act 2004 allows for the terms **Major Incident** and **Emergency** to mean the following;

- An event or situation which threatens serious damage to human welfare in a place or the UK;
- An event or situation which threatens serious damage to the environment of a place in the UK
- War, or terrorism, which threatens serious damage to the security of the UK

Damage to human welfare involves, causes or may cause;

- Loss of human life;
- Human illness or injury;
- Homelessness;
- Damage to property;
- Disruption of a supply of money, food, water, energy or fuel;
- Disruption of a system of communication;
- Disruption of facilities for transport;
- Disruption of services relating to health;

1.3 When NOT to use this plan

This plan should **not be used for minor incidents**. Spelthorne Borough Council has well established working practices for such occasions. Page 8 gives a clear definition of a Major Incident as defined in the Civil Contingencies Act 2004. In a Major Incident the Local Authority is usually informed by the Emergency Services or Surrey County Council's Emergency Management Team.

This plan contains confidential and RESTRICTED contact details that must only be used by authorised Officers involved in the Major Incident Response.

Out of hours situations/emergencies that do not meet the definition of a 'Major Incident' should be referred to Safer Runnymede;

01784 446 446

The plan should not be used for incidents or emergencies that only affect the Council, these scenarios are covered through **Business Continuity** arrangements. Refer to your departmental Business Continuity Plan and follow BCM protocols. For more information on Business Continuity see (**Appendix O**)

1.4 Phases of an incident

The response to any emergency may be divided broadly into four phases regardless of the scale: -

The Initial Response. The initial response will involve the protection of life, property and the environment and will be primarily the responsibility of the emergency services supported by local authority and other organisations.

Consolidation. In the period of consolidation the emergency services will consolidate procedures and measures implemented in the initial response whilst local authority and others begin to play an ever increasing role by providing a variety of support, services and resources on request.

Recovery. Once the emergency has stabilised and the emergency services have scaled down their operations, including withdrawal from the scene, local authority will be fully involved with organising and implementing recovery measures.

Restoration of Normality. During the restoration of normality those seriously affected by the emergency will receive after-care welfare. The environment will be restored and services normally available to the public will be reinstated. At this stage primacy will shift to local authority and other organisations and away from the emergency services.

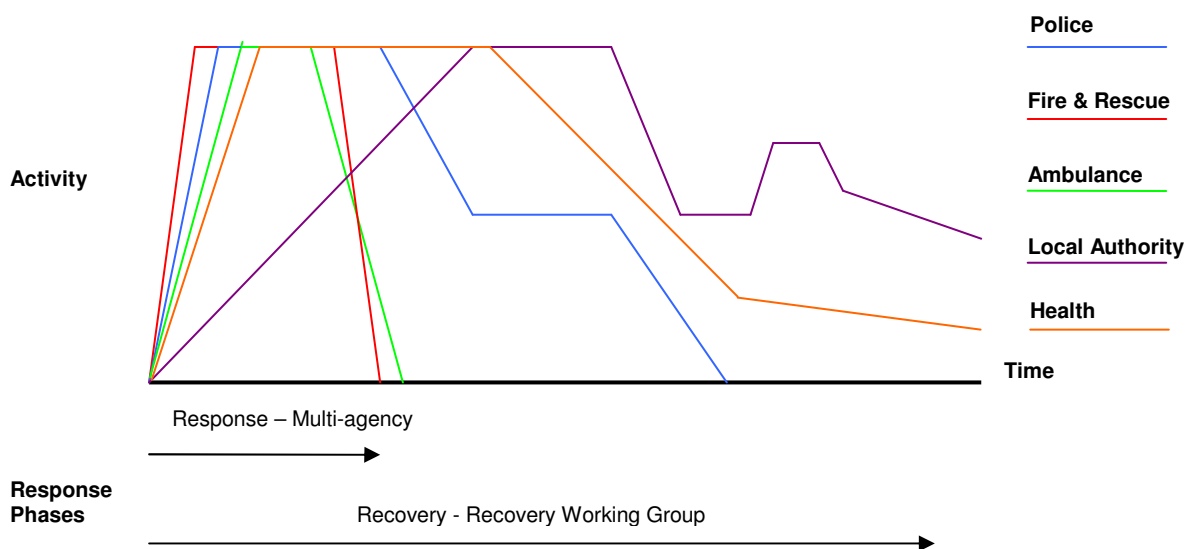


Figure 1: Diagram showing the stages of a Major Incident

Surrey Community Risk Register

The Surrey Community Risk Register has been created to provide public information about the hazards that exist within the County and the control measures that are in place to mitigate their impact. The Register has been published in response to the Civil Contingencies Act 2004 and further information can be accessed through the UK Resilience web site:

<http://www.ukresilience.info/home.htm>

The hazards have been outlined in a generic format as this is the basis of response planning within the County, which follows nationally agreed best practice.

The generic hazards have been assessed for the likelihood of the event happening and the potential impact that may have within the County, which is then used to create a risk rating for the hazard. The likelihood and impact values were agreed through the multi-agency Risk Assessment Working Group on behalf of the Surrey Local Resilience Forum as shown in the graph below:

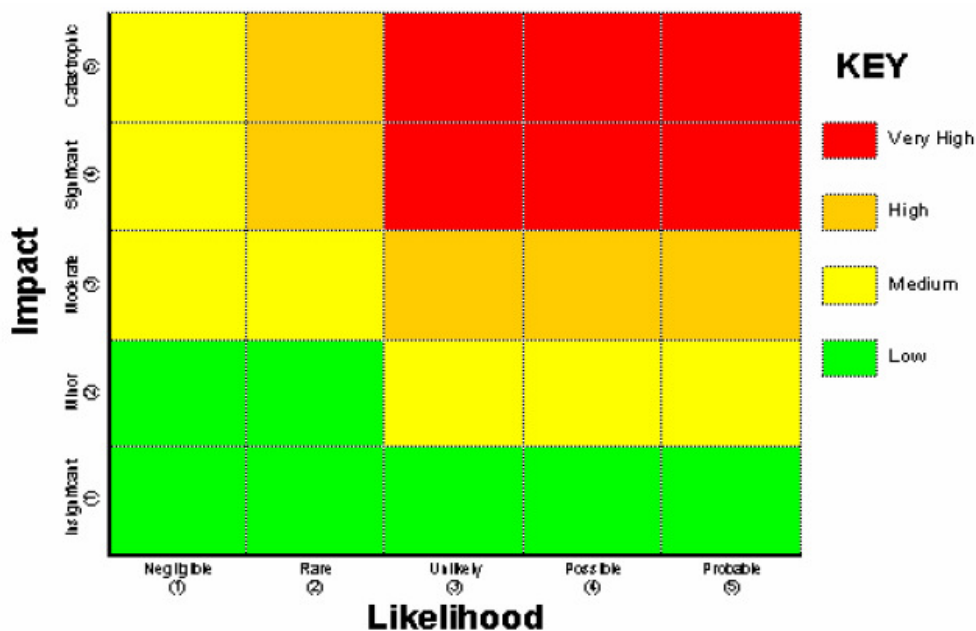


Figure 2: Diagram of Surrey's Risk Matrix

In Spelthorne, the highest identified risks are from an epidemic or pandemic of an infectious disease and flooding from river sources (fluvial flooding), all of which have been given a ;'Very High' risk rating.

Due to the nature of these threats, Spelthorne Borough Council have produced specific emergency plans to outline the nature of the threat and the response arrangements in place. Spelthorne Borough Council's Major Flood Plan and Pandemic Influenza plan link in with this Emergency Plan and other plans within Surrey Local Resilience Forum. For more information please refer to the specific plans. Figure 3 summarises this plans linkage with other Spelthorne and Surrey plans.

This plan describes Spelthorne's response to other risks identified on Surreys Community Risk Register.

The types of major emergencies with which the Council could expect to be involved include: -

- Aircraft Crash
- Collapse of Structures (buildings, bridges, etc.)
- Damage to Reservoirs
- Explosion (gas or other explosive substances)
- Escape of Dangerous Substances (toxic gases, radioactive material, petrol or chemical spillage).
- Flooding
- Major Fire
- Outbreak of Disease
- Rail Crash
- Storm Damage
- Major highways incident (M25, M3 or major A roads)

1.5 Plan linkage

The Plan provides details of actions, roles and responsibilities specific to a major incident affecting Spelthorne. A diagram showing the linkages between the plan and other Emergency Plans is below. All responding agencies will hold operational response plans. Plans that may be active include:

- Surrey LRF, Multi Agency Flood Plan
- Surrey LRF, Major Incident Plan
- Surrey LRF, Major Incident Communications Plan
- Surrey LRF, Flood Communications Plan
- Surrey LRF, Gold Command Protocol
- Surrey LRF, Humanitarian Assistance Centre Plan
- Surrey LRF, Emergency Assistance Centre Plan
- Surrey LRF, Mass Evacuation Plan
- Surrey LRF, Site Clearance Plan
- Spelthorne Borough Council Major Flood Plan
- Spelthorne Borough Council Pandemic Flu Plan
- Spelthorne Borough Council Borough Emergency Centre Plan

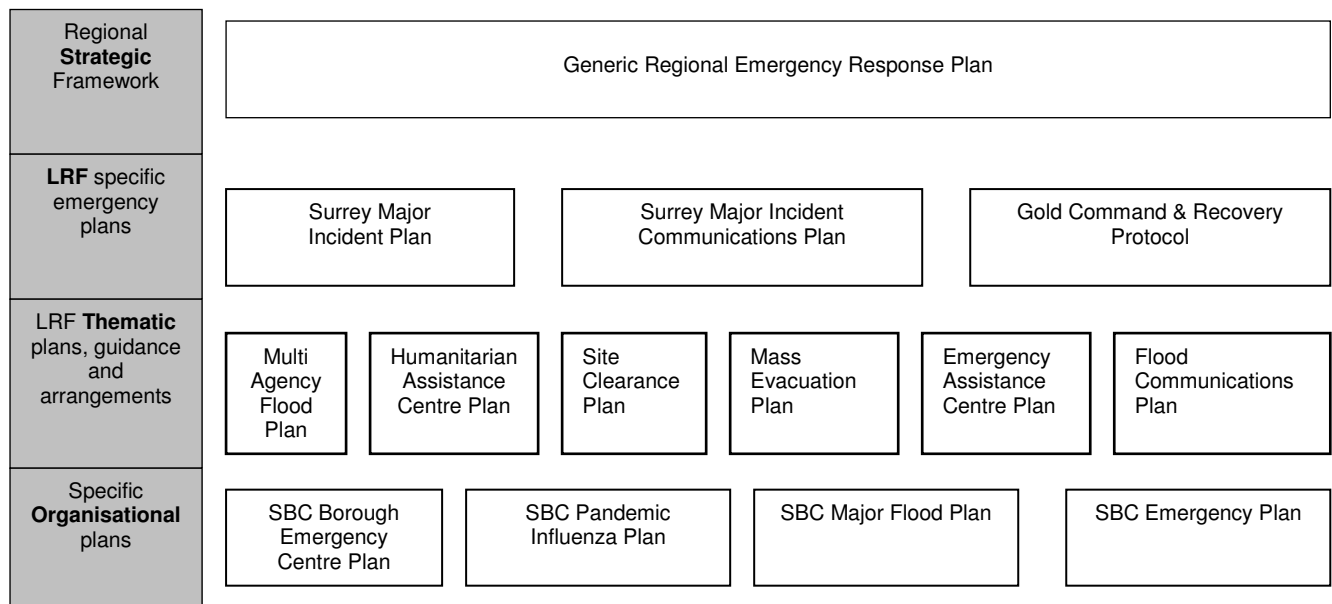


Figure 3 – Diagram of Plan Linkage with Other SBC and Surrey LRF Plans

2. Roles and Main functions of Organisations Involved in responding to Emergencies

2.1 Spelthorne Borough Council roles and responsibilities

The main roles and responsibilities for Spelthorne Borough Council include;

- Activating and staffing the Borough Emergency Centre as required in support of the management of the incident.
- Supporting the emergency services on request.
- Communication of relevant information with the co-responding agencies.
- Assisting people in need.
- Arranging for the provision of welfare support to all those affected by an incident including responders and the local community.
- Provision of emergency accommodation.
- Short term accommodation in pre-identified rest centres for the temporary displaced and longer term accommodation for the homeless.
- Restoring and maintaining local authority services.
- Administering emergency feeding arrangements as required.
- A public information service in liaison with the lead emergency service.

In the event of an incident involving more than one Borough or District the Chief Executives of the affected area should nominate a lead authority or define responsibility for co-ordination of the major incident response.

- Where a major incident is confined to just one district, that district will assume the role of lead local authority, with support from surrounding districts and the County Council.
- In incidents where two or more of the districts are affected, or for cross border incidents with the response largely within Surrey, the County Council will assume the lead supported by the Districts.

It will be the police who normally establish the nature and location of an incident. In the event of a major emergency the Emergency Planning Officer or nominated Tactical Lead, will exchange relevant information with other agencies including the police, the County Emergency Management Team.

Subsequent call-out action will depend on the scale and nature of the emergency and support requested by emergency services.

The responsibilities between Borough and County Council can sometimes become confused. The following table outlines the responsibilities for each organisation

<i>Both County and Borough</i>	<i>Borough</i>	<i>County</i>
Liaison with the emergency services	Advise on food, preventing disease, etc.	Advise on storing fuel
Closing footpaths and open spaces	Emergency feeding	Communications equipment (RAYNET)
Arranging equipment and providing sandbags	Advise on structural conditions	Welfare and trauma support
Media management and public information	Rest centres	Forestry
Repairs, demolition and clearance	Survivor reception centres	Liaison with government, borough council, voluntary groups, utilities, etc.
Transport	Friend and relatives reception centres	Managing traffic: road closures and diversions
Waste Management	Temporary accommodation	

Table 1 – Roles and Responsibilities between Surrey County Council and Spelthorne Borough Council

2.1 Police

The police will probably be the first to receive notification of an emergency. The Police will initially co-ordinate the activities of the responding agencies, in accordance with the Surrey Major Incident Procedures (SMIP). They may call for assistance from Borough Council services, Utility Companies and Voluntary Organisations, as required.

The main roles of the Police:

- To alert the other emergency services and local authorities;
- The saving of life in conjunction with the other emergency services;

- Co-ordination of the emergency services and other organisations during the immediate response phase;
- Protection and preservation of the scene;
- Investigation of the incident in conjunction with other investigative bodies;
- Collation and dissemination of casualty information;
- Identification of victims;
- Restoration of normality.

2.2 Fire

The main responsibilities of the Fire and Rescue Service are:

- To alert the other emergency services and local authorities;
- The saving of life in conjunction with other emergency services;
- Tackling fires, released chemicals and hazardous situations;
- Rescue of trapped casualties;
- Safety of all personnel involved in the rescue work;
- Information gathering and hazard assessment;
- Assisting the Ambulance Service at the Ambulance Loading Point;
- Restoration of normality.

2.3 Ambulance

The main roles of the Ambulance Service are:

- To alert the other emergency services and local authorities;
- The saving of life in conjunction with other emergency services;
- To provide a focal point for all NHS and medical activities;
- To identify and activate the appropriate Receiving Hospitals;
- To set up a Casualty Clearing Station;
- To prioritise casualties in the treatment of injuries;
- To prioritise the evacuation of casualties using appropriate, means of transport;
- The restoration of normality.

In an emergency the service will deploy an Ambulance Incident Officer (AIO) to manage ambulance and related resources at the scene. The AIO will be responsible for ensuring that a number of key points are set up; one of them being a Casualty Clearing Station (if required) near to the scene. The AIO will also be responsible for triage, treatment and transportation of casualties to Receiving Hospitals.

2.4 Primary Care Trusts

The role of the Primary Care Trust are the Public Health response in an incident and represent the strategic management of the Health Service. They provide post incident health screening and vaccinations and can also provide community nursing staff to assist at Rest Centres providing access to local pharmacies and General Practitioners. They also help receiving hospitals by providing community hospital beds and providing Community Nursing staff with support from Adult Social Care supporting patients discharged from home.

2.5 Receiving hospitals

The main roles of receiving hospitals are:

- To provide and control a clinical response for the management of a large number of casualties.
- Maintaining hospital services and routine care of patients.
- Managing communications, the media, relatives and friends, general enquiries and VIP visits.
- Liaison with the emergency services and other receiving hospitals, supporting hospitals and other agencies.
- Documenting casualties in collaboration with the police.

2.6 The Environment Agency

The Environment Agency (EA) has primary responsibility for the environmental protection of water, land and air. These responsibilities cover remedial action to prevent and mitigate the effects of an incident, providing specialist advice, giving warnings to those likely to be affected, monitoring the effects of an incident and investigating its cause. The EA have the strategic national role for flooding of all types and run the National Flood Line and Flood Warning Service. For more information see Spelthorne Borough Council's Major Flood Plan.

2.7 Voluntary support

There are a large number of voluntary groups which can contribute to the response during an emergency and which may be contacted by the local authority. Exceptions are the St Johns Ambulance and British Red Cross which would be alerted by the Ambulance Service. Surrey County Council Emergency Management Team manage any voluntary organisation response during a Major Incident in Surrey.

2.8 Utilities

The utilities will play a key role in a response to a disaster, particularly in the recovery stage. Most large utilities have contingency plans in place for major incidents, some of which includes provision of care for customers affected. Surrey County Council CPU will normally co-ordinate their activities.

2.9 Armed Services

Through a system called Military Aid to the Civil Authority (MACA) the armed services can assist in emergency situations where there is a danger to human life or where there is a breakdown in services vital to the welfare of the community. Their assistance will be requested through the Police or Surrey County Council CPU.

2.10 Media

Any major incident has the potential to generate a huge amount of media interest. It is likely that media personnel will be the first to arrive at the scene. Effective media management is considered a key component of any incident response plan. The Police Communication Department will co-ordinate any media response to an incident and should maintain close liaison with the Borough to ensure a co-ordinated and consistent release of information.

Surrey Local Resilience Forums Major Incident Plan describes Surrey's communication protocols during a Major Incident. The Borough Communication teams will be familiar with the plans and where Spelthorne fits in to the overall County activities.

3. Command and Control

There is a generic national framework for managing emergency response and recovery that is applicable irrespective of size, nature or cause of an emergency, but remains flexible enough to be adapted to needs of particular circumstances. It allows all agencies to understand their roles and responsibilities in the combined response.

3.1 Bronze (Hands in)

Bronze or Operational usually undertake on site work. Personnel on at the scene/'on the ground' focusing on a specific task (opening, running a rest centre, filling sandbags, directing public).

Bronze is generally co-ordinated by the police, however Borough bronzes will usually be directed by the Borough Emergency Centre.

Silver (Hands on)

Silver(s) or Tactical(s) ensure that the actions taken at bronze are co-ordinated coherent and integrated with other efforts. Determine priorities for allocating available resources, plan and coordinate how and when tasks will be undertaken, obtain additional resources if required, assess significant risks and use this to inform tasking of bronze officers. Ensure health and safety of the public and personnel.

Multi agency Silver will usually be at or near the scene of the incident, and Spelthorne Borough Council will liaise via an appointed Incident Liaison Officer (see page 31)

Gold (Hands off)

Senior management will be notified of any emergency situation occurring, however where an event or situation has an especially significant impact or substantial resource implications the Borough Gold team should assemble. Lead by the Chief Executive or Deputy Chief Executive Borough Gold will determine a clear strategic aim and objective and review them regularly. They will prioritise demands from Silver and allocate personnel and resources to meet requirements. Formulate and implement media handling and public communication and direct planning and operations beyond the immediate response in order to facilitate the recovery process.

In a County led Major Incident Borough Gold will co-ordinate closely with the Strategic Co-ordinating Group (SCG). Similar to Borough Gold the SCG brings together gold commanders from relevant organisations. Members must be empowered to make executive decisions quickly. In a long running emergency consideration should be given to staff handovers.

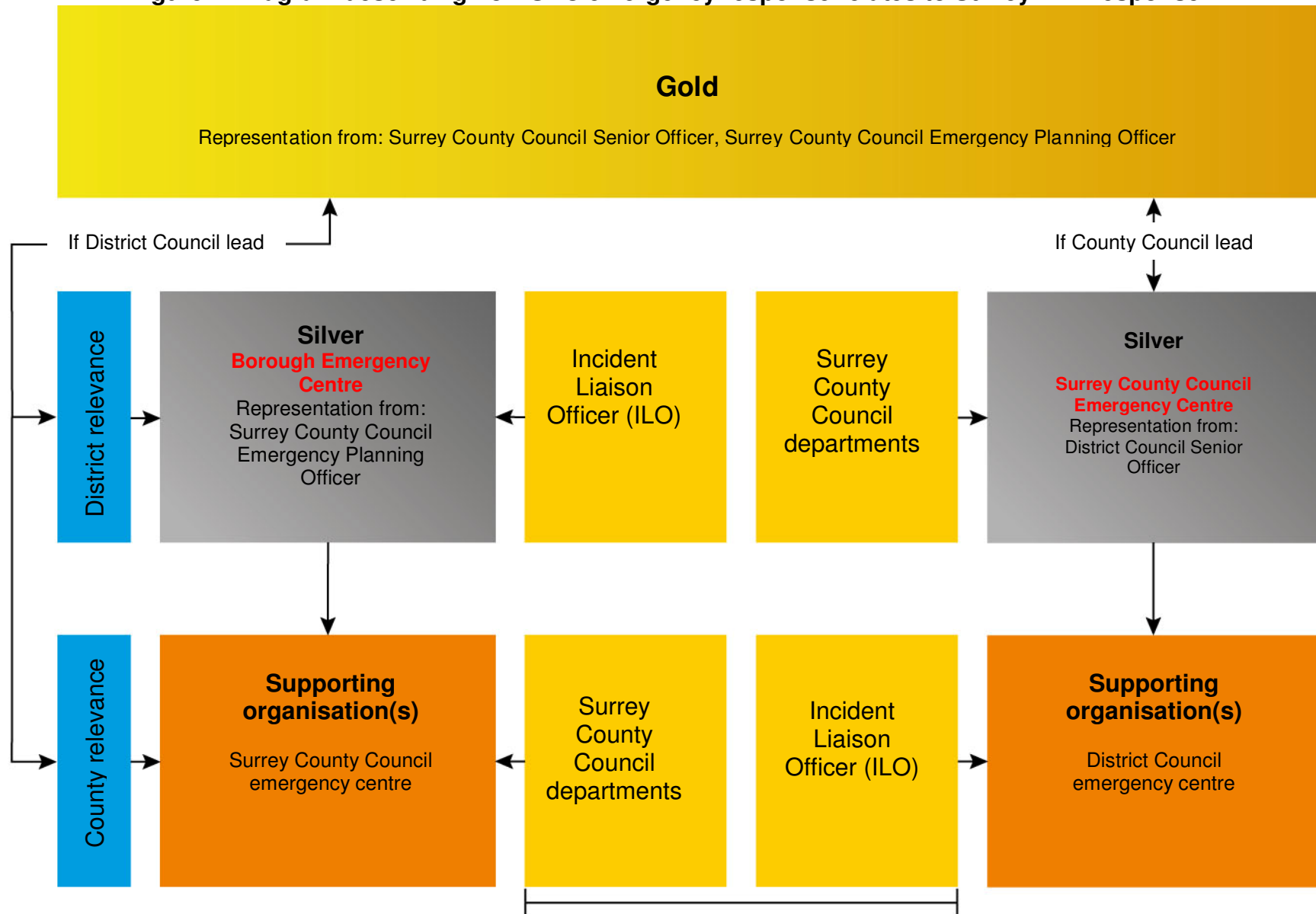
Normally SCG is led by the Police. If there is a Major Incident restricted to Spelthorne Borough SCG will require Executive representation. If a Major Incident occurs across the County Borough Gold may not attend the SCG but maintain strong ties and respond to information rapidly.

Spelthorne Borough Council is just one component of the County's integrated emergency response. The responsibility for the local authority response to a major incident is shared between Surrey County Council (SCC) and those districts affected by the incident. Depending on the geographical spread of the incident either Surrey County Council or the affected district will be nominated as the lead local authority.

Figure 4 Overleaf shows how Spelthorne's Emergency response fits in with an overall Surrey response.

Figure 5 (page 29) Highlights some of the operational areas that must be considered during a tactical response.

Figure 4: Diagram describing how SBC emergency response relates to Surrey LRF response



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ACTIVATION

4. Activation

FOR DEFINITIONS OF A MAJOR INCIDENT GO TO PAGE 8

**FOR ALL OTHER OUT OF HOUR INCIDENTS TELEPHONE SAFER
RUNNYMEDE**

01784 446 446

4.1 Emergency communication cascade

Spelthorne Borough Council may be notified of a Major Incident in a number of ways. In most cases the Emergency Services will be the first to receive information and would usually pass it on to Surrey County Council Emergency Management Team who would alert the relevant Borough(s) or District(s). However it is quite possible a member of the public or another agency or authority would contact SBC directly. This may be through the Customer Service centre or to a known direct landline or direct to an officers mobile.

Outside of working hours calls would go through to Safer Runnymede, or direct to staff mobiles or landlines.

Should you receive a call advising that a major incident has been declared or is likely to be declared you should begin the communication cascade below reporting whatever information you can.

Upon receiving notification of a Major Incident begin logging key events and actions. GO TO THE BACK OF THIS PLAN FOR LOG SHEETS

Some information you may want to gather;

- Callers Name
- Organisation
- Location
- Contact Number
- Date
- Time of Call
- Location of Incident
- Time of incident
- Incident Details;
- What is the problem?
- Who is involved?
- Actions Required
- What does the caller expect from you?

If you are not a member of the list below you should begin the communication cascade below until you have reached a named officer.

STAFF HOME NUMBERS MUST ONLY BE USED BY MEMBERS OF THE EMERGENCY RESPONSE TEAM DURING A MAJOR INCIDENT

Name	Work Tel	Home Tel	Mobile Tel
Sandy Muirhead Head of Environment Services			
Jackie Taylor Streetscene Manager			
Nigel Lynn Deputy Chief Executive			
Roberto Tambini Chief Executive			
Liz Borthwick Assistant Chief Executive			
Lee O'Neil Head of Environmental Health			
Tim Kita Head of Community Safety			
John Foggo Head of Customer Services			

Table 2: Emergency Call out Cascade Numbers (CONFIDENTIAL)

The plan must only be activated when a Major Incident has been declared. If you are unsure refer to page 8 or contact the Emergency Planning Officer.

4.2 Next Steps

- Establish the Tactical Officer (Roles and Responsibilities)
- Begin communication cascade (above)
- Commence Log (at the end of this plan)
- Consider Opening Borough Emergency Centre (BEC)
- Should an Incident Liaison Officer be sent?
- Ensure Chief Executive / Deputy Chief Executive are notified
- Refer to Aide memoirs for roles and responsibilities

5.0 Incident Liaison Officer (ILO)

What

The Incident Liaison Officer (ILO) will attend Tactical Briefings at Multi Agency Silver (usually near the scene of the incident) and receive up to date information on the unfolding situation. They will also take requests for Local Authority assistance/involvement to pass back to the Borough Silver Control and pass information on Borough actions and developments back to the Tactical Commander.

Who

The Emergency Planning Officer / Nominated Tactical Lead or Chief Executive/Deputy Chief Executive should dispatch an Incident Liaison Officer to Multi Agency Silver. **ILO'S MUST ONLY BE CONTACTED BY A MEMBER OF THE EMERGENCY RESPONSE TEAM IN A MAJOR INCIDENT**

When

An ILO should be sent if there is a direct request from the Emergency Services/Surrey County Council Emergency Management Team or if a presence is required at Multi Agency Silver.

5.1 Steps:

- Ensure someone considers their welfare
- Ensure their line manager is notified when appropriate
- Prepare to send them support if they request it
- Consider who will take over from them and give them enough notice to get there. Consider sending other ILO's home to rest should they be called on.
- The role of Incident Liaison is extremely stressful – don't expect them to be able to be at Silver for longer than 5 hours.

Name	Work Tel	Home Tel	Mobile Tel

Table 3: Incident Liaison Officer Call Out Cascade (CONFIDENTIAL)

6.0 Borough Emergency Centre (BEC)

6.1 What

The emergency control room is where the Borough's Silver/Tactical Control Team may be located. During a major incident it may be more efficient to bring together key staff who are able to respond to requests from Multi Agency Silver / the Tactical Lead. Representatives at Silver should be in a position to task down to Operational Staff in their area. The Silver Control Team selected will be based on the nature of the incident and alerted by the EPO or the Tactical Lead.

Where

Depending on the nature of the incident the Borough Emergency Centre will be located either in Knowle Green, room 201, or the White House Depot. The decision as to which location the BEC will be established will be made by the Emergency Planning Officer, Tactical Lead or the Chief Executive/Deputy Chief Executive.

How

There is a specific BEC plan containing information on how the BEC may be set up.

6.2 Key actions

- Establish communications with Multi Agency Silver (via ILO if dispatched) and ascertain what requirements are being made of the local authority. Prepare to task these down to Bronze (ensure they are logged)
- Consider Borough Gold/Strategic Group requirements
- Consider other communication links – neighbouring Boroughs, Surrey County Council.
- Prepare for / consider requesting Surrey County Council Contingency Planning Officer to attend Borough Silver Control for support.

6.3 Issues to consider

- Are the key services areas represented?
- Is there sufficient support staff?
- Is everything being logged?
- Is someone ready to take over from the current Tactical Lead? They will need time to be briefed and get up to speed.

6.4

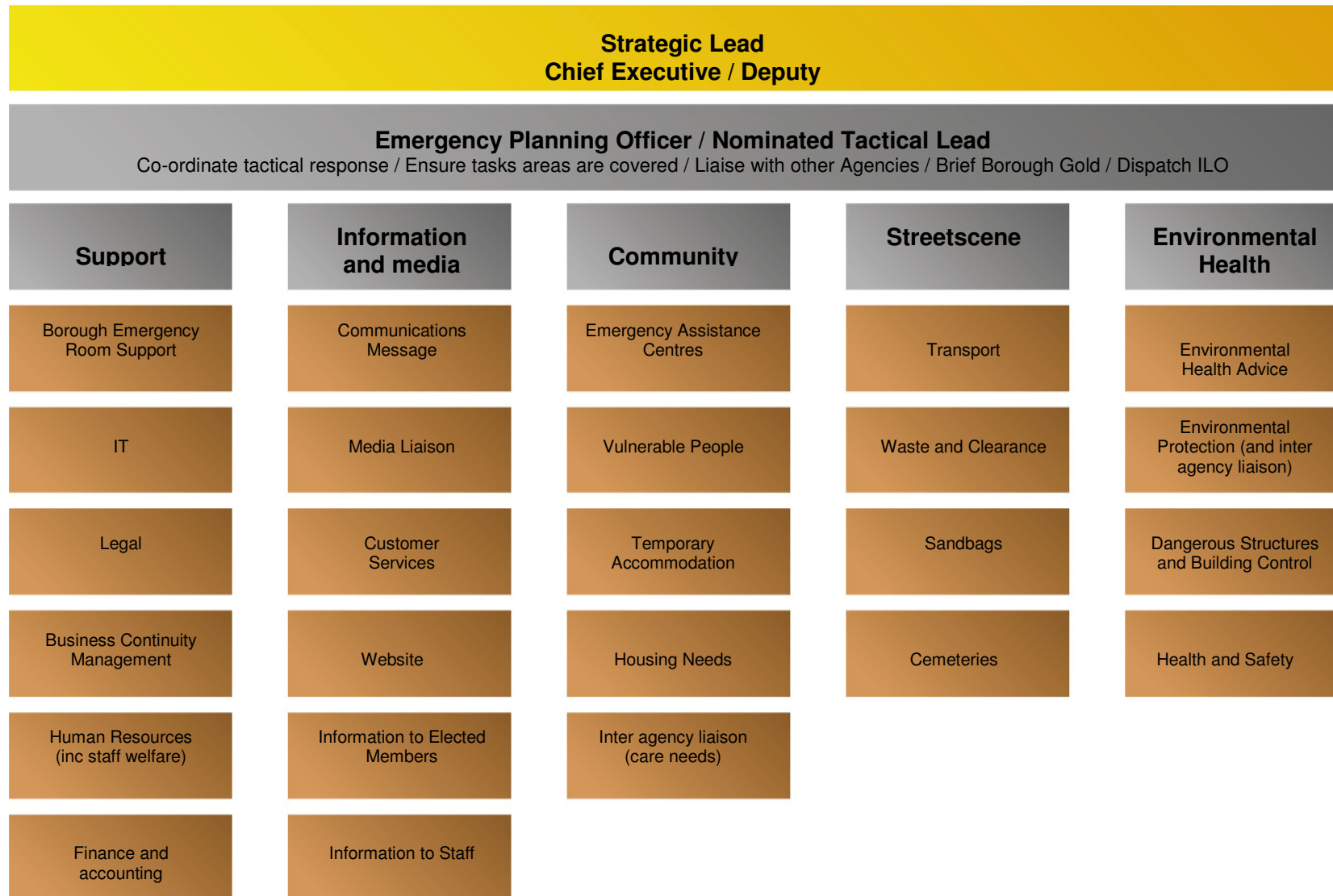


Figure 5 – Service areas potentially represented at the BEC

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7.0 Roles and Responsibilities

7.1 Chief Executive/ Deputy Chief Executive

Duties;

- Maintain an overview of the situation.
- Confirm authorisation for activation of the Emergency Plan and nomination of Tactical Lead when the Emergency Planning Officer is absent.
- Set the strategic objectives for the response based on appropriate phases of the incident
- Liaise with Surrey Country Council Emergency Planning Unit and adjacent boroughs to establish the lead authority in this instance.
- Ensure that all departments are notified of the situation and that their emergency arrangements are activated as necessary.
- Contact Elected Members (starting with the Leader and Portfolio Holder) to ensure they are fully briefed. Ensure Elected members are briefed throughout the incident as appropriate.
- Ensure that Staff are notified that a Major Incident has been declared.
- Act as the Councils Spokesperson to the media or nominate deputy.
- Attend Strategic Co-ordinating Group (Multi Agency Gold) where requested and required or nominate deputy (see Surrey Major Incident Protocols for further details).
- Ensure that the Emergency Planning Officer or Tactical Lead is supported. This may take the form of facilitating resource requests, ensuring that Tactical level is free to work without political or press interference.
- Ensure the continued day to day operations of the Council continue.

7.2 The Emergency Planning Officer / Tactical Lead

Duties;

- Maintain an overview of the situation
- Make and oversee tactical decision aimed at achieving Strategic goals set by the Chief Executive / Deputy Chief Executive.
- Ensure that appropriate services are represented in the Borough Emergency Centre (BEC) – page 29.
- Dispatch and take responsibility for welfare of Borough Incident Liaison Officer (ILO)

- Ensure contacts are made with Surrey County Council, the Emergency Services and any other responding agency as appropriate
- Issue tasks based on requests or intelligence from other agencies (usually Multi Agency Silver via the ILO)
- Ensure that logging takes place
- Ensure resources are available for tasks (request support from Strategic level where necessary)
- Liaise with the Chief Executive/Deputy Chief Executive
- Ensure that contentious/corporate issues are passed up to the Chief Executive and Strategic Team.
- Take responsibility for departmental shifts and rotas during prolonged event

7.3 Incident Liaison Officer duties

Duties:

- Obtain information on the nature of the incident and location of the Tactical (Silver) command post from the Emergency Planning Officer / Tactical Lead. Including access routes and who to report to.
- Retrieve the ILO Emergency Box from its storage location and check contents.
- Ensure all listed content are present and that the Mobile phone is fully charged, if not obtain alternate items.
- Ensure that you are suitably dressed to attend the Incident (including Hi-visibility jackets) and have appropriate communications equipment for at least a 6 hour duration.
- Relocate to Incident, locate the Tactical (Silver) command Post and report to the Incident Commander. This is likely to be a senior representative from one of the emergency services, most likely a police officer.
- Determine nature and likely timescales of the incident.
- If the incident is likely to exceed 6 hours, contact the other nominated ILO personnel, using the ILO contact sheet in the ILO Emergency Box.
- Commence and maintain a log of events, requests, actions and decisions.
- Set up and maintain communications with the Emergency Control Centre, keeping the Spelthorne Emergency Controller regularly and fully updated.
- Pass all requests for assistance from Spelthorne Borough from the emergency services at Tactical (Silver) Command.

- After 5 hours prepare a full hand over briefing for the incoming ILO and re-contact the replacement ILO to confirm timings, locations, dress requirements and the need for any replacement items i.e. another fully charged phone / radio etc.
- When a Local Authority presence is no longer required at Tactical (Silver) Command report to the Incident commander to confirm. Return to the Emergency Control Centre and provide the Controller with a debriefing.
- Stand down any Support Officers assisting you.
- Clean and recharge all equipment/communications and return to storage

7.4 Service Area – Community

Duties;

- Ensure that an assessment of needs for members of the public is undertaken
- Oversee the identification of vulnerable residents using current datasets and liaison with other agencies.
- Oversee arrangements for any temporary accommodation.
- Oversee any Emergency Assistance Centres (**See Page 37**)
- Act as main point person for liaison with counter parts agencies
- Take responsibility for departmental shifts and rotas during prolonged event

7.5 Service Area – Streetscene

Suggested Duties;

- Oversee the response from Street Scene
- Co-ordinate closely with the Borough Emergency Control (BEC) room and the Emergency Planning Officer / Tactical Lead
- Provide transport where possible and requested for evacuated residents
- Provide sandbags in line with policies and in close consultation with the BEC.
- Oversee any waste/clearance issues
- Oversee any cemetery issues (see Surrey Local Resilience Forum Mass Fatalities Plan for more details)
- Take responsibility for departmental shifts and rotas during prolonged event

7.6 Service Area – Environmental Health

Duties;

- Oversee any Environmental Health tasks
- Liaise with interagency colleagues on Environmental Health issues
- Provide advice to the Emergency Planning Officer / Tactical Lead
- Provide advice and undertake tasks on dangerous structures
- Provide advice on Health and Safety
- Take responsibility for departmental shifts and rotas during prolonged event

7.7 Service Area – Information and Media

Duties:

- Maintain an overview of the situation.
- Liaise with public relations units of other responding organisations.
- Liaise with the Police public relations and establish communications with information outlets.
- Monitor the media and gather information from all responding organisations to establish a picture of what is happening.
- Liaise with the Police and organise the establishment of media centres as set out in the SLRF Surrey Major Incident Communications Plan.
- Co-ordinate message with the Chief Executive/Deputy Chief Executive
- Ensure Customer Services are briefed with appropriately tailored and up to date information from the BEC
- Ensure the website is up to date with appropriately tailored information from the BEC
- Prepare information to be put on SurreyAlert to be agreed with the Emergency Planning Officer / Tactical Lead (on behalf of the BEC) and The Chief Executive / Deputy Chief Executive.
- Establish public information centres in appropriate locations.

7.8 Service Area – Support

Duties:

- Support the emergency response
- Maintain critical functions (Business Continuity)
- Provide IT and telephony support for the BEC, the depot and any other required areas
- Provide Legal advice to the Chief Executive / Deputy Chief Executive where necessary
- Provide financial support and advice to the Chief Executive / Deputy Chief Executive
- Support the emergency response with Human Resources management

7.9 Elected Members

Duties:

- Focus community concerns
- Encourage and support recovery teams working within their community
- Enhance local community liaison
- Visiting people affected
- Assisting with the media in getting messages to the community (following lead agency guidelines)
- Assist with VIP visits and other elected representatives
- Assisting (and possibly chairing) debrief sessions with the community

8. Evacuation

As a result of the impact of a Major Incident the Police may advise the public to evacuate their homes/work places/schools or to stay indoors and take shelter. The police will, normally, request evacuation and define the area to be evacuated.

The Police will normally request the evacuation of an area in consultation with other responding agencies

Spelthorne Borough Council will be called upon to assist the police by providing transport, shelter and accommodation. Spelthorne Borough Council and the Police will agree on the best centre dependent on the circumstances.

Despite the request for evacuation there may not be the need to establish a Rest Centre. An assessment by a Housing Officer may be appropriate. Members of the public may be able to self evacuate or for a small group it may be more appropriate to arrange Bed and Breakfast/Hotel accommodation.

8.1 Key Considerations

- Is there Borough representation at the Scene? If not, should there be? (See ILO above)
- How many potential evacuees are there?
- Should an assessment by a Housing Officer take place?
- Can these people self evacuate? Should a rest centre be considered?
- Are there any vulnerable?
- If the police are evacuating do you have the details of where they are taking people?
- Are the police requesting any kind of Emergency Assistance Centre (EAC)?
- If requesting an EAC, what sort (see next page)

9.0 Emergency Assistance Centres (EAC's)

Providing shelter is the main responsibility of the Borough Council during a Major Incident.

Under the Local Government Act 2000, Local Authorities have a responsibility to ensure the economic, social and environmental well-being of the community that they serve.

The 1989 Local Government Housing Act and the 1996 Housing Act place statutory duties on Local Authorities to provide temporary accommodation for residents rendered homeless as a result of an emergency.

Under Surrey Local Resilience Forum Emergency Assistance Guidance there are 4 types of assistance centres.

- 9.1 A Rest Centre** – A rest centre is a building designated or taken over by the Local Authority for the temporary accommodation of evacuees and homeless survivors, with the potential for overnight facilities. It may follow on from a Survivor Reception Centre after this facility has been closed down, or it may take the form of an advice or 'day' centre, when an overnight stay is not required. **(PAGE 55)**
- 9.2 A Survivor Reception Centre** - A secure area set up in the immediate aftermath of an emergency where survivors not requiring acute hospital treatment can be taken for short-term shelter, first aid, interview and documentation. **(PAGE 62)**
- 9.3 A Friends and Family Reception Centre** - A secure area set aside in the immediate aftermath of a disaster 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). **(PAGE 65)**
- 9.4 A Humanitarian Assistance Centre** - A one-stop-shop for survivors, families, friends and all those impacted by a disaster, through which they can access support, care and advice **(PAGE 64)**

	Decision to Open	Choice of Location	Action to Open	Management
Rest Centre	Local Authority	Local Authority	Local Authority	Local Authority
Survivor Reception Centres	Police	Police/Local Authority	Police	Police/ Local Authority
Family and Friends Reception Centre	Police	Police/ Local Authority	Police/ Local Authority	Police/ Local Authority
Humanitarian Assistance Centre	SCG (Multi Agency Gold)			

9.5 Notification

South East Coast Ambulance Service (SECAMB) must be informed of the intention to set up a Rest Centre, Survivor Reception Centre, Family and Friends Reception Centre or a Humanitarian Assistant Centre; in their role as "The Gate Keeper to the NHS" it is vital they are informed to enable the appropriate NHS response to meet the clinical / medical needs of those using these facilities.

The responsibility for this notification will rest with the lead agency opening the centre.

10.0

Location of potential Rest Centres

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COMMUNICATIONS

This section is for responding officers only

APPENDIX A

GLOSSARY

Aide Memoire

An Aide Memoire (Memory aid) is a structured list of points or headings that should be considered when solving a particular problem. It tends to be specific to the type of problem being faced.

ACCOLC – Access Overload Control

The Access Overload Control Scheme gives call preference to registered essential users on the four main mobile networks in the UK if the scheme is invoked during a major emergency.

BEC – Borough Emergency Centre

The Borough Emergency Centre (BEC) is where the Borough's Silver/Tactical Control Team may be located. During a major incident it may be more efficient to bring together key staff who are able to respond to requests from Multi Agency Silver / the Tactical Lead. Representatives at Silver should be in a position to task down to Operational Staff in their area. The Silver Control Team selected will be based on the nature of the incident and alerted by the Emergency Planning Officer (EPO) or the Tactical Lead.

Bellwin Scheme

Discretionary scheme for providing central government financial assistance in exceptional circumstances to affected local authorities in the event of a major emergency.

Bronze

At the front line of any major incident, there are operational levels of command known as BRONZE Teams. This is the level at which the management of 'hands-on' work is undertaken at the incident site(s) or associated areas.

CCC - Civil Contingencies Committee

Civil Contingencies Committee (CCC) of Ministers (chaired normally by the Home Secretary) convened to provide central government oversight of a major emergency.

CCS - Civil Contingencies Secretariat

The Cabinet Office secretariat which provides the central focus for the cross-departmental and cross-agency commitment, co-ordination and co-operation that will enable the UK to deal effectively with disruptive challenges and crises.

COMAH sites

Industrial sites which are subject to the Control of Major Accident Hazards Regulations.

Command

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

Co-ordination

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

Control

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

DEFRA – Department of Environment, Food and Rural Affairs

Government department responsible for the countryside; the environment and the rural economy. A significant part of Defra's work is concerned with preparedness for emergencies and contingencies, which fall within the remit of environment, food and rural affairs.

DH – Department of Health

Government Department of Health.

D.H.S.S – Department for Health & Social Security

Department of health & Social Security.

Emergency Response Team – Spelthorne Officers working to manage the Council's response to a Major Incident

EMO - Emergency Management Officer

Officer assigned by the County Emergency Management Officer (CEMO) to the borough, to assist the Chief Executive with the incident response.

Environmental Health Officer

Local authority operations centre from which the management and co-ordination of local authority incident support is carried out.

Relatives and Friends Reception Centre

Secure area set-aside for reception and interview of relatives and friends arriving at the scene. Established by the police in consultation with the local authority.

Gold

GOLD is the senior emergency control team responsible for agreeing the policy and strategic direction of response to a major incident. GOLD is made up of senior

representatives from the emergency services, local authorities, other SLRF organisations and co-opted specialists

ILO - Incident Liaison Officer

A local Authority Officer who provides a direct link between the local Authority and the Tactical Co-ordinating group.

IEM - Integrated Emergency Management

An approach to preventing and managing emergencies that entails five key activities – 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.

LGD - Lead Government Department

Department which, in the event of a major emergency, co-ordinates central government activity.

Major Emergency

Any event or circumstance (happening with or without warning) that causes or threatens death or injury and disruption to the community. Or damage to property or to the environment on such a scale that it cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Media Centre/Media Briefing Centre

Central location for media enquiries, providing communication, conference and monitoring facilities, interview and briefing, access to responding organisation personnel and staffed by spokespersons from all the principal services/organisations responding.

Mutual Aid Arrangements

Cross-boundary arrangements under which emergency services, local authorities and other organisations request extra staff and/or equipment for use in a disaster.

OGD – Other Government Departments

Other Government departments that may be involved in any major incident.

PCT – 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.

RAYNET

Radio Amateurs Emergency Network.

R.V.P - Rendezvous Point

Point to which all resources arriving at the outer cordon are directed for logging, briefing, equipment issue and deployment. In protracted large-scale incidents there may be a need for more than one rendezvous point.

Rest Centre

Building designated by the local authority for the temporary accommodation of evacuees, with overnight facilities if necessary.

SCC – Surrey County Council

Surrey County Council.

Silver

Where there is one scene, such as a train crash, there is a Tactical Co-ordinating Group (known as SILVER). Where there is more than one scene, such as flooding, there could be a number of SILVER teams. SILVER Teams decides on the hour-by-hour priorities in planning, allocating resources and co-ordinating when tasks are to be undertaken. SILVER has a similar representation to that of GOLD.

SLRF - Surrey Local Resilience Forum

The Surrey Local Resilience Forum (SLRF) organisations respond to a major incident under the guidance of the Strategic Co-ordinating Group (known as GOLD).

Tactical Co-ordinating Group

The Silver team.

Temporary Mortuary

Facilities accessible from a disaster area designated for temporary use as a mortuary and adapted for post mortem examinations to take place.

Utilities

Companies providing essential services e.g. gas, water, electricity, telephones.

VexDD – Veterinary Exotic Disease Division

DEFRA division responsible for monitoring and handling Exotic diseases.

APPENDIX B

PHONETIC ALPHABET

A	<u>Alpha</u>
B	<u>Bravo</u>
C	<u>Charlie</u>
D	<u>Delta</u>
E	<u>Echo</u>
F	<u>Foxtrot</u>
G	<u>Golf</u>
H	<u>Hotel</u>
I	<u>India</u>
J	<u>Juliett</u>
K	<u>Kilo</u>
L	<u>Lima</u>
M	<u>Mike</u>
N	<u>November</u>
O	<u>Oscar</u>
P	<u>Papa</u>
Q	<u>Quebec</u>
R	<u>Romeo</u>
S	<u>Sierra</u>
T	<u>Tango</u>
U	<u>Uniform</u>
V	<u>Victor</u>
W	<u>Whiskey</u>
X	<u>X-Ray</u>
Y	<u>Yankee</u>
Z	<u>Zulu</u>

APPENDIX C

FLOODING

Spelthorne Borough Councils Major Flood Plan provides information on flood risk, roles and responsibilities, vulnerable receptors and key actions during times of floods.

Surrey Local Resilience Forum Flood Plan and Flood Communication Strategy describes the multi agency strategic response to flooding in Surrey

These plans are located in the Emergency Planning Public Folder, in the Emergency Planning Officer's Office and in the Office of the Deputy Chief Executive.

APPENDIX D

COMAH SITES

The relevant COMAH sites within the Spelthorne area are: **the Esso Petroleum Co Ltd, Stanwell and BP plc, Walton-on-Thames.**

Both sites emergency responses are governed by on and off site emergency plans. The off site emergency plans described roles and responsibilities for responding agencies including Spelthorne Borough Council.

The off site plans are located in the Emergency Planning Officer's office and in the office of the Deputy Chief Executive.

APPENDIX E

ACTS OF TERRORISM – SUB PLAN

All acts or suspected acts of terrorism must be notified to the Police who will co-ordinate all subsequent activities. Any suspicious activities can be reported by calling the **anti-terrorism hotline 0800 789 321**.

The Joint Terrorism Analysis Centre (JTAC) has a system in place to assess the threat from international terrorism. There are five threat levels, each giving an indication of the likelihood of a terrorist attack. The likelihood is based on current intelligence, recent events, and known information about terrorist intentions and capabilities. The levels are:

Low	an attack is unlikely
Moderate	an attack is possible, but not likely
Substantial	an attack is a strong possibility
Severe	an attack is highly likely
Critical	an attack is expected imminently

Information on the current national threat level is available on the websites of the Security Service and Home Office, www.mi5.gov.uk and www.homeoffice.gov.uk/security

In the event of an act of terrorism, it is the responsibility of the County Duty Emergency Planning Officer to relay information to the Borough Council.

Spelthorne Borough Council will provide support to the emergency services and the health services in dealing with the effects of such an incident. This may include assisting with:

- Evacuation
- Mass immunisation
- Decontamination
- Emergency feeding and rest centres
- Provision of temporary accommodation

It will also help the recovery process and restoration to normality.

APPENDIX F

TRANSPORT INCIDENTS – SUB PLAN

Any major incident involving road, rail, or air transport will almost certainly demand the establishment of the Emergency Control Centre, and input from some, if not all, departments in the short, medium, and long term.

The Emergency Services, Government Departments, Train Operating Companies and the Environment Agency follow established plans when dealing with an incident involving dangerous goods being carried by road and rail. The Borough Council will provide the required assistance and support to those members of the community affected by the incident.

Road incidents

Surrey County Council oversee all highway arrangements and have developed a Surrey Local Resilience Forum (SLRF) **Gridlock plan**, which is a joint agency plan designed to inform and cater for the welfare needs of people involved in any gridlock situation on the strategic road network within Surrey. A copy of the SLRF Gridlock Plan is kept in the Spelthorne Emergency Control Centre Battle Box and in the Strategic Director (Community)'s office.

Currently there are several agencies with varying responsibilities planning for a gridlock situation:

- Surrey Police who have developed an **Operation Gridlock document**, which is an appendix of the SLRF Gridlock plan.
- Highways Agency who have three area contractors, who have each produced an Area Contingency Plan to deal with major incidents.

The following agencies will have a role to play in responding to any Gridlock incident on the strategic road network in Surrey: Surrey Police, Surrey Fire & rescue Service, Surrey Ambulance Service, Primary Care Trusts, Local Authorities, Environment Agency, Highways Agency and Military.

Local Authority Roles & Responsibilities

The roles and responsibilities will differ between the County and Borough.

Spelthorne Borough Council will be responsible for:

1. Providing nearby rest centres and emergency welfare support to people evacuated from vehicles on Highways Agency roads, including all associated costs.
2. Providing support to the emergency services.

Surrey County Council will be responsible for:

1. Transportation to the rest centre(s).
2. Provide refreshments and portable conveniences for rendezvous points.
3. Provide clearance for the road network.
4. Lead the work of the voluntary agencies.
5. Provide traffic management of non-strategic roads.
6. Lead the recovery stage of the strategic road network.

APPENDIX G

HAZARDOUS SUBSTANCE – SUB PLAN

In the event of an accident involving a Hazardous Substance the standard emergency procedure conducted by the Emergency Services will continue to apply and the Borough Council will follow the sequence of actions to deal with evacuees, emergency feeding and aftercare, as required by the situation.

The Head of Environmental Health will try to establish as soon as possible, by consultation with experts as necessary, the likely effect of substances released upon food and water and will take samples for analysis as necessary. It may fall to the borough to co-ordinate the cleanup and aftercare in such incidents.

Advice on hazardous substances and the precautions can be obtained from the Borough's Health and Safety Advisor, the Environmental Health Department, the Emergency Planning Officer or from the Fire & Rescue Service.

Chemical incidents

Advice on such incidents may be obtained from the National Chemical Emergency Centre (NCEC)'s support service, Chemsafe. They can arrange for on-scene professional assistance where required. In the event of an emergency, the NCEC Chemsafe responder can be contacted 24-hours a day on 0870 190 6800.

Chemical, biological, radiological or nuclear (CBRN) assistance

There are four main types of hazard associated with CBRN: contact hazard, inhalation hazard, injection hazard, ingestion hazard. Chemical agents mainly present contact and inhalation hazards. Radiation can occur through absorption, inhalation, ingestion and injection.

In the event of a CBRN release as a result of terrorist activity, the Home Office will assume lead government responsibility. They will be supported by the Department for Environment, Food, and Rural Affairs (DEFRA) and other government departments. In respect to CBRN incidents as a result of non-terrorist activity, the Civil Contingencies Secretary of the Cabinet Office will identify a lead department.

The department will appoint a Government Liaison Team to set up Strategic (Gold) command at Mount Browne (providing it is safe to do so). Borough Council involvement will be to provide rest centres and other emergency welfare arrangements. In addition, Borough Council may be required to supply transportation (for people or medical supplies). The Council will also be required to assist with reoccupation and recovery for displaced persons

APPENDIX H

POLLUTION & CONTAMINATION – SUB PLAN

RADIOACTIVITY INCIDENT – SUB PLAN

Pollution of land and water is managed by Defra and the Environment Agency. They will provide guidance to the County and Borough Council's on the action required. The contact numbers are held in Section 5 (5.4 Government Departments and Agency contacts).

Borough Council may need to assist in dealing with evacuees, emergency feeding and aftercare, as required by the situation.

The Head of Environmental Health will try to establish as soon as possible, by consultation with experts as necessary, the likely effect of the pollution upon food and water and will take samples for analysis as necessary. It may fall to the borough to co-ordinate the cleanup and aftercare in such incidents, by following advice from Defra or the Environment Agency.

The Government set up a Decontamination Service during 2005 to help local authorities prepare for and deal with the consequences of incidents where chemical, biological, radiological or nuclear (CBRN) materials are released into area. It provides expert advice and guidance on decontaminating infrastructure, buildings and the environment after such a CBRN incident.

Chemical, biological, radiological or nuclear (CBRN) assistance

There are four main types of hazard associated with CBRN: contact hazard, inhalation hazard, injection hazard, ingestion hazard. Chemical agents mainly present contact and inhalation hazards. Radiation can occur through absorption, inhalation, ingestion and injection.

In the event of a CBRN release as a result of terrorist activity, the Home Office will assume lead government responsibility. In respect to CBRN incidents as a result of non-terrorist activity, the Civil Contingencies Secretary of the Cabinet Office will identify a lead department.

The department will appoint a Government Liaison Team to set up Strategic (Gold) command at Mount Browne (providing it is safe to do so). Borough Council involvement will be to provide rest centres and other emergency welfare arrangements. In addition, Borough Council may be required to supply transportation (for people or medical supplies). The Council will also be required to assist with reoccupation and recovery for displaced persons.

Additional radiological/radioactivity assistance

National Arrangements for Incidents involving Radioactivity (the NAIR Scheme) is provided by the Radiation Protection Division of the Centre for Radiation, Chemical and Environmental Hazards (part of the Health Protection Agency). The web-site is www.hpa.org.uk . The 24-hour number for assistance is 0800 834 153.

APPENDIX I

REST CENTRES

Objectives:

- To provide immediate shelter for persons who have been evacuated from an area or are otherwise in need of emergency accommodation following an incident.
- To provide initial light refreshments for evacuees.
- To enable details of evacuees to be maintained in the centre for reference.
- To provide for the well being of the evacuees and to offer support services and information on a wide range of welfare related subjects.
- To provide a comprehensive system to advise evacuees and survivors on the progress of the emergency and its possible effects upon them directly.
- To provide evacuees with updated information about the incident.

Rest centres should provide:

- Shelter
- Food & Drink
- Warmth
- First Aid
- Clothing
- Sanitation
- Information
- Advice

District and Borough

- Activate the District / Borough emergency response plan and open the emergency control centre from which to coordinate the response.
- Take the lead responsibility for setting up and ongoing management of the rest centre.
- Organise meetings as appropriate with relevant agencies to ensure a multi agency seamless response.
- Cascade information regarding the response to interested parties.
- Open the rest centre.

- Co-ordinate the dispersal of evacuees from an evacuation assembly point to the rest centre.
- Organise public information in the rest centre for evacuees and for affected communities.
- Organise staffing, provide logistical support and co-ordinate volunteers.
- Pre-identify training needs and train staff in the specific roles required at a rest centre
- Respond to the longer-term housing needs of those made homeless by an emergency, or those who need to be evacuated for long periods of time.
- Ensure all details of evacuees are recorded and forwarded to the Police Liaison Officer if necessary (The Liaison Officer will then pass them onto the Casualty Bureau if one is opened).

Surrey County Council

Support the lead District / Borough Council by:

- Organise and provide transport to and from take evacuees to the centre.
- Provide additional resources upon request (i.e. bedding, clothing).
- Alert voluntary organisations as necessary and co-ordinate their response.
- Co-ordinate aftercare, in conjunction with the Police, Health Authority and Voluntary Organisations.

Adult and Child Social Care (SCC)

- Send a liaison officer to the rest centre – possibly in the form of the Local Partnership Coordinator from the area affected.
- Assess the effects of an emergency on vulnerable groups such as children, the elderly, disabled, and those with mental health issues.
- Identify and provide support to new ‘clients’ that may need particular support following the emergency.
- Liaise with medical, welfare, Department of Work and Pensions and others to provide appropriate support.

Rest centre staff

- The Community Lead will contact appropriate staff for deployment to Rest Centre(s) and arrange transportation of an Emergency Box, for use at a Rest Centre if required. Emergency Boxes are already held at the Fordbridge Centre (Ashford), the Greeno Centre (Shepperton), Staines Community Centre, Spelthorne Leisure Centre (Knowle Green, Staines) and Sunbury Leisure Centre.
- Two spare Emergency Boxes can be found in the Council Offices Training Room (201), Knowle Green.
- At the earliest opportunity, appointed Rest Centre Managers and staff should carry out a reconnaissance of their selected centres and establish the connection of essential utilities. Thereafter, designation and identification of dedicated areas and rooms should be implemented and a check on the availability of supplies, equipment, utensils, and crockery carried out.
- The Community Lead will liaise with Surrey County Council for appropriate Voluntary Agency Support (Women's Royal Voluntary Service (WRVS), British Red Cross Society (BRCS), Rotary Round Table, Lions etc.) and request Police attendance at the Rest Centre(s).
- A Rest Centre Manager will be appointed from a "pool" of staff who will be responsible for the effective Management and Administration of the Rest Centre(s).

Rest centre managers duties

- An initial check of the facilities i.e.
- Alarm Systems
- Water supply/storage and position of stopcock
- light and heat
- Electricity/gas/oil supply - locate electricity mains switch, fuse box, main gas supply tap and oil supply as appropriate.
- Provision of the necessary "Hotel Services" i.e. soap, toilet rolls, towels, etc.
- Availability of washing and toilet facilities, fixed and emergency.
- Kitchen facilities, including utensils and crockery.
- Food and drink supplies (in liaison with Director of Resources and SCC Head of Client Catering)
- Telephone arrangements
- Fire fighting equipment
- Establish an equipment list and drawing up a stock list
- Establishing extra equipment requirements, in liaison with SCC Adults and Community Care i.e. blankets, camp beds etc.
- Lay out of the Rest Centre and the production and placing of clearly named signboards as required.

- In co-operation with the SCC Adults and Community Care Manager, the proper Registration of evacuees and labelling of personal effects.
- Maintain the department's record of expenditure.
- Ensure the Church representatives are briefed and encouraged to assist with the provision of care and emotional support.
- Ensure that multi-lingual support is available both in signage and translation facilities as appropriate.
- Ensure that adequate facilities are available for disabled persons.

Arrival of evacuees at rest centre(s)

- All evacuees must proceed to the Rest Centre reception area.
- A Registration Form must be completed for every evacuee entering the Rest Centre. To avoid the formation of long queues each evacuee should be issued on arrival with an identification tag (e.g. cloakroom tickets). Their name should be recorded with the number allocated. Thereafter, a person can be approached, as required, to provide the detailed information for registration.
- Each Registration Form should be given a reference number, i.e. cloakroom ticket no., and a copy retained in the Rest Centre where it will be available for use in information gathering/release and identifying feeding and housing needs.
- Any personal effects brought in with the evacuees must be given an identification tag.
- The immediate special needs of each evacuee must be established.
- Any persons requiring special needs should be identified and arrangements for their care should be made in conjunction with the Borough Medical Adviser and Adults and & Community Care Services.

(Note: in this context elderly, mentally handicapped or disabled people who are unable to maintain themselves in the community without intensive support.)

- Provide for the welfare and special caring needs of the evacuees' i.e. First aid, warmth, comfort, bedding, medication (special needs) meals etc.
- Alternative pets accommodation will be provided elsewhere.
- Maintain a log of events i.e. time/event/action.
- Maintain a record of expenditure incurred.
- Ensure relief staff are briefed and given a tour of the Rest Centre on hand over.
- The destination of each homeless person should be recorded on the Registration Form when the person leaves the Rest Centre.

- The top copy of the Registration Form must be passed to the Police Officer for Surrey Police, for use by the Casualty Bureau. Other copies will be for use by the Strategic Director (Community).
- The Strategic Director (Community) will liaise with the Superintendent of Surrey Police to establish whether the Central Casualty Bureau has been opened or whether a local index has been taken into use.

Rest centre log

Rest Centre Managers are to ensure that a "Log" is raised and maintained in which will be recorded activities and occurrences relevant to their centre. The completed log is to be handed to the Borough Head of Housing and Community Care.

Closing down the rest centres

When the Emergency has passed then the Strategic Director (Community) will instruct the Rest Centre Manager(s) to close the Rest Centre(s) down. Transportation arrangements will have to be made for evacuees and their personal possessions, The Rest Centre Manager(s) must carry out: -

- Check of equipment, new and used
- Check of consumable stock / clothing stock
- A 'damage report'

The Rest Centre Manager(s) should also arrange for the following: -

- Cleaning of all equipment (list and report repairs needed)
- Airing and storing of blankets
- Cleaning of the building
- Returning of borrowed furniture/equipment
- Check all records are complete and pass to Strategic Director (Community)
- The replacement of expendable items taken from the Borough Rest Centre Emergency Box.
- A final inspection of the centre accompanied by its usual manager/caretaker to agree the centre's condition and hand-over of key

The role of social services at rest centres

The Local Services and Community Care Manager of Adults and Community Care will be responsible for:

- Provision of temporary accommodation in local residential homes for those made homeless and in special need.
- Ensuring that a member of a Community Care Team has been nominated as the Adults and Community Care Manager at the Rest Centre, and other staff have been nominated to assist.
- Notifying the Police Casualty bureau of "at risk" cases and alerting residential establishments of possible admittance of such cases.

Additionally, arranging for hospital admission of appropriate cases after consultation with the Director of Public Health (Medicine) or South East Region Health Emergency Planning Advisor.

Note: *“At risk” is defined in this context as frail elderly people; people with physical and learning disabilities; people with mental health problems and children in need who require urgent residential accommodation.*

- Maintaining close liaison with the Borough Rest Centre Manager.
- Keeping the Head of Local Services and Community Care/County Director of Adults and Community Care informed regularly of developments by communicating to them Situation Reports.

The Adults and Community Care Rest Centre manager will work closely with the Borough Council Rest Centre Manager and staff and those from other support agencies at the centre.

He/she will be responsible for:

- Ensuring the proper welfare services are afforded to evacuees at the Rest Centre.
- Communicating with evacuees/ displaced persons.
- Issuing each evacuee on arrival, a uniquely numbered ticket or similar, for ease of registration together with a Surrey County Council Evacuee Information leaflet.
- Establishing the immediate special needs of each evacuee.
- Informing the Local Services and Community Care Manager of those persons identified as “at risk”, and arranging for their transfer to more appropriate accommodation.
- Registering evacuees on individual Evacuee Registration Forms assisted as required by support personnel at the Rest Centre, and arranging for the details to be passed to the Police Casualty Bureau.
- Providing welfare and special caring needs to evacuees in respect of First Aid, warmth, comfort, bedding, medication (special needs), meals etc. and arranging through the Borough Rest Centre Manager for any deficiencies to be made good.
- Providing counselling services, as required.
- Assisting with reuniting evacuees with dependants, relatives and/or friends by enquiry and information exchange.
- Maintaining a Log of events. Time/Events, Action, relating specifically to Adults and & Community Care issues.
- Keeping the Borough Rest Centre Manager and staff briefed on all Adults and Community Care matters at the Rest Centre.
- Ensuring that Religious representatives are briefed and encouraged to assist with providing care and emotional support.
- Ensuring relief staff are given a tour of the Rest Centre and briefed on specific Adults and & Community Care issues.

More detailed instructions are contained in the County Adults and Social Care Departmental Emergency Plan.

A member of staff should make a final walk round the Centre to ensure that areas/rooms are left in the same condition as they were found. Keys must be returned to the caretaker/nominated person.

APPENDIX J

SURVIVOR RECEPTION CENTRES

Objectives:

- To provide immediate shelter for persons who have been directly involved in an emergency.
- To allow documentation of the survivors.
- To enable the interviewing of potential witnesses by the Police.
- To provide first aid to those in need of it and not requiring hospitalisation.
- To provide initial care and welfare support to survivors.
- To organise onward travel where appropriate.
- To provide information to survivors.

District / Borough Emergency Planning

- Open the District / Borough emergency control centre and activate the emergency response plan.
- Provide advice on suitable locations for a reception centre.
- Provide a Liaison Officer to the Centre.
- Provide assistance on accommodation needs of the survivors.
- Provide staff for the centre as required.
- Assist with the recording of survivors, at the request of the Police.
- Be ready to convert the centre to a rest centre if required.

Surrey County Council Emergency Management Team

- Organise and arrange onward travel arrangements for non-injured survivors and provide transport to take evacuees to the centre if required.
- Alert voluntary organisations as necessary and co-ordinate their response.
- Co-ordinate aftercare, in conjunction with the Police, Health Authority and Voluntary Organisations.

Adult and Child Social Care (SCC)

- Adult and/or Child Social Care may send a Liaison Officer to the reception centre to assess the immediate needs of those involved.
- Support existing 'clients' who may have been involved in the incident.
- Assess and respond to the long-term social and psychological impact of the incident on survivors.

Crisis Support Team Surrey

- Provide practical and emotional support to survivors affected by the incident.
- Liaise closely with Police Family Liaison Officers and Police Documentation Teams.
- Provide specially trained volunteers to assist the Police and Local Authority in staffing the centre.

Survivor Reception Centre Specific Requirements

Past experience of survivor reception centres have shown that they tend to be a place where survivors gather for a short period of time. However, it is still vital that registration using Police Casualty Bureau forms occurs and that the needs of the survivors are met (for example food and drinks provided, telephone access etc).

Registration

The police are responsible for recording survivors and will use the national Survivor/Evacuee Form for each survivor. The police are responsible for filling in this form, however the level of demand on their organisation will dictate that assistance from Local Authority staff and the Crisis Support Team may be required (this should only take place after a police briefing or training). The information from the survivor forms will be passed by the police to the Casualty Bureau where staff will record all details of missing, surviving and evacuated persons. Bureau staff will then sort and collate all information in order to match casualties, uninjured survivors and those who have died with friends and relatives enquiries.

A suitable area needs to be identified for registration and documentation to prevent unnecessary movement around the centre until it has been completed. This area should be located near to the entrance of the facility. Evacuees should be made as comfortable as possible if they have to wait to be registered.

Time-Scale

A survivor reception centre is only intended to be a short-term facility. If survivors have not been 'dispersed' within 12 hours, it is likely to 'evolve' into a rest centre or Humanitarian Assistance Centre and therefore the Local Authority will take over the management of the centre.

APPENDIX K

HUMANITARIAN ASSISTANCE CENTRE

Objectives:

Humanitarian Assistance Centres (HAC) will vary greatly depending on the incident, the needs of those affected and the stage of the response/recovery.

The decision to open a Humanitarian Assistance Centre will be taken by the Strategic Co-ordinating Group (or Gold). The County Council will lead in identifying and establishing the centre, in consultation with other agencies. They are also responsible for coordinating the welfare support of those affected and meeting the costs of the centre. However, it is important that a multi-agency group is established to plan for a Humanitarian Assistance Centre and to manage it if one needs to be opened.

When a Humanitarian Assistance Centre is no longer required, ongoing support to the community will be provided by the Local Authority as part of the wider recovery process.

Objectives:

- Act as a focal point for humanitarian assistance to bereaved individuals and families, survivors and impacted communities.
- Enable individuals and families to gain as much information as is currently available about family members and friends involved in the incident.
- Enable the gathering of mass forensic samples in a timely manner, in order to enhance the ability to identify loved ones quickly.
- Offer access to a range of facilities that will allow individuals, families and survivors to make informed choices according to their needs.
- Provide a coherent multi-agency approach to humanitarian assistance in emergencies that will minimise duplication.

The range of emotional and practical support available at the Centre should include:

- Welfare & Counselling
- Accommodation & Transport advice
- Benefits advice
- Legal & Insurance advice

APPENDIX L

FAMILY & FRIENDS RECEPTION CENTRE

The County Council and Borough/District Council role in a Family and Friends Reception Centre will vary depending upon the nature of the incident that has led to the need for the centre. For example, if some warning is given about the need for a Family and Friend Reception Centre, the County Council and Borough/District Council may have a greater role to play in the identification of a location than if the incident occurs quickly and there is a need for the police on the scene to establish a centre instantly. Therefore the types of things that the County Council and Borough/District Council may be involved in are listed below in generic terms. However, at all times County Council and Borough/District Council should support the Police in establishing and managing the centre, and in staffing and providing logistical support.

Objectives:

- To provide family and friends with a safe area to gather, away from media Attention.
- A place where family and friends can be given up-to-date and accurate information on the rescue / recovery operation.
- A place where family and friends can be reunited with survivors.
- A place where police officers may need to take family and friends to a private area to be told their loved ones have died in the incident.
- To provide access to practical and emotional support to those affected.
- A place for the Police to record missing persons enquiries and to collect information that may aid their investigation.

Past emergencies have shown that in the immediate aftermath of an incident, many people will travel to the scene in order to find family and friends that they believe to be involved.

If large numbers of people are converging on the scene, the police may decide that it is necessary to have a separate area where family and friends can gather to receive information as it becomes available. A Family and Friends Reception centre may be located near to the scene, in the area of the community affected or at the associated entry or departure points.

A Family and Friends Reception Centre is a safe place for family and friends to gather where they can receive up-to-date information about the situation and/or rescue operation. The Police are responsible for giving the fullest possible and most accurate information to family and friends, in as sensitive a way as possible.

A family and friends centre is also a place where the police can gather information for the investigation and missing persons enquiries, which will greatly aid the matching of those involved to their families. A Family and Friends Reception Centre may also be

used to reunite survivors with their relatives, or for the police to inform family and friends that their loved ones have died.

District / Borough Emergency Planning

- Open the District / Borough emergency control centre and activate the emergency response plan if necessary.
- Provide advice on suitable locations for a reception centre.
- Provide a Liaison Officer to the Centre.
- Provide assistance on temporary accommodation needs of family and friends.
- Provide staff for the centre as required.

Surrey County Council Emergency Planning

- Organise and arrange onward travel arrangements for family and friends; and provide transport to take evacuees / survivors to the centre if required.
- Request voluntary organisations service as necessary and co-ordinate their response.
- Co-ordinate aftercare, in conjunction with the Police, Primary Care Trust and Voluntary Organisations.
- Consult and involve representatives of faith communities where appropriate. Adult and Child Social Care
- Adult and/or Child Social Care may provide a liaison officer and other staff to assess the needs of the family and friends in the centre.
- Support existing 'clients' who may have family and friends involved in the incident.
- Assess and respond to the long-term social and psychological impact of the incident on family and friends, and the wider community.

Crisis Support Team Surrey

- Provide practical and emotional support to survivors affected by the incident.
- Provide specially trained volunteers to assist the Police in staffing the centre if requested.
- Liaise closely with Police Family Liaison Officers and Police Documentation Teams.

APPENDIX M

POSSIBLE EVACUATION CENTRES

THE POLICE WILL LEAD ON DECIDING ON THE APPROPRIATE LOCATION FOR EVACUATION POINTS AND HAVE OPERATIONAL PLANS ALREADY IN PLACE. THE BEC SHOULD CO-ORDINATE WITH MULTI AGENCY SILVER

This section is for responding officers only

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APPENDIX N

MEDIA POLICY

Major Incidents by their nature attract a lot of media attention very quickly. From the outset the media will be putting pressure on all agencies responding to the incident for information and updates.

Spelthorne Borough Council recognise that maintaining good communications and relations with the media will help to ensure that:

- Accurate and Positive coverage of the incident is provided.
- There is a channel for keeping the public informed.
- Rumours and Misinformation are corrected and addressed quickly.

In support of the above it is policy to work closely with the emergency services and all agencies involved in a major incident, using a co-ordinated approach that is inline with the Surrey Major Incident Communications Plan.

The Spelthorne Media Policy states that:

- Out-of-hours calls to be routed through the out of hour's emergency service to the Head of Communications and Community Safety.
- In office hours, calls should be re-directed to the Communications section.
- The calls will be registered with the time and nature of enquiry and then responded to via the most appropriate source e.g. CX, Directors, Heads of Service. Journalists' details should be kept together with information regarding the nature of the response and the time given.
- If required, in a serious continuity incident, other trained staff should be drafted in to help and support the team.
- **No other officers should talk to press and staff must be advised appropriately.**
- No statement should be issued to the media without the prior approval of the Spelthorne Emergency Control team, or the Spelthorne Head of Communications.
- Where applicable no statement will be issued without the formal approval of the Surrey Tactical team or the Strategic Co-ordinating Group.
- Initial Incident holding statements may be issued by the Police, through either the Police Incident Officer or the Police Scene Media Liaison Officer.

- The Police will be responsible for the security of buildings and areas that may attract media attention, e.g. hospitals, rest centres, reception areas etc.
- The Spelthorne communications team will be responsible for liaising with all other media Liaison officers, the Police Scene Media Officer and reporting to the Spelthorne Emergency team.
- Where Spelthorne are the lead Local Authority a Media Centre will be established, equipped with communications equipment to provide working accommodation for media personnel, with a news conferencing and briefing area, and facilities for monitoring television, radio and newspapers. This is likely to be at a conference centre, Hotel or other suitable building.
- During a Major Incident SurreyAlert will be used as a tool on which to hold media releases and news items.
- The Spelthorne Media Liaison Officer will work closely with all other media facing parties to ensure that the timely and accurate release of information to the media and public.
- Spelthorne Borough Council will ensure that communications are in line with the Surrey Communications Plan.
- Surrey Communications Plan supports the Surrey Major Incident Plan. The aim of the Communications Plan is to ensure that all the agencies involved in a major incident are able to work together in a co-ordinated and constructive manner to ensure effective internal and external communication.

APPENDIX O

BUSINESS CONTINUITY

The Civil Contingencies Act 2004 defined a range of organisations as Category 1 responders. The list of category 1 responders included the Emergency Services, some government agencies and Local Authorities. Category 1 responders were mandated to have appropriate Business Continuity Plans in place to ensure they could cope with an emergency situation within their jurisdiction.

In this context Business Continuity plans refer to the internal policies and procedures necessary to keep critical business processes operational in the event of core infrastructure or key staff. Failure for Local Authorities to maintain their own services to the public can:

- create a situation in which the Local Authority would be unable to meet its duty to respond to an emergency in the Borough.
- create a serious problem to the public by lack of provision of core services even when no external emergency has occurred.

Consequently failure to have appropriate Business Continuity plans in place is a key risk for any Local Authority. Spelthorne have developed their own internal BCP to mitigate the impact of this risk.

The Act also set up a formal structure of Regional Business Continuity Forums. Information about how this is implemented in Surrey can be found at:

www.surreycc.gov.uk/businesscontinuity

The Civil Contingencies Act defines an emergency as “an event or situation which threatens serious damage to human welfare, security or the environment”. This covers such events as: loss of life, human illness or injury, homelessness, damage to property, disruption of the supply of money, food, water, energy, or fuel, communications, transport or health services, pollution and damage to animal or plant life.

An additional duty of the regional Forums is to giving advice and assistance to local businesses and voluntary organisations in relation to Business Continuity Management. To satisfy this duty, the Surrey Continuity Forum will liaise with businesses and voluntary organisations, with the aim of sharing, discussing and learning about best practice in the field of BCM.

Spelthorne also assist with training delivery to Businesses in the area such as through the police lead project ARGUS and project GRIFFIN schemes.

Spelthorne Borough Council has its own Business Continuity Forum designed to oversee business continuity working and horizon scan for developing threats.

APPENDIX P

PLAN TESTING AND MAINTENANCE

Regular plan maintenance is essential to ensure the accuracy of the information contained within the plan and that the plan continues to reflect the most efficient response during an emergency

Formal testing should be conducted in three logical stages:

- Initial Test** - Conducted after production of plan and prior to plan release, to test the validity and contents of the plan.
- Interim Review**- Conducted every 6 months, to ensure plan contents are up to date.
- Annual Test** - Conducted on annual anniversary of Initial test.

Plan testing will be arranged and co-ordinated by the Environmental & Technical Projects Officer under direction of the Emergency Planning Officer.

Document Control

To facilitate document control and tracking, the following actions are required:

1. The Document Version number is updated every time a revised document is issued
2. The version history at the start of the document is kept up-to-date.
3. The Circulation list at the start of the document is maintained.

Responsibility

It is the responsibility of the Emergency Planning Officer to ensure:

- All required updates are completed within the agreed time frame
- Any necessary approval is obtained

APPENDIX Q

LOGGING

Logging tips

There are a number of techniques that can be employed to ensure logging is clear and concise. This may be crucial should the logs be required after the event, especially during a public enquiry. Some of the most important things to remember when making a log are;

- Use **black** indelible ink and white paper
- Note the time. The EPO or Tactical Lead should always get a **time check** from the lead agency and adjust the clocks accordingly to ensure that the BEC is in tune with other agencies. This is crucial to ensure prompt attendance on any conference calls or should there be a post incident inquiry.
- Logs should be in a bound, numbered log book or a numbered log form
- There should be **no erasing**. If a mistake is made it should be crossed through allowing the original to be seen and then initialled. Similarly there should be no over-writes.
- If using a log book, pages should never be **torn out**, this may indicate that there was information that has been removed or hidden. Similarly log sheets should be whole.
- Any **blank space** left at the end of the log should be crossed through. This indicates that that log/section of the log/page is finished and you consider it closed. Leaving blank space may be construed as leaving space to amend the log after the event.
- Notes should not be made in the **margins**, it may be construed that these were added after the event.

APPENDIX R

EMAIL

This section is for responding officers only

APPENDIX S
EMERGENCY PLANNING FOLDER

This section is for responding officers only

INCIDENT:

DATE:

LOG SHEET PAGE NO:

SUMMARY OF INFORMATION

Time (24hrs)	Details of Information Received or Gathered	Details of Action Taken or For Information Only	Reference (If avail)	<i>Initials</i>

Signed:

Date:

INCIDENT:

DATE:

LOG SHEET PAGE NO:

SUMMARY OF INFORMATION

Time (24hrs)	Details of Information Received or Gathered	Details of Action Taken or For Information Only	Reference (If avail)	<i>Initials</i>

Signed:

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Signed:

Date: