Emergency Response Manual

July 2011

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Section 1 – Document Information

Purpose of Document

1. The purpose of the West Yorkshire Resilience Forum Emergency Response Manual is to define how responding organisations will work together in the event of a declared emergency.

    1.1. The document has been prepared to link with the regional and national resilience arrangements.

    1.2. This is not an emergency plan. It is an emergency response manual. It is the responsibility of every Category 1 responding organisation to ensure that their own emergency and contingency plans incorporate and compliment the protocols agreed in this manual.

    1.3. The manual is based upon set definitions and requirements outlined in the Civil Contingencies Act 2004 and other appropriate guidance documents. Compliance with this document does not indicate compliance with the Act or any other requirement. Each responding organisation is still responsible for making sure their organisation achieves the necessary compliance.

    1.4. Nothing in this manual overrides the discretion of the relevant senior officer on duty to take such action as he/she thinks fit in the circumstances prevailing at the time.

Document Objectives

This is a framework agreement which:

- Sets out the nationally agreed definition of a declared emergency.

- Sets out the generic multi agency co-ordination, communication and recovery arrangements between responding organisations that are necessary during a declared emergency, and set out how these will be triggered.

- Sets out the specific multi agency co-ordination and communication arrangements that have been prepared for West Yorkshire area's high risks, threats and hazards which require a response that differs from the generic arrangements, and set out how these will be triggered.

- Gives an outline of the generic capabilities of the Category 1 and 2 responding organisations when responding to a declared emergency.

- Gives an outline of the roles and responsibilities of the Category 1 and 2 responding organisations when responding to the area's very high risks, and for the hazards which require a response that differs from the generic arrangements.

- Ensures that appropriate links are established with regional and national response and recovery arrangements.

- Gives an outline of the generic capabilities of the voluntary sector in a declared emergency, and how their services may be accessed.

- Outlines multi agency scene management arrangements and communications.

- Sets out joint warning, informing and media handling protocols.

- Is intended to be read in conjunction with individual agencies own action plan.

<u>Ownership of the Document</u>

The document is owned and has been authorised and agreed by the West Yorkshire Resilience Forum (WYRF).

<u>Review of the Document</u>

The West Yorkshire Resilience Forum will be responsible for co-ordinating the review of the document. Any amendments or additions to the document, with the exception of contact information, will be agreed with the WYRF prior to publication.

The West Yorkshire Resilience Forum Manager will review these procedures every year, or in the event of a declared emergency, or following notification to West Yorkshire Resilience Forum Manager of a significant change to the working practices of any Category 1 responder.

<u>Publication of the Document</u>

This document will be circulated in its entirety to the membership of the West Yorkshire Resilience Forum and to all Category 2 responders.

This document is not protectively marked and it can therefore be published as responding organisations consider appropriate. The Civil Contingencies Act encourages responders to widely publish emergency plans and documents wherever possible.

It will also be published on the West Yorkshire Resilience Forum website.
www.westyorksprepared.gov.uk

<u>Training and Exercise Schedule of the Emergency Procedures Manual</u>

A stand alone training and exercise schedule will be produced in 2010

<u>Queries</u>

Any queries on these procedures should be addressed to:

West Yorkshire Resilience Forum Manager, West Yorkshire Police Headquarters, P O Box 9, Laburnum Road, Wakefield, WF1 3QP.

Section 2 – The definition of a declared emergency

The definition of a declared emergency adapted from the Civil Contingencies Act 2004 is **an event or situation, which threatens serious damage to human welfare, or the environment, in a place in the West Yorkshire area.**

For an event or situation to be a declared emergency it must involve the occurrence, or potential occurrence, of one or more of the consequences below:

- 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, or
- disruption of services relating to public health.
- contamination of land, water or air with biological, chemical or radio-active matter, or
- disruption or destruction of plant life or animal life.

For an event or situation to be an declared emergency, a responding organisation must consider it necessary or desirable to act to prevent, reduce, control, or mitigate the event's or situation's effects, and must be of the opinion that they would be unable to act optimally without setting up a tactical or strategic co-ordinating group, communication and recovery arrangements.

The definition of a declared emergency is concerned with consequences, rather than with cause or source. Therefore, a declared emergency inside or outside West Yorkshire is covered by the definition provided it has significant consequences inside the West Yorkshire area.

<u>Generic aims and objectives of the incident response</u>

The aims and objectives of the response to a declared emergency will be determined dynamically, but they will usually be based around the following set of generic objectives:

- saving and protecting life;
- relieving suffering;
- containing the declared emergency – limiting its escalation or spread;
- providing the public with warnings, advice and information;
- protecting the health and safety of personnel;

- protecting critical infrastructure
- safeguarding the environment;
- protecting property;
- maintaining or restoring critical services;
- maintaining normal services at an appropriate level;
- promoting and facilitating self-help in the community;
- facilitating investigations and inquiries (e.g. by preserving the scene and effective records management);
- facilitating the physical, social, economic and psychological recovery of the community;

Agreement needs to be reached throughout the incident of the appropriate management structure for the event, and this should be reviewed on a regular basis to ensure that the on-going arrangements are appropriate and proportionate.

Section 3 – How to trigger a declared emergency

A formal declaration of an emergency is an important step. Firstly it serves to change the operating mechanism of Category 1 and 2 responders to emphasise the need for Strategic Co-ordination and secondly it triggers specific responses by individual responders. It is better to trigger a declared emergency at the outset and subsequently scale down the response rather than risk a slow or deficient response.

If it appears to any Category 1 or 2 Responder that the criteria for a declared emergency has been met and that an immediate response to the situation is required then that organisation should inform the responder with lead responsibility for that incident type.

The following details should be provided to the lead responder by the informing organisation:

- o Organisation name and the individual caller's name
- o Contact information
- o Details of the incident, in particular, the geographical area and the extent of the declared emergency

The informing organisation must state that they consider the multi agency criteria for a declared emergency has been met and that the Emergency Response Manual should be triggered.

It is the responsibility of every Category 1 responder to ensure that the appropriate officers are empowered to trigger a declared emergency.

The Regional Resilience Team can trigger a declared emergency in the WYRF area on the request of Regional or Central Government by following the mechanism outlined above.

<u>3.1) Agreed lead responders for co-ordinating the multi agency response to a declared emergency</u>

The table below shows the pre-identified lead responders who will coordinate the multi agency response to a declared emergency.

The list is based on the potential consequences of a declared emergency not on the incident that caused it. The Category 1or 2 responder who first becomes aware of the situation will need to make an assessment about the most appropriate lead responder at the time of the declared emergency.

Where a lead responder cannot be established the Category 1 or Category 2 Responder who first becomes aware of the situation should act as lead responder until an alternative can be identified. If in any doubt, contact should be made with the West Yorkshire Resilience Forum Manager or see Section 4 below **Actions to be taken on the declaration of an emergency.**

In some circumstances, the major incident or emergency may have come to the notice of the emergency services only due to the time of day/date. Therefore, one of the Emergency Services may arrange and chair the first meeting of the SCG until the lead responder arrangements can be put into place.

The lead responder for co-ordinating a multi agency response to a declared emergency has been identified based on the role that organisation has in the response. This list of lead responders therefore differs from the lead responders identified for warning and informing protocol. For example, the EA are best placed to inform and warn about flooding but the Police or Local Authority are best placed to deal with the consequences.

It has been identified that gold level training needs to be provided to all category 1 responding organisations in order for these procedures to be fully implemented.
It is the responsibility of each Category 1 responding organisation to ensure that WYRF members and their deputies receive appropriate training in order to attend a Strategic Co-ordinating Group and potentially chair a meeting.

Type of Declared Emergency	Police	Local Authority	Health	Environment Agency	Fire and Rescue
All incidents that present an immediate threat to human life, a serious risk of injury, potential evacuation of homes and businesses or significant numbers of fatalities. All incidents involving Terrorism, the road or rail network and public protests.	Y				
Any incident that is not immediately life threatening but that will have a significant impact on the community or local economy – e.g. low temperatures / heavy snow/localised flooding, major contamination incident with impact on the food chain, exotic animal disease (both in conjunction with lead government agencies), drought, failure of electric network or water treatment works.		Y			
Any major human health incident – e.g. Influenza Endemic / Pandemic, Sars type disease, Legionella, Heat wave.			Y		
All environmental incidents - air quality, land contamination, water treatment failures, accidental release of radioactive material.				Y	

Following the initial co-ordination activities, the lead responder role could be passed to any other category 1 responder.

Section 4 – Actions to be taken on the declaration of an emergency

4.1) Actions to be taken if an immediate response to the declared emergency is required.

- The Lead Responder should contact West Yorkshire Police Force Duty Officer and inform them that an emergency has been triggered.

- A joint decision will be made between the Lead Responder and West Yorkshire Police Force Duty Officer on the appropriate command and control structure to manage the declared emergency.

- The Lead Responder will contact the Category 1 responders and relevant Category 2 responders to inform them of the declaration of an emergency. Contact will be made as soon as is reasonably practicable but will be appropriately prioritised so that it does not jeopardise the lead responders own declared emergency responsibilities.

- When contacting Category 1 and 2 responders the Lead Responder will usually:

  - Inform each responder's nominated contact that a declared emergency has been triggered;
  - Provide basic information about the incident, in particular, the geographical area and the extent of the declared emergency;
  - Advise on the command and control structure that has been established and how the organisation's own Tactical Command or equivalent should become engaged.

- Each Category 1 and 2 responder must appoint an appropriate point of liaison following the declaration of an emergency.

- After initial notification it is the responsibility of each Category 1 and 2 Responder to ensure that their organisation is appropriately engaged in the response to the declared emergency. Even if an organisation is not directly involved in the response it may have resources and expertise that could help mitigate the declared emergency and so must maintain regular communications.

- For hazards that are likely to cause a wide area declared emergency, such as severe weather or pandemic influenza, the Lead Responder should make every effort to communicate with all agencies to understand the impact in their area.

- Where a Strategic Co-ordinating Group requires establishing then the Lead Responder should contact the West Yorkshire Resilience Forum Manager or the WYP Force Duty officer (out of office hours).

4.2) Actions to be taken if an immediate response to the declared emergency is not required (slow burn incident)

- If the Lead Responder considers that an immediate response is not required then they should request a special meeting of the West Yorkshire Resilience Forum is to be arranged by contacting the West Yorkshire Resilience Forum Manager and providing as much detail about the declared emergency as possible. An example could be notification of a flu pandemic.

4.3) Multi-Agency Teleconferencing Facility

A teleconferencing facility can be used to allow urgent multi-agency discussions to be held between partners, in response to an event which is, or has the potential to become a declared emergency.

Using BT Welcome Teleconference

All participants in the teleconference should be asked to dial: **0844 800 4282** a few moments before the scheduled start of the teleconference. Landlines and mobile phones can be used, although it is better if people call from a quiet location.

The caller will be asked to provide a pass code:

- The convener / chair of the meeting should enter 54809375 **then #.**
- The participants of the meeting should enter 40904761 **then #**.

Callers will then have access to the system and the teleconference can be held.

Section 5 - Command and control structures

Most organisations have a system of command and control to co-ordinate their own response to an incident or emergency. These are usually based around a series of commands, meetings or groups that operate either at a strategic level, tactical level or operational level of decision making.

West Yorkshire Police, for example, may establish a tactical level of command within their organisation to co-ordinate their own tactical response to an incident or emergency.

In some organisations the strategic level is known as a Gold Command, the tactical level is known as a Silver Command and the operational level is known as a Bronze Command. In other organisations different names are used, for example, the Local Authorities tactical level is usually known as its Emergency Control Centre. However, most approaches fit this general model.

If a declared emergency is triggered it is likely that a Multi Agency Command and Control Structure will be established to co-ordinate the activities of all the different responding organisations and achieve a joined up response to the declared emergency. It is likely that this structure will operate in addition to the command and control arrangements established by individual organisations. The multi agency structure will be chosen by the lead responder in consultation with West Yorkshire Police (if appropriate) based on the demands of the declared emergency. This section outlines the potential multi agency command and control arrangements that could be adopted.

The multi agency structure will be based on the general concept of command and control outlined above. This is a national model and there are a number of different terms that are used nationally to refer to this structure. If a strategic level of co-ordination is established it is known as a Strategic Co-ordinating Group. If a tactical level of co-ordination is established it is known as a Tactical Co-ordinating Group. If an operational level of command is established it is usually known as a Forward Command Post.

At the outset of a declared emergency the various organisations will respond under their own normal command and control arrangements and it is likely that these will continue even after the Multi Agency response has been established to facilitate an organisation's own response to the declared emergency. For example, a Tactical Co-ordinating Group may be established to respond to a declared emergency, whilst a Fire and Rescue Service Silver Command may be operating to implement tactics agreed at the multi agency group and to manage their own organisations tactical response.

It is only possible to have one Strategic Co-ordinating Group, although many organisations might establish an equivalent to manage their own strategic response. As this section shows, there may be multiple Tactical Co-ordinating Groups and Operational Commands.

<u>Table 1 – An example of a single agency and multi agency command and control structures</u>

Levels of Command/ Co-ordination	Examples of Individual Organisation's Internal Structures		The Multi Agency Structure	Multi Agency Advisory Groups
Strategic Level Strategic Decisions and Co-Ordination	Police Gold	Fire Gold Local Authority Chief Officer meetings	Strategic Co-ordination Group	STAC
Tactical Level Tactical Decisions and Co-ordination	Police Silver Health Control Room EA Flood Room	Fire Silver Local Authority Emergency Control Centre	Tactical Co-ordination Group	Environment Group
Operational Level Operational Decisions and Co-ordination	Police Bronze Hospital Teams	Fire Bronze Local Authority Operational Control Rooms	Forward Command Post	

Forward Command Post (Bronze)

Bronze is the operational level of co-ordination at which the management of immediate "hands-on" work is undertaken at the site(s) of the declared emergency or other affected areas.

Personnel first on the scene will take immediate steps to assess the nature and extent of the problem. Bronze commanders will concentrate their effort and resources on the specific tasks within their areas of responsibility. They will act on delegated responsibility from their parent organisation until higher levels of management are established.

Where the tactical co-ordinating group is established, bronze commanders become responsible for implementing the tactical plan within their geographical area or functional area of responsibility.

Tactical Co-ordinating Group

The purpose of tactical co-ordinating group is to ensure that the actions taken by bronze at site/s are co-ordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency. Tactical commanders will:

- determine priorities for allocating available resources;
- plan and co-ordinate how and when tasks will be undertaken and by whom;
- obtain additional resources if required;

- assess significant risks and use this to inform tasking of bronze commanders;
- ensure the health and safety of the public and personnel at the site/s.

Unless there is an obvious and urgent need for intervention, the tactical co-ordinating group should not become directly involved in the detailed operational tasks being discharged by bronze.

The effectiveness of silver as a joint, multi agency organisation rests on a systematic approach to multi-agency co-ordination. Irrespective of the pressure of operations, the lead agency must create time for regular, structured briefing, consultation and tasking meetings with responding agencies and key liaison officers.

For localised incidents, tactical commanders will usually operate from the vicinity of the incident site. However, some further models of wider area emergencies are also shown below.

Arrangements that are necessary in the immediate vicinity of the scene include the following:

- assessing control measures with regard to reducing risk;

- deciding the functions to be controlled by each agency after taking account of:

  - the circumstances;
  - the professional expertise of the emergency services and other agencies;
  - statutory obligations and overall priorities;
  - reception and engagement of utility companies' staff (e.g. gas, electricity and water) on essential safety work, or to effect the restoration of essential services, where appropriate

- set up an inner cordon to secure the immediate scene and provide a measure of protection for personnel working within the area. All those entering the inner cordon should report to a designated cordon access point. This ensures that they can be safely accounted for should there be any escalation of the incident, and affords an opportunity for briefing about the evacuation signal, hazards, control measures and other issues about which they need to be aware. People entering the inner cordon must have an appropriate level of training, briefing and awareness and personal protective equipment, while those leaving must register their departure at a designated access / egress point.

If practical, an outer cordon may have to be established around the vicinity of the incident to control access to a much wider area around the site. This will allow the responding agencies to work unhindered and in privacy. Access through the outer cordon for essential non-emergency service personnel should be by way of a scene access control point. The outer cordon may then be further supplemented by a traffic cordon.

Other issues that should be addressed at this tactical level include:

- establishing internal traffic routes for emergency and other vehicles (including a one-way system where appropriate).

- deciding on the location of key functions or facilities, for example:

  o casualty clearing station(s) to which the injured can be taken,
  o an ambulance loading point for those who need to be taken to hospital,
  o a collection/assembly point for survivors before they are taken to a Survivor Reception Centre,
  o possible helicopter landing site(s),
  o a rendezvous point or points for all responding personnel, which may be some distance from the scene in the event of a bomb incident or incidents involving hazardous materials,
  o a marshalling area for assembling vehicles and equipment,
  o a body holding area that is under cover and protected from public view,
  o a media liaison point,
  o as necessary, welfare facilities for the responders - e.g. food & drinks, shelter, toilets, first-aid, etc.

Strategic Co-ordinating Group (SCG)

The purpose of the Strategic Co-ordinating Group (SCG) is to take overall responsibility for the multi-agency management of the declared emergency and to establish the policy and strategic framework within which tactical co-ordination groups will work. The criteria for establishing an SCG is shown at Section 7.

The SCG will:

- determine and promulgate a clear strategic aim and objectives and review them regularly;

- establish a policy framework for the overall management of the event or situation;

- prioritise the demands of silver and allocate personnel and resources to meet requirements;

- direct planning and operations beyond the immediate response in order to facilitate the recovery process.

As part of the tasking process the SCG may commission the formation of a series of supporting groups to address particular issues, such as the STAC which can offer strategic and technical advice on the wider health and environmental consequences of an declared emergency.

  o Information / Intelligence cell
  o Media cell
  o Logistics / Resources cell

The SCG should be based at an appropriate location away from the scene. This will usually be at the headquarters of the lead agency if a meeting room is only required to support the SCG members and/or their Gold Support Officer (or staff officer).

Strategic Co-ordinating Centre (SCC)

The Gold Commander may decide to establish a Strategic Co-ordination Centre (SCC). West Yorkshire Police has a responsibility to ensure they have contingency plans to activate an SCC in response to a terrorist incident. The concept can, however, be extended to a range of emergencies or major incidents, with a flexible plan to open elements of an SCC to provide the support necessary for specific incidents.

The function of the SCC is to provide support to the SCG and to co-ordinate the strategic response to an emergency or major incident.

The SCC may be divided into cells or groups based on functions. Some suggested cells which may be considered include:

- Incident Management Group (Police Cell)
- Planning, Intelligence, Resources, Logistics, Finance and Legal Cell
- Major Investigation Team
- Mass Fatalities Coordination Team
- Recovery Working Group (Local Authority Cell)
- Communications and Information Group (Media Cell)
- Government Liaison Team
- Environment, Infrastructure and Utilities Group
- Search and Rescue Group
- Scientific and Technical Advisory Cell (STAC)
- Casualty, Health and Welfare Group
- Military Operations
- Security Services (in certain circumstances)
- Joint Intelligence Group
- Negotiation Cell (where required)
- Technical Response Force (where required)

Cells may also be formulated based on organisational type for example, transport, local authorities, as appropriate.

Example Command and Control Structures

The structures identified below have been used in the past and are shown for indicative purposes. Any one of these models could be used and adapted depending on the dynamics of the situation and all the plans of responding organisations should be capable of being adapted to suit variations of these models.

The type of command and control model used is likely to vary depending on the scale of a declared emergency and upon whether the declared emergency is single scene or wide

area. For example, a SCG will only be established if the scale of the declared emergency warrants it.

Any Category 1 or 2 Responders can request that the chosen structure be amended if they consider it does not suit their organisational needs. This should be done through their representatives at either the tactical or strategic level of Command.

Example Single Scene Declared Emergency Structures

In the example below, a single scene declared emergency is managed by establishing a Tactical Co-ordinating Group at or near to the scene or at an agreed location such as a Special Operations Room.

	Strategic Co-ordinating Group
Individual Organisation Commands / Control Rooms	Tactical Co-Ordinating Group
	Forward Command Post
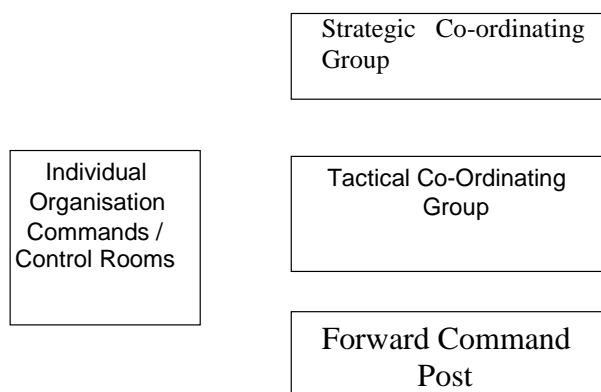
In the example below, a single scene declared emergency is managed by establishing a virtual Tactical Co-ordinating Group.

	S.C.G
Individual Organisation Commands / Control Rooms	T.C.G
	Multi Agency Bronze
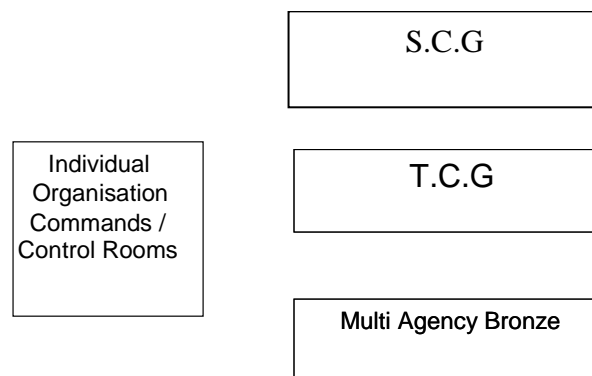
Single scene Emergencies are often managed by a Tactical Co-ordinating Group at or near the scene of an incident operating from mobile command and control units or at a Special Operations Room.

A virtual multi agency command is where responding organisations communicate by telephone or e-mail and do not meet face to face. It may be appropriate to convene a virtual command when:

- communication between responding organisations can be effectively conducted over the telephone,

- there is no benefit in being located near to the scene,

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- Declared emergency is unlikely to be a protracted event,

- Where immediate actions are required that do not allow time for a physical command to be established.

Where a virtual multi agency command is established it does not negate the need for a responding organisation to be represented at the scene of a declared emergency. The virtual multi agency command is only concerned with effective multi agency working and not an organisation's own operational responsibilities.

If no physical TCG is established, responding organisations officers at the scene should endeavour to liaise with other responding organisations.

<u>Example Wide Area Declared Emergency Structures</u>

In the example below, a wide area declared emergency is managed by allocating a tactical co-ordinating group to co-ordinate the response to a specific affected area.

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                          ┌─────────────────┐
                          │  Strategic Co-  │
                          │ ordinating Group│
                          └─────────────────┘

        ┌──────────┐ ┌──────────┐ ┌──────────┐ ┌──────────┐
        │ Tactical │ │ Tactical │ │ Tactical │ │ Tactical │
        │   Co-    │ │   Co-    │ │   Co-    │ │   Co-    │
        │ordinating│ │ordinating│ │ordinating│ │ordinating│
        │  Group   │ │  Group   │ │  Group   │ │  Group   │
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│Individual │┌──────────┐┌──────────┐┌──────────┐┌──────────┐
│Organisations││ Forward  ││ Forward  ││ Forward  ││ Forward  │
│   own     ││ Command  ││ Command  ││ Command  ││ Command  │
│Commands/  ││  Post    ││  Post    ││  Post    ││  Post    │
│Gold Rooms ││          ││          ││          ││          │
└──────┘    └──────────┘└──────────┘└──────────┘└──────────┘
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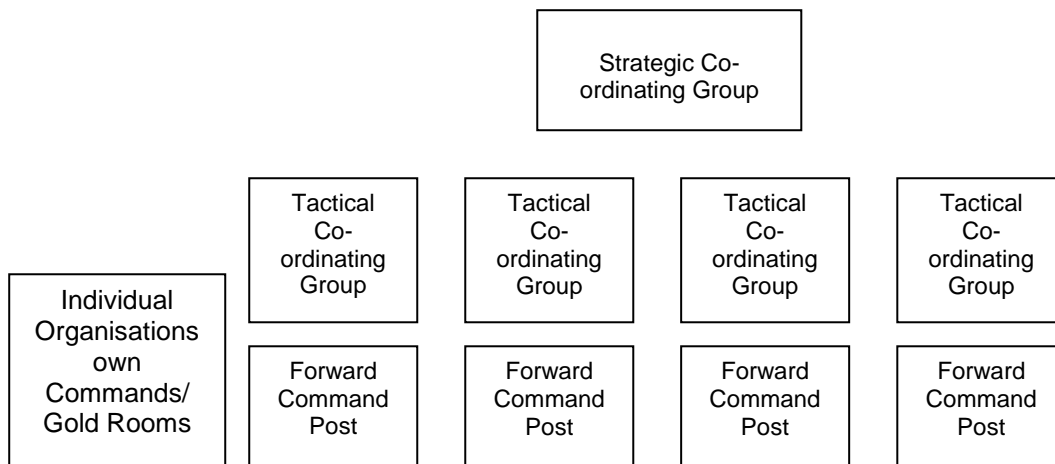
<u>Example 2 – A Sole Multi Agency Silver Command detailing</u>

In the example below, a wide area declared emergency is managed by a sole Tactical Co-ordinating Group that co-ordinates the response to all areas affected by the declared emergency.

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                          ┌─────────────────┐
                          │   Strategic Co- │
                          │  ordinating Group│
                          └─────────────────┘

                          ┌─────────────────┐
                          │   Tactical Co-  │
                          │  ordinating Group│
┌───────────────┐         └─────────────────┘
│  Individual   │  ┌─────────┐ ┌─────────┐ ┌─────────┐ ┌─────────┐
│ Organisations │  │ Forward │ │ Forward │ │ Forward │ │ Forward │
│     Own       │  │ Command │ │ Command │ │ Command │ │ Command │
│  Commands/    │  │  Post   │ │  Post   │ │  Post   │ │  Post   │
│ Control Rooms │  └─────────┘ └─────────┘ └─────────┘ └─────────┘
└───────────────┘
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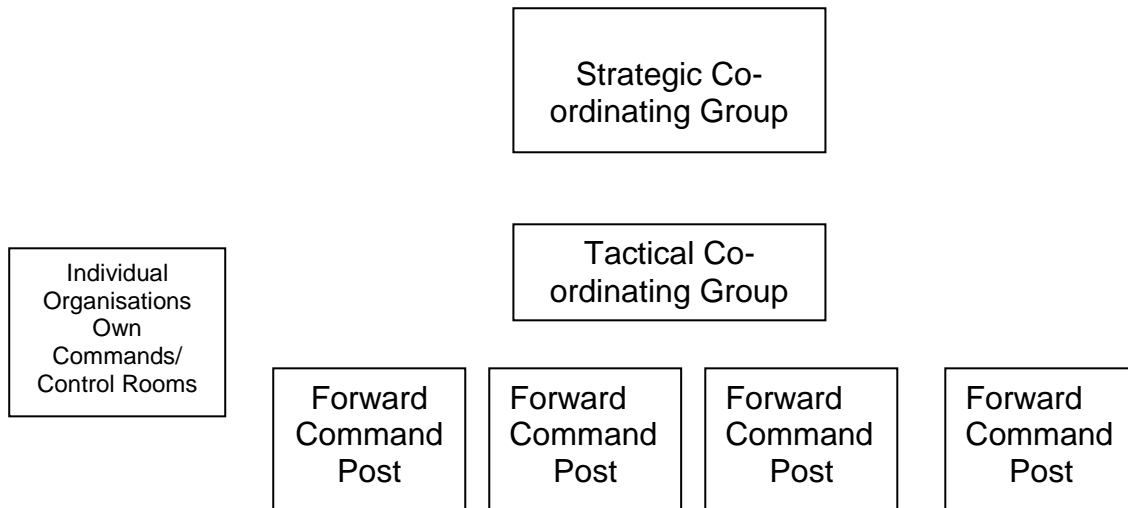
The main distinction between the wide area declared emergency models is the use of multiple or sole Tactical Co-ordinating Group.

The resource demands of a wide area declared emergency, however, may require a sole Tactical Co-ordinating Group responding and organisations are unlikely to have the necessary resources required to provide a number of Silver Commanders.

A sole Tactical Co-ordinating Group operating during a wide area declared emergency is likely to have greater co-ordination and planning responsibilities than a single scene TCG. Category 1 and 2 responders should ensure that their Silver Commanders are able to deal with the increased level of decision-making.

Planning Assumptions for all Command and Control Models

The following planning assumptions are likely to be valid regardless of the chosen command and control structure. All Category 1 and 2 responders should factor these assumptions into their own organisation's contingency planning:

- A Tactical Co-ordinating Group or Strategic Co-ordinating Group does not have the collective authority to issue orders. Each organisation represented retains its own responsibilities and exercises control of its own operations in the normal way. The commands therefore relies on the process of consensus[1]

- Any command meetings could be conducted virtually.

- The agreed lead responder will initially chair the Tactical Co-ordinating Group meetings and the Strategic Co-ordinating Group meetings and retain the chair until it is appropriate to pass it to another organisation. This will usually happen when the incident enters the recovery phase, or if it becomes clear that another

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[1] Emergency Preparedness Page 23 Paragraph 4.27

responding organisation is better positioned to co-ordinate the response, for example, because of a greater involvement in the response. Any changes in the chair of any multi agency groups will be discussed and agreed by those present at Tactical Co-ordinating Group or Strategic Co-ordinating Group and a decision record and formal handover executed.

- The Gold and Silver Commanders should be empowered to make an appropriate level of decision on behalf of their organisation.

- A sole Tactical Co-ordinating Group operating during a wide area declared emergency is likely to have greater co-ordination and planning responsibilities than a single scene Silver. Category 1 and 2 responders must ensure that their Silver Commanders are able to deal with the increased level of decision making.

- All responders should plan for a sustained 24 hour presence at all levels of command throughout the incident.

- Business will usually be conducted through a series of briefings scheduled throughout the day after which, members will be asked to implement their agreed actions.

- Tactical Co-ordinating Group and Strategic Co-ordinating Group will decide the frequency of subsequent meetings based upon the demands of the declared emergency.

- Category 1 and 2 Responders should aim to be self-sufficient when working away from their base. They should endeavor to bring the resources they require to operate effectively and may benefit from developing a "grab bag" of resources. For example:

  - A mobile phone and charger (mains and car)
  - A laptop with wireless internet access
  - Radios and any other appropriate communications equipment
  - Stationery
  - Basic personal welfare requirements
  - Personal Protective Equipment
  - Emergency Plans and Maps
  - Food and Drink

Regional Structures

Regional Operations Centre

The aim of the Regional Operations Centre is to provide a single point of contact between the local, regional and national response and to provide a strategic overview of the response and recovery stages of a declared emergency. The Regional Operations Centre will be responsible for collecting information from Strategic Co-ordinating Groups and other meetings/organisations within the region to inform reports to central Government departments, focusing on the multi-agency and wider impacts of an event.

The Regional Operation Centre will be responsible for:

- Collating information from SCG's (and TCG's where no SCG established), local responders, local press and other local partners;

- Communicating with Government Liaison Teams at SCG's (where Government Liaison Teams are in place);

- Disseminating information to central Government departments, other Government Office Teams, SCG's and other local partners;

- Logging information, including the maintenance of a record of actions taken;

- Work with partners to identify regional priorities and guide deployment of scarce resources across the region.

- Facilitating mutual aid arrangements within the region and where necessary between regions.

- Supporting the Regional Co-ordination Group, Civil Contingencies Committee and Regional Nominated Coordinators, when formed/appointed;

- Supporting visits by Ministers and other VIPs.

Regional Co-Ordination Group

A Regional Co-ordination Group (Reg CG) maybe convened where the response to an emergency would benefit from some co-ordination or enhanced support at a regional level. These meetings are most likely by telephone/video conferencing, though there may be occasions when a face to face meeting is more appropriate. The role of the Reg CG is;

- Develop a shared understanding of the evolving situation including horizon scanning

- Assess the emergencies actual and/or potential impact

- Review the steps being taken to manage the situation and any assistance that may be needed/provided and

- Identify any issues which cannot be resolved at local or regional level and need to be raised at national level

Regional Civil Contingencies Committee

In the most serious circumstances, there may be a need to convene a Regional Civil Contingencies Committee (RCCC) to support response and recovery activity across the region. This would normally only happen where;

- The local response has been or maybe overwhelmed

- There is a need for a consistent structured approach normally across two or more regions

- A regional approach is needed to oversee the recovery phase due to the extent and scale of the damage across the region or, emergency measures have been taken under the Civil Contingencies Act 2004

The precise role of the RCCC is likely to vary depending on the nature of the emergency. In addition to the tasks identified in paragraph 9.2.2 the role may include;

- Advising on regional priorities and guiding the deployment of scarce resources across the region.

- Facilitating mutual aid arrangements, where appropriate, within the region.

- Providing early warning of emerging major challenges and how they might be best addressed.

- Ensuring an effective flow of communication between the local, regional and national levels, including reports to the national level on the response and recovery effort.

- Overseeing the regional response to ensure it meets the needs of responders and

- Ensuring that the national input to response and recovery is co-ordinated with the local and regional effort.

They are likely to be convened only very rarely and only where they can add demonstrable value to a response. The RCCC is a multi-agency group comprising representatives from across the region drawn from the emergency services, local authorities, health, the Government Office and others, as applicable. Regional Civil Contingencies Committee membership will vary depending on the scale and nature of the declared emergency but will, in principle be similar to that of the Regional Resilience Forum.

The diagram detailed below shows the lines of communication between the local, regional, and national levels when a Regional Civil Contingencies Committee has been established. It is a simplification and is not intended to demonstrate exhaustively the full range of lines of communication between individual organisations, for example, between Police Forces and the Home Office.
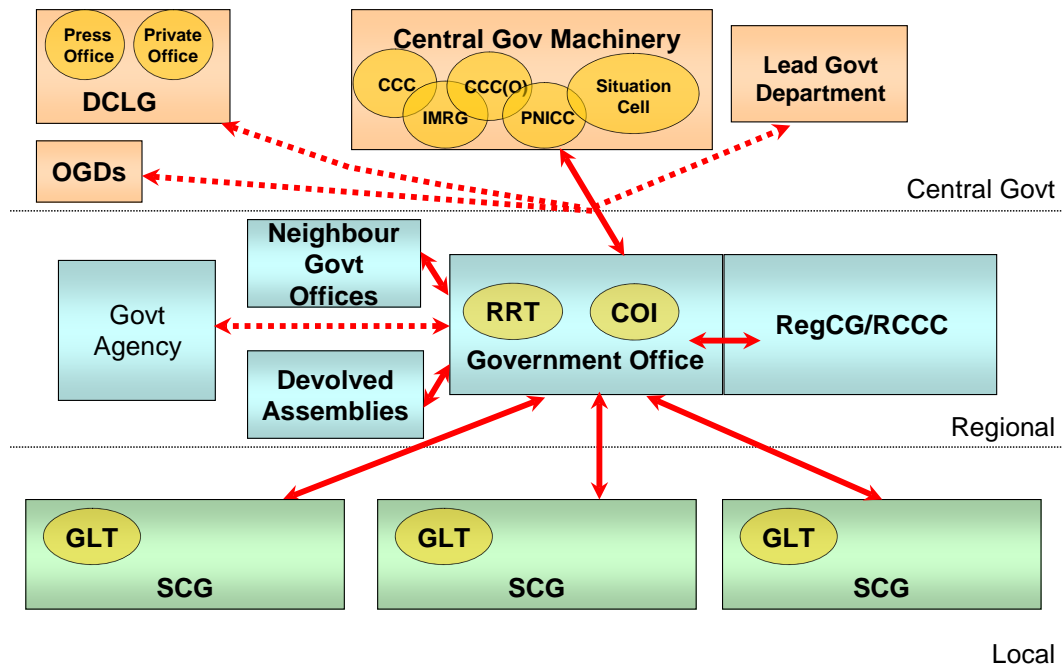
RCCC's will observe the principle of subsidiarity – in which it is recognised that local decisions should be taken at the local level. The RCCC will not interfere in local command and control arrangements but will provide the mechanism for ensuring that local responders can be as fully informed as possible, in the decisions they have to take.

The chair or deputy of the West Yorkshire Resilience Forum will be invited to attend the RCCC, however, the SCG may wish to agree a representative at the time of invite on a best endeavours basis.

Section 6 – Loss of Telecommunications

The consequences of certain emergencies could result in the loss of telecommunications systems that are relied upon during the response to an emergency.

Category 1 and 2 responders hold telecommunications equipment that could be shared with other responders to help overcome such a loss. These are listed below.

If a responding organisation experiences a failure, they can make a request to share telecommunications equipment through the Tactical Co-ordinating Group. The representatives from multi agency organisations that hold the communications equipment will then make contact with their own ICT sections to initiate the sharing of resources.

All the resources listed in the table are in short supply. The Tactical Co-ordinating Group will agree how the equipment should be distributed to make best use of available resources. All requests will be based on a best endeavours basis and will be subject to the operational requirements of the "loaning" organisation.

Telecommunications Resources that Could Be Shared

☐ **Satellite Phones –** Category 1 responders hold a very small supply of satellite phones. Approximately 15 handsets are available locally, distributed across the West Yorkshire area, although some are fixed, and it is likely that this number will decrease in the future. A small number of additional handsets may be available from responding organisations that operate at a regional level. Additional Satellite Phones can also be rented at the time of the emergency from Cellhire Mobile Solutions, Cellhire plc, Park House, Clifton, York, YO30 5PB, 0800 2800 415.

☐ **Airwave –** Airwave is a secure emergency services radio system that should offer greater resilience to mobile and landline telephones. West Yorkshire Police have a small number of "interoperability" handsets that can be shared with partner organisations during an emergency. The West Yorkshire Fire and Rescue Service have a number of vehicles fitted with airwaves and some Local Authorities also have airwaves handsets.

☐ **VHF –** Some Voluntary Sector Agencies (e.g. RAYNET) regularly use VHF radio and have facilities in cars. Coverage extends over a large part of the West Yorkshire area. VHF radio is not secure, but in the event of a telecommunications failure, vehicles can be strategically positioned to relay radio messages. Voluntary Sector Organisations contact details are in the Contacts Directory. They are unlikely to be at a Tactical Co-ordinating Group and will have to be requested if needed.

☐ **Military Aid to the Civil Community** - The Military has various equipment for providing telecommunications support during a disruption. Any request for military aid should be made under the MACC scheme and should not be relied upon in the event of an emergency.

☐ **Use of Category 1 Responding Buildings to Access Landline and Internet –** In the event of a mobile telephone failure it may be possible to locate public sector

buildings close to the incident scene.   Advice should be sought from representatives at the Tactical Co-ordinating Group.

☐ **Use of Vehicles equipped with GRPS / Satellite –** The Ambulance Services and local authorities have a small number of vehicles equipped with Satellite and GPRS capabilities respectively.

Convening a Telecommunications Advisory Cell

A Telecommunications Advisory Cell can be convened to advise the Tactical Co-ordinating Group if necessary. This might be if:

☐ Specialist ICT support is needed in the response to an emergency.
☐ The failure of telecommunications is significantly impeding the response to the emergency consequences of any Category 1 responder and a specialist cell is required to co-ordinate activities.
☐ The loss of telecommunications is having a significant impact on the community and a specialist cell is required to co-ordinate activities.

The Tactical Co-ordinating Group can convene a Telecommunications Advisory Cell by requesting multi agency representatives to arrange for an ICT officer from their organisation to attend a suitable meeting location. This will probably be a break out room located near to the Tactical Co-ordinating Group.

It will usually be important to involve Telecommunication Providers as part of the Advisory Cell and they may not be part of the Tactical Co-ordinating Group. Contact details for these organisations are provided in Contacts Directory.

The Tactical Co-ordinating Group will determine who will lead and co-ordinate the cell. **The lead responding organisation will usually chair the advisory cell and report back to the Tactical Co-ordinating Group, although this will be agreed at the time of the emergency**

Section 7 - Criteria for Convening a Strategic Co-ordinating Group

A Strategic Co-ordinating Group will be convened if any of the responding organisations are unable to prevent, reduce, control, or mitigate the declared emergency's effects without establishing strategic co-ordination to:

- establish a strategy to which the Tactical Co-ordinating Group will work,

- give support to the Tactical Co-ordinating Group by the provision of resources,

- consider the prioritisation of requests from Tactical Co-ordinating Group and others.

A Strategic Co-ordinating Group should always be considered by the lead agency of the Tactical Co-ordinating Group if the declared emergency creates, or has the potential to create:

- a significant resources implication to the responding organisations

- a significant impact to the community

- a significant impact to the environment

If a senior officer from any Category 1 or 2 responder considers that this criteria has been met and that a Strategic Co-ordinating Group has not been established, that person may request that the lead agency arranges an initial Strategic Co-ordinating Group meeting.

Section 8 – Roles and Responsibilities of Category 1 and 2 Responders

West Yorkshire Police

The primary areas of Police responsibility at a declared emergency are: -

- The saving of life together with the other emergency services;

- The protection of property;

- The co-ordination of the emergency services, local authorities and other organisations acting in support at the scene of the incident;

- To secure, protect and preserve the scene and to control sightseers and traffic through the use of cordons;

- The investigation of the incident; securing and preserving evidence and the identification of witnesses, in conjunction with other investigative bodies where applicable;

- The collection and distribution of casualty information;

- The identification of the dead on behalf of Her Majesty's (HM) Coroner;

- The prevention of crime;

- Short-term measures to restore normality after all necessary actions have been taken.

West Yorkshire Fire & Rescue Service

The primary areas of responsibility for West Yorkshire Fire & Rescue Service at declared emergencies are:

- Rescue of casualties

- At incidents involving fire, prevention of further escalation of the incident using fire fighting measures

- Dealing with released chemicals or other contaminants in order to save life and rescue or protect people from imminent danger

- Manage access and egress from the gateway to the inner cordon

- Assessment of hazards including gathering and provision of hazard information to other agencies to support decision making

- Provide liaison and assistance to Medical/Ambulance personnel regarding casualties

- Provide liaison and assistance to Police where necessary

- Assist with body recovery where required

- Liaise with the Environment Agency on environmental issues, put measures in place where possible to mitigate the effects of the incident on the environment

- Participation in investigations and preparation of reports where necessary

Environment Agency

The Environment Agency will always work within the principles of Integrated Emergency Management.

At incidents involving flooding our role is to:

- Issue Flood Warnings where technically possible and schemes exist

- Maintenance & Operation of vital flood defences

- Monitor water levels and flows, assess risk and advise the emergency services and local authorities

- Check flood defences and undertake essential repairs and maintenance as necessary. Monitor and clear blockages of culverts (on main rivers) and breaches in defences.

- Support the joint response by providing representatives to the various emergency control points

- By local agreement, once it has ensured that its own systems and defences are secure, the Agency supports the Police and local Authority by providing materials, equipment and manpower, as far as its resources and other duties permit.

At incidents involving actual or potential environmental damage, our role is to provide co-ordination and management of the environmental response to the incident. In particular, we will take action, where appropriate, to:

- Assess the risk of the incident to the people, environment and property

- Prevent or minimize the impact of the incident on human health, the environment and property particularly where the risk is serious or immediate

- Investigate and gather information and evidence for possible enforcement and legal action in accordance with its role as regulator

- Ensure the owner/operator/polluter takes responsibility for the appropriate remedial actions

- Where the source is not identified or the required action is not instigated by the owner/operator/polluter, consider what action to take in respect of remedial actions

- Ensure remedial action is undertaken in an approved, professional and competent manner and not, in general, to do the work ourselves

- Notify, warn or advise relevant stakeholders

- Work effectively with external partners e.g. the emergency services

- Recover the costs of the incident response and investigation at every opportunity.

NHS

The Lead Primary Care Trust

- o Represent the NHS at Gold command. This will normally be the Chief executive

- o Coordinate planning and exercising within the health community. (this includes advice and assistance to all trusts)

NHS

All Primary Care Trusts including Care Trust Plus

- set up Control for own area and coordinate the NHS in the post blue–light phase locally
- provide Healthcare in Evacuation/ Rest Centres
- provide Mass treatment / mass vaccination
- meet early discharge needs
- provide Media management through Communications leads
- provide Minor Injury service
- provide public health advice in cooperation with the health protection Unit

In addition, as the PCT is responsible for commissioning healthcare provision within its area it will work with other NHS trusts to ensure robust major incident plans are in place and are tested.

Health Protection Agency

Protecting people
Preventing harm
Preparing for threats

Health Protection Agency

- Be engaged in preparedness, planning and exercising for declared emergencies with partner agencies

- Assess the risk posed to the health of the population from the incident in collaboration with the Director of Public Health (DPH).

- Provide expert health protection input to the Tactical Co-ordinating Group

- Provide expert health protection input to a Scientific and Technical Advice Cell (STAC) when convened.

- In collaboration with other agency expertise, advise on surveillance and investigation methods to better define the impact on human health, and check the effectiveness of counter-measures.

- Provide health protection advice to the public and other agencies, including the NHS on actions to be taken to protect health.

- In collaboration with the DPH, advise Police Commanders on the health considerations of a decision, e.g. evacuation versus sheltering decision (through STAC or otherwise).

- Supported by Regional Communications Manager of the HPA, prepare health protection components of agreed media statements in liaison with police and PCT.

Provide health protection advice during the recovery phase.

NHS

Strategic Health Authority

The SHA retains overall and final responsibility for its two major roles in the health service for preparing and responding to major incidents:

- **Performance management of NHS organisations**
  Ensure that local plans are consistent with NH major incident planning guidance and other relevant legislation and guidance

- **Strategic command and control of widespread major incidents** – incidents that cannot be contained within the resources of a local health economy.

Yorkshire Ambulance Service

YAS Responsibilities at a Major Incident

The Ambulance Service forms part of the National Health Service response to a Major Incident. It is principally geared to the immediate clinical needs of those directly or indirectly associated with the incident(s) and their subsequent transportation to established treatment centres.

The Ambulance Service is primarily responsible for the alerting, mobilising and coordinating at the scene all primary NHS resources necessary to deal with any incident, unless the incident is an internal health service incident.

The Ambulance Service works to ensure that it is capable of responding to major incidents of any scale in a way that delivers optimum care and assistance to the casualties that minimises the consequential disruption to healthcare services and that brings about a speedy return to normal service provision. This is done by ensuring the Ambulance Services work as part of a multi-agency response across organisational boundaries.

The key strategic responsibilities of the Ambulance Trusts are:

- The saving of life, in conjunction with the other emergency services & CAT 1 Responders

- To instigate a command and control structure

- To protect the health, safety and welfare of all health service personnel on site

- To co-ordinate the NHS communications on site and to alert the main 'receiving' hospitals for the receipt of the injured

- To carry out a health service assessment for the incident

- To instigate a triage process when required

- To treat casualties

- To transport casualties to hospital

- To provide clinical decontamination of casualties and to support mass decontamination

- To mobilise the UK national reserve stock, as appropriate to Ambulance Service Pod Holding Trusts only

- To maintain adequate emergency cover throughout other parts of the Ambulance Service area

- To reduce to a minimum, the disruption of the normal work of the Service

- To alert and co-ordinate the work of the Voluntary Aid Societies enabling them to provide services appropriate to the incident and as required.

- To make provision for the transport of the Medical Emergency Response Incident Team if this is an agreed function for that Ambulance Service

The further strategic, tactical and operational responsibilities of Ambulance Trusts include to:

- Establish a Strategic, Tactical and Operational command structure

- Have the facility to call on an Ambulance Tactical Advisor who has expertise to provide advice on matters relating to the Major Incident Plan and the required response of the trust if appropriate

- Allocate a Safety Officer who has responsibility to protect the health and safety of Ambulance and NHS personnel on site

- Co-ordinate and manage the on site NHS response

- Alert other Emergency Services

- Provide a nominated member of staff to communicate with receiving hospitals usually known as the Hospital Liaison Officer

- Provide on site Ambulance Communications and Communications Officer

- Ensure that a log of all actions and communications are kept

- Instigate the use of a Casualty Clearing Station when required

- Instigate the use of a recognised triage sieve and sort on all patients prior to evacuation from scene

- Arrange and maintain the required personnel to provide optimal levels of treatment of casualties at the site

- Arrange and maintain the most appropriate means of transporting the injured to the receiving hospital(s)

- Have the facility to deploy and provide sufficient bulk equipment (including oxygen) to meet the requirements at the site

- Provide clinical decontamination of casualties that includes dirty side triage and limited hot zone clinical intervention

- Support public mass decontamination by maintaining health presence at the mass decontamination units

- Provide post incident welfare and debriefing for all of its staff involved in the incident

- To establish a joint plan with the police for the arrangement of the deceased and ensure that Ambulances are not deployed for removal of the deceased, Ambulance Services can only be concerned with transport of live casualties. Medical staff will assist with confirmation of death at an appropriate time

Wakefield District Council, Leeds City Council, Kirklees Council, Calderdale Metropolitan Borough Council, Bradford District Council

In the aftermath of a declared emergency the principal concerns of the local authorities are to provide support to the community, co-operate with the emergency services, endeavour to continue normal support and care for the local and wider community and use their resources to mitigate the effects of the declared emergency.

This may include the following:

- Emergency feeding

- Emergency temporary accommodation

- Emergency passenger transport

- Emergency traffic management

- Dangerous buildings / structures

- Environmental health advice/attendance at Scientific Technical Advisory Cell (STAC)

- Food hygiene advice

- Temporary mortuary establishment

In the later stages of a declared emergency (the recovery period and return to normality) the local authority's involvement may be prolonged and extensive and may require them taking the lead role following consultation with the initial lead organisation.

Government Office for Yorkshire and the Humber

In a regional declared emergency Government Office for Yorkshire and the Humber will be responsible for:

- Supporting the local response to an emergency which impacts on a number of localities within the region and providing a communications channel between central and local response structures;

- Monitoring the wider impacts of an emergency and advising on consequence management issues;

- Providing Mutual Aid to other Government Offices and Other Government Departments if requested;

- Supporting Ministerial and VIP visits to the region which have occurred as the result of a declared emergency;

- Attending and providing secretariat support to a Regional Civil Contingencies Committee;

- Providing a Regional Operations Centre including equipment and support staff;

- Ensuring that there are smoothly operating links to any Gold Commands in the region and to Central Government;

- Brief Central Government

Network Rail

- Network Rail would become involved if there is an incident that would, or has the potential to, impact upon the normal operation of the national railway infrastructure.

- Network Rail is the lead organisation for the Rail Industry response and would provide incident command and control structure for the industry as well as providing technical and safety specialist advice.

- Network Rail would work with the local responding agencies to establish a safe system of work and would, if required, ensure that trains are stopped or cautioned and if needs be, have overhead electrical traction power switched off. Only Network Rail can arrange for trains to be stopped and traction power to be switched off and isolated.

- Network Rail would despatch a Rail Incident Officer (RIO) to act as the Industry "Silver" Commander with the Rail Incident Commander (RIC) acting as the Rail Industry "Gold" Commander. The Rail "Gold" cell will be established within the Network Rail London North Eastern Route Control Centre in York.

- Network Rail will assist, if requested, for incidents away from the railway but where rail support would be advantageous and assist with the local response. Network Rail can also be used to approach the Train Operating Companies for their assistance.

- Network Rail would also manage the network issues surrounding the affected area and look to work with the train operating companies to minimise disruption and look at alternative routes and the introduction of bus services etc.

- In the event of a declared emergency on the railway Network Rail would despatch its Major Incident Control and Support vehicles and also, if required, the Major Incident Command Vehicle. These vehicles are based in Doncaster.

Met Office

MET Office

Should a weather related incident occur the Met Office can provide:

☐ Advisories and warnings of severe weather leading up to and during the event via the National Severe Weather Warning Service and the Met Office web-site;

☐ Information of all the meteorological factors, which could impact, on the event;

☐ Attendance at Gold Command or SCG meetings, where possible, usually as part of S.T.A.C. Tele or video conferencing could be an alternative.

☐ Consistency of meteorological information, and that all responders within "Gold" are able to utilise this information;

☐ Interpretation of this information for the responders;

☐ The Met Office will make available the Emergency Support website to Category 1 and 2 responders during a significant weather related event. The website will provide actual and forecast data on precipitation, wind, lightning risks and other information pertinent to the event. It will be accessed by a password section of the Met Office web-site. The username and password will be provided by the Met Office at the time and will only be valid for the specific event;

☐ Source other scientific advice available from the Met Office and to act as a point of contact between the Met Office and responders. This will free up responder's resources to enable them to utilise their specific skills effectively;

☐ A response to weather related media enquiries;

☐ If required and appropriate, routine forecasts and other information to be supplied to aid in the recovery phase;

☐ Assistance in the audit trail by documenting all meteorological requests and responses.

Section 9 – Capability of the Voluntary Sector

All Category 1 responders are required to consider the capability of the voluntary sector when they are preparing their emergency plans. The voluntary organisations plan can be found at appendix **www.westyorksprepared.gov.uk** or Appendix 5
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Section 10 – Military Aid to the Civil Authority (MACA)

PRINCIPLES

1. With the exception of specific national standing arrangements[2] and the deployment of Liaison Officers the provision of MACA cannot be guaranteed and should not be included in contingency plans. It is guided by 3 principles:

   a. Military aid should only be provided when the need for someone to act is clear and where other options have been discounted by the Civil Responder. The use of mutual aid, other agencies and the private sector must be otherwise considered as insufficient or unsuitable.

   b. The Civil Authority lacks the required level of capability and it is unreasonable to expect it to develop one.

   c. The Civil Authority has a capability, but the need to act is urgent and there is an immediate lack of Civil Authority resources.

DEFINITIONS

2. **Military Aid to the Civil Authority (MACA)**
   Military operations in the civilian environment are grouped under the overarching term of MACA. MACA consists of 3 types of military aid:

   a. **Military Aid to the Civil Power (MACP)**. MACP involves assistance by the Armed Forces to the Civil Power (usually the police) in the maintenance of law, order and public safety using specialist capability or equipment (e.g. Explosive Ordnance Disposal). Ministerial authority is required for MACP[3].

   b. **Military Aid to the Other Government Departments (MAGD)**. MAGD is the assistance provided by the Armed Forces on urgent work of national importance or in the maintenance of essential supplies and services essential to the life, health and safety of the community (e.g. during the Foot and Mouth disease outbreak). Ministerial authority is required for MAGD.

   c. **Military Aid to the Civil Community (MACC).** MACC is the provision of unarmed military assistance to the civil authorities when they have an urgent need for help to deal with the aftermath of a natural disaster or an emergency; or to sponsors either by carrying out special projects of significant value to the community, or by attaching volunteers full-time for specific projects. MACC arrangements can often be made at a local level and consist of 3 categories of aid:

   (1) Category A. Assistance in an emergency such as natural disaster where there is immediate danger to life.

   (2) Category B. Routine assistance for projects and events.

   (3) Category C. Individual assistance by volunteers in the social services field.

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[2] **Such as Explosive Ordnance Disposal (EOD) and Search and Rescue (SAR).**
[3] **The provision of EOD is a standing arrangement between the Home Office and the MOD for which ministerial authority has already been given. EOD support is requested through the police.**

PROCEDURES

3. Requests for Military Assistance should normally be made in the first instance to the Joint Regional Liaison Officer (JRLO) at Headquarters 15 (North East) Brigade at Imphal Barracks in York, or the Aeronautical Rescue Coordination Centre (ARCC) at RAF Kinloss if Search and Rescue (SAR) Forces are likely to be needed. All forms of military activation are already held by all relative authorities and organisations. If the need for assistance is immediate and life or property at risk then the nearest military unit may be contacted and if the task is within their capability they are empowered to respond. Such requests should ideally be passed through the Civil Police or Local Authority Emergency Planning Officers as appropriate. Further details can be found in the Joint Doctrine Publication 02 (2nd Edition) Addendum – Operations in the UK: A Guide for Civil Responders.

RESOURCES

4. The military has a wide range of resources and skills including personnel, plant, vehicles, helicopters and reconnaissance aircraft. However national standing capabilities aside (e.g. EOD and SAR) such resources are unlikely to be immediately available and therefore early contact with the JRLO is essential.

CHARGES

5. **MACA tasks will have financial implications.** The charging policy to be applied will be advised to the user as soon as possible, however detailed costs may not be available until after the event. When MACA assistance is requested there are normally 3 levels of charges. As a general rule these are defined as follows:

    a.   **Waive Costs.** When life is at risk or in exceptional other circumstances[4].

    b.   **Marginal Costs.** This involves the recovery of costs which would not otherwise have been incurred by the MOD. It usually applies to routine tasks which provide good training value or where a defence task can be combined with the civil authority task.

    c.   **Full Costs.** This covers all costs, both direct and indirect, incurred in providing the assistance. This is normal government practice.

Generic MACA Request

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[4] **This decision may be taken by minister.**

Date:	Time:

Location:

Summary of incident:

A brief summary of the request including the background and nature of the incident/event, where it is taking place and timings.

For Criminal Investigations – A brief outline of the investigation and why military aid is being sought.   This should provide enough background information to put the request into an appropriate context without detailing the Police case.

For Major Events – For large events or events where more than one military capability is likely to be required, you should seek the appointment of a military liaison officer as early as possible during the planning process. The appointment of a liaison officer does not, however, eliminate the need to submit a detailed request once an appropriate package of support has been identified.

If appropriate, a detailed and up to date threat assessment to justify the deployment of military resources should be included.   This should be event-specific, and not based on the general threat state.   For annual or recurring events, the threat assessment should not merely be a re-use of previous assessments.

What other options have been considered. Eg mutual aid or private/commercial options?

You should confirm that the ability to achieve the desired effect is not available either from within own resources, or from other sources i.e. commercial providers and/or mutual aid. This should include consideration of whether the capability can be obtained from another Government Department or Agency.

What are you trying to achieve?

You should list you objectives here

What is the effect required?

Include a clear statement of what you are trying to achieve. You should not aim to identify a particular military unit that can achieve this outcome. The MoD will always determine the best means of delivering the desired effect.

Is there a requirement for armed military assistance?

Timing: When do you want the effect delivered by?

Details are needed about when the assistance is required and for how long. Military assets are not always available so more notice means greater flexibility. Conversely, there may be an opportunity to utilise an asset already in the area or en route so the more notice the better.

Routine Operations - planned operations should be submitted at least 14 days, preferably 28 days, in advance of the requirement.

Special Operations - For incidents where there is an imminent danger to life, the staffing process can be completed in a much reduced timeframe.

MACA assistance requested:

Date   Time:

For the Police only, this should include confirmation that the request is authorised by a named ACPO officer,

MACA request agreed by:

LGD   Date: Time: Signature:

MOD   Date: Time: Signature:

Section 11 – Warning and Informing the Public

The arrangements for warning and informing the public in the event of a declared emergency are laid out in a dedicated emergency media protocol.

The protocol can be accessed from the West Yorkshire Resilience Forum website **www.westyorksprepared.gov.uk** or from the press / media / PR representative from the Category 1 responders.

Section 12 – Community Recovery Plan

West Yorkshire Resilience Forum Approach to Recovery

The initial response to an emergency is focused on preserving human life and mitigating the immediate threat of any consequences of the emergency.

Recovering from an emergency involves supporting the community (including the business community and the environment) in returning to normality after the incident.

It is important that all responders consider the recovery from an emergency as soon as possible, because actions taken by responders during the response have the potential to increase or decrease the time taken to recover.

The West Yorkshire Community Recovery Plan can be found on www.westyorksprepared.gov.uk

Community Impact Assessment Forms

Community Impact Analysis - Health Issues

Minimum Standard	Gaps / Specific Needs Identified	Possible actions to be taken to resolve these issues	Time Frame*	Responsible Officer / Organisation / Timescale
Community is protected from short term health risks resulting from the accident				
Community is protected from long term health risks resulting from the accident				
Community have access to essential NHS services				
Community have access to clear health messages and advice.				

*Please indicate whether the measure is immediate, mid or long term action

Community Impact Analysis - Economic Issues

Minimum Standard	Gaps / Specific Needs Identified	Possible actions to be taken to resolve these issues	Time Frame*	Responsible Officer / Organisation / Timescale
Businesses can operate effectively through the provision of:				
Access to their premises				
Supporting Infrastructure				
Practical Advice and Assistance				

*Please indicate whether the measure is immediate, mid or long term action

Community Impact Analysis - Human Welfare Issues

Minimum Standard	Gaps / Specific Needs Identified	Possible actions to be taken to resolve these issues	Time Frame*	Responsible Officer / Organisation / Timescale
The community have:				
Shelter				
Basic Resources				
Essential Services				
Financial, Legal and Emotional Support				
Sufficient Information to allow them to take informed decisions				
Identification of the vulnerable				

Section 13 – Identifying and Learning Lessons from Emergencies

13.1 Overview

A review of the responses to an exercise or incident by the emergency services and agencies giving assistance is essential. This provides an opportunity to evaluate efficiency, to learn from experience gained and also offers a source of information to assist in future planning, training and exercising.

The debrief process can be best achieved by a series of debriefings at all levels within agencies involved and concluding with a multi-agency debrief.

This protocol identifies how multi-agency incident/exercise debriefs will be conducted.

13.2 Multi-Agency Debrief

It will be mandatory to hold a multi-agency structured debrief following any incident that has been formally declared as a major incident.

There are a variety of serious incidents that require a multi-agency response which are not major incidents. It will be at the discretion of participating agencies to determine whether it will be necessary to hold a multi-agency debrief. It is recommended that such a debrief will take place unless there is an appropriate reason not to do so.

A multi-agency debrief will take place following all multi-agency exercises.

If any agency deems it necessary to hold a multi-agency debrief following any event (incident or exercise), it is incumbent on the others to contribute fully.

13.3 Leader of a Multi-Agency Debrief

If the multi-agency debrief follows a major/serious incident or exercise, the appointment of the agency to lead the debrief process will be determined by the nature of the incident. Guidance on which organisation would be expected to lead the process is outlined below:

(a) Police - when they have performed the overall co-ordination role during the incident.

(b) As dictated by the nature of the incident. For example, major fire – Fire Service; infectious disease outbreak – Health Authority; flooding – Environment Agency or road collapse – Local Authority, etc

(c) Lead emergency service or agency that declares an incident as major or determines a need following a serious incident.

(d) For multi-agency exercises the lead person should be agreed between the participants at the planning stage of the exercise.

(e) For any other event, the Lead will be agreed between emergency services / agencies concerned.

Lead person in conjunction with the initiator of the debrief will agree on whom the participants of the debrief will be. This will ensure the appropriate persons attend who can represent their organisation or sections thereof. It should also ensure that the process does not become too unwieldy.

The organisation providing the lead person will also provide administrative support to the debrief process.

Where large numbers of people are involved it is impossible to invite them all to a debrief, yet they may have valuable learning experiences that need to be captured or possess information that confirms (or contradicts) the version of events given by others at the structured debrief. In such circumstances those persons should be asked to provide written comments on a structured questionnaire using the same format questions that will be used within the formal debrief. This should be completed as soon as possible after the event. Analysis of the questionnaire will form a supplementary report to the main debrief report.

Staff who are likely to be called upon to lead a multi-agency debrief should have received the appropriate training or be sufficiently skilled to undertake the role in an effective manner.

It is incumbent upon all agencies likely to be involved in the debriefing process to identify and have suitable staff trained to allow them to undertake the role of Lead Person of such debriefs.

13.4 When Will the Debrief Take Place

Whenever possible key players should be brought together immediately following an exercise or conclusion of an incident and asked to give initial comments, both positive and negative, focussing on aspects of plans or procedures that require immediate attention. This 'Hot Debrief' should be facilitated by a member of the exercise planning team or key player from each organisation at an incident.

Organisers of exercises should consider in the exercise planning phase, whether they wish to utilise a post exercise questionnaire that can be given to participants in the exercise and used to seek responses to questions that will be discussed in the structured debrief. Players should be asked with regard to both plans and procedures what they thought went well, what they thought didn't go so well and what would they do differently if they were to attend that same scenario again.

The 'Hot Debrief' will always be followed up by a structured debrief which will take place no sooner than one week following closure of the incident (for the purposes of this protocol this may be taken as the completion of the life-saving and rescue phase of a major or serious incident) and no later than four weeks.

This timescale will allow each participating agency to undertake appropriate internal debriefs prior to the multi-agency post incident debrief to ensure that critical lessons are learnt and acted upon expediently.

In circumstances where a major incident involves a significantly extended period of 'restoration of normality' under the co-ordination of the relevant Local Authority, it will be incumbent on that Local Authority to ensure that a further debrief is held on the conclusion of such actions. This will focus on relevant long-term issues related to recovery and restoration of normality.

In some circumstances it may be difficult to determine a specific point where the crisis is closed, such as foot and mouth disease. In such cases an initial debrief should be held after eight weeks and subsequently revisited at regular intervals, for example at eight week intervals, to incorporate additional learning points.

13.5   Debrief Guidelines

It is essential to the success of debriefs that all participants are familiar with the 'whole' incident/exercise.

The following should be undertaken to ensure a debrief is constructive and beneficial:

- The atmosphere should be fairly informal to encourage an open and constructive exchange of views.
- The chairperson should control proceedings.
- The debrief should begin with an initial summary of the incident.
- A two-way exchange of information should take place in a constructive and controlled manner.
- Opportunities to learn should be identified and developed.
- Operational effectiveness should be examined, comparing the best achievable outcome against the actual outcome.
- Invite possible alternative solutions of how the incident could have been dealt with and evaluate accordingly.
- Where specific shortfalls or defects are identified remedial action should be promptly initiated.

There are common characteristics and features in most multi-agency exercises and incidents. These common features should be used as focus points in the debrief process. The list below is not exhaustive and common areas can be excluded or added as dictated by the circumstances of the incident or event being debriefed. These common areas are:

- Incident scene (Operational/Bronze)
- Rendezvous points (RVP) and cordons
- Tactical management (Silver)
- Strategic management (Gold)
- Multi-agency liaison
- Effectiveness of communications
- Key response locations (Rest Centres/Hospitals etc)

- Inter-agency communications

- Effectiveness of Major Incident Plan – was it implemented correctly

- Emergency services – activation, attendance, actions

- Warning & informing the public/media plans and liaison

- Health and Safety issues – were they correct

- Other relevant issues

13.6 Reporting Process

A report will be produced and presented to the WYRF following the debrief process for all strategic level multi-agency exercises and, where appropriate, all significant emergency incidents requiring a multi-agency response.

The report should cover the aim, objectives, scenario, the planning process and both positive and negative observations from the exercise concluding in recommendations for improvement.

Where considered appropriate the debrief report will be supported by a factual record of the event/incident, including a brief description of the chronology/time line of the event/incident, agencies involved etc.

The debrief report should include an action plan which details the agreed recommendations for improvement and identifies agencies responsible for implementing the recommendations, including timescales within which they are to be dealt with.

A template for a suggested action plan is attached as appendix 1 to this protocol.

13.7   The Protocol

This protocol will be subject to annual review by the Training and Exercise Sub Group of the Management Group.

All organisations represented on the WYRF agree to conform to the requirements of the protocol wherever reasonable and practicable.

Template Lessons Learned Format

Summary of Incident

Lessons Learned from Incident

Notification of An Incident		
Issue	**Lessons Learned**	**Action by / date:**

Incident Response		
Issue	**Lessons Learned**	**Action by / date:**

Command and Control / Multi Agency Working		
Issue	**Lessons Learned**	**Action by / date:**

Multi Agency Communications		
Issue	**Lessons Learned**	**Action by / date:**

Warning and Informing the Public and the Business Community		
Issue	**Lessons Learned**	**Action by / date:**

Working with the Media		
Issue	**Lessons Learned**	**Action by / date:**

Impact on Vulnerable People		
Issue	**Lessons Learned**	**Action by / date:**

Business Continuity Issues		
Issue	**Lessons Learned**	**Action by / date:**

Recovery Issues		
Issue	**Lessons Learned**	**Action by / date:**

Plan Specific Issues		
Issue	**Lessons Learned**	**Action by / date:**

Impact on Community Risk Register (e.g. revisions to impact, likelihood)		
Issue	**Lessons Learned**	**Action by / date:**

<Any other issues>		
Issue	**Lessons Learned**	**Action by / date:**

Section 14   TYPES OF EMERGENCIES

BOMB THREATS / EXPLOSIONS

Most bomb hoaxes are dealt with by the Police with little or no disruption or need for assistance. Bomb threats which the Police believe should be taken seriously can be depicted in stages of severity. (it should be noted that an incident need not commence at Stage 1.)

Stage 1 -   police aware of the possibility of a bomb;

Stage 2 -   suspicious package identified;

Stage 3 -   either a controlled explosion or the device explodes

Stage 1 - Possibility of a Bomb

Where the Police cannot discount the incident as a hoax, they will probably wish to evacuate the public and any shop owners/workers nearby. At this stage the Police may contact the local authority to provide accommodation for those temporarily displaced. The local authority may also be asked to assist with traffic diversions and crowd control barriers. At this stage the Police establish a control point at a safe distance from the suspected area of the bomb.

The local authority to co-ordinate the accommodation of evacuees. Transport may also be required and this may involve liaison with the local public transport providers.

The Police may also conduct searches (where necessary utilising shop or office staff to locate any suspicious packages.

Stage 2 – Suspected Device Identified

The Police contact the Army Bomb Disposal Team (*Explosive Ordnance Team*), who on arrival will identify whether or not the device is viable. In the event that the local authority has not been contacted in stage 1 the Police will contact the local Emergency Planning Officer.

Stage 3 - Bomb Explodes

The *Police* in liaison with the Fire Service secure the area (by introduction of an inner cordon, if appropriate) to assist fire fighting and rescue operations. The maintenance of a security cordon is needed to protect evidence required for criminal proceedings and also to protect the public and other services from the danger posed of a secondary device.

The *Ambulance service* will establish a safe working area in which to triage and treat patients. This may be outside the affected area and is likely to be at a location on or near the inner cordon. Any decision to deploy ambulance or medical staff into the area will be taken on the day by the Ambulance Bronze and/or Ambulance Silver Commander, in consultation with the police and fire service. Transportation from the scene will be carried out under the YAS Major

Incident Procedure, which includes liaison with the receiving hospitals regarding the number and disposition of patients.

The *Health Service* in consultation with *YAS* receives casualties from the scene and arranges for their treatment and welfare. Many of these survivors may be traumatised and the receiving hospitals will need to liaise with the local authority social services hospital teams for counselling. Assistance in the welfare of displaced people may be provided by voluntary organisations personnel.

The *Local Authority* is likely to respond in three main ways:

- assisting the police and other emergency services in diverting traffic to enable access and egress to the site.

- advising on the structural integrity of buildings following the explosion and, when the Police authorise access to the scene, shoring up buildings and cleaning up the area to enable normality to be re-established.

- providing counselling, transportation and, where necessary, temporary accommodation for those people displaced by the bomb.

Local Agreements and Additional Information

Kirklees Council, in conjunction with West Yorkshire Police, has developed specific evacuation plans for both Huddersfield and Dewsbury town centres.

Leeds City Council has developed an evacuation plan for the Central Area of Leeds with City & Holbeck Police Division; see Specific Plan 8B in the Council's Emergencies Handbook. This includes the Leeds Alert, a system for alerting major employers in the city centre via e-mail, pager and SMS text messages. Specific evacuation procedures for all council buildings have also been drafted and a Plan has been developed with the bus companies to assist evacuating members of the public from the Central Area.

Chemical Incidents

This section deals with releases or potential releases of hazardous chemicals into the environment. The number of chemical carriers, stockists and producers within the county heightens the potential for a chemical incident. A number of firms in West Yorkshire manufacture or store hazardous chemicals at a level which has the potential to present a serious threat to the public and the natural environment. Some of these sites are known as COMAH sites after the Control of Major Accident Hazards Regulations 1999. The Regulations require site operators to have prepared an on-site emergency plan and for the Fire Service to have prepared an off-site emergency plan designed to coordinate a multi-agency response to an accident at the site. At the time of publishing this document there were 14 'Top Tier' COMAH sites in West Yorkshire.

The Initial Response

The Police are responsible for the co-ordination of the response outside the immediate area of the spillage or leak; for traffic control and diversions; for public announcements (in particular regarding evacuation); and for undertaking casualty identification, as well facilitating the preservation of the scene for investigative purposes. In particular, the site operator will notify the emergency services and the Police will notify the various statutory bodies, such as: Local Authority Emergency Planning Officer, Environment Agency, Yorkshire Water, FSA, Health and Safety Executive, Health and other agencies. They may arrange for a tactical co-ordinating group to be formed to ascertain the overall situation and future requirements.

In addition to a predetermined attendance, the Fire Service will mobilise a HAZMAT unit with a supporting appliance as well as an officer who carries out the role of a Hazardous Materials and Environmental Officer (HMEPO).

The role of the Fire Service is to save life and property. In order to carry out this role the Fire Service will:

- Utilise the various marking schemes and other information systems to deal with the incident.

- Liaise with the other emergency services to recover injured persons from the scene of the incident.

- Liaise with on-site chemists to identify the substance(s) involved.

- Protect the surrounding area.

- Prevent dangerous chemicals entering watercourses.

- In the event of a serious incident, establish an "Inner Cordon" in liaison with the police.

Additional Sources of Information

Chemet (Chemical meteorological) Procedures are a method by which the responding agencies can obtain rapid and detailed advice on the effects of any, released substance. This service is undertaken by the Met Office. The service takes into account the topography of the area, the type of substance, wind speed/direction and cloud height, etc.

To compliment Chemet, the Fire Service can also access FireMet, which is a meteorological information system developed through liaison between the Department for Communities and Local Government, the Resilience Program, the Met Office and the Fire and Rescue Services.

FireMet provides information that can be used in two ways:

- The provision of immediate meteorological information prior to the fire crews being mobilised to a Hazmat or CBRN incident, to enable them to identify a possible safe route to the incident taking into account any possible chemical plume affect by immediate meteorological conditions.

- The provision of meteorological information 3 hours prior to the incident, and a forecast for the next 3 hours.

Agrochemicals. There are a number of registered premises in West Yorkshire which store and/or use pesticides. These premises are subject to a system of self-regulation by the industry also the Fire and Rescue Service Safety Department perform Inspections of these Sites (British Agrochemicals Storage and Inspection Scheme – BASIS). Under the procedures of registration site operators are required to prepare contingency plans for on and off-site spillage and fires. The police hold a list of such premises and where appropriate police plans exist for action at these sites.

Hazardous substances in transit - The majority of vehicles used in the transportation of Dangerous Substances are required to be marked in one of the following ways:

- Tankers and tank-carrying vehicles display Hazchem marker boards whilst carrying any dangerous substances within this country If the vehicle originates from, or is going to somewhere outside of the UK, then international ADR / Kemler markings are required.

- Vehicles carrying certain packaged goods; dependent on the type and the quantity of product, display Orange Rectangular markers to the front and rear.

- Vehicles carrying compressed gases display orange rectangular plates in addition to hazard warning diamonds.

- Vehicles carrying explosives display Orange Rectangular Markers front and rear in addition to which a Hazard warning diamond illustrating an explosion is exhibited.

Certain vehicles which travel abroad or enter this country from abroad may be marked with an orange plate front and rear which may contain a number. These plates are known as *Kemler* labels. The number is the United Nations Identification Number for the substance carried. A second set of numbers also identifies the nature of the hazard. Some tankers and tank-carrying vehicles may display, for a low hazard non UN identified substance, a Hazchem plate, which operates under the 'Black and White' system i.e. white plate with black lettering and hazard warning diamond.

Hazchem code - The basic principle of the Hazchem code is to give immediate information to the emergency services on the action to be taken in the first minutes of an incident involving chemicals without the need to refer to text books. The information is conveyed by means of a orange plate displaying the identification

number of the chemical, emergency action code, hazard warning diamond and a contact telephone number.

The information required to deal with an incident involving chemicals (Hazchem action code) can be conveniently classified under five headings:

- what fire fighting media is to be used

- what personal protection is required

- is there any risk of a violent reaction with the substance, e.g. explosion

- what are the methods of dealing with spillages - dilute or contain

- is there any major danger to local residents, and the need to consider evacuation.

Hazardous substances on the highway/public place. The Fire Service have direct access to information via "AEA Technology, Harwell, Oxfordshire". The fire service has a computer system, called Chemdata, which contains data on thousands of pure chemicals and trade name products. The data includes essential information for emergency response such as physical properties, hazards, containment, decontamination, basic first aid, protective measures and action in the event of fire.

Hazardous substances on the rail network - Network Rail Control will provide the information on what is being carried and what state the wagons are in (i.e. Full, discharged (empty but may contain vapours etc) or purged (cleaned and free of vapours etc)). Network Rail can also confirm the makeup and load of the entire train and will make contact with the operator of the train for specialist advice etc.

Control of the Incident

In the case of a spillage the Police will liaise with the land owner or relevant authority depending on the location of the Incident, such as motorways is the domain of the highway agency or in the case of smaller roads the Local Authorities highways department. the Environment Agency who will advise and give information on the disposal of the substance. If an owner or operator is not present or cannot be found the Fire Service in conjunction with the Environment Agency and Local Authority may pursue arrangements for the removal of any such substance.

The Fire Service control access and egress from the immediate scene of the incident or fire ground. This control of access to the scene will ensure that safety procedures are followed and will assist in the preservation of the scene. It will also fall upon the fire service personnel to contain the incident and undertake the rescue of casualties.

The Ambulance Service provide for the immediate treatment of casualties and transportation in consultation with the health service to receiving hospitals. The Ambulance Service co-ordinate the health services response to the incident. The

Health Authorities have a responsibility to contract with NHS trusts for health care for their local population and chemical contamination may require additional services being contracted in to deal with the long-term health effects. This may involve Public Health doctors and a Consultant in Communicable Disease Control (CCDC) of the Health Protection Agency in both immediate and longer-term assessments of the problem and its outcome.

Public Health Doctors will work closely with hospitals, environmental health and other bodies to collate information on patients attending hospital/GPs and to identify chemicals present in the environment, as well as undertaking special survey work in the localities involved. Health authorities in West Yorkshire have contracted the University Of Newcastle to assist in Chemical Incidents, both in the provision of chemical information and in the, collation of health surveys.

The local authority provides accommodation for persons displaced by the leak. It may also provide assistance in the monitoring of chemical dispersal and advice to the public; undertake work to reduce the pollution to watercourses; and assist the police in implementing traffic diversions and signposting. The Environment Agency, the local authority and Yorkshire Water may also need to work closely together to safeguard the water supply and aquatic environment.

Where other forms of environment are threatened (Sites of Special Scientific Interest, country parks, woodlands) the local authority in consultation with English Nature undertake to preserve where possible or replace flora and fauna affected by chemical contamination.

Local Agreements and Additional Information

The four district health authorities have a contract with the University of Newcastle to provide toxicology advice and health surveillance. This specialist service is reinforced by the "National Focus" initiative which provides a national chemical advice service based at Cardiff.

West Yorkshire Fire & Rescue Service has an operational procedure for dealing with such incidents.

The 14 off-site COMAH plans for West Yorkshire are prepared by the West Yorkshire Fire and Rescue Service in consultation with all the five Local Authorities and tested on a three year cycle.

The Fire Service has an agreement with each of the five districts whereby hazardous chemicals are removed by the council once they have been made safe and stored until they can be removed by the Environment Agency.

Kirklees Council Environmental Waste Service has trained operatives, with vehicles and container accessibility, for the removal and disposal of chemical spillages, once the products have been declared by experts to be safe for removal.

The Ambulance Service has a plan for dealing with such incidents.

CHEMICAL, BIOLOGICAL, RADIOLOGICAL AND NUCLEAR INCIDENTS (CBRN)

In the case of an incident involving Chemical, Biological, Radiological or Nuclear (CBRN) it is vital that the multi-agency response is co-ordinated effectively. In order to achieve the West Yorkshire Resilience Forum CBRN Sub Group has developed a multi-agency "Concept of Operations" (CONOPS). This is a 'high' level guide to facilitate the response to the threat, or actual release of a CBRN material, and is produced to ensure that each organisation understands not only their own specific roles and responsibilities, but also each others. This document does not replace each agencies' own specific response plans but complements and incorporates key aspects from these plans and from national guidance. In addition to clarifying the respective roles, the Concept of Operations also identifies the specialist equipment and resources that are available to assist with the response.

The CBRN Multi-agency CONOPS has primarily been developed to respond to the whole range of incidents that may occur as a result of a deliberate criminal misuse of chemical, biological, radiological or nuclear materials. However, some or all aspects of the CONOPS may also be activated to respond to accidental releases at industrial sites; transport accidents or an outbreak of serious communicable disease.

CRISIS SUPPORT AND WELFARE (inc. Rest Centres)

Background

Crisis support and welfare activities to assist the public in the aftermath of a disaster are usually remote from the scene of the incident; they may be long term projects and include:

The provision of temporary accommodation

- Counselling and/or interpretation service for the bereaved and the traumatised

- Establishment of a temporary mortuary

- The administration of a disaster appeal fund

- Rebuilding and redevelopment work within the community

- Visits by VIPs

In addition some aspects of the welfare provision may come into force when local authorities may be asked to assist with the reception and support of a large number of refugees arriving into their area, as part of a government sponsored humanitarian evacuation programme (HEP).

Arrangements

Although the Police (and in some instances the Fire Service) are usually in overall charge of the incident, the local authority has a key role to play in the welfare of

victims and relatives during and after a major incident. The Police may in addition provide a Family Liaison Officer in some circumstances, who should work with staff from the local authority's Social Services department also allocated to the family.

Response – Police

The Police operate the Casualty Bureau using a computerised system for recording and collating details of casualties and people reported as missing.

Details of people involved are forwarded from the scene, Rest/Reception Centres or from 'Hospital Documentation Teams' at the receiving hospitals to the Casualty Bureau. A national telephone number is also published through the media and people are encouraged to contact the Bureau with any reports of relatives or friends missing and believed to be involved in the incident.

The aim of the Bureau is to collate all this information and identify all the casualties involved in the incident. Relatives will then be informed in an appropriate way. Where people have died (or been severely injured) as a result of the incident, 'Family Liaison Officers' will be assigned to work with each family concerned alongside Social Services staff.

Response – local authority

The local authority may be requested by the Police, or may choose once it is aware of the incident, to provide a wide range of welfare services.

> **Rest/reception centres** - Temporary accommodation which may be either a communal reception/rest centre or could be vacant council housing. The type of building used as a reception centre varies from district to district, but includes schools, sports centres, municipal administrative buildings (town halls), theatres, community centres and social services day care centres. The choice of building is at the discretion of the local authority and this information should be transmitted to the Police as soon as possible.

> **Counselling** - The local authority may also be needed to provide support and counselling which would be co-ordinated by Social Services. Local authorities have specific plans to ensure that a co-ordinated approach is taken to counselling.. Schemes involve immediate support at the scene of a disaster, at rest centres and at the hospitals. Provision is then made for telephone helplines and drop-in centres to be set up which those affected by the disaster can contact. Those deeply affected may require long-term support. Formal counselling can be provided by the NHS.

> **Disaster Appeal Fund** - The local authorities may well act as the trustees for any subsequent disaster fund. It is important that these appeals be properly constituted and are sponsored by leading organisations in the community. Following the Bradford Fire, efforts have been made to ensure that the generosity of the public is matched by a well managed Disaster Fund.

Rebuilding and redevelopment work - Following the initial emergency the rebuilding role falls upon the local authority who will co-ordinate the multi-agency response.

Mass Fatalities Plan – The Local Authority makes available such a facility to the Coroner who is assisted by the Police and a pathologist appointed by the Home Office. The arrangements for establishing the facility are contained in the 'Mass Fatalities Plan'. Its purpose is to provide an alternative to the use of existing public mortuaries that are unlikely to have sufficient resources to deal with a sudden influx of additional deaths.

The 'Temporary Mortuary' should not be confused with a 'Body Holding Area'. Both are temporary facilities for the dead, but the Body Holding Area is simply an immediate answer to the problem of where to place bodies removed from the scene of a disaster. It is purely a storage facility located in the immediate vicinity of the incident and requires only privacy, security and a cool temperature.

When appropriate, the bodies will be transferred to the Temporary Mortuary where the formal work of the pathologist and the Identification Commission will take place. The Mortuary will require a properly equipped working area and facilities for a large number of staff working there for several days.

Local Agreements and Additional Information

Bradford Council will access its Department of Social Services should counselling be required. It has a specific Rest Centre plan, Mortuary plan and a section in the Emergency Management Plan highlighting Disaster Appeal Funds.

Calderdale Council Social Services Crisis Team will provide access to counselling if required.

Kirklees Council has identified and provided training for a number of staff, mainly within Social Services, who have volunteered to provide bereaved family support following a major disaster. It is anticipated that the Police will appoint Family Liaison Officers and will request Local Authority support in pairing off FLO's with trained Council staff to provide appropriate support in the short term. Activation of this support team will be via the Emergency Planning Officer.

Leeds City Council have specific plans for Crisis Support, Rest Centres and Interpretation Services.

Wakefield Council has a comprehensive Family Services Plan covering the whole range of welfare support together with a rest centre plan and emergency assistance plan.

DISEASE HEALTH EMERGENICES (animal and human)

This section deals with those emergencies caused by communicable disease such as: Tuberculosis (TB), cholera and rabies. Epidemics or widespread illness could include new viruses, laboratory escapees or even a contamination of a food/water consumable.

Response - Human Health

The Consultant in Communicable Disease Control (CCDC), a Public Health physician employed by the Health Protection Agency, has executive responsibility for surveillance and control of communicable disease affecting humans, whether the disease is notifiable or not. The CCDC is informed at the earliest stage of suspicion of an infectious disease emergency, and co-ordinates a response according to the Health Authority incident plan. Health Authorities have the responsibility and expertise to lead such incidents, but rely on collaborative working with local authorities, Hospital Trusts, Water Companies, Environment Agency, Food Standards Agency, and others in mounting an operational response.

The possibility of a combined problem including trauma, chemical and infective hazards must be considered when managing any incident.

The Response - Animal Health

In the case of animal health the Police liaise closely with the local authority Animal Health Inspector and with DEFRA who have overall responsibility for managing such an outbreak.

Where appropriate the Police may assist the other lead organisations in dealing with issues arising from outbreaks of disease in animals.

Local Arrangements and Additional Information

The local authorities have a statutory duty to monitor animal health and have animal warden services. Each of the authorities has a plan for an outbreak of Rabies. This is a statutory plan and will normally be led by the Environmental Services with Corporate support from the Emergency Planning Unit.

FLOODING

Flooding can lead to widespread disruption to services and infrastructure, as well as representing a real threat to life and property. Its aftermath may also see the spread of disease and the contamination of homes and businesses.

Flood Warning Arrangements

The current Flood Warning System operated by the Environment Agency became operational on the 12 September 2000 and is based on a system of increasing severity. The Flood Warning Codes and their definitions are as follows:

Flood Alert – Flooding is possible. Be prepared.

Flood Warning – Flooding is expected. Immediate action required.

Severe Flood Warning – Severe flooding. Danger to life.

The areas covered by Flood Watches and Flood Warnings are shown in the Environment Agency's Local Flood Plans. The following plans are within West Yorkshire area:

- Calderdale
- Kirklees
- Leeds
- Bradford
- Wakefield

The Environment Agency Provides detailed maps of the areas surrounding the Rivers Aire and Wharfe among others the Environment Agency, North East Region – Local Flood Warning Plan, applies to all rivers and streams in West Yorkshire and is issued to all relevant departments and authorities.

Flood Warning and Severe Flood Warning apply only to statutory main river where the Environment Agency has a forecasting and warning capability.

Flood Forecasting is undertaken from the Agency's North East Regional Forecasting Room based in Leeds. Forecasts can be produced from:

- Real-time rain gauge data
- River and/or tidal forecasting
- Flow and/or level data from river catchments
- Weather forecasts from the Met. Office
- Weather Radar
- Rain and snow observer readings
- Storm Tide Forecasting System
- Astronomical tide levels
- Wind and wave forecasts

The Response

The response of each organisation to flooding is defined in the Flood Defence Emergency Response (FDER) Project Report and the West Yorkshire Flood Planning and Response Working Group CONOPS:

Environment Agency

The Environment Agency role in a major flooding event is as follows:

- Issues Flood Warnings;
- Maintenance and operation of vital flood defences.
- Monitors water levels and flows, assessing risk and advising the emergency services and local authority.
- Checks flood defences and undertake essential repairs and maintenance as necessary, monitors and clears blockages of culverts, and breaches of defences.
- Advises the Police on the need to declare a major civil emergency.
- Supports the joint response by providing representatives to the various emergency control points.

By local agreement, once it has ensured that its own systems and defences are secure, the Agency supports the Police and Local Authority by providing materials, equipment and manpower, as far as its resources and other duties permit.

Police

At a major flooding event, the Police Service is responsible for:

- Co-ordinating the emergency services

- Assisting in the saving of lives and protection of property

- Where practicable establish cordons to facilitate the work of other emergency services in the saving of life, the protection of the public and the care of survivors.

- Oversee any criminal investigation.

- Facilitate inquiries carried out by the responsible accident investigation body.

- Process casualty information and have responsibility for identifying and arranging for the removal of the dead.

- In the event of the agreed procedures for warning and informing communities at risk not being effective, then, where practicable, assistance will be given.

Local Authority

In major flood situations, local authorities provide an immediate response in order to care for people affected. The precise nature and extent of the response will depend on available resources and local arrangements. Local authorities could provide the following:

- Co-ordination of the local authority response and liaison with other organisations, including provision, if required, of a representative to support Police arrangements for co-ordination;

- Emergency care including feeding, accommodation and welfare for those who have been evacuated from their homes or those affected by flooding but remaining in their homes;

- Emergency transport for personnel, equipment, materials such as sandbags and, if necessary, evacuation.

- Information services for liaison with the media on the local authority response and for information to the public, relatives of evacuees etc.

- Flood alleviation and recovery – for flood prevention, e.g. clearance of blocked culverts, for dealing with flooded roads and diversions and may also include other assistance to the public, such as drying-out facilities, and issuing of sandbags.

- Emergency environmental health advice for action relating to environmental problems caused by flooding.

- Joint emergency co-ordination of non-life threatening floods and of the recovery phase following a flooding incident.

- Co-ordination of the voluntary response.

Fire and Rescue Service

The Fire Service role in a major flooding event is as follows:

- The saving of life and rescuing trapped persons from fire, wreckage or debris;

- The containment and extinguishing of fires and undertaking protective measures to prevent them;

- To prevent, contain and make safe spillage or release of chemicals, radioactive materials or other hazardous substances;

- To assist the Ambulance Service with casualty handling;

- To assist the police with the recovery of bodies;

- The provision of monitoring procedures in respect to health and safety of those persons operating within an established inner cordon;

- Carrying out essential damage control operations, such as pumping out flood water and salvage works – in some circumstances a charge for these types of operations may be levied by the Fire Service.

- To assist other relevant agencies, particularly the local authority, to minimise the effects of major flooding on the community.

The Ambulance Service

The primary areas of Ambulance Service responsibility are summarised as follows:

- To provide a focal point at the incident, through an ambulance Control Point, for all NHS/medical resources.

- The saving of life, in conjunction with other Emergency Services;

- The treatment and care of those injured at the scene, either directly or in conjunction with medical personnel;

- Either directly or in conjunction with medical personnel, determination of the priority evacuation needs of those injured;

- Determining the main "Receiving" hospitals for the receipt of those injured;

- Arranging and ensuring the most appropriate means of transporting those injured to the Receiving hospitals;

- Ensuring that adequate medical resources and support equipment are available at the scene;

- The provision of communications facilities for National Health service resources at the scene;
- The restoration to normality at the earliest opportunity.

Public Utility Companies

Public utility companies will:

- Secure their services and equipment to ensure continuity of supply;
- Repair services disrupted by flood events;
- Provide alternative means of power supply during service disruption if life and health risks are identified;
- Advise local authorities and the communications media when disrupted service will be reinstated.

British Waterways

British Waterways' role in a major flooding event is as follows:

- Protecting its own structures, some of which are flood defences;
- On its own navigation system and along with other bodies helps to warn the public using the navigation.
- British Waterways could also provide specialist equipment, materials and other resources as appropriate by local agreement.

The Communications Media

The communications media organisations will:

- Disseminate flood warnings received from the Agency to agreed standards;
- Disseminate updated information during a flood event;
- Disseminate stand-down messages received from the Agency to agreed standards.

The General Public

Members of the general public are advised to:

- Make themselves aware of the action which they should take in the event of flooding if they live or work in an area covered by a flood warning service;

- Avoid putting themselves at risk;

- Move property, including motor vehicles, to higher ground upon receiving a flood warning;

- Stay aware of developing conditions by listening to local radio and/or listening to Floodline.

- Riparian owners and occupiers have particular responsibilities in respect of watercourses, and these are set out in the Environment Agency's publication "Living on the Edge".

Local Arrangements and Additional Information

Further information from the Environment Agency can be found at this link: http://www.environment-agency.gov.uk/subjects/flood/?lang=_e

In West Yorkshire a Flood CONOPS has been produced outlining the actions and response of the various agencies.

Within Calderdale MBC at Mytholmroyd, Hebden Bridge and Todmorden, Sirens can be used to disseminate Flood Warnings. The sirens can be sounded manually on site or remotely via the Environment Agency's Northern Telemetry System from the Area Incident Room in Leeds. Calderdale have a specific flood response plan which identifies all areas of risk from the River Calder. The areas most at risk within Calderdale are parts of Brighouse, Sowerby Bridge, Mytholmroyd, Hebden Bridge and Todmorden.

Kirklees Council has a specific section in their Emergency Plan for Flooding. The areas most at risk within the Kirklees Council area are those areas within close proximity to the River Calder as it passes through Mirfield and Dewsbury.

Wakefield MDC has a specific section in their Emergencies Handbook for Flooding.

Bradford MDC has a specific section in their Emergencies Handbook for Flooding. The areas most at risk from the River Wharfe within the Bradford area include Ilkley and Addingham. Other areas at risk from the River Aire include Steeton, Stockbridge, Crossflatts, Bingley, Shipley, Esholt and Apperley Bridge.

Leeds City Council has a specific section within their Emergencies Handbook for River and Beck Flooding. This plan covers areas at risk of flooding from the River Aire and those at risk from the River Wharfe. Areas at risk from the River Aire include; Horsforth, Kirkstall, Burley, Central Leeds, Knostrop, Mickletown and Allerton Bywater. Areas at risk from the River Wharfe include; Otley, Pool in Wharfedale, Collingham and Wetherby.

RADIATION EMERGENCIES

Whilst West Yorkshire has no major sites employing radioactive substances, the Chernobyl incident illustrated that large areas can be contaminated in a radiation emergency. The A1, M62 and M1 are all used to transport radioactive material (both civil and military), as is the county's rail network and air space.

Arrangements

The management of information in a radiation emergency is contained in the West Yorkshire Public Information in Radiation Emergencies (WYPIRE) document.

Various plans and monitoring procedures exist to cover these eventualities.

- NAIR Scheme (National Arrangement for Incidents involving Radiation)

- IFTFEP Scheme (Irradiated Fuel Transport Flask Emergency Plan)

- NRP (National Response Plan)

- RIMNET (Radioactive Incident Monitoring Network)

- LARRMAC (Local Authorities Radiation and Radioactivity Monitoring Advice Collection Centre), represented locally by YAHPAC (Yorkshire and Humberside Pollution Advisory Council)

In the event of an incident Police action in the first instance will be to activate the NAIR Scheme.

The Response

The NAIR scheme is in 2 stages:

- Stage 1 - Assistance is provided by a radiation expert who, with the aid of monitoring, equipment, is able to assess the hazard and then advise the Police of the appropriate action which is required. Within West Yorkshire, Leeds General Infirmary has been identified as receiving hospitals to assist in a radiation emergency.

- Stage 2 - This level of assistance is provided from all major nuclear establishments throughout the United Kingdom and is intended to provide more extensive resources for handling an incident.

Reference should also be made to the West Yorkshire Public Information for Radiation Emergencies (WYPIRE) Plan which is also likely to be invoked.

Police action is threefold:

- To alert other emergency services and public bodies

- To alert and notify the public

- To co-ordinate the arrangements for establishing an Advisory Group and Media response.

Local Arrangements and Additional Information

Kirklees Council has a specific Radiation Section in the Emergency Plan.

Bradford Council also has a Radioactive Hazards Plan within the Emergencies Handbook.

The Ambulance Service has a plan for dealing with such incidents.

SEVERE WEATHER

Background

Severe Weather Warnings issued by the Met Office are received directly by all Category 1 and most Category 2 responders.

Arrangements

The Met Office will supply Category 1 and 2 responders warnings of severe weather using a two tier service namely:

- **Early**

Early Warnings of Severe Weather events that is likely to result in widespread disruption and/or present danger to life. These are issued from the Ops Centre in Exeter up to 5 days in advance. They will be issued by fax or email and they are also available on the Met Office website.

- **Flash**

Flash Message of Severe Weather likely to result in considerable inconvenience to a large number of people. These are issued from the Met Office in Exeter 2 to 6 hours in advance. They will also be faxed or emailed and are available on the Met Office website.

Early Warnings of Extreme Weather and/or Emergency Flash

These will be issued only when the weather is expected to be severe enough to cause widespread severe disruption to business, infrastructure, etc and there is a risk of injury or loss of life. They will normally only be issued one or twice a year. Again they will be issued by the Met Office via fax, email or published in red on the Met Office website.

Warnings are issued for the following weather elements:

- Gales/storms

- Snow/blizzards/drifting

- Heavy rain

- Dense fog

- Frost/widespread icy roads

- Heat wave

The Met Office has also made available on a 24/7 basis, the Hazard Manager website for all Category 1 and 2 responders. It displays current rainfall and wind with a forecast up to 36 hours ahead, live rain gauge data, the location of thunder storms to name a few. It will also show all warnings currently in force and any current CHEMET plumes. Links are also available to the Flood Forecasting Centre.

Response

In a Severe Weather Emergency extensive liaison may be needed between the Police and the local authority to co-ordinate:

- media broadcasts
- public information
- clearance of damage and drainage works
- local authority Building Surveyors (Building Control) and in liaison with them to arrange for specialist contractors for dangerous structures.
- Specialist equipment (4x4 vehicles, boats, gritters, snow clearance)
- Evacuation and the provision by the local authority of a reception centre for evacuees
- Security of property
- Diversionary traffic routes and road closures in conjunction with the local authority
- Notification/liaison with the utilities
- Local Authority Environmental Health Officers

- Local authority Social Services and Voluntary Organisations
- Joint services/agencies co-ordinating group meetings
- Specific flood, snow, "cold snap" plans

Local Agreements and Additional Information

Bradford M D C has a specific plan for Severe Weather.

Leeds City Council have three specific plans for a severe weather emergency:

a) Severe Weather Plan (Specific Plan 17) for dealing with snow and severe gales.

b) 'Cold Snap' Plan (Specific Plan 4),
sets out arrangements for ascertaining council tenants who may be without water or heating as a result of burst pipes in a prolonged frozen spell. Schools and other public buildings are opened up to provide hot water, cooking facilities and warm areas to sit.

c) Severe Weather Public Transport Co-ordination plan, is an agreed procedure with the bus and rail companies to ensure that, during severe weather disruptions, passengers who normally use trains or buses have good access to up-to-the-minute information on their alternative travel options. It aims to make available comfortable accommodation for passengers who are stranded and cannot get home, and provides them with appropriate information.

Kirklees Council has a specific section in the Emergency Plan for severe weather warnings. The Council receives weather warnings by fax and e-mail from the National & Regional Meteorological Offices 24 hours a day, 365 days a year. In addition to graduated warnings circulated internally to front-line services, there is provision for staff information to be disseminated and, in the worst case scenario for staff to be offered shelter overnight in selected Council buildings, separate from public rest centres.

City of Wakefield MDC has arrangements for disseminating weather warnings throughout the authority. The response to a severe weather incident would be determined by specific events.

Calderdale MBC have a severe weather plan which highlights the responses to differing weather conditions.

The Ambulance Service has a plan for dealing with such incidents.

TRANSPORTATION ACCIDENTS

Road/Motorways

The Police hold a specific action plan in respect of an incident on the Motorway network in West Yorkshire which includes contingencies which the Fire and Ambulance services will also activate. The plan has activation criteria and aide memoirs for the roles key officers will play.

Rail

British Transport Police have jurisdiction on railway infrastructure operated and maintained by Network Rail, this extends to stations, depots and railway related buildings. In the event of a large scale or major incident on the rail network BTP will have responsibility for gold/silver command, inner cordon and subsequent investigation (unless terrorist related).

Dependant upon scale/magnitude of the incident, a joint investigation may be initiated between BTP and the local Home Office force. BTP will instigate a co-ordinated nationwide mobilisation plan for equipment and specialist resources.

Information on dangerous goods carried on the rail network (if the train crews are not available or unable to advise) can be obtained via Network Rail's Total Operations Processing System - T.O.P.S. Additional information can be provided on the condition of the tanks that carry dangerous goods (empty, full or purged).

T.O.P.S is a computer system which can identify:

- Train formation details.
- Where wagons containing dangerous (and non dangerous) goods are located either on trains or in sidings.
- Specific dangerous goods carried by a UN number on each wagon or container.
- Specialist advice for each consignment.

Tunnels present a particular problem and many railway tunnels pass under densely populated areas, which carry both passenger and freight traffic. Local contingency plans exist for such tunnels which are made in liaison with the relevant local authority.

The Fire Service has contingency plans for rail and tunnel accidents.

Air

A detailed Contingency Plan exists for an incident occurring at Leeds Bradford International Airport including an air crash. In addition all individual responding agencies have their own detailed plans which complement this plan. In accordance with Civil Aviation Authority requirements this plan is regularly tested. Furthermore where a civil aircraft has crashed and death, serious injury or substantial damage to the aircraft has resulted, then the Department of Transport's Air Accident Investigation Branch (AAIB) will be informed, who may subsequently attend and conduct an enquiry.

Guidance for Police action in response to air accidents, including low flying, balloons, kites, airships, dropping persons or articles from aircraft, etc. is

contained in a Home Office Booklet "Police and Aircraft - A Guide to Procedures".

Inland Waterways

The Merchant Shipping (Passenger Counting and Recording Systems) Regulations 1990 requires operators of pleasure trip boats to record the number of passengers on and off such vessels, and to leave the records at a place where emergency services have access to the information.

Within West Yorkshire there are a number of vessels operating upon the rivers and canals to which these regulations apply (i.e. vessels which carry over 12 passengers). In most cases they pass through more than one Police Division on their authorised routes.

The responsibility for search and rescue in relation to inland waterways lies with the fire and rescue service. The lead agency specified in the Merchant Shipping (Co-operation with Search & Rescue Services) Regulations, 1998, is the Maritime and Coastguard Agency (MCA).

West Yorkshire Police maintains an "Underwater Search Unit" for the purposes of preventing and detecting marine crimes, searching waterways (including sewers and drains) for missing persons or property and securing evidence in major enquiries.

Local Agreements and Additional Information

Leeds City Council has an Aircraft Accident Plan (Specific Plan 1).

The M62 motorway runs along the northern boundary line for Kirklees. From Junction 23 at Outlane to Junction 22 at Rockingstones, the M62 has the longest, highest stretch of motorway in England, reaching approximately 1200 feet above sea level. Specific information about motorway evacuation procedures is included within the Kirklees Council Emergency Plan Evacuation Section.

The Trans-Pennine Leeds to Manchester railway line passes along the Colne valley and through the three miles long Standedge tunnel between Marsden and Diggle. The railway tunnel runs parallel to a disused twin bore tunnel and the newly re-opened canal tunnel, all of which have internal link passages. In addition to local authority boundaries between Kirklees/Oldham, there are emergency service boundaries between West Yorkshire and Greater Manchester Ambulance, Fire and Police services.

The Bradford area has a small grassed airstrip at Black Moor between Cullingworth and Oxenholme. Major international airlines to/from Leeds/Bradford; Manchester; London and Europe over-fly a beacon at Pole Hill en route to the USA/Canada.

The Huddersfield narrow canal has been re-opened between Standedge tunnel and Aspley Basin, linking to the Broad Canal and The Calder Canal at Cooper Bridge for Brighouse and Wakefield.

UTILITY FAILURES

In the event of a major utility failure, causing a significant loss of supply to large areas, assistance may be requested by the utilities directly or by West Yorkshire Police. There are now a number of different companies supplying/selling gas. National Grid has responsibility for the major Gas pipelines within the county and the district pipelines and consumer pipelines are regulated by Northern Gas Networks.

Telecommunications

In the event of a British Telecom failure in the network, the Police will liaise with BT Emergency Planning Team and endeavour to maintain contact between the emergency services and co-ordinate the actions of local authorities and voluntary agencies (RAYNET Radio Amateurs Emergency Network).

If practicable officers with personal radios will be directed to staff strategic radio junctions, or existing telephone boxes in strategic areas, to relay emergency requests and liaise with local press and radio to assist in public notification of the situation.

Water

Types of emergencies for both clean water and Waste water:

- Equipment Failure
- Drinking Water Inspectorate notifiable incident
- Human safety, injury or death
- Impounding reservoir safety
- Media attention
- Political or public reaction
- Raw water quality
- Security incident
- Treated water quality
- Treated water quality (Customer Contacts)
- Unplanned interruptions to supply (DG3)

Arrangements

YW has considered the potential value that pre-developed emergency procedures would add to the response to the three incident classifications. This assessment has taken account of:

- procedures already in existence

- the effort involved in developing such procedures

- the likelihood of the events occurring at all

- the time-scale within which a response would be required

Incident classifications:

- Incidents are fairly frequent events that are dealt with at a local level. The response to incidents is well understood and defined by existing operating procedures and protocols. Dedicated emergency procedures are therefore not considered appropriate for incidents.

- Significant incidents require the reorganisation of priorities at a functional level within the Business Units. This often requires the mobilisation of support services. The management of such incidents represents a less routine activity at a local level. Although significant incidents are not frequent, the risk that they pose, demand the development of emergency procedures at generic and local levels. See listings above.

- Emergencies are seen as an escalation of significant incidents, which differ only in terms of their scale and impact. As such, the development of dedicated emergency procedures to manage such events is considered inappropriate. In the event of an emergency, the significant incident emergency procedures would be used to formulate the initial response and the same incident management structure would be implemented. The emergency procedures and resources requirements would subsequently be reviewed and modified to address the developing requirements of the emergency and associated response.

Incident management structures have been developed to deal with specific types of crises but with the capacity to be adapted to a range of scenarios. The crisis management structure will allow for the ongoing management of normal business, whilst a dedicated team address the longer term response to the crisis. The rarity of crises precludes the maintenance of detailed emergency procedures.

The company policy is therefore to focus the development of emergency procedures around the response to significant incidents. Such a policy requires the consideration of significant incidents affecting the Water and Waste Water Business Units and supporting functions.

The Response

Generic and specific plans are in place to deal with significant incidents listed above.

Local Agreements and Additional Information

Local authority joint arrangement plans have been developed.
The local Consultant in Communicable Disease Control needs to be contacted in order to advise and monitor public health issues which might arise from cuts to the water supply.

Electricity

CE Electric UK, distributes electricity to its customers in the North East of England, Yorkshire and Northern Lincolnshire through its subsidiary companies, Northern Electric Distribution and Yorkshire Electricity Distribution plc (YEDL). YEDL owns and operates the local public electricity distribution network for the West Yorkshire area, whereas National Grid own and operate the national electricity transmission network and coordinate the operation of large electricity generating power stations.

Although the electricity distribution network is very robust, plant and equipment failure can lead to interruptions to electricity supply. CE electric UK operate a 24/7 business as usual response process to such incidents which ensure that customers supplies are restored as quickly as possible. Where the scale of particular incident or the number of concurrent incidents exceeds business as usual levels, the Major Incident Management Plan will be activated.

Typical causes of Major Incidents are:

- Severe Weather such as lightning, storm force winds, snow and ice or very heavy rain giving rise to a large number of faults affecting a large number of customers for an extended period

- Plant or equipment damage resulting in a large number of customers over a large geographic area for an extended period

- National electricity emergencies, such as Rota Load Disconnections or total or partial shutdown of the electricity supply system.

Although the larger regional or national events will have been caused by incidents affecting the national electricity transmission system, CE Electric UK would be involved in any local response and communication

CE Electric UK has robust emergency plans in place to enable a response to any Major Incident affecting the electricity distribution network. The Major Incident Management Plan has key warning, preparatory and response

elements to ensure that when trigger levels are exceeded, a management structure is put in place to deploy all available resources as required.

The Major Incident Management Plan includes close coordination with affected partner civil resilience agencies up to and including attendance at multi agency command and control centres.

Wherever possible, direct contact will be made and regular updates provided to affected partner agencies through the local authority emergency planning function.

Gas

It is unlikely that any of the companies that supply gas will be involved in an emergency situation that would require the mobilisation of any resources from Local Authorities.

It is probable that if a gas emergency situation does arise it will be the responsibility of Northern Gas Networks and United Utilities, and will in all probability arise from: -

- A major loss of gas supply (if not caused by a major gas leak, the Local Authority may be asked to identify vulnerable persons, or premises which may contain persons at risk, who could be adversely affected by a prolonged loss of gas supply).

- A major gas leak (if major gas leak occurs with the resultant need to evacuate inhabitants from the immediate area, the local authority may be asked to assist the inhabitants from the immediate area, the local authority may be asked to assist with the evacuation and to provide temporary accommodation for the evacuees).

- A major gas explosion (if a major gas explosion occurs with the resultant need to evacuate inhabitants from the immediate area, the local authority may be asked to assist with the evacuation and provide accommodation for the evacuees).

- A leak or explosion involving a "Major Accident Hazard Pipeline" as described in the West Yorkshire plan prepared under statutory obligations by the WYFRS.

Local Agreements and Additional Information

The Local Authorities have agreements with the private utilities that they will automatically contact the council in question, in the event of a major service failure (MSF).

Kirklees Council and City of Wakefield MDC have a section of the Emergency Plan dealing with major utility failures.

Section 15 - Glossary

Phrase	Explanation
Access OverLoad Control Scheme (ACCOLC)	See 'Privileged access to mobile telecommunications networks'
(The) Act	See Civil Contingencies Act.
Aircraft accident investigation board (AAIB)	Investigates all civil aircraft accidents in the UK, and if requested can help with military accidents.
Ambulance control point	Emergency control vehicle identified by a green flashing light providing an on site communication facility and focal point for NHS/medical resources attending the incident.
Ambulance incident officer (AIO)	The officer with overall responsibility for the work of the ambulance service at the scene of a major incident.
Ambulance loading point	An area in close proximity to the casualty clearing station where ambulances can manoeuvre and load patients.
Ambulance parking point	Place at the scene of a major incident where arriving ambulances can park, avoiding congestion at the ambulance loading point.
Ante mortem team	Responsible for liaising with the next-of-kin on all matters relating to the identification of the deceased.
Bellwin scheme	Discretionary scheme for providing central government financial assistance in exceptional circumstances to affected local authorities (e.g. councils, police authorities) in the event of an emergency.
Body holding area	Area where fatalities are held before being moved to a mortuary facility.
Bronze level	The management of 'hands-on' work undertaken at the incident site or impacted areas. This is sometimes referred to as the 'operational level'.
Briefing	Process of advising personnel of the details of the incident or event with which they will be dealing.
Business continuity management	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.

Business impact analysis	An assessment carried out by all service areas to identify critical functions that must be maintained during a disruption and the resources needed to deliver acceptable minimum levels of service.
Casualty	A person killed or physically or mentally injured in war, accident or civil emergency. For casualty bureau, it includes any person involved in an incident, including evacuees. In maritime emergencies, it is also used to refer to a vessel or person in distress.
Casualty bureau	Provides 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; reconcile missing persons and collate accurate information.
Casualty clearing station	Area at a major incident to assess, treat and triage casualties and direct their evacuation.
Catastrophic incident or emergency	Incident or emergency that has a high and potentially widespread impact and requires immediate central government attention and support.
Category 1 responder	Bodies 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. (listed in part 1 of schedule 1 to CCA)
Category 2 responder	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.
CCTV	Closed circuit TV camera scheme operated in Hull by civic 1 team in Festival House
CHEMET	Scheme administered by the Meteorological Office, providing information on weather conditions as they affect an incident involving hazardous chemicals. Administered by the Fire & Rescue Service.
Civil Contingencies Act 2004	Establishes a single framework for civil protection in the United Kingdom. Part 1 of the Act establishes a clear set of roles and responsibilities for local responders. Part 2 modernises the emergency powers framework in the United Kingdom.
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.
Community resilience	Ability of a local community to respond to and recover from emergencies.
Community Risk Register (CRR)	Assessment of the risks within a local area agreed by the Local Resilience Forum as a basis for the preparation of emergency plans.

Communications Group	See "Local Resilience Forum'
Consequences	Impact resulting from the occurrence of a particular hazard or threat, (numbers of lives lost, people injured, the scale of damage to property and the disruption to essential services and commodities.)
Control centre	Location of incident team.
Control of Major Accident Hazards Regulations 1998 (COMAH)	Regulations applying to the chemical industry and to some storage activities, explosives and nuclear sites where quantities of dangerous substances, over a certain threshold are kept or used.
COMAH Off-Site Emergency Plan	A site specific emergency plan required by the COMAH regulations to plan the multi agency response to an accident at a COMAH site that has an effect off the site.
COMAH On-Site Emergency Plan	A site specific emergency plan required by the COMAH regulations outlining how the hazardous site will respond to any emergencies on their site.
Control team	See: 'incident team'.
Corporate strategy team (CST)	The chief executive, deputy, assistants and directors (CST) will lead the strategic management of the incident, from the Councils perspective, operating as a council 'gold' level team.
Cordon – inner	Surrounds the immediate incident scene and provides security for it. In the case of fire it may be termed the "fireground".
Cordon – outer	Seals off an extensive area around the scene to which authorised persons are allowed access.
Corporate Strategy Team - emergency meetings	Responsible for the strategic Gold management of HCC services during an emergency. (CST)
Counter-terrorism security advisers (CTSA)	Police officers who provide advice on preventing and mitigating the effects of acts of terrorism.
Critical function	Continuity of a service or operation of which a Category 1 responder needs to ensure, in order to meet its business objectives. 'Essential business'
Cross border co-operation	Co-operation between Category 1 and 2 responders across boundaries.
Cross-boundary co-operation	Co-operation between Category 1 and 2 responders across the boundaries between LRF areas.
Data Protection Act 1998	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.
Debriefing	Process of sharing the good and bad points of a response to an incident as a means of improving any future planning and responses.

Delegation	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	Event or situation that threatens serious damage to human welfare in a place in the UK or 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 an event or situation must additionally require the implementation of special arrangements by one or more Category 1 responders.
Emergency management	Process of managing emergencies, including the maintenance of procedures to assess, prevent, prepare for, respond to and recover from emergencies.
Emergency mortuary	(Temporary) structures or conversion of existing structures 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. (Leconfield Airbase)
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	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.
Emergency control team	See: 'incident team'
Emergency procedures manual	Procedural manual agreed between the four area local authorities and the emergency services to promote integrated response and management of major incidents.
Emergency telephone directory	Lists all key council personnel.
Environmental information 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.
Evacuation assembly point	Building or area to which evacuees are directed for transportation to a rest centre.
Exercise	Simulation to validate an emergency plan or business continuity plan, rehearse key staff or test systems and procedures.
Family assistance centre	See 'Humanitarian Assistance Centre'
Family liaison officer (FLO)	Member of the police ante mortem team allocated specific responsibility for one or more families of the deceased.
Fireground	(See 'cordon-inner'.)

Flood watch / warning / severe flood warning • Flood watch • Flood warning • Severe flood warning • All clear	A series of flood warnings are issued by the Environment Agency. • Flooding is possible in the area. Be prepared, watch out • Flooding of homes, businesses and main roads is expected in the area. Act now! • Severe flooding is expected in the area. There is imminent danger to life and property. Act now! • There are no flood warnings or flood watches currently in force in the area.
Flood response plan	Operational emergency plan for dealing with a flood in Hull.
Forward control point	Control nearest to the scene of an incident responsible for immediate deployment, supervision and security.
Forward liaison officer	The Council's representative at the Multi Agency Silver Command who liaises directly with the Council's Incident Manager.
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.
Friends and relatives reception centre	An area set aside for the friends and relatives of people who may have been involved in an emergency. Established by the police in consultation with the local authority with the aim of reuniting survivors with their friends and relatives
General Working Group	See 'Local Resilience Forum'
Gold level	Strategic decision makers at the local level. They establish the framework within which operational and tactical managers work in responding to and recovering from emergencies. Can operate at Council level (CST) and at multi-agency level.
Government news network (GNN)	Central Government facility for assisting press officers by providing staff and resources to deal with media requirements during an incident. (Free for first 24 hours.)
Hazard	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.
Hazardous material	Substance or material that has been determined as being capable of posing an unreasonable risk to health, safety, property and the environment.
Hazardous Materials and Environmental Protection Officer (HMEPO)	Equivalent to a HAZMAT officer –a specially trained fire officer in hazardous materials and environmental protection.

HAZCHEM	International code system indicating the initial emergency actions for incidents involving hazardous materials.
Humanitarian assistance centre (HAC)	A one-stop-shop for survivors, families, friends and all those affected by the emergency, through which they can access support, care and advice.
Identification Commission	Group representing all aspects of the identification process, which is set up to consider and determine the identity of the deceased to the satisfaction of HM Coroner.
Impact	Scale of the consequences of a hazard or threat reduction in human welfare, damage to the environment and loss of security.
Incident control point	Point from which the management of the incident is controlled and co-ordinated. The central point of contact for all specialist and emergency services engaged on the site.
Incident log	Record of all communications and actions by the incident team.
Incident manager	Trained Council officer appointed to manage a major emergency.
Incident management procedures	Guides the actions and decisions during the early stages of an incident.
Incident team	Responsible for the tactical management of HCC services during an emergency. Established and managed by an incident manager who will bring together a team (appropriate to the emergency) from service areas.
Inner cordon	See: Cordon – inner
Integrated emergency management	Approach to preventing and managing emergencies with six key activities – anticipation, assessment, prevention, preparation, response and recovery. To build greater overall resilience in the face of a broad range of disruptive challenges.
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	Category 1 responders charged with carrying out a duty under the Act on behalf of a number of responder organisations, to co-ordinate its delivery and avoid unnecessary duplication.
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. (Based on a police area.)
Local resilience forum (LRF)	A meeting between all the Category 1 responders within the Humber area to facilitate co-operation in the planning for emergencies in and fulfilment of duties under the Civil Contingencies Act. The Forum also has a number of sub-groups to discharge specific responsibilities.

Local responder	Organisation which responds to emergencies at the local level. Includes Category 1 and 2 responders under the Civil Contingencies Act and other organisations not covered by the Act.
Local risk assessment guidance	Information on generic hazards and threats that should assist Category 1 responders in performing their local risk assessment duty under the Civil Contingencies Act.
Major accident hazard pipelines	Health and Safety Executive designated pipelines that require pipeline emergency plan.
Major incident	Used by emergency services personnel operationally to describe an emergency as defined in the Act. (See: Emergency)
Major incident procedures manual	See 'emergency procedures manual'
Marshalling area	Stand by area to which resources and personnel not immediately required at the scene, or being held for further use.
Mass vaccination centre (MVC)	A building used by the NHS to urgently administer vaccines to a large number of people
Media centre	Central contact point for media enquiries providing communications and conference facilities and staffed by spokespersons from all agencies involved.
Media liaison officer	Officer responsible for the initial release of information from the scene of the incident and the liaison with other services at the media centre.
Media liaison point	Rendezvous and initial holding area, at or near the scene, designated for use by accredited media representatives prior to the establishment of a media centre.
Medical incident officer (MIO)	Has overall responsibility (in close liaison with AIO) for the management of medical resources at the scene of a major incident.
Military aid to the civil community (MACC)	Provided by the military in the event of a major emergency - heavy equipment, workforce or specialist teams (e.g. search and rescue)
Multi-agency bronze	A multi agency meeting held at an incident scene to co-ordinate the activities of organisations that are carrying out bronze level operations in response to an emergency. (See 'Bronze Level').
Multi-agency silver	A multi agency meeting held near to the incident scene or at a suitable remote location to co-ordinate the overall multi agency management of the response to an emergency. (See 'Silver Level')
Multi-agency gold	A multi agency meeting of strategic decision makers who will set the strategy for a co-ordinated multi agency response to an emergency to be implemented by the Multi Agency Silver. (See 'Gold Level')

Multi-agency plan	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.
Multi-level plan	Usually initiated and maintained by central government or a regional office, which relies on the participation and co-operation of Category 1 and 2 responders. The plan will cover more than one level of government.
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.
Off-site emergency plan	See 'COMAH Off-site emergency plan'
Operational Level	See: 'Bronze'
Outcome description	Indication of the scale of a generic type of event (e.g. flooding) in terms of its intrinsic or immediate characteristics (e.g. rainfall or area flooded). Outcome description is to be distinguished from impact
Outer cordon	See: 'Cordon – outer'
Outsourcing	Where a duty is contracted to a third party on a commercial basis, either by an individual organisation or collectively.
Pipeline emergency plan	Required by the pipeline safety regulations to plan the response to an incident involving a major accident hazard pipeline.
Pipelines Safety Regulations 1996	Legislation on the management of pipeline safety, encompassing both onshore and offshore pipelines; includes the major accident prevention document, the arrangements for emergency plans and the transitional arrangements.
Plume	- The column of non-combustible products emitted from a fire (smoke). - A vapour cloud formation having shape and buoyancy. - The airborne radioactive material released from a nuclear power plant and carried by the prevailing winds which may affect radiologically those downwind areas over which it passes.
Privileged access to mobile telecommunications networks	Can give call preference to registered essential users on the four main mobile networks in the UK during an emergency.
Police casualty bureau	See: Casualty bureau
Primary care trust (PCT)	Primary care is the care provided by those professionals the public normally see when they have a health problem (e.g. doctor, dentist, optician, and pharmacist). These services are managed by PCTs.

Public awareness	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	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 casualty bureau (which has a separate and distinct purpose). This could be set up in conjunction with the Humanitarian Assistance Centre.
Radiation Emergency Preparedness and Public Information Regulations 2001 (REPPIR)	Lays down the safety standards for the protection of the health of workers and the general public against the dangers arising from ionising radiation. The REPPIR also partly implement the Public Information Directive on informing the general public about health protection measures to be applied and steps to be taken in the event of an emergency.
Rail incident officer (RIO)	Pre-designated person from one of the rail related companies who has the overall co-ordination of any rail company response to an incident.
Receiving hospital	Hospital receiving casualties in the event of a major incident.
Recovery	Process of rebuilding, restoring and rehabilitating the community following an emergency.
Recovery time objectives	A section in the Business continuity plan that identifies the time by which critical functions and/or their dependencies must be recovered.
Regional civil contingencies committee (RCCC)	Committee that meets during an emergency when a regional response or other action at regional level is required.
Regional resilience director (RRD)	Head of a regional resilience team.
Regional resilience forum (RRF)	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.
Regional risk map	Map of assessed risks across a region.
Rendezvous point	Point to which all vehicles and resources arriving at the outer cordon are directed.
Resilience	Ability of the community, services or infrastructure to withstand the consequences of an incident.
Resilience mortuary	See: 'Emergency mortuary'
Resilient Telecommunications Group	See 'Local Resilience Forum'
Rest centre	Buildings that can be used to shelter people evacuated from their homes, work and schools.
Rest centre manager	Local authority officer managing all the functions within a rest centre.
Risk	Measures the significance of a potential event or situation in terms of likelihood and impact.

RIMNET	A radioactive incident monitoring network operated by DEFRA to assess the consequences for the UK of nuclear incidents abroad.
Risk assessment	Structured and auditable process of identifying 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.
Risk Assessment and Capabilities Sub Group	See 'Local Resilience Forum'
Risk management	Culture, processes and structures that are directed towards the effective management of risks.
Risk rating matrix	Matrix of impact and likelihood for an event, to ascertain the risk.
Risk treatment	Systematic process of deciding which risks can be eliminated or reduced by remedial action and which must be tolerated.
Safety advisory group (SAG)	Multi-agency group 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.
Scene access control point (SACP)	Provides access through the outer cordon for essential non-emergency service personnel.
Scientific and Technical advice cell (STAC)	A group of multi agency technical experts who can provide scientific and technical advice such as impact on health of the population, public safety, environmental protection and sampling and monitoring of any contaminants.
Search and rescue (SAR)	Operations for locating and retrieving persons in distress, providing for their immediate needs and delivering them to a place of safety.
Senior investigating officer (SIO)	The senior detective appointed to assume full responsibility for all aspects of the Police investigation.
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.
Severe Weather Warnings	Warnings provided by the Met Office to advice of severe or hazardous weather which has the potential to cause danger to life or widespread disruption of communications or transport.

Silver level	Tactical level of management introduced to provide overall management of the response to an emergency. Silver managers determine priorities in allocating resources, obtain further resources as required, and plan and co-ordinate when tasks will be co-ordinated. Can be single or multi-agency (for the council this would be the incident team.)
SITREP (Situation report)	Brief report which outlines the details of the emergency.
Site incident officer	If an incident occurs within the perimeter of an industrial or commercial establishment, public venue, airport or harbour, the representative from the affected organisation who will liaise with the emergency management structure.
SO13	Metropolitan Police Anti-Terrorist Branch. Helps with investigations (including areas outside the Metropolitan boundary).
Statutory services	Those services whose responsibilities are laid down in law: for example, police, fire and ambulance services, HM Coastguard and local authorities.
Strategic co-ordinating group	Also know as Multi-Agency Gold (See: 'Multi Agency Gold')
Strategic level	(See: 'Gold')
Survivors	Those who are directly affected by an emergency, but not killed by it. Including those who have been injured, traumatised or displaced.
Survivor reception centre	A secure area in which survivors not requiring acute hospital treatment can be taken for short-term shelter and first aid. The police may conduct interviews here as necessary.
Tactical control team	See: incident team
Tactical level	See: Silver
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.
Threat assessment	Component of the risk assessment process in which identified threats are assessed for future action.
Triage	Process of prioritising the treatment of the injured by medical personnel at a casualty clearing station, prior to transportation to hospitals.
Utilities	Companies providing essential services, e.g. water, energy, telecommunications.
Voluntary sector	Bodies, other than public authorities or local authorities that carry out not for profit activities.

Vulnerability	Susceptibility of a community, services or infrastructure to damage or harm by a realised hazard or threat.
Vulnerable establishment	Institution housing vulnerable people during the day or at night. E.g. day centre/ residential home.
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.

1st SCG Meeting Agenda (draft)

1.   Introduction of attendees, roles and responsibilities.

2.   Declaration of items for urgent attention.

2 a.   Decision of items for urgent attention.

        BREAK OUT TIME TO ACTION URGENT ITEMS AS AGREED ABOVE.

3.   Review and agree minutes of previous meeting (if appropriate)

4.   Update on strategic situation. (Common recognised information picture).

5.   Review and agree strategic aim and objectives.

6.   Review outstanding actions.

7.   Update from working groups/cells/attendees.

8.   Discuss and agree on strategic decisions and confirmation and allocation of actions
        required

9.   AOB

10.   Date and time of next meeting.

11.   Closure.

2nd Meeting of Draft Agenda

West Yorkshire Strategic Co-ordinating Group

1.   Update

2.   Review strategic aim and objectives

3.   Response to adverse publicity

4.   Discuss significant risks and develop strategies to deal with them (Public health, contaminated water, fuel and food supplies)

5.   Political issues and risk to reputations (local, regional and national)

6.   Financial arrangements

7.   Mutual aid

8.   Humanitarian Assistance Centres

9.   AOB

1st Meeting Draft Agenda

West Yorkshire Tactical Co-ordinating Group

1.   Introduction of attendees, roles and responsibilities (keep list of SPOCS)

2.   Declaration of items for urgent attention.

2a.   Decision of items for urgent attention.

BREAK OUT TIME TO ACTION URGENT ITEMS AS AGREED ABOVE.

3.   Update on operational situation. (Declaration of a major incident if not already done)

4.   Agree tactical aim and objectives.

5.   Review outstanding actions.

6.   Discuss and agree on operational and tactical decisions and confirmation and allocation of actions required

7.   AOB

8.   Date and time of next meeting.

9.   Closure

Note for consideration by the TCG :

Allocate responsibility to an organisation to:

Liaise with the public and keep updated with information, contact insurers/private sector, Identification of vulnerable people/premises, Investigation, logistics/equipment

Appendix 2 – Common Recognised Information Picture Template

West Yorkshire Resilience Forum Common Recognised Information (CRIP) Form

The WYRF CRIP form will be used in significant emergencies to develop a common understanding of the impact of the emergency, its consequences and the response and recovery efforts.

The CRIP form will be collated and updated during meetings of Tactical Co-ordinating Group (TCG) and Strategic Co-ordinating Group (SCG) and will become a shared statement of awareness.

All responders invited to attend the TCG and SCG are requested to complete / update the CRIP form **from their own organisation's perspective** in readiness for each meeting of TCG and SCG.

The CRIP form will be emailed to all Category 1 and Category 2 organisations and to the Government Office on a regular basis during the emergency.

Incident Summary – Situation Report / Overview

☐ What are the problems on the ground (current, predicted and worst-case)?

☐ What elements of the population, infrastructure and key facilities are affected and to what extent?

☐ What are the vital assets that have to be protected?

☐ Who are the key players and what support do they need from us?

☐ Is the situation changing? How, how quickly and how could it affect us?

☐ What is the Crisis? Why has an emergency been declared?

Strategic Aim

Strategic Objectives

Key New Developments

Forward look

Current / Operational Response

Resource Issues (Including Staffing Issues)

Media Handling and Presentational Issues

- Media coverage

    o

- Media tone / Current themes

    o

- Key Lines to take / Public messages

    o

- Warning and Informing / Public Advice

    o

- Ministerial / VIP Visits

    o

- Good News

    o

- Forward Look

    o

- Other media issues

- Forthcoming Statements / Press Conferences

Recovery / Remedial Actions

Political / Policy Implications

Other Issues / Implications

Decisions to be Taken

THE SEVEN QUESTIONS – A TOOL FOR CREATING AN "AWARENESS" OF THE SITUATION BEFORE THE DETAILED PROCESS OF OPERATIONAL PLANNING STARTS.

Primary Questions	Secondary Questions	Answers to Questions
1. What is the situation?[a]	What are the problems on the ground (current, predicted and worst-case)? What elements of the population, infrastructure and key facilities are affected and to what extent? What are the vital assets that have to be protected? Who are the key players and what support do they need from us? Is the situation changing? How, how quickly and how could it affect us?	
2. What is the overall strategic aim and how will we contribute to it?	What strategic aims from the Emergency Response Manual are appropriate to this emergency? What objectives are specified or implied for my organisation? What constraints am I under?	

3. What effects do I want to create and what direction must I give to implement my plan?[c]	What am I trying to achieve? Which actions are likely to deliver the best result? What protective and safety measures are required? How do I sustain the effort? What are the command, control and liaison, arrangements?	
4. How can we best achieve or contribute to each task?	How can we achieve best effect? What should be our main priority and when should that change?	
5. What resources are needed to achieve each task?	What or who do I have to locate, mobilise, brief, deploy and direct? What assets do others have that we need?	

	What assets that we have might be needed by others?	
6. When and where will actions take place in relation to one another?[d]	☐ What will be the sequence of deployments and tasks? ☐ How will I determine and control resource availability? ☐ Do I need to specify a main effort? ☐ What are my decision points and "last safe moments" for deployment of key resources and assets to tasks? ☐ What would be the effect of delays or failure to achieve a task? ☐ Do I need to keep some capacity in reserve?	
7. What control and monitoring measures do I need to impose?	☐ How will I gauge the result and impact of actions and tasks? ☐ How will I determine progress relative to objectives and the strategic aim? ☐ How will I determine and influence public perceptions and behaviour? ☐ How will I keep my	

	own teams and other stakeholders informed and engaged?	

Action Card SCG Chair

Role

Determine which organisations will be required at the SCG Chair

Convene SCG meetings and provide secretariat support

Co-ordinate advice from SCG members to input into the strategic response to the emergency

Co-ordinate the setting of strategic aims and objectives

Co-ordinate an agreed media and public information approach

Confirm decisions and actions

Request sub-groups as appropriate, including:

- ☐ STAC membership
- ☐ Resilient Telecommunications
- ☐ Recovery
- ☐ Warning and Informing / Media
- ☐ Resources / Logistics
- ☐ Intelligence / Information Cell

In advance

Ensure familiarity with West Yorkshire Response and Recovery Manual

Understand the role of SCG Gold Chair in response to an emergency

Undergo training and participate in exercises in relation to role

When alerted

Liaise with your Tactical support team and receive up to date briefing

Travel to SCG location.

When established

Chair the SCG meetings using the set agenda

Review information on the emergency using the CRIP form

Consider initial expansion of SCG membership

Liaise with Government Office/National Government and submit formal report

Ensure log of activities and decisions

After emergency

Contribute to post-emergency debriefing

Contribute to the report of the incident

Action Card SCG Member

Role

To represent the interests of your organisation at an SCG

To contribute to the strategic aims, objectives and decision making at an SCG

To provide advice and support to the SCG Chair

To update and inform relevant officers in your own organisation

In advance

Ensure familiarity with Emergency Response and Recovery Manual

Understand the role of the SCG and SCG membership in response to an emergency

Undergo training and participate in exercises in relation to role

When alerted

Travel to SCG location.

Bring official identification card with photo ID

Take emergency plan/s, mobile phone, charger and any other relevant documentation

When established

Attend SCG meetings

Carry out tasks as agreed with SCG Chair

Provide a two way flow of information with your organisation

Consider the need for additional support or specialist advice from your organisation

Agree relief and changeover times with your replacement

Keep a log of activities and decisions

After emergency

Contribute to post-emergency debriefing

Contribute to the report of the incident

Action Card SCG Support Officer

Role
To provide advice and support to the SCG Member

To carry out any requests made by SCG Member

To liaise with your organisation and be able to provide your SCG member a position update

In advance
Ensure familiarity with West Yorkshire Emergency Response Manual

Understand the role of the SCG and SCG Member and SCG Officer in response to an emergency

Undergo training and participate in exercises in relation to role

When alerted
Liaise with your organisation's Silver/Tactical Support and obtain full brief

Travel to SCG location.

Bring official identification card with photo ID

Take relevant emergency plans, mobile phone and charger and any other necessary equipment

When established
Attend SCG meetings (if required)

Carry out tasks requested by your SCG Member

Maintain a two way flow of information with your organisation

Agree relief and changeover times and handover briefing with your replacement

Keep a log of activities and decisions

Consider the need for additional support or specialist advice from your organisation
After emergency

Contribute to post-emergency debriefings

Contribute to the report of the incident

Action Card for Secretariat appointed by SCG Chair

Role

To provide administrative support the SCG Chair

To ensure SCG meetings are recorded

To record the decisions of SCG meetings

To ensure the orderly flow of information for SCG meetings

When alerted

Travel to the SCG location.

Bring official identification card with photo ID.

When established

Record SCG attendance

Record discussions, issues and questions raised at SCG meetings

Record SCG meeting decisions and actions taken

After emergency

Contribute to post-emergency debriefing

Contribute to the report of the incident

Action Card TCG Chair

Role

Determine which organisations will be required at the TCG meeting

Convene TCG meetings and provide secretariat support

Co-ordinate advice from TCG members to input into the operational and tactical response to the emergency

Co-ordinate the setting of tactical aims and objectives

Co-ordinate an agreed media and public information approach

Confirm decisions and actions

Request sub-groups as appropriate, including:

☐ STAC membership
☐ Resilient Telecommunications
☐ Recovery
☐ Warning and Informing / Media
☐ Resources / Logistics
☐ Intelligence / Information Cell

In advance

Ensure familiarity with West Yorkshire Response Manual

Understand the role of TCG Gold Chair in response to an emergency

Undergo training and participate in exercises in relation to role

When alerted

Liaise with your Operational support team and receive up to date briefing

Travel to TCG location.

When established

Chair the TCG meetings using the set agenda

Review information on the emergency using the CRIP form

Consider initial expansion of TCG membership

Ensure log of activities and decisions

Ensure there is a list maintained of single points of interest (SPOCS) for each responding organisation

After emergency

Contribute to post-emergency debriefing

Contribute to the report of the incident

`Appendix 5 -   List of West Yorkshire Resilience Forum Plans/CONOPS

The following plans/Concept of Operations have been developed by members of West Yorkshire Resilience Forum and can be found on www.westyorksprepared.gov.uk.

Name	Sub-Group	Dated
Evacuation CONOPS	Humanitarian Assistance, Evacuation & Shelter Sub Group	January 2008
Humanitarian Assistance Centre Plan	Humanitarian Assistance, Evacuation & Shelter Sub Group	March 2009
Recovery and Site Clearance Framework	Recovery and Site Clearance Sub Group	June 2010
Flooding CONOPS	Severe Weather Sub Group	February 2008
CBRN CONOPS	CBRN Sub Group	May 2007
Resilient Telecoms Plan	Resilient Telecoms Sub Group	March 2009
Voluntary Organisations Framework	Voluntary Organisations and Faith Communities Sub-Group	
Emergency Plan for Fuel	Resources, Logistics and Fuel Sub-Group	
Emergency Media Protocol	Warning & Informing, Community Resilience and BC Promotion Sub Group	March 2009
Training, Exercising and De-briefing protocol	Training & Exercising Sub-Group	September 2006

Information Sharing Protocol	WYRF Manager	