

Major Emergency Plan (Part 1)

(Activation and Response Management)

Not Protectively Marked



Version 9.002

If you think this plan may need to be activated:

Go to Appendix 1 now if [in office hours](#)

Go to Appendix 2 now if [out of hours](#)

Important Information

IF YOU HAVE BEEN DIRECTED TO CARRY OUT EMERGENCY FUNCTIONS AND THIS IS THE FIRST TIME YOU HAVE SEEN THIS PLAN; **STOP!**

- **Seek the advice of the Emergency Planning Officer.**
- **Advise the Officer requesting your assistance.**

IT IS ESSENTIAL THAT YOU ARE FAMILIAR WITH ALL ELEMENTS OF THIS PLAN.

Document Control

Title	Crawley Borough Council Emergency Plan
Author	Andrew Gaffney, Corporate Safety Officer and Emergency Planning Officer
Contact For Amendments	Andrew Gaffney Crawley Borough Council Community & Partnership Services Division Town Hall The Boulevard Crawley West Sussex RH10 1UZ Tel; Mob; Pager; Email; epo@crawley.gov.uk
Version Number	9.002
Date of Issue	31 st May 2013

Version Control

NO	DETAILS	AMENDED BY	DATE
1	Change of Directorate responsibility & minor text changes	Andrew Gaffney	01/07/14
2	Change of Directorate responsibility & minor text changes	Andrew Gaffney	19/01/15
3	Distribution changes Reference changes Changes to Job Titles Change of Backup Emergency Control Centre Change of EMT Membership Minor text changes	Andrew Gaffney	09/09/15
4.	Changes to references to Corporate Structure Add the Need for a Loggist at EMT meetings (replacing the entry for a notetaker) Change to Radio Communications numbers and type	Andrew Gaffney	10/02/17

Distribution List

A Copy of this document and associated plans and guidance are available in the following locations.

ELECTRONIC DISTRIBUTION
G Drive G:\Corporate and Public Safety\Emergency Planning\02. Crawley Plans
T Drive T:\Emergency Planning\Emergency Plans
Internet (Public version)
Intranet (Emergency Planning Documents)

HARD COPY DISTRIBUTION
Emergency Control Centre (2)
CMT (10) – Directors and Heads of Service
ERC Bag (2)
Emergency Planning Officer (1)
EXTERNAL DISTRIBUTION
Available to Partners via Resilience Direct

.....	3
.....	3
.....	4
.....	9
Section 1 – Introduction and General Information	11
1.1	INTRODUCTION
.....	11
1.2	AIM – The overall purpose of the plan
.....	11
1.3	OBJECTIVES – The goals to achieve the aim
.....	11
1.4	SCOPE – When this plan is to be used
.....	11
1.4.1	Out of Scope
.....	11
1.5 PLAN DEFINITIONS	12
Section 2 – Activation	13
.....	13
.....	13
2.3 ACTIVATION PROCESS	15
2.4 Activation Explanation.....	16
2.4.1	Initial Emergency Phases
.....	16
2.4.2	Considering Initial Information
.....	16
2.4.3	Activation
.....	16
Section 3 – Response Management	18
3.1	INCIDENT RESPONSE CONTACTS AND ASSOCIATED PLANS
.....	18
3.2	ACCESS TO CBC BUILDINGS OUT OF HOURS
.....	18
3.2.1	Town Hall House Keys
.....	18
3.2.2	Community Centres
.....	18
3.2.3	Other Rest Centres
.....	18
3.2.4	Bewbush Centre
.....	18
3.3	INCIDENT LIAISON OFFICER
.....	18
3.3.1	Role
.....	18
3.3.2	Decision to send an Incident Liaison Officer
.....	18
3.3.3	Emergency Response Coordinator Exclusion from Incident Liaison Officer Role
.....	18
3.3.4	Preparing to send an Incident Liaison Officer
.....	19
3.3.5	Strategic Co-ordination Centre Incident Liaison Officer
.....	19

3.4	EMERGENCY STAFF SAFETY AND WELFARE	19
3.4.1	Risk Assessment	19
3.4.2	Location of Staff Deployed to the Scene of an Emergency	19
3.4.3	Staff Working Hours	19
3.4.4	Staff Welfare and Post Traumatic Stress Disorder	19
3.4.5	Staff Equipment	20
3.5	EMERGENCY MANAGEMENT TEAM	20
3.5.1	Authority to Convene	20
3.5.2	Membership	20
3.5.3	Aim	20
3.5.4	Meeting Preparation	21
3.5.5	Meeting Frequency	21
3.6	MONITORING SERVICE CAPABILITY DURING AN EMERGENCY	21
3.6.1	Introduction	21
3.6.2	Service Capability (RAG) Reporting	21
3.7	FINANCE	22
3.7.1	Recording Expenditure	22
3.7.2	Emergency Project Code	22
3.7.3	Staff hours and payment	22
3.7.4	Emergency Response Co-ordinator Expenses	22
3.7.5	Bellwin Scheme	22
3.8	ELECTED MEMBERS	22
3.9	RECOVERY	22
3.10	STAND DOWN AND DEBRIEFING	23
3.11	EMERGENCY CONTROL CENTRE	23
3.11.1	Aim	23
3.11.2	Objectives	23
3.12	REST CENTRES	23
3.12.1	Aim	23
3.12.2	Activation and Process	23
3.12.3	Rest Centre Information Capture	24
3.12.4	Feeding	24
3.13	MEDIA	24
3.13.1	Introduction	24

3.13.2 Initial Actions.....	24
3.13.3 Media Sources.....	24
3.13.4 Website.....	25
3.14.....	COMMUNICATION
.....	25
3.14.1 Multi-Agency Communication.....	25
3.14.2 Crawley Borough Council Emergency Telephone Numbers.....	25
3.14.3 Emergency Telephone Number Explanation.....	26
3.14.4.....	Government Telephone Preference Scheme (GTPS)
.....	26
3.14.5.....	Mobile Telephone Preference Access Scheme (MTPAS)
.....	26
3.14.6 Radio Communications.....	27
3.14.7 Airwave Sussex Interoperable Voice Communication.....	27
3.14.8 Satellite Phone.....	27
3.14.9 Radio Amateurs Emergency Network.....	27
3.14.10 Widespread Communication Failure.....	27
3.15.....	RECORD KEEPING
.....	28
3.15.1 Introduction.....	28
3.15.2 Requirement to record.....	28
3.15.3 Witness Testimony in legal proceedings.....	28
3.16 MUTUAL AID.....	28
3.16.1 Mutual Aid Definition.....	28
3.16.2 Mutual Aid Requesting Assistance Definition.....	28
3.16.3 Mutual Aid Responding Authority Definition.....	28
3.16.4 Procedure for Activating the Mutual Aid Agreement.....	28
3.16.5 Mutual Aid Financial Expenditure.....	29
SECTION 4 LOCAL AUTHORITY ROLES AND RESPONSIBILITIES.....	30
4.1 BOROUGH COUNCIL PRIMARY AIMS.....	30
This Page intentionally left blank	
4.2 EMERGENCY MANAGEMENT TEAM CHAIRPERSON (GOLD).....	31
4.3 EMERGENCY RESPONSE COORDINATOR (ERC).....	33
4.4 EMERGENCY PLANNING OFFICER.....	35
4.5 EMERGENCY CONTROL CENTRE MANAGER (ECM).....	37
4.6 EMERGENCY CONTROL CENTRE STAFF.....	39
4.7 INCIDENT LIAISON OFFICER.....	41
4.8 EMERGENCY RESPONSE STAFF.....	43
4.9 FACILITIES OFFICER.....	45
4.10 Deputy Chief Executive.....	47
4.11 HEAD OF COMMUNITY SERVICES.....	49
4.12 Communications Manager.....	51
4.13 Head of Partnership Services.....	53
4.14 BUILDING CONTROL OFFICER.....	55
4.15 Other Heads of Service.....	57
SECTION 5 –TRAINING EXERCISE AND REVIEW.....	59
Appendix 1 Cascade Call Out – In office hours.....	62
Appendix 2 Cascade Call Out – Out of hours.....	63
Appendix 3 Additional Plans and Useful Publications.....	64
Appendix 4 Initial Report Form.....	72
Appendix 5 Incident Manager Initial Actions.....	73
Appendix 6 Rest Centre Activation Checklist.....	74
Appendix 7 Emergency Management Team Agenda.....	76
Appendix 8 Incident Control Centre.....	78
Appendix 9 Service Capability Report.....	80

Disclaimer

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

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

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

Therefore:

ANY PERSON OR PEOPLE, OTHER THAN CRAWLEY BOROUGH COUNCIL MEMBERS, EMPLOYEES, AGENTS OR CONTRACTORS ACTING IN RELIANCE UPON THIS PLAN DO SO ENTIRELY AT THEIR OWN RISK.

This Page is intentionally left blank

Section 1 – Introduction and General Information

1.1 INTRODUCTION

This plan is a requirement as defined by the Civil Contingencies Act 2004. It provides a framework for Crawley Borough Council employees to respond, and manage the effects of an emergency.

1.2 AIM – The overall purpose of the plan

The aim of this plan is to outline the response of Crawley Borough Council to any emergency and / or major incident.

1.3 OBJECTIVES – The goals to achieve the aim

The plan objectives support the wider goal of the council's key objectives to achieve a successful management and resolution to an emergency or major incident.

- Define an emergency and major incident.
- Explain the key phases of an emergency.
- Explain the activation process and authority to activate.
- Provide details of how the plan will be implemented and how resources will be managed.
- Define the role and responsibilities of staff that are engaged in emergency response duties.
- Provide details of associated plans and documentation.

1.4 SCOPE – When this plan is to be used

The plan provides guidance and instructions to deal with preparing, implementing and managing a situation that requires significant council resources across various council services, outside of normal day to day operations.

The plan may also be used to complement specific plans that exist to deal with identified high risk locations and situations. For example the Multi Agency Flood plan.

SUPPORTING INFORMATION

- APPENDIX 3 – **Additional Plans and Useful Publications**

1.4.1 Out of Scope

This plan does not include;

- Business continuity issues where council services are disrupted as a result of an emergency. Officers should refer to the Corporate Business Continuity Plan and individual service plans for managing the effects of disruption.
- Recovery arrangements to restore the community to relative normality. (Refer to SRF Response & Recovery Plan (SERR))
- Rest Centre management.(See Emergency Assistance Centre / Rest Centre and Feeding plans)
- Other agency co-ordination arrangements. (See SERR)

1.5 PLAN DEFINITIONS

The following definitions apply to Crawley Borough Council operations during an emergency situation.

ECC	Emergency Control Centre. A central hub for Crawley Borough Council to respond to the incident. Receives requests from other responders and members of the public. Deploys and tracks resources under the direction of Tactical and Strategic Management Teams It is located in the 'Bunker' at the Town Hall
Incident Manager	The role is attributed to the first supervisor of the incident. In office hours this will normally be the Emergency Planning Officer or Head of Partnership Services. In a situation where the incident occurs outside of office hours this will be the Emergency Planning Officer or delegated Duty Officer.
Incident Management Team	A tactical group (Silver) comprising of the following officers subject to availability and time of incident Emergency Response Co-ordinator Emergency Planning Officer Head of Partnership Services
ERC	Emergency Response Co-ordinator. A Head of Service or Director Responsible for co-ordinating the council response and co-ordination until directed by the Emergency Management Team. (See Section 4.3 for Role Profile)
EMT	Emergency Management Team – Members of the Corporate Management Team selected by the Chief Executive to provide strategic decisions on the overall council response.
TACAD	Tactical Advisor - Emergency Planning Officer – Provides decision makers with expert advice on plans, procedures and incident methodology. Similar roles exist within the Emergency Services. (See Section 4.4 for Role Profile)
ECM	Emergency Control Centre Manager- Responsible for the management of the Emergency Control Centre. Ensures requests for information and resources are resolved. Identifies issues requiring a strategic decision. See Section 4.5 for Role Profile)
ILO	Incident Liaison Officer – A vital link between the scene, co-ordinating groups, Council Silver and EMT. (See Section 4.7 for Role Profile)
ECL	Emergency Contact Leaflet – A separate restricted document which provides all contact details required for an emergency. Issued to all relevant Officers
SCG	Strategic Co-ordinating Group – A strategic level group which convenes at Sussex Police Headquarters where an emergency is beyond the capabilities of local resources. (See PART 2 Section 5.2 Methodology and Reference)
SRF	Sussex Resilience Forum. A forum made up of category 1 and 2 responders within a police area to consult, collaborate and disclose information with each other to facilitate planning and response to emergencies.
RD	Resilience Direct – A secure web based collaboration tool for the storage and sharing of information to plan for and respond to major incidents
RVP	Rendezvous Point – A location used at the incident to house emergency vehicles and staff prior to immediate deployment to a scene.
ECD	Emergency Contact Directory – A separate restricted document which provides all contact details required for an emergency.

Section 2 – Activation

2.1 ACTIVATION AUTHORITY – Who can activate the plan?

Full activation of the emergency plan may be declared by the following officers;

- Chief Executive
- Any Director
- Head of Service (Partnership Services)
- Emergency Response Coordinator.
- Emergency Planning Officer.

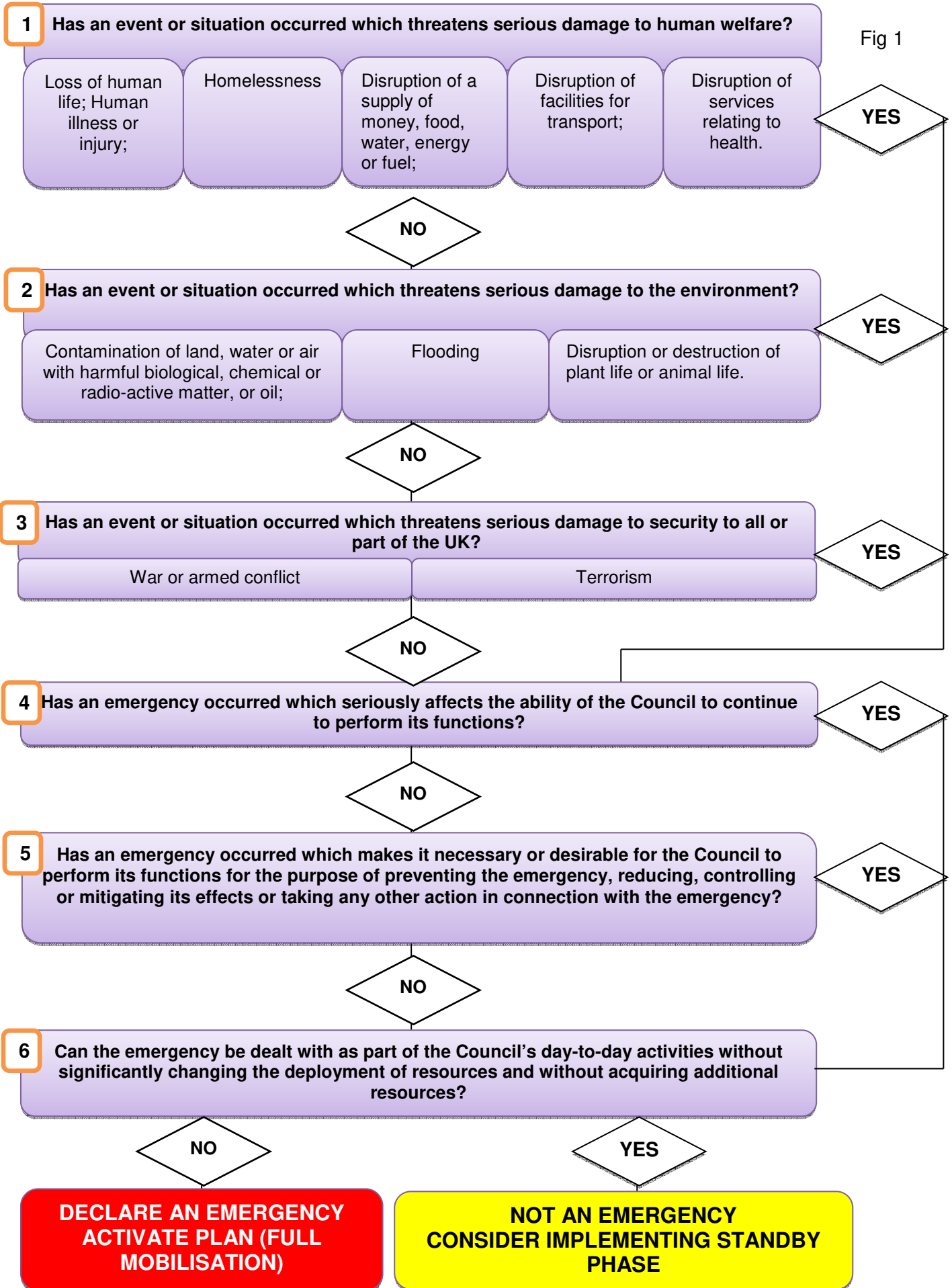
Stand-by Activation is a phase of the plan which encourages officers to consider the implications of an incident which may prompt the engagement of resources. Although it is not a full activation of the plan it prompts officers to consider preparation should a full activation be necessary. As a matter of course the emergency planning officer will operate under this phase to alert senior staff and services likely to be affected. Any of the above officers may consider it necessary to operate within this phase.

2.2 PLAN TRIGGERS – When is the plan activated?

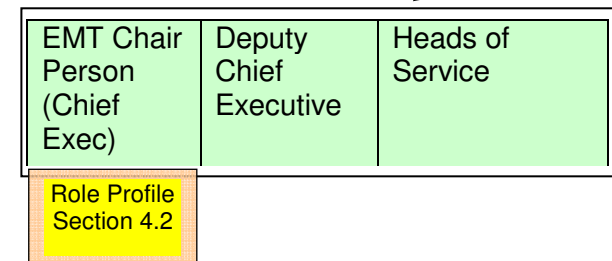
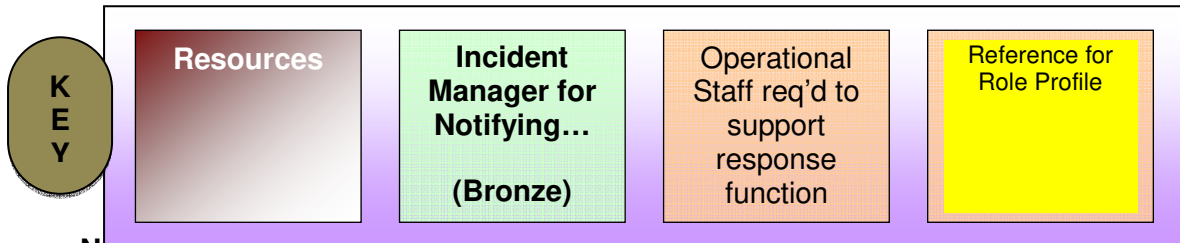
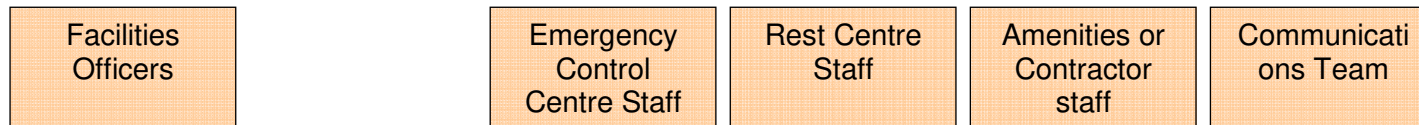
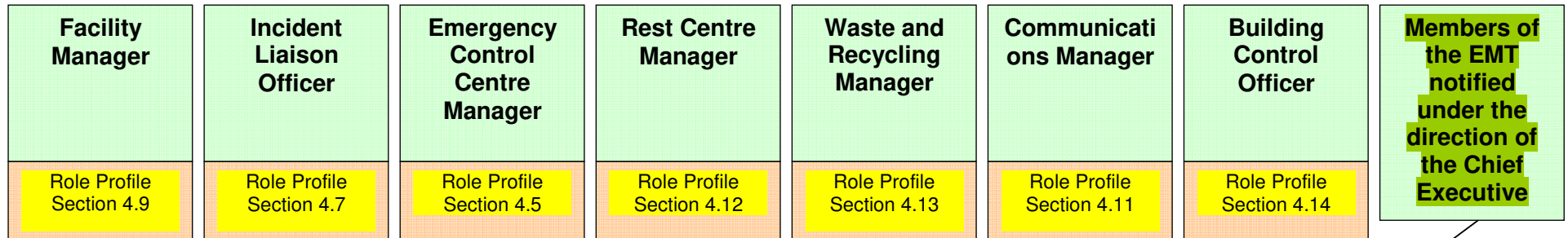
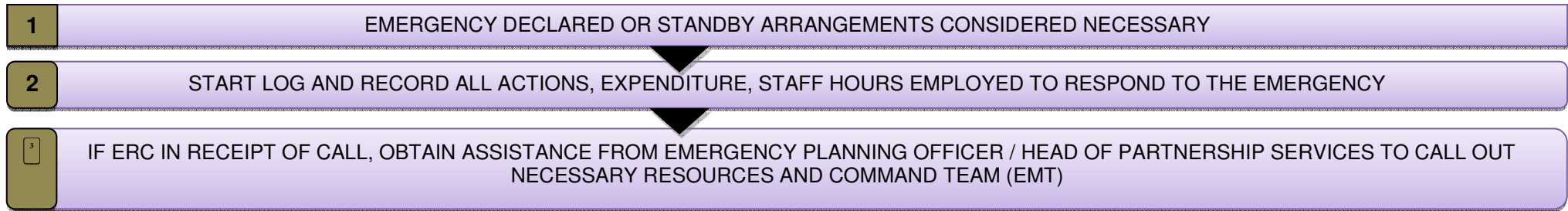
The following chart (fig 1) provides users of this plan a means to consider whether it is necessary to activate the emergency plan. If one organisation declares an emergency or major incident, this does not automatically mean that another organisation activates their emergency plans. The decision is based upon the following considerations

- The capacity of the organisation to respond and the level of involvement.
- The disruption caused or likely to be caused to a community within the Crawley Borough Council area.

Fig 1



2.3 ACTIVATION PROCESS



2.4 Activation Explanation

2.4.1 Initial Emergency Phases

The Incident Manager (Emergency Planning Officer or Head of Partnership Services, or Emergency Response Co-ordinator) will determine whether it is necessary to place the plan into one of two phases.

- **Stand-by** – This phase of the plan encourages officers to consider the implications of an event and provide information to relevant staff. It is also an opportunity to assess available resources. The overriding message is “ACT EARLY, THINK BIG” It is likely that this phase of the plan is implemented on a regular basis to consider the available resources and capabilities without escalation to a full activation. Upon notification of an incident the Chief Executive or Directors may call an emergency management team meeting to analyse the preparation and likely response of the local authority.
- **Full Mobilisation** – Deploy staff to relevant emergency response duties under the direction of the Incident Manager until directed by the Emergency Management Team (EMT) or Chief Executive (or his/her Deputy).

SUPPORTING INFORMATION

- PART 2 Section 1 Methodology and Reference – **Understanding Emergencies**

2.4.2 Considering Initial Information

Initial information may not be an obvious indicator to activate the plan in full at any given time. It is therefore necessary to consider the likelihood of the impact the incident will have on the council to perform its normal functions. The emerging situation is likely to come from members of the public calling Customer Services / Careline. It is important that the following information is captured to assess the impact.

- Location – e.g. Post code and house number or name
- Type of call
- Contact details where possible

This information can be shared with professional partners to assess resource requirements. Additional information will come from these partners with possible requests for assistance. The volume of information should be monitored carefully with a view to activating the Emergency Control Centre at the earliest opportunity.

SUPPORTING INFORMATION

- Appendix 1 Call out Cascade –In Office Hours
- Appendix 2 Call out cascade – Out of Hours

2.4.3 Activation

Once the requirement to activate the emergency plan is made either in part or full, the Incident Manager will obtain the assistance of the Emergency Planning Officer or Head of Partnership Services to form an incident management team. This tactical group will be responsible for notifying the various supervisory/operational staff (Bronze) required to respond to the incident. Notification of staff will be subject to the type, severity and nature of the event. Operational response staff will then contact additional resources on behalf of the Incident Management Team. This reduces the onus on the team to contact the numerous

resources in a short space of time. It may not be necessary to contact all resources initially however some forward planning will benefit the activation process.

IF IN DOUBT ALWAYS NOTIFY RESOURCES AND PLACE THEM ON STANDBY

2.4.7 Emergency Roles and Responsibilities

In an emergency the role of some officers will be significantly different from their day to day activities. Each role that has a specific emergency role has a role profile as identified in Section 2.3. See the relevant sections for individual role profiles.

SUPPORTING INFORMATION

- Section 4.1 Council Role and Responsibilities
- Section 4.2 Emergency Management Team Chairperson
- Section 4.3 Emergency Response Coordinator
- Section 4.4 Emergency Planning Officer
- Section 4.5 Emergency Control Centre manager
- Section 4.6 Emergency Control Centre staff
- Section 4.7 Incident Liaison Officer
- Section 4.8 Emergency Response Staff
- Section 4.9 Facility Officer
- Section 4.10 Director Transformation and Housing
- Section 4.11 Assistant Director Community Services
- Section 4.12 Communications Manager
- Section 4.13 Contract Services Supervisor
- Section 4.14 Building Control Officer

Section 3 – Response Management

3.1 INCIDENT RESPONSE CONTACTS AND ASSOCIATED PLANS

This plan provides a generic procedure for alerting and deploying staff to all emergencies. Some incidents and emergencies require the activation of other plans.

SUPPORTING INFORMATION

- APPENDIX 4. Incident Manager Initial Actions
- APPENDIX 3. Associated Plans and Useful Publications

3.2 ACCESS TO CBC BUILDINGS OUT OF HOURS

3.2.1 Town Hall House Keys

Contact the Facilities Team Out of Hours Duty Number.

3.2.2 Community Centres

Contact the Facilities Team Out of Hours Duty Number

3.2.3 Other Rest Centres

Contact the number as specified in the Rest / Humanitarian Aid Centre Plan

3.2.4 Bewbush Centre

This building is activated via the Emergency planning officer or delegated officer and may be activated as a back-up Emergency Control Centre

3.3 INCIDENT LIAISON OFFICER

3.3.1 Role

Incident Liaison Officers provide a vital communication link between off site locations and the Emergency Response Coordinator or the Emergency Control Centre.

SUPPORTING INFORMATION

- SECTION 4.7 Role Profile - Incident Liaison Officer

3.3.2 Decision to send an Incident Liaison Officer

The decision to send an Incident Liaison Officer will be largely dependent on the scale, nature and type of incident. This may not be always apparent during the initial phases.

If it is anticipated that an incident will escalate, an incident liaison officer should be deployed.

3.3.3 Emergency Response Coordinator Exclusion from Incident Liaison Officer Role

The Emergency Response Coordinator must only **RARELY** act as an Incident Liaison Officer. The Emergency Response Co-ordinator has the vital role of co-ordinating the overall response. He / she will be unable to perform this role if deployed at a scene.

3.3.4 Preparing to send an Incident Liaison Officer

When sending an Incident Liaison Officer to a location, Incident Managers must ensure the officer is briefed and equipped to carry out the task effectively.

3.3.5 Strategic Co-ordination Centre Incident Liaison Officer

During a full scale emergency the Strategic Co-ordination Group (SCG) will be set up. This will normally be located at Sussex Police Headquarters in Lewes. Key strategic personnel from category 1 and 2 responders will be invited to attend and provide assistance from a county perspective. To assist in the SCG role, an Incident Liaison Officer is required to attend alongside the Chief Executive or delegated Director. The Incident Liaison Officer will be located in the Strategic Co-ordinating Centre, if established and will be responsible for providing the communication link between other agencies at the centre and the Council's Emergency Control Centre.

SUPPORTING INFORMATION

- PART 2 Section 2.1 **Strategic Co-ordinating Group**
- PART 2 Section 2.2 **Strategic Co-ordinating Centre**

3.4 EMERGENCY STAFF SAFETY AND WELFARE

3.4.1 Risk Assessment

Staff may be called upon to assist in the response to an emergency which may involve working outside of their normal environment. Before any work is undertaken, the activity must be subject to a dynamic risk assessment and staff briefed accordingly. Risk assessments are available for normal working conditions and these may be used to fit the circumstances.

3.4.2 Location of Staff Deployed to the Scene of an Emergency

All Staff deployed to assist the response must inform their line manager and complete a Log of all time worked on the incident. This must be submitted to the Emergency Planning Officer alongside any other incident logs and notes. Line managers in consultation with the Emergency Control (Centre) Manager should check on the welfare of staff at agreed times.

3.4.3 Staff Working Hours

Working hours of staff particularly when an emergency is prolonged needs to be closely monitored. The Emergency Management Team (EMT) will be responsible for setting up policy arrangements to ensure the council adheres to the **EU Working Time Directive** (2003/88/EC)

3.4.4 Staff Welfare and Post Traumatic Stress Disorder

Staff involved in emergency response duties may be subject to traumatic experiences which will require support during and after the incident. Post-Traumatic Stress Disorder (PTSD) is common in emergency situations. Line managers should be aware of the following symptoms;

- Intrusive, upsetting memories of the event.
- Flashbacks. (acting or feeling like the event is happening again)
- Nightmares. (either of the event or of other frightening things)
- Feelings of intense distress when reminded of the trauma.

- Intense physical reactions to reminders of the event. (e.g. pounding heart, rapid breathing, nausea, muscle tension, sweating)
- Avoiding activities, places, thoughts, or feelings that remind you of the trauma
- Inability to remember important aspects of the trauma.
- Loss of interest in activities and life in general.
- Feeling detached from others and emotionally numb.
- Sense of a limited future. (you don't expect to live a normal life span, get married, have a career)
- Difficulty falling or staying asleep.
- Irritability or outbursts of anger.
- Difficulty concentrating.
- Hyper vigilance. (on constant "red alert")
- Feeling jumpy and easily startled.
- Anger and irritability.
- Guilt, shame, or self-blame.
- Substance abuse.
- Depression and hopelessness.
- Suicidal thoughts and feelings.
- Feeling alienated and alone.
- Feelings of mistrust and betrayal.
- Headaches, stomach problems, chest pain.



The Emergency Management Team **should** consider implementing arrangements for providing counselling to staff during and post incident.

3.4.5 Staff Equipment

Some staff have their own high visibility jackets and mobile phones. Additional personal protection equipment (PPE) is kept in The EPO Office in the Bunker. All staff must ensure they carry their photo identification with them at all times.

3.5 EMERGENCY MANAGEMENT TEAM

3.5.1 Authority to Convene

The decision to hold an Emergency Management Team (EMT) will be at the discretion of the Chief Executive (GOLD) or Deputy Chief Executive by delegation.

SUPPORTING INFORMATION

- SECTION 4.2 Role Profile – Emergency Management Team Chairperson

3.5.2 Membership

The Emergency Management Team (EMT) will comprise of the Chief Executive, Deputy Chief Executive and Heads of Service with the assistance of officers who can provide relevant advice and direction to responding to the emergency. It may not be necessary for all members of the EMT to attend all meetings. The Chief Executive will decide on membership dependent on the situation at the time.

3.5.3 Aim

The role of the Emergency Management Team (EMT) is to provide a strategic overview of all council operations and satisfy the key council objectives.

3.5.4 Meeting Preparation

Each member should prepare a brief situation report to allow decisions to be made. The following subjects should be covered;

- Staff attendance / issues (Information from Service Capability Report)
- Staff available for redeployment to emergency response duties (Information from Service Capability Report)
- Ability to perform critical functions.(Information from Service Capability Report)
- Actions carried out as a result of the emergency.
- Assistance provided to other agencies
- Relevant information internally or externally that may affect the direction of the Councils' response.
- A Loggist should be present and the log made should be disseminated quickly if possible (in any case the Log should be kept as they may be required in any subsequent inquests etc...). The Log is to include all decisions made and the reason behind it, even if the decision is to do nothing.

SUPPORTING INFORMATION

- APPENDIX 7 Emergency Management Team Agenda

3.5.5 Meeting Frequency

The Chief Executive or delegated chair person shall monitor the need for meetings based upon the information received and set a timetable for frequency. This should remain flexible as events may dictate the requirement for a meeting. During a county wide emergency, EMT meetings should coincide with Strategic Co-ordination Group meetings.

3.6 MONITORING SERVICE CAPABILITY DURING AN EMERGENCY

3.6.1 Introduction

Emergencies present a number of issues that will reduce the capability of an organisation. Within Sussex, capability is monitored using the R.A.G system (Red, amber, green). On a daily basis the Strategic Resilience Forum secretariat (SRF) (see plan definitions section 1.5) will request a situation report from each organisation to assess the county wide position. This process will also allow the Emergency Management Team to assess its position for the purposes of business continuity.

3.6.2 Service Capability (RAG) Reporting

Each Head of Service is responsible for reporting their individual service status to the Emergency Management Team.

RED – Unable to continue providing a service (Less than 30% capacity in the case of a Critical function no staff available.)

AMBER – Disruption to services. A reduced capacity to operate. Over 30% but under 65% capacity.

GREEN – No or minor disruption to services. Services are able to operate normally. Over 65% capacity.

Each Service **must** complete its own Service Capability Report (Appendix 9).

3.7 FINANCE

3.7.1 Recording Expenditure

All expenditure involved in dealing with the emergency must be recorded by all officers engaged in the incident. All receipts must be referred to the Head of Finance, Revenues and Benefits or delegated officer who will keep a comprehensive log. Order forms must be used in all cases. Payment Cards may also be used provided that the same notes are kept so that the expenditure can later be properly coded.

3.7.2 Emergency Project Code

To ensure all incident expenditure is recorded properly, an emergency project code will be generated and can be applied at a later date provided all other records are kept.

3.7.3 Staff hours and payment

In addition to expenses where receipts are issued, managers must ensure that staff deployed outside of normal working hours have their time recorded. Staff will receive suitable remuneration for any additional hours worked. This may be way of a lump sum payment, overtime rate or time off in lieu as decided by the Emergency Management Team.

3.7.4 Emergency Response Co-ordinator Expenses

Emergency Response Co-ordinators have the authority to spend up to £5,000. If it is considered that substantial expenses will be incurred irrespective of the £5,000 limit, a Director must be informed as soon as possible and a cost code generated.

3.7.5 Bellwin Scheme

“This may be activated where an emergency or disaster involving destruction of or danger to life or property occurs and as a result one or more local authorities incur expenditure or in connection with the taking of immediate action to safeguard life or property or to prevent suffering or severe inconvenience in an area.”

There is no automatic entitlement for financial assistance. Ministers are empowered to decide whether to activate Section 155(4) Local Government and Housing Act 1989 depending on the circumstances. Each claim is assessed on an individual basis.

SUPPORTING INFORMATION

- Department of Communities and Local Government – Bellwin Scheme [CLG Website](#)

3.8 ELECTED MEMBERS

Crawley Borough Council officers are responsible for the response to an emergency, rather than elected members. However, members can provide a useful link with local communities and be a vital source of information and intelligence. The Chief Executive or his delegated officer will advise Members of an emergency and brief the leader, cabinet and opposition group leader. A separate guidance leaflet has been produced for Members.

3.9 RECOVERY

Early consideration should be given to implementing a Recovery Group to undertake the rehabilitation of the community back to relative normality. The Chief Executive will decide on the membership according to the resources available at the time.

SUPPORTING INFORMATION

- SRF Recovery Plan (SRF pages of Resilience Direct)

3.10 STAND DOWN AND DEBRIEFING

The Emergency Management Team will be responsible for deciding when to conclude response operations in the event of a full scale emergency. The following actions should be implemented;

- All records regarding the incident to be returned to the Emergency Planning Officer.
- Provide a “hot debrief” as soon as reasonably practicable so staff have the opportunity to provide feedback. This will also be an opportunity for managers to identify any immediate issues such as staff welfare.
- Chief Executive or delegated officer to implement a full debriefing session. This will allow staff to review and provide feedback on current procedures with a view to enhancing any future council response.

3.11 EMERGENCY CONTROL CENTRE

3.11.1 Aim

The Emergency Control Centre serves as central hub for all information, resourcing and management of an emergency.

3.11.2 Objectives

The following activities will assist in the management of the response and recovery of an emergency.

- Provide a communication link to all organisations involved in an emergency.
- Provide a communication link to all staff deployed to off-site locations.
- Implement strategies developed by the Emergency Management Team.
- Manage council resources as directed by the Emergency Management Team.
- Manage and record all information and disseminate to internal and external partners.
- Ensure the management of staff deployment during the emergency.
- Provide support to members of the public.

SUPPORTING INFORMATION

- **ECC Set up and Guidance** – (Located in the Emergency Control Centre)
- ECD Section 1.15 for call out

3.12 REST CENTRES

3.12.1 Aim

Provide temporary accommodation for persons affected by an incident, as required by the Housing Act 1995.

3.12.2 Activation and Process



FOR IMMEDIATE ACTIVATION OR FURTHER INFORMATION REFER TO THE CRAWLEY BOROUGH COUNCIL REST CENTRE PLAN. & INFORM THE EMERGENCY PLANNING OFFICER IMMEDIATELY

3.12.3 Rest Centre Information Capture

Upon receipt of a request for a rest centre, it is important that the right information is obtained in order to plan for rest centre activation as soon as possible.

SUPPORTING INFORMATION

- **Rest Centre Plan** (Intranet / CBC Pages of RD)
- APPENDIX 4 **Initial Report Form** (Also on Intranet / CBC pages of RD)
- APPENDIX 6 **Rest Centre Activation Checklist** (Also on Intranet / CBC pages of RD)
- Section 2.3 **Activation Process**
- ECD Section 1.15 **Rest Centre staff call out**

SUPPORTING INFORMATION

- **Feeding Plan** (G Drive / Intranet / CBC pages of RD)

3.13 MEDIA

3.13.1 Introduction

The first hours of any emergency will produce masses of information provided by multiple sources. The information received will be conflicting, and if not properly controlled can produce confusion amongst responders and the public. The most common complaint from the public during and after an emergency is the absence of information. This can damage reputations of organisations. It is therefore essential that consideration is given to ensuring various media platforms are used to inform the public of the latest situation and provide useful information to minimise calls to the council.

3.13.2 Initial Actions

The Incident Manager must inform the Communication Manager as soon as possible so that accurate information may be broadcast locally or as part of a multi-agency Gold Communications Cell lead by Sussex Police. Frequent and timely information allows organisations to control inaccurate rumour and speculation.

SUPPORTING INFORMATION

- Section 2.3 **Activation Process**
- ECD 1.6 **Corporate management call out**
- **Media Response Plan** (SRF Pages of RD)
- **SRF Warning and Informing Plan** (SRF Pages of RD)

3.13.3 Media Sources

In the last few years there has been a significant shift in how the public obtain information. With the advent of 24 hour news channels and the Internet, people use this as a primary source to monitor news that affects them and also comment on what is happening around them. In addition to conventional media sources such as TV, Radio and Newspapers, social networking sites such as Facebook™ and Twitter™ can produce speculation and sometimes inaccurate information as to the current situation. It is essential that these sites are monitored and official statements are broadcast. This medium is also a useful tool to broadcast information where the public can receive help and in contrast, promote self-help to reduce the strain on the emergency services and responding organisations.

3.13.4 Website

Call volumes during an emergency or situation such as adverse weather will be very high. This will place significant strain on the council to provide accurate and timely information. The Crawley Borough Council website provides the most effective communication tool. It can provide;

- News on the current situation.
- How the council is managing disruption to services i.e. bin collection.
- Links to other websites such as school closures, highways enquiries, travel etc.
- Roles and responsibilities of tier 1 (County Council) and 2 (District and Boroughs) authorities which often confuses the public.
- Self-help information.
- Information on dedicated telephone numbers.

3.14 COMMUNICATION

3.14.1 Multi-Agency Communication

Crawley Borough Council must not rely on the fact that a co-responder has alerted other organisations. One of the duties of a category 1 responder is to alert other responders and internal staff and the public.

“Alert other local authorities and Category 1 and 2 responders. Alert relevant internal departments” (HM Government Emergency Response and Recovery Chapter 4-Objectives for a Combined Response)

The response for the majority of calls only requires a minor co-ordinating effort on the part of the Incident Manager. However it is important to relay the information to other agencies. This is particularly prevalent when responding to requests of sand bags. These requests often come from members of the public. The Environment Agency may not be aware of a particular problem in that vicinity. By informing them of the deployment, they will be able to assess and provide an overview of any likelihood of escalation as well as additional support. (Note CBC does not issue sandbags to members of the public)

Without early communication, it is not possible to determine the actions already undertaken by other co-responders. Emergency meetings may need to be convened and the Incident Manager must communicate with other organisations to ensure the Borough Council is included in planning the response and strategy.

3.14.2 Crawley Borough Council Emergency Telephone Numbers

Historic emergencies have shown that the public often phone the wrong organisation and become frustrated by the response they receive. Enquiries ranging from traffic directions to rivers bursting their banks can place customer services staff under pressure. In the event of an emergency or emerging situation where it is likely there will be an increase in calls, a dedicated emergency number can be activated by the Emergency Planning Officer. There are various options to create recorded messages and options to seek further help.

A priority telephone number will be made available to Professional partners only in the event of an emergency. When a co-responder calls this number they will be sent to the

Emergency Control Centre THIS NUMBER MUST NOT BE GIVEN TO MEMBERS OF THE PUBLIC.

The priority number is XXXXXXX

(Tested 26/06/2013)

3.14.3 Emergency Telephone Number Explanation

The Cisco™ Telephone system allows for a series of automated self-help messages to enable the public to be directed the right organisation. For emergencies which are life threatening the caller will be directed to redial 999. This screening process will reduce interruption to normal day to day operations and allows maximum efficiency of available resources.

3.14.4 Government Telephone Preference Scheme (GTPS)

GTPS permits essential users to access the public switched telephone network (PSTN) when the network is severely damaged or overloaded. The preference is applied automatically when required, but all essential numbers must be pre-registered.

When GTPS is in operation, non-registered telephones will be unable to make outgoing calls.

There is a list of GTPS numbers available in the Emergency Control Centre and ERC Bag.

West Sussex County Council is responsible for managing this scheme and Police are responsible for activation.

Crawley Borough Council has a number of GTPS lines to maintain operations in the event of a communication failure of the public system.

SUPPORTING INFORMATION

ECD 6.1 GTPS phone lines

GTPS Telephones numbers for Staff (G Drive / ECC / Communications Officer)

ECD 5.2 GTPS Registered critical staff home lines.

3.14.5 Mobile Telephone Preference Access Scheme (MTPAS)

The Mobile Telecommunications Preference Access Scheme (MTPAS) is a control programme which the mobile phone network operators have agreed to implement to ensure that the emergency services and other essential users gain priority access to the cellular network. Requests to invoke MTPAS must be made via the Chief Constable of Sussex Police or Deputy who, apart from the Cabinet Office, is the only authority empowered to invoke the procedure.

Crawley Borough Council has a number of MTPAS phones registered under the scheme.

The Duty ERC mobile is also MTPAS registered as well as members of CMT and critical emergency response staff.

West Sussex County Council is responsible for managing this scheme.

3.14.6 Radio Communications

The Emergency Control Centre houses Eight digital radios for working within a scene. They provide a short range alternative to mobile phones. These radios do provide secure communications in addition conversations are recorded and can be stored for evidential use.

SUPPORTING INFORMATION

- **Radio user guidance** (G Drive / CBC Pages of RD)

3.14.7 Airwave Sussex Interoperable Voice Communication

Airwave is the secure digital radio system used by the emergency services throughout the UK. These radios are used on a daily basis by Police Officers. Within Sussex there is a scheme to allow TeTRa (Terrestrial Trunked Radio) radio terminals to be loaned to the Borough Council in the event of the following situations;

- An incident where two or more agencies respond
- Large planned events
- Complex spontaneous incidents

SUPPORTING INFORMATION

- **Airwave Interagency Interoperability Procedures** (G Drive) Protected Doc

3.14.8 Satellite Phone

In an extreme emergency where normal communication channels are not working, a Satellite phone link can be established to contact other organisations.

SUPPORTING INFORMATION

- ECD Section 5.1 for **Satellite Communication Contacts**

3.14.9 Radio Amateurs Emergency Network

RAYNET is a voluntary organisation formed by licensed short-wave radio enthusiasts who offer their services in providing a national emergency communications network.

The organisation can provide an additional message handling service for voice, and some data can be transmitted. Most RAYNET communication links are on VHF or UHF radio equipment, with ranges varying from a few miles for hand held radios up to 50 miles using base stations.

RAYNET communication equipment is located within the Emergency Control Centre.



CRAWLEY BOROUGH COUNCIL STAFF ARE NOT PERMITTED TO OPERATE THIS SYSTEM. THE SET UP AND MANAGEMENT OF RAYNET EQUIPMENT MAY ONLY BE UNDERTAKEN BY RAYNET OPERATORS.

3.14.10 Widespread Communication Failure

In the event of a widespread communication failure, there are arrangements in place to enable responders to communicate with other responders when normal telecommunications are unavailable. This includes the distribution and use of Airwave radio terminals.

SUPPORTING INFORMATION

- **SRF Inter- Agency Telecommunications Plan** (G Drive / T Drive)

3.15 RECORD KEEPING

3.15.1 Introduction

One of the most challenging aspects of managing an incident is the necessity to record information. This is particularly difficult in the first few hours when there is little or no assistance.

3.15.2 Requirement to record

The **requirement to record all actions** remains paramount. It may not be considered relevant at the time however, if the management of the response is questioned at a later date, the notes kept will serve as evidence in the future, sometimes years after the event.

3.15.3 Witness Testimony in legal proceedings

Responders will be required to explain what actions were taken and the rationale for any decisions made. Decisions are based upon what information was available at the time. Without accurate record keeping, it will be difficult to mount any sort of defence. The result could lead to serious offences being committed and years of stress.

3.16 MUTUAL AID

The purpose of this memorandum of Understanding (MOU) is to provide a framework by which local authorities may call upon each other for support during an emergency. The MOU does not imply any obligation on the part of any local authority to make a request for support, nor to provide it. All Local Authority Chief Executives have signed up and agreed to this.

SUPPORTING INFORMATION

- **Mutual Aid – A Short Guide for Local Authorities** ([Cabinet Office Website](#) / ECC)

3.16.1 Mutual Aid Definition

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

(Non-statutory guidance to complement 'Emergency Preparedness')

3.16.2 Mutual Aid Requesting Assistance Definition

“Any local authority in need of assistance during the management of an emergency.” They will be liable for negligent acts committed by any staff while so loaned and should ensure that there is adequate public and employer’s liability insurance in place in respect of them.”

3.16.3 Mutual Aid Responding Authority Definition

“Any local authority supplying resources to a requesting Authority during an emergency.”

3.16.4 Procedure for Activating the Mutual Aid Agreement

The Chief Executive or any officer acting on their behalf may make a request to the Chief Executive or any officer acting their behalf of any other local authority for assistance, such request to be formalised in writing if so required by either party.

The mutual aid requested could include staff for all or any of the following functions: -

- Emergency Planning Officers
- Environmental Health
- Engineers
- Building Control/Structural engineering
- Media/Public Relations
- Emergency Centre
- Rest Centres
- Beach cleaning
- Family Liaison Team
- Such other purposes as may prove to be useful.

The mutual aid requested might also take the form of the supporting authority releasing a contractor from routine obligations in order to provide additional support to a requesting authority.

Personnel loaned to a Requesting Authority will:-

- Remain employees of their own authority
- Operate under the overall management of the Requesting Authority
- Be included in the Requesting Authority's Health & Safety procedures, practice and policy

Equipment loaned to a Requesting Authority will:-

- Be covered by the Supporting Authority's insurance if supporting operatives are also provided

3.16.5 Mutual Aid Financial Expenditure

Requesting Authorities will need to have in place adequate insurance cover to include any staff, vehicle and/or equipment.

All costs incurred by a Supporting Authority, i.e. salary, pension payments, income tax, national insurance, V.A.T., maintenance, insurance and other costs etc. incurred as a direct result of the loan, (i.e. the cost of the actual person(s) or equipment loaned) shall be met by the Requesting Authority.

SECTION 4 LOCAL AUTHORITY ROLES AND RESPONSIBILITIES

4.1 BOROUGH COUNCIL PRIMARY AIMS

4.1.1 The Council's primary roles and responsibilities are to:-

- Provide support for the emergency services
- Provide support and care for the local and wider community (In conjunction with West Sussex County Council)
- Maintain its essential services
- Co-ordinate the response by organisations other than the emergency services. (In conjunction with West Sussex County Council)
- Take a leading role in rehabilitating the community and restoring the environment. (In conjunction with West Sussex County Council)
- Provide mutual aid to other local authorities in Sussex and its immediate borders.

4.1.2 Borough Council Detailed Objectives

Detailed Borough Council responsibilities are to:-

- Activate the cascade callout
- Alert other local authorities and organisations that may be affected or be able to help
- Alert the Director of Public Health if the incident poses a threat to public health
- Alert voluntary organisations and utilities and co-ordinate their response
- Assess local authority involvement
- Co-ordinate the local authority response if the Lead Local Authority
- Send an incident liaison officer to the Incident Control Point to join the Tactical Co-ordinating Group
- Send the Chief Executive or his representative to join the Strategic Co-ordinating Group if the Lead Local Authority, or if required
- Convene the Emergency Management Team
- Establish liaison with other emergency centres as necessary
- Collect, collate and disseminate information to other responding organisations
- Provide emergency temporary accommodation in rest centres
- Release information and advice to the public and news media in conjunction with the Police
- Request military assistance in conjunction with the Police.

4.2 EMERGENCY MANAGEMENT TEAM CHAIRPERSON (GOLD)

NOMINATED RESPONDER	Chief Executive or in his absence the Deputy Chief Executive
----------------------------	--

RESPONSE ROLE
Determine if an emergency has occurred, in consultation with the Incident Manager (Emergency Response Coordinator / Emergency Planning Officer);
Decide on policy matters relating to the emergency planning response;
Agree which Borough or District will assume the role as the lead local authority with other affected local authorities;
Chair Emergency Management Team meetings;
Liaise with Chief Executives of neighbouring local authorities and where necessary implement the Mutual Aid protocol.
Keep elected members informed;
Authorise press statements for the authority;
Commission post-incident report after the incident;
Keep an incident log of all information received, decisions made and actions taken.

ACTIONS TO BE CARRIED OUT	
1	Liaise with the Incident Manager (Emergency Response Coordinator or Emergency Planning Officer) and obtain the latest information.
2	Start an Incident Log.
3	Decide if you require the Emergency Planning Officer to act as your advisor, if so make contact.
4	Decide if an Emergency Management Team (EMT) should be convened.
5	Decide which other services are required to respond.
6	Clarify if the Emergency Control Centre (ECC) has been activated. If so, ensure regular communication with the ECC is maintained. Instruct all actions to be fed into the ECC.
7	Decide which services will take the lead. Update ECC
8	If Lead Authority make preparations to attend SCG or delegate to an Executive Officer if you decide not to attend. Update ECC
9	If attending SCG then delegate Strategic lead (Gold) within the Borough. Update ECC
10	On arrival at SCG update ECC of your status and obtain situation report.
11	Keep the ECC informed of all decisions made at SCG. These decisions will be communicated with the EMT.

PREPARATORY ROLE
Set the strategy for emergency planning within the Authority;
Ensure the authority complies with the Civil Contingencies Act 2005;
Agree which Chief Executive will attend and represent the West Sussex District Councils at the Sussex Resilience Forum;
Undertake regular emergency planning training as identified by the Emergency Planning Officer;
Decide whether to implement recommendations from post-incident and training reports.
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)

This Page left Intentionally Blank

4.3 EMERGENCY RESPONSE COORDINATOR (ERC)

NOMINATED RESPONDER	Specifically trained senior officers (if the EPO is 'off-watch'). (ECD 1.9)
----------------------------	---

RESPONSE ROLE
Act as the Single Point of Contact (SPOC) for the Borough Council for notification of an emergency (if the EPO is 'Off –Watch' until ECC activated. Continue to lead on co-ordination until directed otherwise by the Emergency Management Team (EMT)
Inform senior officers within the council of any declaration of emergency or anticipated likelihood;
Initiate the Borough Councils' emergency response by alerting key staff; (Section 2.3)
Ensure liaison is established with other organisations involved in the emergency response including co-location as and when required;
Provide support to the Emergency Management Team;
Co-ordinate the preservation of records relating to an emergency;
Co-ordinate in conjunction with the Chief Executive or Deputy Chief Executive, the council resources to appropriately deal with the emergency;
Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.

ACTIONS TO BE CARRIED OUT	
1	Complete Initial Report Form to obtain initial details of the incident (see Appendix 4)
2	Start Incident log;
3	Verify the information with the source i.e. Emergency Services. Provide them with your direct contact details.
4	Contact the Emergency Planning Officer and seek assistance at the earliest opportunity.
	Contact West Sussex County Council Emergency Management Duty Officer to assist in the response.
5	Determine whether other organisations have declared the incident as an emergency and record the details i.e. who and at what time?
6	Consider whether it is necessary to declare an emergency, if so record the time.
7	Alert key staff as per the activation process. (See also Appendix 3 Associated Plans and Contacts Leaflet)
8	Decide whether the Emergency Control Centre should be activated, and implement
9	Inform Chief Executive and / or Deputy Chief Executive
10	Deploy an Incident Liaison Officer as determined by the incident or at the request of the emergency services.
11	Determine whether a rest centre is required and implement procedure as per activation process and rest centre plan. (See also appendix 6 for Activation of Rest Centre Checklist)
12	Maintain regular contact with the Emergency Planning Officer and Emergency Control Centre (at least every 30 minutes in the first few hours)
13	Consider activating emergency telephone numbers via Customer services / ICT (3.14.2)

PREPARATORY ROLE – EMERGENCY RESPONSE CO-ORDINATOR
Maintain a good working knowledge of this Emergency Plan, Rest Centre Plan, Emergency Response Operations Manual;
Maintain a good working knowledge of the Sussex Emergency Response and Recovery Policy and Procedures document;
Ensure your contact details are up to date;
Ensure your mobile is fully charged and pager (if issued) is operational during each ERC duty;
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)
Attend all training, exercise and briefing sessions as directed by the Emergency Planning Officer;
Participate in post-incident debriefs.



4.4 EMERGENCY PLANNING OFFICER

NOMINATED RESPONDER	Borough Emergency Planning and Business Continuity Officer (Corporate Safety Advisor) or in his absence, Emergency Response Coordinator (Head of Partnerships or his delegated Officer)
----------------------------	---

RESPONSE ROLE
Act as an initial contact point at the Borough Council for notification of an emergency.
Inform senior officers within the council of any declaration of emergency or anticipated likelihood in consultation with the Emergency response Co-ordinator or the Chief Executive or Deputy Chief Executive.
Initiate the Borough Councils' emergency response by alerting key staff;
Ensure liaison is established with other organisations involved in the emergency response including co-location as and when required;
Provide support to the Emergency Management Team;
Co-ordinate the preservation of records relating to an emergency;
Co-ordinate in conjunction with the Chief Executive or Deputy Chief Executive, the council resources required to appropriately respond to the emergency;
Provide support and advice to the Emergency Response Coordinator
Assume the role of Emergency Response Coordinator if the duty Emergency Response Coordinator cannot be contacted or is unable to respond;
Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.

ACTIONS TO BE CARRIED OUT	
1	Validate all information and gather additional information;
2	Start an Incident Log;
3	Consider opening the Emergency Control Centre and other key locations such as rest centres, if so arrange for its full activation in consultation with other officers involved in managing the emergency;
4	Provide advice to the Emergency Response Coordinator, members of the Emergency Management Team and other emergency response staff requiring technical assistance;
5	Assist in contacting key staff as per the activation process; (See Section 2.3)
6	Assistance and provide advice on allocating additional resources;
7	Maintain contact with co-responders to consider anticipation of further council involvement and sharing of resources;
8	Review the requirement for initiating Mutual Aid and advise EMT
9	Maintain regular contact with the Emergency Response Coordinator / EMT / Emergency Control Centre.
10	Consider activating emergency telephone numbers via Customer services (3.14.2)

PREPARATORY ROLE - EMERGENCY PLANNING OFFICER
Implement the emergency planning strategy as set by the Chief Executive;
Review the Emergency Plan, and other site specific plans for which you have a responsibility for.
Ensure sufficient numbers of staff are allocated to pre-defined roles to enable a 24 hour response;
Identify training requirements for staff allocated to pre-defined roles;
Implement and maintain the authority's emergency planning exercise programme.
Compile and submit post-exercise reports, including lessons learned and recommendations to the Chief Executive or Deputy Chief Executive;
Represent the authority at the Sussex Local Emergency Planning Group
Agree and / or represent West Sussex local authorities at Sussex Resilience Forum sub groups;
Chair the Crawley Borough Emergency Planning Liaison Group meetings;
Maintain the Emergency Control Centre and communications.



4.5 EMERGENCY CONTROL CENTRE MANAGER (ECM)

NOMINATED RESPONDER	As directed by the Emergency Response Coordinator or Emergency Planning Officer.
----------------------------	--

RESPONSE ROLE
Manage the Emergency Control Centre during an emergency
Ensure sufficient staff are in place and arrange a staff rota for protracted incidents
Comply with the Health and Safety policy and monitor the welfare of staff operating in the Emergency Control Centre
Ensure regular contact is made with <ul style="list-style-type: none"> • Emergency Response Co-ordinator • Emergency Planning Officer • Emergency Management Team • Any representative at the Strategic Co-ordinating Group (SCG)
Maintain regular contact with other control rooms and other responding organisations

ACTIONS TO BE CARRIED OUT	
1	Attend Emergency Control Centre and Arrange with ICT to set up Telephones etc for use (See appendix 8) Arrange for the following Personnel to attend the Control Room 1x person from each Service to liaise and direct their service operations 2x persons to man the communications room and relay messages 1x general assistant
2	Maintain radio, telephone and mobile phone contact with operational staff.
3	Act under the direction of the Emergency Response Coordinator or Emergency Planning Officer, co-ordinate and deploy resources as and when necessary.
4	Ensure the staff roster is completed for all staff and a rota is completed to make sure there is sufficient staff to operate the ECC over a 24 hour period.
5	Ensure the Incident boards are updated to reflect the on-going situation
6	Refer all matters requiring a strategic decision to the Emergency Management Team.

PREPARATORY ROLE
Undertake emergency planning training as identified by the Emergency Planning Officer
Ensure an up to date knowledge of Emergency Control Centre procedures
Maintain an up to date knowledge of the Emergency Plan
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)

This Page left Intentionally Blank

4.6 EMERGENCY CONTROL CENTRE STAFF

NOMINATED RESPONDER	Customer Services staff and administration staff. Any officers as identified by the Incident Manager or member of the Emergency Management Team.
----------------------------	--

ACTIONS TO BE CARRIED OUT	
1	Refer to section 4.8 Emergency Response Staff
2	The first officer attending the Emergency Control Centre will Contact and ICT representative to set up telecommunications and Networking. (see appendix 8)
3	Refer to one of the following guidance documents relating to your role within the Emergency Control Centre. These are available in the Emergency Control Centre. <ul style="list-style-type: none"> • Emergency Control Centre Set up and Guidance (Contains all roles and operational information primarily for the Emergency Control Centre manager) • Incoming Call Handler Instructions • Outgoing Call Handler Instructions

PREPARATORY ROLE
Undertake emergency planning training and briefings as identified by the Emergency Planning Officer
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)

RESPONSE ROLE
Provide a central hub for all information, resourcing and management of an emergency.
Answer calls from member of the public and co-responders and where possible resolve issues.
Refer unresolved enquiries to the Emergency Control Centre Manager.
Support the Emergency Control Centre Manager to manage resources.

This Page left intentionally blank

4.7 INCIDENT LIAISON OFFICER

NOMINATED RESPONDER	Specifically trained officers as identified in the Emergency Contact Directory section 1.15
----------------------------	---



WHENEVER POSSIBLE TWO INCIDENT LIAISON OFFICERS SHOULD ALWAYS BE DEPLOYED TO A SCENE OR TACTICAL CO-ORDINATING GROUP. ONLY ONE IS REQUIRED FOR THE STRATEGIC CO-ORDINATING GROUP.

It is CBC's responsibility to ensure that the ILO can travel to the Incident and to maintain his/her welfare needs

RESPONSE ROLE (INCIDENT LIAISON OFFICER)
Provide a direct link between the Emergency Control Centre (ECC) and Tactical Command (Silver) at the scene or other directed location where logistics and resources are anticipated or required;
Assist the emergency services with advice on council resources, capability and responsibilities from their own knowledge, the Emergency Control Centre or local authority departments;
Provide the Emergency Control Centre (ECC) with requests for resources or actions.
Assist with planning and delivering a local authority response.
Obtain a good understanding of the current situation and report this back to the Emergency Control Centre (ECC);
Provide regular updates of developments;
Attend all relevant local co-ordination group meetings;
Record all actions, decisions, expenditure and hours deployed to the emergency response role.

ACTIONS TO BE CARRIED OUT	
1	<ul style="list-style-type: none"> • Prepare equipment before attending the ECC. • Packed lunch. • Suitable clothing relative to the incident and weather. • Cash / arrangements for obtaining cash. • Charged mobile phone. • Identification Card
2	Upon arrival at the Emergency Control Centre or other location as directed; <ul style="list-style-type: none"> • Complete staff rota and inform the Initial Incident Manager (Emergency Response Coordinator / Emergency Planning Officer) of your arrival.
3	Locate the Incident Liaison Officer kit and receive an initial Incident Liaison Officer Briefing
4	Start an incident log;
5	Obtain a briefing as to the latest situation prior to deployment;
	Before departure make sure you have the following additional equipment; <ul style="list-style-type: none"> • MTPAS Phone (On top of storage cupboard 1) (see 3.14.5 for further explanation) • High visibility jacket / vest (In the ILO Emergency kit) • Incident Liaison Officer signage to allow vehicles to enter the scene.(In ILO kit) • Incident Liaison Officer Identification to be inserted in the high visibility jacket. • Two (2) back to back radios and additional batteries.
6	Provide the Initial Incident Manager or Emergency Control Centre (ECC) with your contact details and details of the vehicle you will be using;

7	Inform the Initial Incident Manager of Emergency Control Centre Manager of your arrival at the agreed location;
8	Remain in regular contact with the Emergency Control Centre and notify the ECC with all relevant information and requests;
9	Inform the Initial Incident Manager of Emergency Control Centre Manager when you have finished your duty and have returned to your place of origin; (work or home)

PREPARATORY ROLE – INCIDENT LIAISON OFFICER	
Undertake regular training as directed by the Emergency Planning Officer This is expected to be a minimum of 2 days per year (1x training & 1x Exercising)	
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)	

4.8 EMERGENCY RESPONSE STAFF

NOMINATED RESPONDER	All officers involved in emergency response duties as directed by the Emergency Management Team or Incident Manager.
----------------------------	--

RESPONSE ROLE
Undertake a role for which you have received training and are competent to perform

ACTIONS TO BE CARRIED OUT	
1	Ensure you have suitable clothing and footwear for the duration of the incident and allowing for changes in weather and location. Take Personal Protective equipment even if it does not seem necessary at this time;
2	Ensure you have cash or means of obtaining cash with you
3	Ensure you have a mobile phone and make sure the Emergency Control centre record your details;
4	Ensure you have any medication you may require within the next 12 hours;
5	Complete the staff roster in the Emergency Control Centre and report to the person who requested your attendance;
6	If you work alone at an off-site location, keep a record of your actions, decisions, expenditure and hours deployed on emergency response duties.
7	Ensure you have your CBC photo ID with you at all times;
8	If you feel incapable of carrying out the duty requested of you, inform a manager as soon as reasonable practicable.
9	Report any injuries or risks to safety to the Emergency Control Centre (ECC).
10	Ensure to advise the Emergency Control Centre (ECC) or a manager when you book off duty.
11	Return any issued equipment to the Emergency Control Centre (ECC).

MANAGER / SUPERVISOR ACTIONS	
1	Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.
2	Ensure you are aware of the location of staff under your direction at all times.
3	Pass on any information relating the emergency to the Emergency Control Centre or Incident Manager
4	Monitor the welfare of staff and if necessary seek assistance for staff displaying signs of PTSD (See 3.4.4)
5	Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)

PREPARATORY ROLE	
Undertake emergency planning training and briefings as identified by the Emergency Planning Officer	
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)	

This page left intentionally blank

4.9 FACILITIES OFFICER

NOMINATED RESPONDER	Facilities Officer or designated officer responsible for maintenance of CBC buildings and logistics.
----------------------------	--

RESPONSE ROLE
Provide logistics support to on and off-site locations
Provide access to CBC buildings
Maintain Business Continuity where reasonably practicable

ACTIONS TO BE CARRIED OUT	
1	Upon notification of an incident notify the following officers <ul style="list-style-type: none"> • Facility Manager / Keyholder • Caretakers
2	Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.
3	Out of Hours – Attend the Town Hall to ensure access to the Incident Control Centre
4	Activate the generator as required and ensure there is sufficient fuel to allow it to run for a protracted period. Plan for 48 hours.
5	Report the status of available staff to the Facilities Manager
6	Decide in consultation with the Deputy Chief Executive which normal day to day activities may be suspended to provide emergency response role cover.
7	Prepare the availability of vehicles to be used for logistics support to off-site locations
8	Report all actions that may affect the response to the Emergency Control Centre
9	Plan a staff rota to cover continuous periods of work to cover the anticipated period of the response.

PREPARATORY ROLE	
1	Undertake emergency planning training and briefings as identified by the Emergency Planning Officer
2	Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)

SEE ALSO 4.8 EMERGENCY RESPONSE STAFF FOR GENERIC ROLE ADVICE DURING AN EMERGENCY

This Page left Intentionally Blank

4.10 Deputy Chief Executive

NOMINATED RESPONDER	Deputy Chief Executive
----------------------------	------------------------

RESPONSE ROLE
Provide logistics support to on and off-site locations
Ensure business continuity is maintained where reasonably practicable

ACTIONS TO BE CARRIED OUT	
1	Upon notification of an incident notify the following officers; <ul style="list-style-type: none">• Chief Executive• Head of Partnership Services
2	Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.
3	Complete the element relating to your services or team in the SERVICE CAPABILITY REPORT (See Appendix 9). Submit to the Emergency Control Centre or email to epo@crowley.gov.uk
4	If required, explore the use of alternative accommodation and equipment and report to the Emergency Control Centre.
5	Refer to Business continuity plans and assess which functions can be temporarily suspended to assist with the emergency response.
6	Monitor resources and notify the Emergency Control Centre (ECC) of any issues.
7	Report all actions that may affect the response to the Emergency Control Centre

PREPARATORY ROLE
Undertake emergency planning training and briefings as identified by the Emergency Planning Officer
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)

SEE ALSO 4.8 EMERGENCY RESPONSE STAFF FOR GENERIC ROLE ADVICE DURING AN EMERGENCY

This Page left Intentionally Blank

4.11 HEAD OF COMMUNITY SERVICES

NOMINATED RESPONDER	Head of Community Services
----------------------------	----------------------------

RESPONSE ROLE
Manage the provision of Rest Centres

ACTIONS TO BE CARRIED OUT	
1	Upon notification of an incident notify following officers (if not already contacted) <ul style="list-style-type: none"> Rest Centre staff (ECD)Section 1.15) Community safety Staff Identified Rest Centre location manager Chief Executive and Deputy Chief Executive
2	Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.
3	Refer to the Rest Centre Plan and implement rest centre activation process.
4	Complete the SERVICE CAPABILITY REPORT (RAG) (See Appendix 9) upon initial notification, to record of all available staff and resources to assist the emergency response. Submit to the Emergency Control Centre / Emergency Planning Officer or email to epo@crawley.gov.uk
5	Liaise with West Sussex County Council Emergency Management Unit (ECD 3.2) to arrange a transport solution and Social care staff.
6	Liaise with West Sussex Health (PCT) (ECD 2.5) to arrange for medical assistance at the Rest Centre (Shared responsibility with West Sussex County Council)
7	Ensure kits are available at the designated Rest Centre locations.
8	Work closely with the Emergency Control Centre and Rest Centre Manager to ensure the rest centre(s) are supplied with all necessary equipment.
9	Consider the requirement of bedding and arrange for facilities to deploy equipment to rest centres. (Key located in key cupboard at Emergency Control Centre) (Facilities Call out ECD 1.12)

PREPARATORY ROLE	
Undertake emergency planning training and briefings as identified by the Emergency Planning Officer	
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)	
Have a good understanding of the Emergency plan and Rest Centre Plan	

This Page is left intentionally blank

4.12 Communications Manager

NOMINATED RESPONDER	Communications Manager or delegated Communications officer.
----------------------------	---

RESPONSE ROLE
Manage the media response to an emergency
Provide pre media briefings to officers and members
Liaise with the Emergency Control Centre (ECC) on a regular basis
Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.

ACTIONS TO BE CARRIED OUT	
1	Upon notification of an incident inform the following officers (if not already contacted) <ul style="list-style-type: none"> • Communications Officers • Web Development Manager • Customer Services manager • Head of People and Technology
2	Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.
3	Complete the RAG SERVICE CAPABILITY REPORT (See Appendix 5 or Intranet) upon initial notification to record of all available staff and resources to assist the emergency response. Submit to the Emergency Control Centre and or Emergency Planning Officer.
4	Refer to Business continuity plans and assess which services can be temporarily suspended to assist with the emergency response.
5	Maintain regular contact with the Emergency Control Centre (ECC) and or Incident manager to obtain up to date information.
6	Identify the lead responder for media releases and generate local media releases using the following mediums; <ul style="list-style-type: none"> • Web site • Intranet for internal staff information and updates • Social networking • Press, TV and Radio
7	Monitor social networking channels and respond to posts using agreed media releases
8	Identify and prepare a local location in consultation with the Incident Manager for the use of media interviews. Update the ECC.
9	Brief officers and members in relation to media briefing as agreed with lead media organisation.
PREPARATORY ROLE	
Undertake emergency planning training and briefings as identified by the Emergency Planning Officer	
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)	
Have a good understanding of the Emergency plan.	
Have a good understanding of the CBC media Plan and SRF Warning and Informing Plan	

This Page is left intentionally blank

4.13 Head of Partnership Services

NOMINATED RESPONDER	Head of Partnership Services
----------------------------	------------------------------

RESPONSE ROLE
Manage resources to undertake emergency response duties as directed.

ACTIONS TO BE CARRIED OUT	
1	Upon notification of an incident notify the following officers (if not already contacted) <ul style="list-style-type: none"> • Depot workforce • Head of Community Services • Contract Managers
2	Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.
3	Assess available resources to carry out requested emergency duties
4	Complete the element relating to your role in the SERVICE CAPABILITY REPORT (Appendix 9) upon initial notification to record of all available staff and resources to assist the emergency response. Submit to the Emergency Control Centre / Emergency Planning Officer
5	Use existing Risk assessment procedures and brief staff accordingly prior to deployment.
6	Work closely with the Emergency Control Centre to ensure all resources are monitored.

PREPARATORY ROLE
Undertake emergency planning training and briefings as identified by the Emergency Planning Officer
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)
Have a good understanding of the Emergency plan

SEE ALSO 4.8 EMERGENCY RESPONSE STAFF FOR GENERIC ROLE ADVICE DURING AN EMERGENCY

This Page left Intentionally Blank

4.14 BUILDING CONTROL OFFICER

NOMINATED RESPONDER	Building Control Officer - Horsham District Council Out of Hours – Contact Head of Crawley Homes for guidance
----------------------------	--

RESPONSE ROLE
Inspect dangerous structures and liaise with the emergency services to make a location safe.

ACTIONS TO BE CARRIED OUT	
1	Upon notification of an incident notify the following officers (if not already contacted) <ul style="list-style-type: none">• Line manager
2	Record all actions, decisions, expenditure and hours deployed to the emergency response role.
3	<ul style="list-style-type: none">• Prepare equipment before attending the ECC.• Packed lunch.• Suitable clothing relative to the incident and weather.• Cash / arrangements for obtaining cash.• Charged mobile phone.• Work pass
4	Liaise with the emergency services and provide an assessment of the situation. Arrange for locations to be made safe in consultation with the Emergency Services and Emergency Control Centre.
5	Update the Emergency Control Centre at regular intervals.
6	Ensure you advise the Emergency Control Centre or line manager when you book off duty.

SEE ALSO 4.8 EMERGENCY RESPONSE STAFF FOR GENERIC ROLE ADVICE DURING AN EMERGENCY



4.15 Other Heads of Service

NOMINATED RESPONDER	Head of Service or nominated Representative
----------------------------	---

RESPONSE ROLE
Manage resources to undertake emergency response duties as required for the Service.

ACTIONS TO BE CARRIED OUT	
1	Upon notification of an incident notify the following the Service Managers of the incident and arrange for a suitable representative to attend the Emergency Control Centre
2	Record all actions, decisions, expenditure and hours officers are deployed to emergency response roles.
3	Assess available resources to carry out requested emergency duties
4	Complete the element relating to your role in the SERVICE CAPABILITY REPORT (Appendix 9) upon initial notification to record of all available staff and resources to assist the emergency response. Submit to the Emergency Control Centre / Emergency Planning Officer
5	Use existing Risk assessment procedures and brief staff accordingly prior to any deployment.
6	Work closely with the Emergency Control Centre to ensure all resources are monitored.

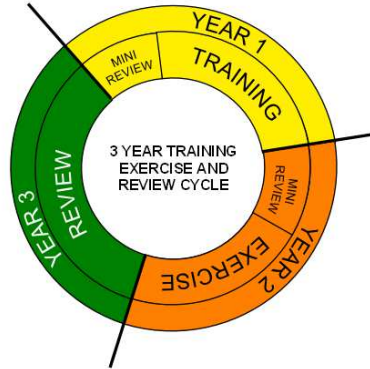
SEE ALSO 4.8 EMERGENCY RESPONSE STAFF FOR GENERIC ROLE ADVICE DURING AN EMERGENCY

PREPARATORY ROLE
Identify personnel that may be required to attend the Emergency Control Centre and ensure that they have adequate training. (Sufficient personnel will require training for an incident that may last many days and the ECC will need to be manned 24hrs per day during the response phase)
Ensure you understand your duties before undertaking the role, if in doubt take advice from the Emergency Planning Officer (ECD 1.9)
Have a good understanding of the Emergency plan.

This page is intentionally left blank

SECTION 5 – TRAINING EXERCISE AND REVIEW

The Emergency Plan is subject to a three year delivery cycle.

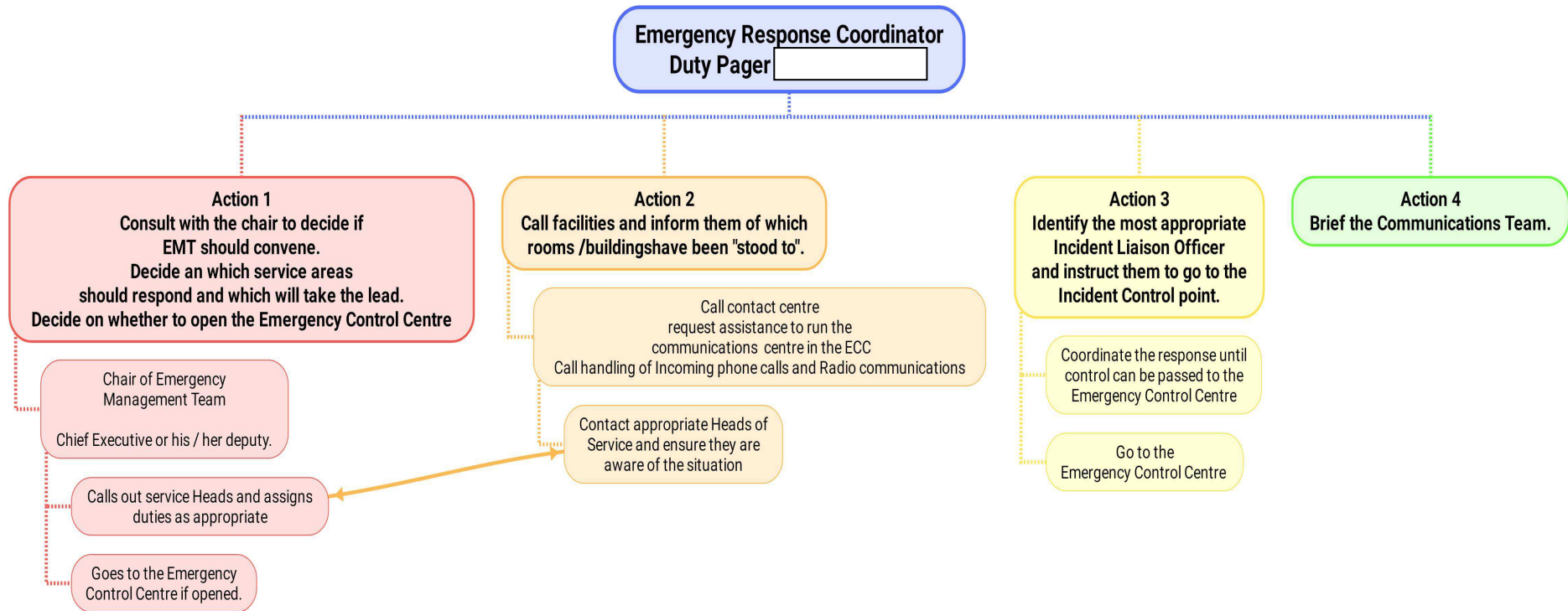


This page is intentionally left blank

Appendices

Appendix 1 Cascade Call Out – In office hours

If you think this plan may need to be activated, call the Officer shown at the top of the tree. If no response, continue down until you are successful (Use the Emergency Contacts Leaflet for the Officers Name. The switchboard number for Crawley Borough Council is XXXX XXXXXX, or you can dial direct using the numbers published in the Emergency Contacts leaflet



Media Management
Incident Liaison Officers

Team members must be prepared to manage a different area of responsibility if required.

Streetscene Waste & Recycling
Amenity duty officer

Wardens
Call centre

Team members must be prepared to manage a different area of responsibility if required.

Building control
Reception centres

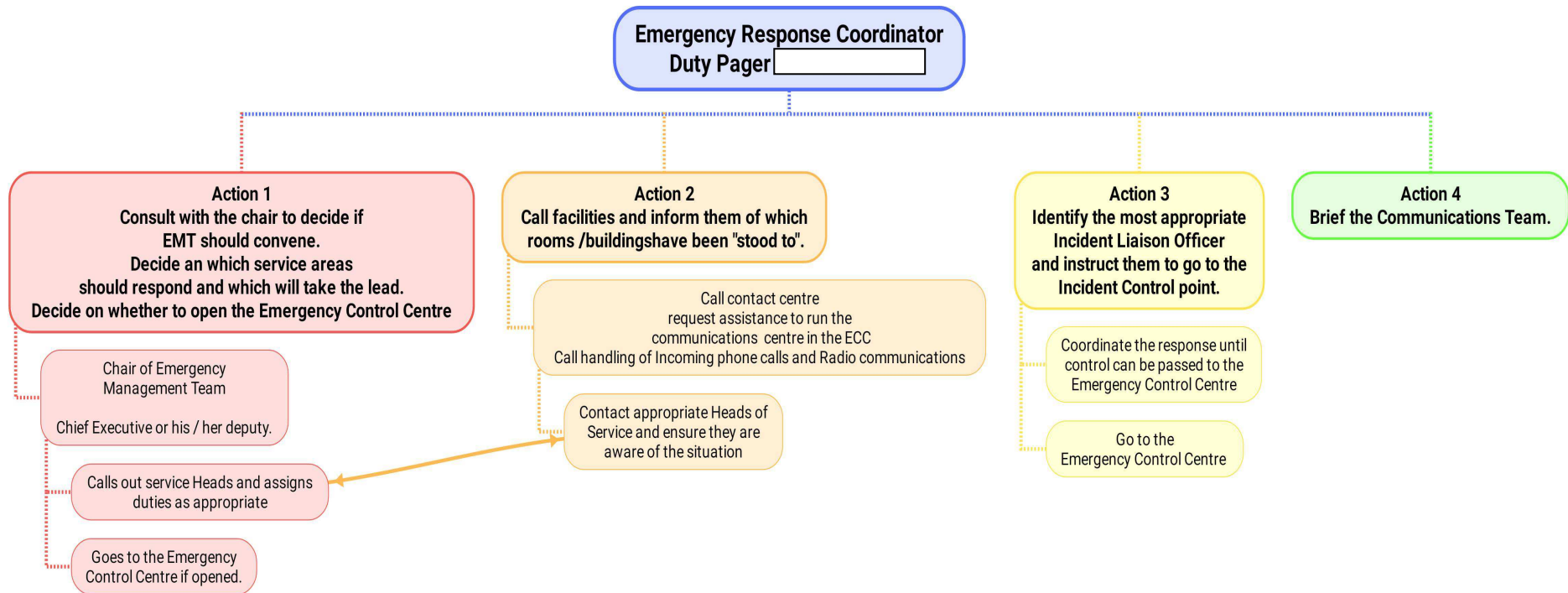
Team members must be prepared to manage a different area of responsibility if required.

Emergency Centre Staff

Team members must be prepared to manage a different area of responsibility if required.

Appendix 2 Cascade Call Out – Out of hours

If you think this plan may need to be activated, call the officer shown at the top of the tree. If no response, continue down until you are successful. . Use the numbers published in the Emergency Contacts leaflet



Media Management
Incident Liaison Officers
Team members must be prepared to manage a different area of responsibility if required.

Streetscene Waste & Recycling
Amenity duty officer
Wardens
Call centre
Team members must be prepared to manage a different area of responsibility if required.

Building control
Reception centres
Team members must be prepared to manage a different area of responsibility if required.

Emergency Centre Staff
Team members must be prepared to manage a different area of responsibility if required.

Appendix 3 Additional Plans and Useful Publications

	Plan / Guidance	Ownership	Description	Plan location	Associated Plans / Guidance	Version at time of publication
A	Adverse Weather Response Framework (PROTECT)	Sussex Resilience Forum	A multi-agency framework to enable all responding organisations to communicate, anticipate and respond to adverse weather which will disrupt normal day to day activity with Sussex	RD	Cold Weather Plan (NHS Plan) Drought Flood Sussex Part 1 (Generic) Flood Selsey Heatwave (NHS Plan)	V7 14/09/16
A	Airwave Inter Agency Procedure (PROTECT)	Sussex Resilience Forum	A document that outlines working practices that will be utilised in order that all blue light services and partner organisations can work together. There is also a quick guide presentation available.	RD	Motorola IBIS USER GUIDE	1.0 25/09/14
	Animal Diseases Plan (PROTECT)	Sussex Resilience Forum	This plan describes the inter-agency arrangements for outbreaks of notifiable animal diseases.	RD	DEFRA Contingency Plan for Exotic Notifiable Diseases of Animals	V5 20/09/16
B	Bellwin Scheme of Emergency Assistance to Local Authorities	DCLG	A Department of Communities and Local Government publication providing guidance of the working principles of the scheme. There is an additional document providing threshold information	CLG website		14/06/2012
	Business Continuity Management Strategy	Crawley Borough Council	Crawley Borough Council strategy for implementing business continuity arrangements. Each service has its own responsibility to write and maintain its own	Corporate Plan; G Drive T Drive		2.0 31/01/13

			plans. These should be held both on the Councils Servers and remotely at a location acceptable to each individual Division	Intranet		
C	Chemical, Biological, Radiological, Nuclear (Explosive) (CBRNE) (Not protectively marked)	Sussex Resilience Forum	Plan to illustrate the special arrangements for responding to an unintentional or deliberate release of material.	RD		3.0 25/09/14
	Crawley Borough Council Member Guidance in emergencies	Crawley Borough Council	An overview for elected members pre, during and post emergency	G DRIVE T DRIVE INTRANET		
	Cold Weather Plan (NHS Plan)	National Health Service	Public NHS plan to prepare for, alert people to and prevent avoidable effects of winter health. Contains details of the cold alert service.	RD NHS Website		NOV 2016
	Coastal Pollution Plan (WSCC) Included in case the mutual aid MoU is activated	West Sussex County Council	Responsibilities and arrangements for dealing with oil and chemical pollution along the West Sussex coastline, for those incidents beyond the capability of a single borough or district council. Written in conjunction with the National contingency plan for Marine Pollution. (SEE ALSO Waste Management coastal pollution and Marine Pollution from shipping and offshore installations (National contingency plan))	RD		V1.0 July 2005
	Communicable diseases	SEE OUTBREAK PLAN FOR COMMUNICABLE DISEASES				
	DEFRA Contingency Plan for Exotic Notifiable Diseases of Animals)		Response plan for stakeholders to understand the response of DEFRA to a notifiable disease outbreak. Includes foot and mouth	RD	Animal Diseases Plan (SRF)	V5 20/09/16

			and avian flu.			
	Disease	SEE OUTBREAK OF COMMUNICABLE DISEASES				
D	Drought	Sussex Resilience Forum	Plan to manage and respond to the effects of a drought within a multi-agency environment	RD		1.2 10/06/2011 (Draft)
E	Emergency Assistance Centre Plan (Replaces SLAEPG Rest Plan)	Sussex Local Authority Emergency Planning Group (SLAEPG)	Describes types of assistance centres. Provides common roles and responsibilities within venues adopted by all emergency response throughout Sussex. See also Rest Centre Plan which provides local arrangements for Crawley Borough Council.	RD	Rest Centre (Part 2 of SLAEPG Emergency Assistance Centre Plan) Crawley Borough Council	V2.8 31/10/16
E	Emergency Control Centre Operational plan (Set up instructions)	Crawley Borough Council	Guidance for setting up and operating the Crawley Borough Council Emergency Control Centre	Emergency Control Centre T DRIVE G DRIVE ERC BAG		4.0 January 2010
	Emergency Mortuary	SEE MASS FATALITIES				
	Exotic Notifiable Diseases of Animals)	See DEFRA Contingency Plan for Exotic Notifiable Diseases of Animals)				
	Emergency Preparedness	Cabinet Office	Preparing for Emergencies is a guidance document that accompanies Part 1 of the Civil Contingencies Act 2004 and its associated Regulations. It sets out how the civil protection duties should be carried out in England and Wales. The guidance will support those individuals and organisations which have a role to play in the civil protection framework, and in particular those organisations subject to duties under the Act. The Act and Regulations are supported by this guidance document, which includes guidance to which the organisations covered	Cabinet Office website		

			by the Act must have regard.			
	Sussex Emergency Response and Recovery	Cabinet Office	Responding to emergencies is a guidance document that deals with post emergency elements of Integrated Emergency Management. It is the replacement for Dealing with Disasters	Cabinet Office website		V3.5 16/12/15
	Emergency Response and Recovery (Sussex Policy and Procedures)	SEE SUSSEX EMERGENCY RESPONSE AND RECOVERY (SERR) POLICY AND PROCEDURES				
	Emergency Response Coordinator (ERC) Operations manual	Crawley Borough Council	Guidance for the role of an Emergency Response Coordinator working within Crawley Borough Council	T DRIVE G DRIVE Emergency Control Centre		May 2011
	Evacuation Plan (NOT PROTECTIVELY MARKED)	Sussex Resilience Forum	Provides generic guidance for integrated multi-agency response for the evacuation and reoccupation of threatened communities in Sussex	T DRIVE G DRIVE RD		V1.0 25/09/14
	Explosive devices and suspicious mail	Crawley Borough Council	Policy guidance for dealing with explosive devices and suspicious mail	G DRIVE T DRIVE	Chemical, Biological, Radiological, Nuclear (Explosive)	29/06/2011
F	Feeding	Crawley Borough Council	Crawley Borough Council arrangements for providing food provisions during an emergency	Emergency Control Centre / T Drive /G Drive ERC Bag Intranet		4.0 April 2010
	Flood Sussex Part 1 (Generic)	Sussex Resilience Forum	Generic arrangements for alerting and responding to a flooding emergency within Sussex.	RD	Flood Plan Part II Crawley PROTECT (Public version available)	1.1 07/12/2010
	Flood Plan Part II Crawley PROTECT (Public version available)	Sussex Resilience Forum (Reviewed and maintained	The local plan for Crawley which has been identified as being under an increase threat to coastal flooding. It details the management	Emergency Control Centre T Drive G Drive ERC Bag	Flood Sussex Part 1 (Generic)	2.1 01/2015

		by CDC)	of the response as well as basic evacuation arrangements for residents. This should be read in conjunction with Flood Plan (Part 1)	RD		
	Flu	SEE INFLUENZA PANDEMIC				
	Fuel PROTECT	Sussex Resilience Forum	A multi-agency plan for responding to a fuel shortage which affects responders and the community	RD		V2.0 25/09/14
	Gatwick	SEE GATWICK EMERGENCY PLAN				
	Gridlock Not Protectively Marked	Sussex Resilience Forum	The plan aims to facilitate Sussex's multi-agency response to an incident on or near to the road network leading to a gridlock situation by proactively detecting and resolving gridlock through intelligence sharing, effective communication and working in partnership	RD		V4.1 03/01/17
	Heatwave (NHS Plan)	National Health Service	A public NHS plan to prepare for, alert people to and prevent avoidable effects of heatwaves. Contains details of the Heatwave alert service.	RD NHS Website		26 th May 2011
	HAC Humanitarian Assistance Centre	Sussex Resilience Forum	Plan to describe how organisations within the SRF membership will provide humanitarian assistance centres. (No designated D&B responsibilities)	RD		V2.0 April 2011
	Identifying vulnerable persons	SEE VULNERABLE PERSONS (Identifying)				
	Infectious disease	SEE OUTBREAK OF COMMUNICABLE DISEASES				
	Influenza Pandemic	Sussex Resilience Forum	Describes the co-ordinated multi agency response to pandemic influenza and enable the SRF to reduce the impact of an influenza pandemic on the population of Sussex.	RD		V6 05/10/15

	Influenza Pandemic	Crawley Borough Council	Internal plan to reduce the impact of influenza pandemic to services provided by Crawley Borough Council	RD		V5 April 2009
	Influenza Pandemic	West Sussex NHS Primary Care Trust	Plan sets out the generic and specific roles and responsibilities of the PCT and key staff to responding to an influenza pandemic.	RD		DEC 2008
	Influenza Pandemic	Health Protection Agency	A Health community plan for the response to an influenza epidemic. Other influenza plans work in conjunction with health community arrangements.	RD		
	Mass Casualties Official Sensitive	Sussex Resilience Forum	Provides roles and responsibilities and direction to assist all multi-agency responders across Sussex in the planning and response required for a mass casualty bureau.	RD		V3.0 25/09/14
	Mass Fatalities Official Sensitive	Sussex Resilience Forum	Provides a multi agency response in the event of mass fatalities requiring temporary arrangements. Involves the activation of an emergency mortuary facility within Sussex. No specific responsibilities for District and Borough Councils	RD		V1.0 25/04/14
	Media	Crawley Borough Council	Council plan for utilising media channels when responding to an emergency. (SEE ALSO WARNING AND INFORMING FOR MULTI AGENCY APPROACH)	T DRIVE RD		V4 FEB 2008
	Members guidance in an emergency	Crawley Borough Council	Advice to members about representing Crawley Borough Council in an emergency	T DRIVE G DRIVE Intranet		30/11/2011
	Mortuary	SEE MASS FATALITIES				
	Mutual Aid – A Short Guide for	Cabinet Office	Guidance for local authorities in activating mutual aid to enable	RD Emergency		

	Local Authorities		councils to maintain critical services and provide a sufficient emergency response.	Control Centre		
	Mutual Aid Memorandum of Understanding	Sussex Local Authorities Emergency Planning Group	Provides a framework by which local authorities may call upon each other for support during an emergency. It follows guidance issued by the Cabinet Office entitled "Mutual Aid - A Short Guide for Local Authorities"	RD		Version 3.0 July 2012
	NHS Cold Weather Plan	SEE COLD WEATHER PLAN (NHS PLAN)				
	NHS Heatwave plan	SEE HEATWAVE PLAN (NHS PLAN)				
	Human Pandemic and Emerging Diseases	Surrey and Sussex Health Protection Unit	Regional HPU plan to recognise an outbreak of food poisoning or infectious disease, manage the investigation, diagnosis, control and communication with external agencies and public	RD	Outbreak plan (National) for communicable disease. Operational guidance	V6 30/09/15
	Outbreak plan (National) for communicable disease. Operational guidance	Health Protection Agency	National plan to recognise an outbreak of food poisoning or infectious disease, manage the investigation, diagnosis, control and communication with external agencies and public	RD	Outbreak Plan for communicable diseases	V1.3 18.05.2012
	Rail National Emergency Plan (Network Rail)	National Rail	A response plan for responding to major incident on the rail network	RD		V2 March 2008
	Recovery Not protectively marked	Sussex Resilience Forum	Sets out recovery structure for SRF members and other organisations would use to co-ordinate their efforts to help affected communities to recover and establish a new normality following a major emergency	RD		V1 15.09.2011
	Rest Centre (Part 2 of SLAEPG)	Crawley Borough	Crawley Borough Council Rest Centre	G Drive	Emergency Assistance	

Not Protectively Marked

Emergency Assistance Centre Plan)	Council	plan containing local procedures and organisation. This is a supplement to the Sussex Local Authority Emergency Planning Group Emergency Assistance Centre Plan	T Drive INTRANET ERC BAG REST CENTRE KITS RD	Centre Plan (Replaces SLAEPG Rest Plan) Feeding plan	
Scientific and Technical Advice Cell (STAC) (PROTECT)	Surrey PCT West Sussex PCT Surrey and Sussex Health Protection Cell	Brings together technical experts operating under the strategic direction of a Strategic Co-ordinating Group to advice on high level objectives guiding a response.	RD		V3 6.10.2010
Sussex Emergency Response and Recovery Policy and Procedure (SERR)	Sussex Resilience Forum	An overarching framework for co-ordinated emergency management within Sussex. It summarises the roles and responsibility of organisations and outlines how responding organisation work together.	RD		V1.2 June 2012
Telecommunications plan (Loss of telecommunications) PROTECT	Sussex Resilience Forum		RD		V5.1 10/15/14
Vulnerable Persons (Identifying) Not protectively marked	West Sussex County Council / NHS Sussex	Provide information about the process to identify vulnerable persons during an emergency	RD		V1.0 25/09/14
Warning and Informing communications PROTECT-Sensitive	Sussex Resilience Forum	Outlines the overarching principles and processes of providing effective communication to the public.	S DRIVE T DRIVE NRE		V1.0 02/08/10

Appendix 4 Initial Report Form

REST CENTRE ACTIVATION - ADVISE THE CALLER THAT THIS INFORMATION IS REQUIRED SO THAT THE MOST APPROPRIATE LOCATION OF A REST CENTRE MAY BE ESTABLISHED AND THE CORRECT LEVEL OF RESOURCES CAN BE DEPLOYED.

FORM AVAILABLE FROM THE INTRANET >> DOCUMENT LIBRARY >> EMERGENCY PLANNING DOCUMENTS

Provide the Emergency Services with the ERC mobile number to allow direct communication

DATE / TIME OF CALL		OUT OF HOURS SERVICE REF No	
INITIAL CALL / REPORT INTO OUT OF HOURS SERVICE			
TYPE OF INCIDENT			
CONTACT NAME		TEL NO	
AGENCY REF NO		LOCATION	
REST CENTRE ACTIVATION REQUEST			
Approximate number of persons requiring temporary accommodation.		How long will be it before displaced persons may return to their homes or original location?	
Are there any special needs identified at this time?		What other agencies has the caller contacted so far to alert the need for a rest centre?	
Has an Incident Control point been established? (Location)		Casualty information (Are there any injuries?)	
Has an ad hoc rest centre been established? (Location)		What other agencies has the caller contacted so far to alert the need for a rest centre?	
ADDITIONAL INFORMATION			

CONTACT EPO IF REQUIRED. PAGE

Appendix 5 Incident Manager Initial Actions

The table below provides some direction to incidents the Incident Manager may be contacted to manage in the first hour of a response. Each incident must be assessed on its own merits. Not all incidents will require all of the suggested actions. The rationale for not undertaking the suggested actions must be recorded.

Although it is not a statutory responsibility of Crawley Borough Council to co-ordinate the information, it is considered best practice to collate and communicate as much information as possible so that an overall picture can be obtained. The Incident Manager cannot assume that all responders are aware.

KEY –	EPO	Emergency Planning and Business Continuity Officer
	EHO	Environmental Health Officer
	ECD	Refer to the Contact Leaflet for contact telephone numbers
	EA	Environment Agency Duty Flood Warning Officer
	WSFR	West Fire and Rescue
	WSCCEMU	West Sussex County Council Emergency Management Unit
	PCT	Primary Care Trust

Appendix 6 Rest Centre Activation Checklist

FORM AVAILABLE FROM THE INTRANET >> DOCUMENT LIBRARY >> EMERGENCY PLANNING DOCUMENTS

ACTION	REFERENCE	TIME
1	Advise Careline to record all progress updates and contact the ERC every 20 minutes for the first hour with all messages collated.	Careline XXXXX XXXXXX
2	Contact requesting emergency service and complete checklist. Provide ERC mobile number for direct communication.	Use the number provided or contact relative control rooms ECD 2.2
3	If requesting agency not Police – Contact them and provide ERC mobile number for direct communication.	ECD 2.2 Phone Sussex Police Ops 2
4	Phone the Emergency Planning Officer or Head of Community Services to obtain assistance.	ECD 1.9
5	Contact Head of Partnership Services for assistance and eventually lead for this function.	ECD 1.6
6	Refer to Rest Centre Request Checklist to consider the information you require	APPENDIX 1
7	Choose suitable location for a rest centre and contact the relative person	ECD 4.1
8	Contact West Sussex Emergency Management Duty officer to arrange transport / social services / voluntary assistance	ECD 3.2 ECD 4.4 (Transport) Section ECD 4.2 (Rest Centre Assistance)
9	Assign an Incident Liaison Officer to attend the evacuation area in consultation with Police	See Section 1.15 Contact Directory
10	Contact Council staff to attend rest centre	ECD 1.15 See also Shadow Planner Staff list
11	Contact Facilities to open Emergency Control Centre	ECD 1.12
12	Contact Public Relations manager to direct them to Rest Centre to handle media enquiries.	ECD 1.6
13	Contact duty Dog Warden to attend Rest Centre	ECD 1.7
14	Contact Duty Housing Options officer and direct them to Rest Centre	ECD 1.10
15	Contact CMT with progress report	ECD 1.6
16	Contact and brief the associated Parish council for additional assistance	ECD 3.3
17	Inform neighbouring District council emergency planning officers	ECD 3.1

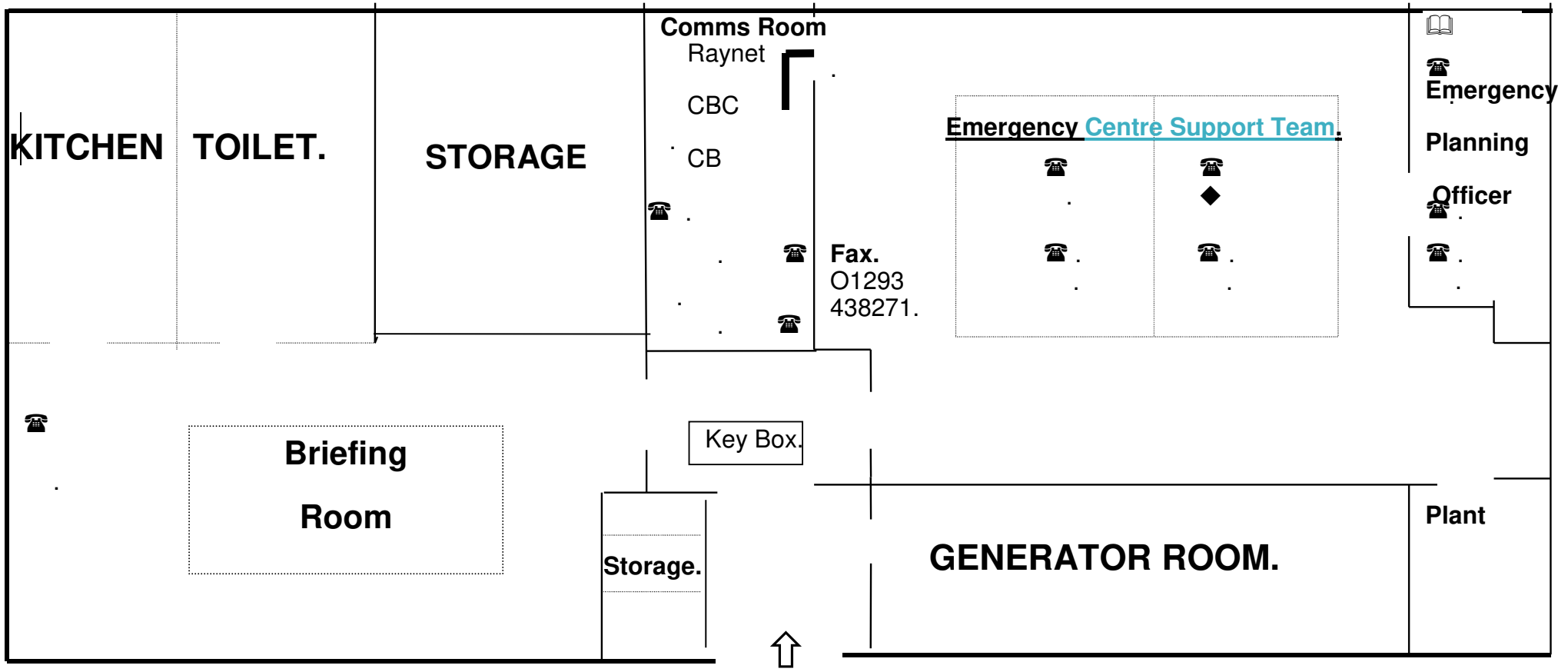
This page is intentionally left blank

Appendix 7 Emergency Management Team Agenda




DATE	TIME	
PERSONS PRESENT		
SITUATION REPORT	Briefing from Tactical (Silver) officers on the current situation. To include; <ul style="list-style-type: none"> • Casualties / Evacuee arrangements • Key locations • Assistance requests • Resources deployed • Likely duration 	5 minutes
PLANS AND TRIGGERS	<ul style="list-style-type: none"> • Identification of plans associated with incident. • Assess role of District Council and ensure compliance 	
SERVICE CAPABILITY	Reports from service areas on capability To include; <ul style="list-style-type: none"> • Staffing Levels • Staff availability for emergency response • Service restrictions and capability (SEE APPENDIX 3) 	10 minutes
STRATEGIC POLICY SETTING	<ul style="list-style-type: none"> • Agreed commitment to the overall response. • Suspension of services • Redeployment of resources in critical areas 	10 minutes
TASK AND FINISH GROUPS	<ul style="list-style-type: none"> • Identification of groups to progress tactical operations other than the ECC • Requirement to set up recovery cell to analyse recovery actions 	10 minutes
STAFF WELFARE	<ul style="list-style-type: none"> • Staff hours and rotas • Welfare support • Informing methods 	10 minutes
MUTUAL AID	<ul style="list-style-type: none"> • Consideration for activation • Agreement on support for other Local Authorities 	5 minutes
ANY OTHER BUSINESS	<ul style="list-style-type: none"> • Any outstanding issues • Next meeting time(s) 	

This page is intentionally left blank

Appendix 8 Incident Control Centre



Key.

-  C.B.C. Extension. DDI.
-  BT main line
-  Photocopier.

EMERGENCY CENTRE LAYOUT.

