

west mercia

local resilience forum

'together prepared'



JOINT EMERGENCY RESPONSE ARRANGEMENT

'JERA'

Version	Detail	Date
1	Adopted by WMLRF	March 2007
2	Reviewed document - Draft circulated May 2007	May 2009
3	Adopted by WMLRF	July 2009
3	Amendment – member detail	October 2009



Foreword

It is vital that those agencies responsible for civil protection (including the emergency services, local authorities, the health sector, utility companies and the voluntary sector) are fully prepared to work together effectively when the need arises.

This document aims to establish the basis for that understanding and cooperation, and our ongoing programme of training and exercising will be one means of refining and continuously enhancing the interaction and capability of the West Mercia Local Resilience Forum responders in the months and years ahead.

Planning for emergencies is an iterative process that evolves as lessons are learnt and circumstances change. In consequence, this revised guidance builds upon the principles laid out in the previous 'JERA', incorporates some of the learning resulting from the declaration of an emergency during the summer floods of 2007, and uses the basic framework provided by the Civil Contingencies Act 2004 to identify **who, when and how** the various agencies should be involved.

I commend this document to you as a hugely valuable source of information, advice and guidance.

Paul West
Chief Constable West Mercia Police
Chair of the West Mercia Local Resilience Forum

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1 INTRODUCTION

1.1 Background

This document provides the framework for an integrated response to a major incident/emergency and outlines the roles and responsibilities of the partner Responders in the West Mercia area. Only through understanding our capabilities and how they complement each other in advance of an event will we be able to deliver an effective response at the time of a large scale emergency.

The document is divided into three sections, JOINT, EMERGENCY, RESPONSE and ARRANGEMENT. In simple terms it provides the 'who, when, what and how' a multi-agency response and recovery is achieved. It does not however provide all the detail necessary to have a broad understanding of the subject and relies on its reader having a detailed knowledge and /or sign posting where more detailed information can be found. However, provided at the rear of the document are a number of appendices designed to aide the reader including a glossary of terms, a list of acronyms and a contact list of responders.

This document should be read in conjunction with the Guidance document "Emergency Response and Recovery" which sets out what is seen by Central Government as best practice arrangements for local responders. This document can be downloaded from the UK Resilience Website at: <http://www.cabinetoffice.gov.uk>

1.2 Aim of the JERA

To provide a framework for a co-ordinated multi-agency response and recovery to/from an emergency which impacts on the area of the West Mercia Local Resilience Forum (WMLRF) in order to discharge the responsibilities contained within the Civil Contingencies Act 2004.

1.3 Objectives

Joint: sets out the partner Responders within the WMLRF area and their responsibilities.

Emergency: describes what an emergency is and describes the triggers and activation of a multi-agency response.

Response Arrangement: describes preparatory meetings, arrangements for command and control during a live event, considers the role of the lead agency, sign posts other planning arrangements, describes the arrangements for the declaration of an emergency, the levels of response required, specific tactical and strategic arrangements and complimentary arrangements which exist in relation to specific business areas (Health, Defra etc).

1.4 Scope

This is a concise overview of the interaction of partner responders within the WMLRF partnership and the responsibilities identified within the CCA 2004.

The document is produced for Responders who have an understanding of integrated emergency management and the responsibilities under the CCA 2004.

The Police will co-ordinate the initial response to a sudden impact emergency (*National Policing Improvement Agency (NPIA) Guidance on Emergency Procedures 2008*).

1.5 Target Audience

For Responders who operate or have responsibilities in a tactical or strategic role within their own agency/organisation and within the wider WMLRF partnership.

1.6 Ownership

This document has been prepared by the Emergency Planning, Training and Exercising Working Group (EPTSWG) of the WMLRF, has been approved by the General Working Group (GGW) and adopted by the WMLRF at the strategic level.

1.7 Distribution

The latest version of this document is available on www.westmerciaprepared.org.

1.8 Review and Monitoring

These arrangements will be reviewed in the light of the lessons learned at each training event, exercise or emergency response and **if there have been no such events, an annual review will be undertaken.** This review will be the responsibility of the EPTSWG.

Any comments, amendments and queries about this document should be forwarded to:

Email: secretariat@westmerciaprepared.org

Tel. No: 01531 636786

2 JOINT

2.1 Introduction

This section examines the organisations with a role to play within the civil protection framework that operates within the WMLRF and in particular the organisations subject to the duties of the Civil Contingencies Act.

2.2 Role of Responders

Responders involved in response and recovery work to the following set of common objectives:

- Saving and protecting life;
- Relieving suffering;
- Containing the emergency – limiting its escalation or spread;
- Providing the public with warnings, advice and information;
- Protecting the health and safety of personnel;
- Safe guarding the environment;
- Protecting property;
- Maintaining or restoring critical services;
- Maintaining normal services at an appropriate level;
- Promoting and facilitating self-help in the community;
- Facilitating investigations and inquiries (e.g. by preserving the scene and effective records management);
- Facilitating the physical, social, economic and psychological recovery of the community; and
- Evaluating the response and recovery effort and identifying lessons to be learnt.

Paragraph 4.1 Emergency Response and Recovery – Non-statutory guidance to complement Emergency Preparedness

Figure 1

2.3 List of responders

Category One Responders	Category Two Responders
Local Authorities Herefordshire Council Worcestershire County Council Wyre Forest District Council Bromsgrove District Council Redditch Borough Council Wychavon District Council Malvern Hills District Council Worcester City Council Shropshire Council Telford & Wrekin Council	Electricity Distributors Transmitters and Suppliers National Grid own and operate the electricity transmission network in England and Wales. Main distributors in WMLRF are Swalec. Suppliers include British Gas, Eon, EBICo, EDF Energy, NPower, Good Energy, Sainsbury's Energy, Scottish Power, SWalec, SWEB Energy.
Police Forces West Mercia Police British Transport Police	Oil / Gas Distributors National Grid own and operate the gas transmission network in Great Britain. Suppliers include British gas, Eon, EBICo, EDF Energy, NPower, Good Energy, Sainsbury's Energy, Scottish Power, SWalec, SWEB Energy. Oil Pipe Line Operators suppliers within WMLRF include BP, BPA, Conoco Phillips, E-on, Esso

	Government Pipelines and Storage Systems, Huntsman, Mainline Pipelines Ltd, MJL, Shell, Total Operators, Wales and West Utilities, National Grid and others
Fire and Rescue Authorities Hereford & Worcester Fire & Rescue Service Shropshire Fire & Rescue Service	Water and Sewerage The main suppliers within WMLRF are Severn Trent Water South Staffordshire Water, and Dwr Cymru – Welsh Water
Ambulance Services West Midlands Ambulance Service	Telephone Service Providers There are a number of suppliers within WMLRF of landline services including fixed line, BT, Kingston, NTL and Telewest and mobile BT, Vodafone, O2, T-Mobile, Orange and 3 Mobile.
National Health Service Worcestershire Acute Hospitals Trust Herefordshire Hospitals Trusts The Shrewsbury & Telford Hospitals NHS Trust Worcestershire PCT Herefordshire PCT Shropshire PCT Telford & Wrekin PCT	Railway Operators Network Rail is owner and operator of the rail network infrastructure (track, signalling, bridges, tunnels and stations) Within the WMLRF area passenger services include Arriva trains, First Great Western, Cross Country and London Midland and freight operators include EWS (English, Welsh and Scottish) and Freightliner
Health Protection Agency Herefordshire & Worcestershire HPU, Shropshire, Telford & Wrekin and Staffordshire HPU	Highways Agency
Environment Agency	Health and Safety Executive
	Strategic Health Authority West Midlands Strategic Health Authority

Other Co-operating Bodies
Regional Resilience Team
Military
Other Meteorological Office
Voluntary Sector Includes Chaplaincy, Salvation Army, British Red Cross Society, St John Ambulance, SARA, Radio Amateurs Emergency Network (Raynet), MIND, Samaritans, Mountain Rescue WRVS and other local representatives.
Other NHS Trusts Worcestershire Mental Health Partnership Trust The Robert Jones and Angus Hunt Orthopaedic and District NHS Trust

Figure 2

2.4 Community Risk Register (CRR)

The WMLRF Risk Assessment Working Group (RAWG) maintains the Community Risk Register for the WMLRF area. The Risk Register is available at www.westmerciaprepared.org.

Risks are identified, reviewed or re-assessed on a rolling programme basis by the RAWG.

2.5 West Mercia Local Resilience Forum (WMLRF)

The following diagram outlines the structure for the WMLRF.

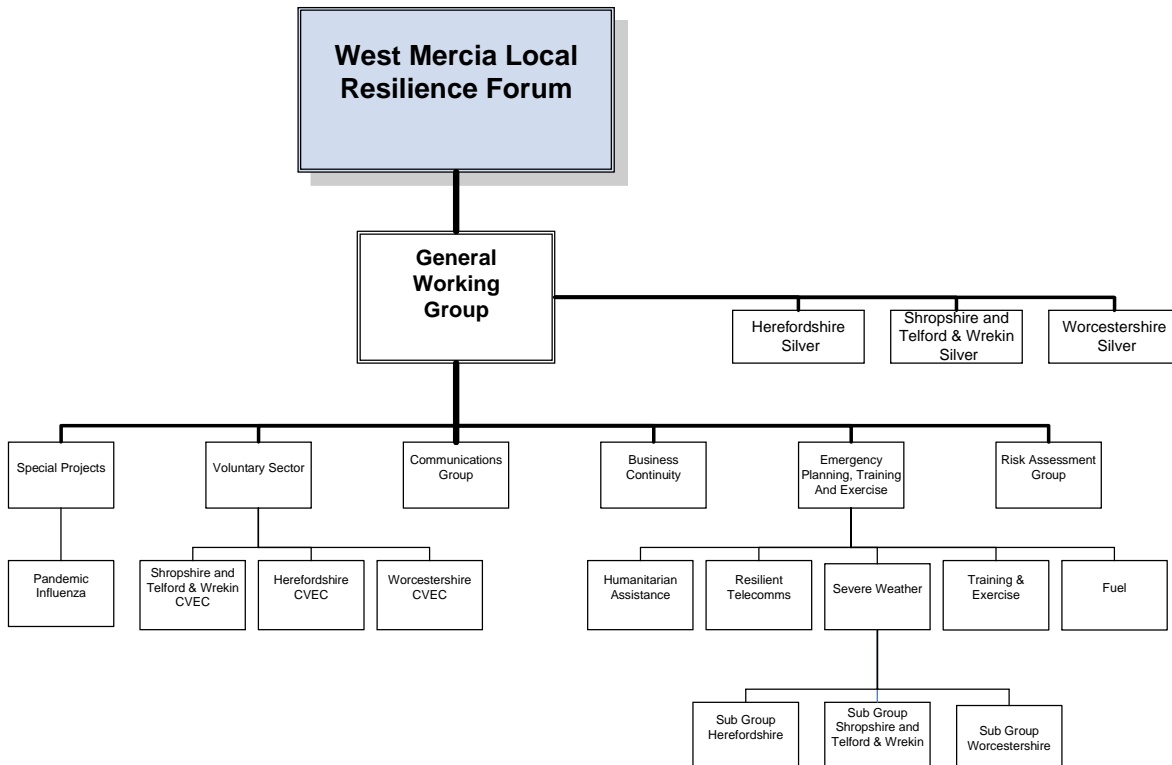


Figure 3

Figure 4 below illustrates the CC&C arrangements that would be convened at a local, regional and national level in the event of an emergency.

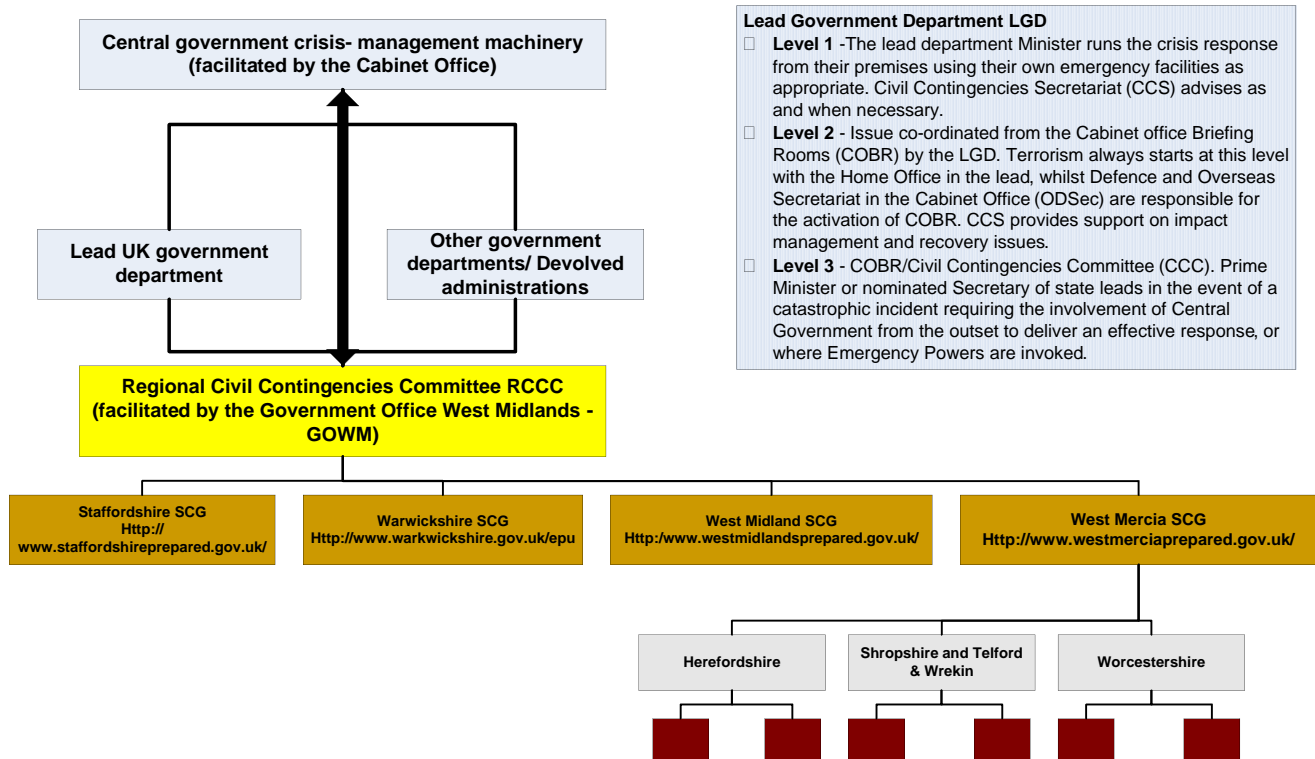


Figure 4

* The use of terms SCG/GOLD (**SCG ACTIVATION PLAN**), Silver and Bronze within this document relate to multi-agency functions as distinct from Responders' own Gold, Silver and Bronze arrangements.

2.6 Plans

Figure 5 represents the planning arrangements that occur at national, regional and local levels to reduce, control or mitigate the effects of an emergency.

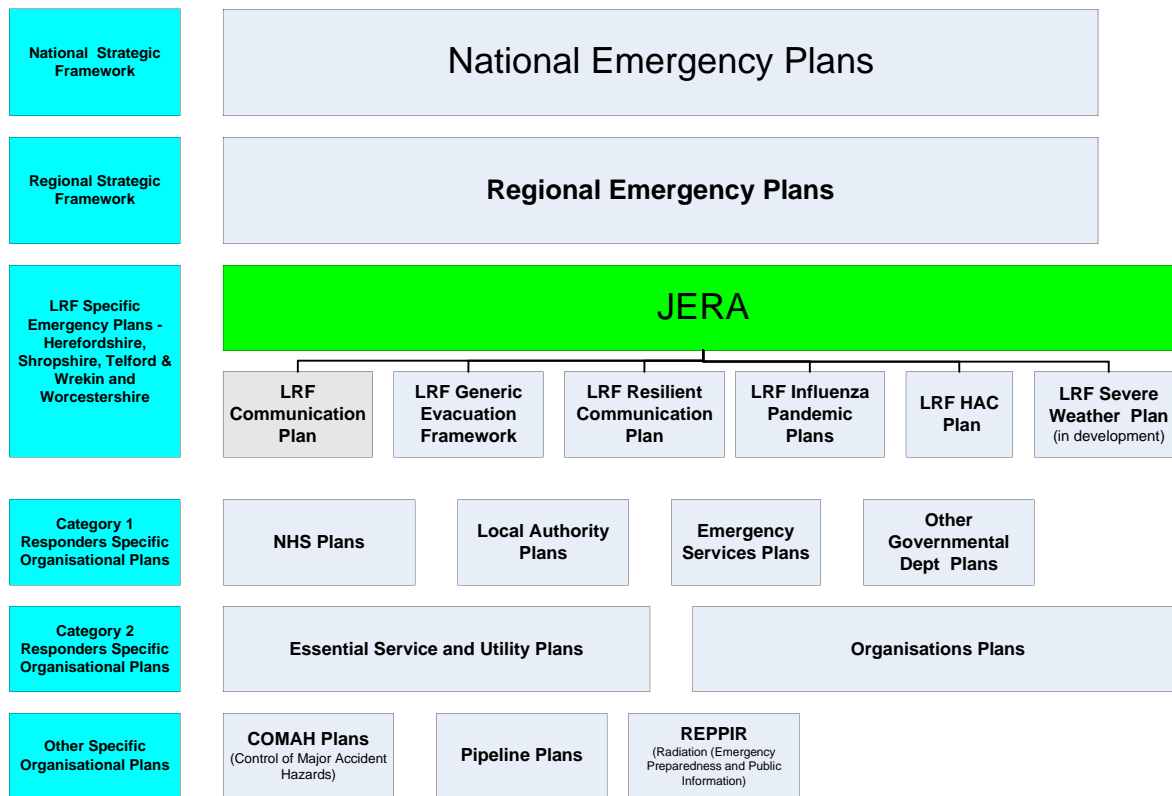


Figure 5

LRF Communications Plan – www.westmerciaprepared.org.

The LRF has produced and maintains a plan that outlines the LRF communications structure and indicated the role that all agencies will have to play should an emergency be declared, including the identification of key spokes persons, the establishment of an agreed unified message and agreed joint media arrangements to maintain consistency of the public confidence.

LRF Generic Evacuation Framework – www.westmerciaprepared.org.

The framework outlines generic guidance based on the HM Government Evacuation and Shelter Guidance <http://www.cabinetoffice.gov.uk> and Shelter Guidance and national resilience planning assumptions. The document examines the options of:

- Sheltering in situ;
- Evacuation; and
- Dispersal.

LRF Resilient Telecommunication Plan - www.westmerciaprepared.org.

The LRF Resilient Telecommunications Plan sets out:

- Critical communication processes that are essential to the effectiveness of response operations;
- Communication requirements (where and how the communication is initiated; where and how the communication is received; and the intended outcome of the communication);
- A diversity of technical solutions.

LRF Pandemic Influenza Plan - www.westmerciaprepared.org.

This plan sets out the multi-agency strategic level arrangements to be implemented at the outbreak of Pandemic Influenza. In particular, it details:

- Multi-agency stakeholders;
- Membership of the SCG;
- Arrangements for Command, Control and Co-ordination.

LRF Humanitarian Assistance Plan (HAC) - www.westmerciaprepared.org. (currently *DRAFT*)

Local Authorities lead in identifying and establishing centres in consultation with Police and the Voluntary Sector. Local Authority will meet the cost of securing the use of premises in the planning phase, and for providing the centre itself in the event of an Emergency.

LRF Severe Weather Plan (*under development*)

The plan will set out the multi-agency approach to the severe weather scenarios identified in the Community Risk Register, namely major flood, high winds, cold weather and heat. This plan will contain a strategic overview detailing roles and responsibilities and separate annexes for each of the severe weather types. The annexes will include the triggers for response and signpost to existing multi-agency/individual organisation plans. It is expected the Severe Weather Plan will be in place by September 2009.

3 EMERGENCY

3.1 Introduction

This section offers:

- an examination of the types of emergencies WMLRF responders may face distinguishing between spontaneous and rising tide emergencies;
- importance of holding preparatory meetings;
- the CCA definition of an emergency;
- the levels of emergency and the triggers attached,
- how organisation and the multi-agency response is activated and finally
- the key consideration of how recovery is achieved.



Figure 6

* Items within diagram reproduced with the permission from GOOGLE

3.2 Definition of Emergency

The Civil Contingencies Act (CCA) definition of an “emergency” defines an emergency as:

“An event or situation which threatens serious damage to human welfare or the environment of a place in the United Kingdom, or war, or terrorism, which threatens serious damage to the security of the United Kingdom.”

A full definition is contained in Part I of the Civil Contingencies Act 2004.

The statutory guidance outlines two tests that must be met for the main duties of the CCA apply. Those tests are:

- Where the emergency would be likely to seriously obstruct its ability to perform its functions;
- Where the Category 1 responder;
 - would consider it necessary or desirable to act to prevent, reduce, control, or mitigate the emergency's effects, or otherwise take action; and
 - would be unable to act without changing the deployment of its resources or acquiring additional responses.

The procedure for determining when an emergency has occurred and declared is written into responders' emergency plans (**3.4 below refers**).

3.3 Preparatory Actions

Experience of past emergencies point to the good practice of holding pre-meetings as they present the opportunity to confirm planning arrangements and serve to engender confidence amongst responders. ***This document specifically endorses the consideration.***

The type of emergency may vary between a spontaneous or rising tide event which will have a direct bearing on the response. A spontaneous emergency occurs with little or no warning and its effects are felt immediately. Examples include transportation accidents, utility failure, industrial accidents or acts of terrorism and their occurrences do not allow for preparatory meetings to occur. The importance of a prompt declaration of an emergency allows other organisations to respond most effectively.

A rising tide emergency has a lead in time of days, weeks or even months. Examples include health emergencies such as a pandemic, severe weather events, animal disease outbreaks and industrial action allowing greater opportunity to hold preparatory meetings.

3.4 Declaration - triggers, activation and levels of emergency

The following triggers for activation of CC& C arrangements are not intended to be prescriptive but offer guidance in considering activation of plans. What is an emergency to one responding agency may not be so to another.

Local Incident

The event or situation is dealt with by resources deployed under the normal working practices of those involved, following an initial alert received from a responding organisation or a member of the public. This is normal everyday business for the responding organisations and is therefore a local incident. The incident is dealt with by local resources and is of short duration with limited involvement from some responders.

Examples – *Road Traffic Collision, Building fires, Localised Flash Flooding.*

Emergency Standby

The event or situation is dealt with by local responders who may be stretched as a result of the demands of the incident although mutual aide is not initially called for. It is a situation that may deteriorate and require the declaration of an emergency being made.

Trigger

- Consideration of pre – Silver meeting ensuring all local responders are aware of the event and potential demands on their organisation;

GPMS Classification: Not Protectively Marked

- Consideration of pre – SCG meeting ensuring all local responders are aware of event and potential demands on their organisation.

Examples – *Chemical incident involving contamination of environment, Met Office extreme rainfall alert.*

The importance of holding preparatory meetings has already been acknowledged. Such meetings are vital to consider and discuss the risk presented, the impact and implication for both responders and the geographic area they operate in.

LRF Emergency

An emergency can be declared by any local responder.

Trigger

- Activation of Silver Group(s) and/or SCG;
- Consideration to informing Regional Government of occurrence and on obtaining regional or national resources to manage emergency.

Examples – *severe weather, animal health.*

Significant / Serious / Catastrophic

The response and management of the emergency is managed at a national or regional level.

Trigger

- Activation of COBR or Lead Government Department Co-ordination;
- Activation of Regional Civil Contingencies Committee (RCCC) co-ordination;
- Activation of WMLRF SCG;
- Activation of County Silver Groups.

Examples – *Flu pandemic, terrorist incident, Loss of Electricity, Fuel crisis*

3.5 Key Considerations leading to and declaring Emergency

Key considerations – declaration of emergency	
Spontaneous	Rising Tide
<ul style="list-style-type: none"> <input type="checkbox"/> Sitrep- information, intelligence, and horizon scanning. <input type="checkbox"/> Declaring the emergency. <input type="checkbox"/> What does this trigger – commencement of multi-agency log, warning other responders and ensure appropriate involvement , activation of responder and LRF plans <input type="checkbox"/> Warn and inform public <input type="checkbox"/> Set immediate priorities and objectives 	<ul style="list-style-type: none"> <input type="checkbox"/> Sitrep- information, intelligence, and horizon scanning. - keeping ahead <input type="checkbox"/> Need to hold Preparatory Meeting .What does this trigger – commencement of multi-agency log, warning other responders ensuring appropriate engagement. <input type="checkbox"/> Detail of next steps i.e. time of meeting
Key considerations - activating CC& C	
<ul style="list-style-type: none"> <input type="checkbox"/> What does this trigger – continuance of multi-agency log, ensure appropriate responder engagement , activation of both LRF e.g. Communications Plan, Evacuation Plan etc, warn and inform public etc and responders plans <input type="checkbox"/> Agree immediate priorities, actions and objectives. <input type="checkbox"/> Consider interagency communications <input type="checkbox"/> Detail of next steps i.e. time of meeting and location etc 	

Figure 7

3.6 Activation of SCG and Silver CC&C Arrangements

The following diagram demonstrates the existing arrangements and considerations for activating SCG and County Silver arrangements that operate within the WMLRF area:

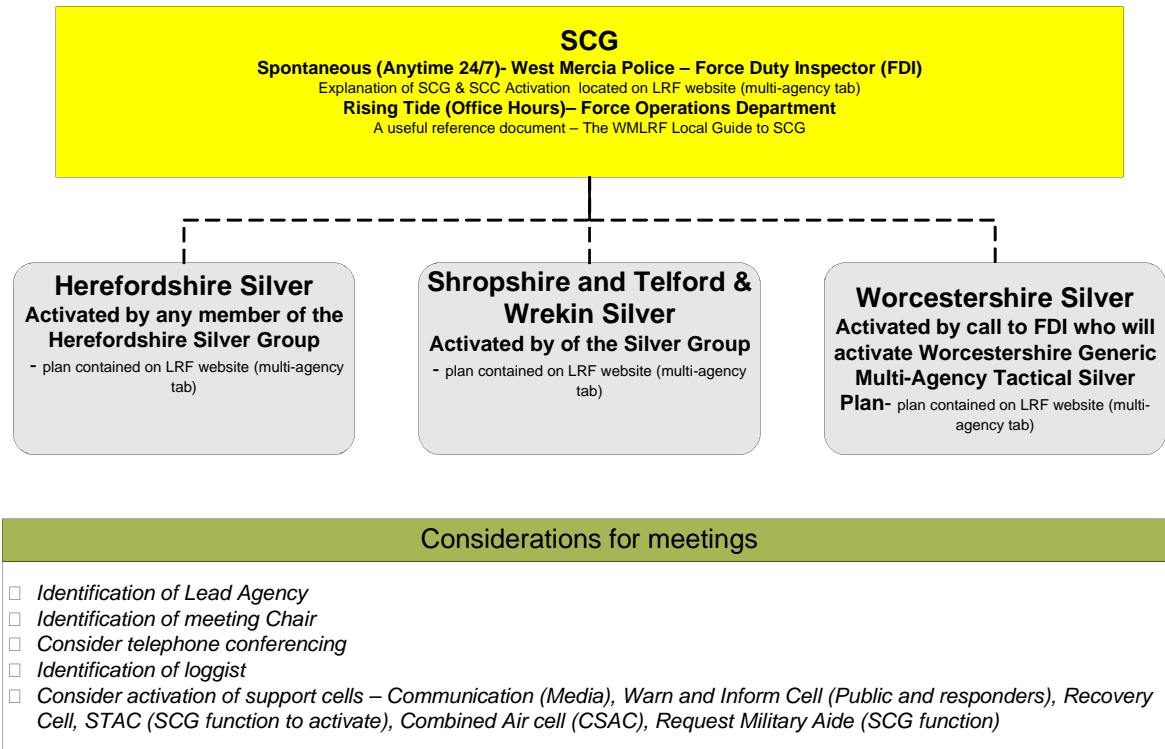


Figure 8

4 RESPONSE ARRANGEMENTS

4.1 Introduction

This section:

- Outlines how the management of the emergency occurs within the LRF area;
- Gives a reminder how scene control is achieved;
- Considers the importance of debriefing and the attached learning;
- Emphasises the importance of investigating the occurrence and the accountability that is attached to it.

4.2 Management of the Emergency

Figure 9 depicts how a spontaneous emergency will be managed.

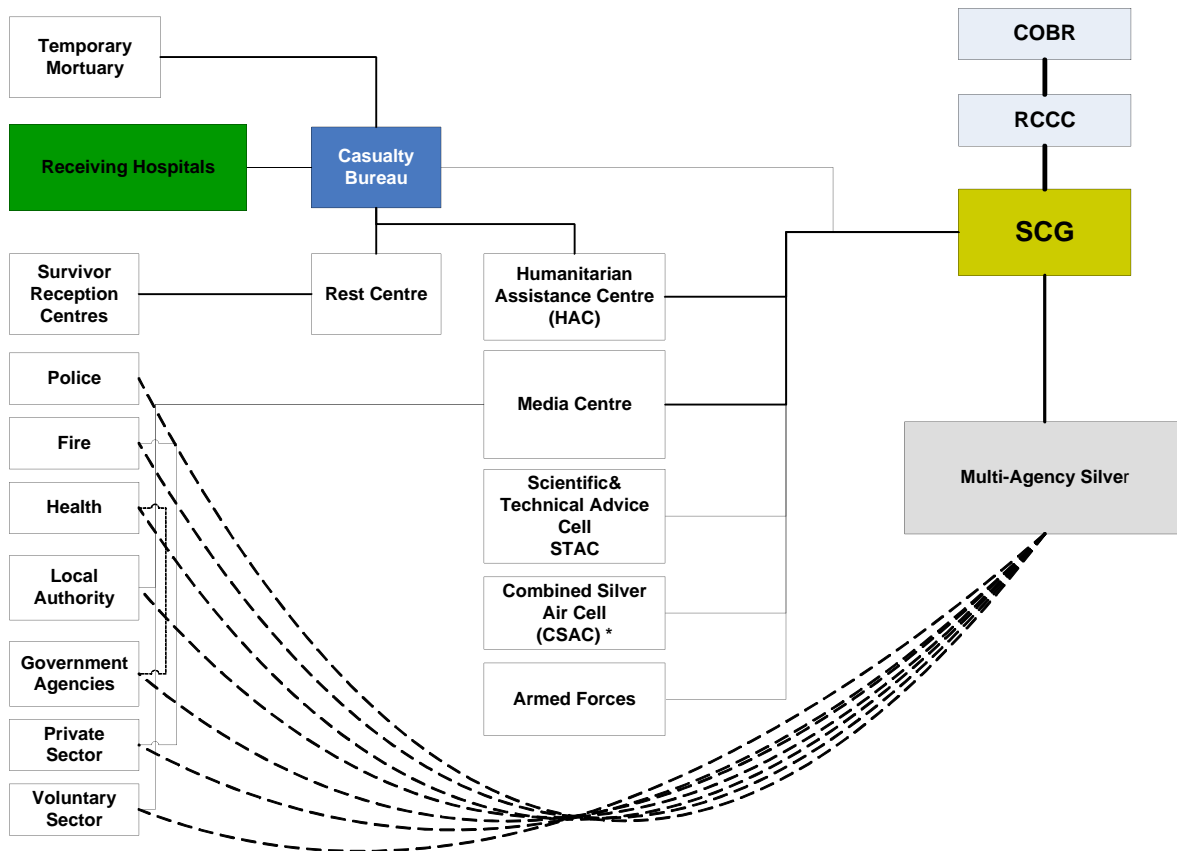


Figure 9

* Arrangement Combined Silver Air Cell exists locally within LRF area and is co-ordinated by Police. Approval for national arrangement expected late 2009.

4.2.1 Communications

Effective communications are an essential requirement to an integrated response to any emergency and should be considered on a number of different levels:

- a) the statutory duty as required by the Civil Contingencies Act to warn, inform and advise the public
- b) the functional methods of communication which will deliver an integrated emergency response, keep the various partners and interested parties advised of progress, as well as any issues which are creating or may create difficulty.
- c) Communicating with Central Government –
 - i. because of the wide ranging nature of the event,
 - ii. to facilitate support,
 - iii. to gain access to specialist assistance; or
 - iv. because the event has consequences or issues of interest for the nation.

a) Warning and Informing

The LRF Communication Plan sets out how this will be managed during the response and can be obtained from its website www.westmerciaprepared.org

b) Airwave Communications

The majority of blue light services now have the capability of Airwave communications. Those responders that do not possess Airwave capability may request access to this facility from the Force Duty Inspector during any emergency response. The terms for doing so are contained within West Mercia Police plan No 18 and Service Level Agreement – Issue and use of multi-agency Incident Airwave terminals (October 2006).

c) Communicating with Central Government

There will often be a requirement from Central Government, that local responders provide them with information on the situation on a regular basis. Such requests should be handled by the Government Office for the West Midlands, acting in a liaison role with the lead Government Department(s).

4.2.2. Scientific and Technical Advice Cell (STAC)

A Scientific & Technical Advice Cell (STAC) is an important part of the health & environmental protection responses to serious or major incidents at the strategic level. It provides a collective route for the generation of authoritative advice to multi-agency Command & Control structures on the health & environmental consequences of an incident and guides tactical and strategic policy making as well as providing tactical advice to the operational response.

4.2.3 Combined Silver Air Cell (CSAC)

An Incident Commander can call upon a multiple aircraft response or, in the case of a wide-area incident, a number of Incident Commanders can call upon a simultaneous, multiple aircraft response through the Combined Silver Air Cell (CSAC).

In the initial stages, aircraft can provide aerial reconnaissance, surveillance and scene management through its core role functions. The strategic objectives to be considered are the early identification of the nature and location of the incident in order to determine the nature of the response required.

Core Role Function of Air Ops	Strategic Objective
SEARCH and RESCUE	Identification and location of incident search for persons at risk, property, containment of area.
COMMAND	Scene management, positioning of inner and outer cordons, forward control, and rendezvous points, entry and exist routes for emergency vehicles.
RECONNAISSANCE	Gathering intelligence and evidence downlink of thermal and video image to decision makers.
TRANSPORTATION	Movement of key personnel including advisors, firearms teams, short supply specialists and medical.
CASEVAC	Evacuation of patients with life threatening injuries or patients from hostile terrain to safe area.

4.3 Roles and Responsibilities

This section outlines the roles and responsibilities of the Category 1 Responders.

Police (West Mercia Police)

- Co-ordinate the activities of responding agencies at and around the scene;
- Saving and protection of life;
- Preservation of the scene – evidence, criminal investigation etc;
- Establish and maintain cordons;
- If suspected terrorism, assume overall control of the incident;
- Carry out a criminal investigation;
- Identify the dead on behalf of the Coroner (Disaster Victim Identification (DVI)).

The police are able to marshal large numbers of resources (Police Support Units to provide control, containment, information gathering and a public order capability) as well as specialist resources (Senior Investigating Officers, Commanders for Civil Contingencies and critical incident events, Family Liaison Officers, Counter Terrorist Specialists and a variety of CBRN specialists).

Beyond its own boundaries West Mercia has regional mutual aid arrangements and is also part of the Police National Mobilisation Plan (PNMP). The PNMP has the ability to answer three questions;

- i. Are there sufficient resources and specialists to manage and resolve the event;
- ii. Are additional resources and specialist support required from outside the force's capacity; and
- iii. Are resources and specialist support required beyond local Mutual Aid agreements (i.e. a Mobilisation Event)?

The activation of the Force Mobilisation Plan will be considered as a result of incidents, events or intelligence that requires resources beyond those routinely available. Initiation of the plan may be as a result of a spontaneous or pre-planned issue, such as a natural disaster – e.g. flooding, an industrial accident/dispute, a health event (e.g. a flu pandemic), a major incident (e.g. a rail or air disaster), a criminal act (e.g. a terrorist incident or a critical incident).

West Mercia Police could potentially ask for assistance under the Police National Mobilisation Plan (PNMP) as an Affected Force. Alternatively the organisation may be required to provide staff / assets as an Assisting Force. Any response to a declared Mobilisation Event will place pressures on maintaining business continuity in respect of local policing requirements for both affected and assisting forces.

The type and number of resources that are to be deployed and used during a Mobilisation Event will depend on the nature of the event. There are a number of contingency plans / policies which may generate actions or responses to ensure the Force's preparedness. These plans will need to be considered and implemented and may include: Force Security State Policy, Counter Terrorist Contingency Plans, Gold Plans (Strategic Co-ordinating Centre) and Casualty Bureau

Casualty Bureau

Although the Casualty Bureau has a wider remit than just being part of the Police investigation, it does form an integral part of that investigation.

The Police will provide a Casualty Bureau, which is the only place that will accurately collate details of dead, surviving and evacuated persons. It is imperative that no officer elsewhere gives details of casualty numbers to the press. Numbers and personal details of those involved, injured or killed during an emergency must always be regarded as sensitive and will only be released by West Mercia Police on behalf of Gold Control or H.M. Coroner.

Other agencies must not provide or speculate on such information.

British Transport Police (BTP)

British Transport Police are a national police force, providing a service to Network Rail, the train operating companies, London Underground, various Metro/ light railway companies and other transport undertakings. For all matters affecting the national railway systems and associated undertakings the British Transport Police have primacy as the law enforcement agency.

The role of British Transport Police at the scene of a major railway emergency includes:

- a. Liaising with other agencies at Gold, Silver and Bronze levels and implementing an emergency management system that addresses the needs of the emergency and of the people involved in the emergency;
- b. Mobilising staff to the various Control posts and assisting the railway industry in facilitating the attendance of key staff at the Emergency Control Post;
- c. Liaising with and co-ordinating the emergency services response;
- d. Assisting the other emergency services to save life, protect property and the environment;
- e. Liaising with the other emergency services to establish Inner and Outer cordons;
- f. Controlling the access and egress to the Inner Cordon;
- g. Assisting in the identification and removal of the deceased;

- h. Retrieval, protection and returning personal property to affected persons;
- i. Preparation of joint media statements with other agencies;
- j. Preservation of the scene and undertaking any criminal investigation;
- k. Assisting and facilitating enquiries by other agencies and the Coroner.

BTP's primary areas of responsibility at a railway related major incident are akin to that of the West Mercia Police.

A national Policing Protocol exists between BTP and local Police Forces specifying the areas of responsibility and accountability between each force. It makes provision for consultation and co-operation with the aim of delivering the best policing on the ground. A detailed explanation of inter force co-operation at a railway major incident can be found later in this document.

In broad terms, the responsibility of each force is:

- BTP on-site; and
- WMP off-site.

The specific responsibilities overleaf are suggested as a guide and it is emphasised that just as each incident and the resources available will be different in each case so will flexibility, discussion and mutual co-operation are essential to ensure the co-ordinated response discussed earlier.

Responsibility	Force
Overall Incident Commander (Gold)	West Mercia Police with BTP senior officer working in conjunction advising on BTP/railway matters and present at co-ordinating group meetings
Investigation, Reports to HM Coroner, Railway Inspectorate, Crown Prosecution Service, RAIB, and for any other purposes	Murder may be investigated by BTP but this would be a matter of negotiation between the two forces. Terrorist incidents will always be investigated by the West Mercia Police. BTP will be responsible for other investigations unless the incident is of such magnitude or there are special reasons when a joint team will be initiated. Under the latter circumstances there will be discussion and agreement between senior officers of both forces.
Inner Cordon & matters on railway property	BTP
Outer Cordon	West Mercia Police
Removal & Continuity of bodies	West Mercia Police
Body Holding Area/Mortuary/Temporary Mortuary and Coroners Officer	West Mercia Police with BTP Liaison Officer
Casualty Bureau	West Mercia Police with BTP Liaison
Property in possession of deceased	West Mercia Police
Identification of deceased	West Mercia Police
Notification of next of kin	West Mercia Police. In the case of rail staff then BTP will deal
Property recovered at scene	BTP
Press and Media Relations	A co-ordinated approach
Traffic Cordons	West Mercia Police
Hospital Documentation Teams	West Mercia Police with BTP Liaison
Coroners Officer	West Mercia Police with BTP Liaison

GPMS Classification: Not Protectively Marked

The British Transport Police are able to deploy Emergency Response Units and staff from various locations throughout the country. Nominated officers will attend Silver and SCG meetings and liaise with partners.

All British Transport Police Officers carry Airwave radios.

The BTP work closely with partner agencies and are embedded within the various LRF's throughout the country.

As a national Police Service the BTP have considerable experience in deploying officers from all areas of the country to assist in dealing with Emergencies.

It is accepted that in some more remote locations, officers from the local Police force may attend initially. However on the arrival of BTP officers both forces will work in concert to provide the most effective policing on the ground.

Fire and Rescue Service

The primary areas of Fire and Rescue Service responsibility at an emergency are:

- a. The promotion of fire safety within the community;
- b. Make provision for extinguishing fires and protecting life and property in the event of fires;
- c. Make provision for rescuing and protecting people from serious harm in the event of road traffic accidents;
- d. Make provision to provide humanitarian services throughout the response and recovery phases of an emergency;
- e. Carry out functions relating to emergencies other than fires and road traffic accidents as directed by the Secretary of State, including functions outside the authority's area (example - responding to incidents as a part of the New Dimensions Programme - chemical, biological, radiological, radiological (CBRN));
- f. Make provision for salvage and damage control;
- g. The co-ordination of operations within the inner cordon, except at terrorist emergencies;
- h. The provision of specialist advice and assistance where hazardous materials and substances are involved;
- i. The provision of specialist equipment, e.g. high volume pumps, specialist search and rescue equipment (Urban Search and Rescue - USAR).

West Midlands Ambulance Service NHS Trust (WMAS)

- a. Acting as a gateway from the Incident to all other NHS resources
- b. Co-ordination and response of NHS/medical resources involved at an incident site, including Voluntary Aid Society assets;
- c. Responsible for the safe decontamination of casualties and their onward treatment until arrival at appropriate destination;
- d. Recording and collation of casualty information and the appropriate destination to which they have been sent;
- e. Putting in place a structure for the response that identifies resources needed to effectively manage the incident (this includes ensuring officers are also assigned to the multi-agency structures) and ensuring lines of communication are in place and working;
- f. Communicate this structure internally within the Trust and to partners who are dealing with the incident to ensure they know our command and control structure and shape;
- g. Maintain oversight of the incident and all elements of WMAS response with responsibility for escalation and ensuring resources meet the requirements of the incident;
- h. Ensure that any requests for appropriate WMAS support by partners and stakeholders are met;
- i. In conjunction with other emergency service partners deliver media briefings.

WMAS is embedded within various groups both regionally and at National level, enabling a structured and planned response to challenges, using appropriate assets to deploy relatively quickly to a scene and begin appropriate treatment. In addition they are now able to call upon specialists assets including Air Ambulance assets, (with dedicated Mobile Air Ops mobile control), and the Hazardous Area Response Team (HART).

Local Authorities

Within the LRF area, there are three types of local authorities, all of which are Category 1 Responders.

- a. Worcestershire is a two-tier Council, having a County Council which deals with county wide strategic services and Borough, City and District Councils (six in total). The Borough, City and District Councils deal with issues such as environmental health, housing, planning, building control, off-street car parking and waste collection. County Councils deal with issues such as Education, Highways, Social Care and Trading Standards.
- b. Herefordshire, Shropshire and the Telford & Wrekin Council are Unitary Authorities, combining the functions of both County and District Councils for their administrative areas.
- c. Herefordshire Council has a combined senior management structure with Herefordshire Primary Care Trust

The role of the Local Authorities in response to an emergency will divide into two parts:

- a. To provide support to the public and the Emergency Services during the response phase; and
- b. To lead the recovery of the community to a state of normality when the Emergency Services withdraw, having stabilised the situation and concluded any investigations.

Depending upon local arrangements within each administrative area, the local authority may, during the response to an emergency, provide or signpost responsibility for:

- a. Road closures and diversions;
- b. Evacuee transportation;
- c. Evacuee, friend, relative reception, registration and rest centre facilities;
- d. Temporary accommodation and re-housing;
- e. Humanitarian Assistance Centres;
- f. Counselling for victims and staff;
- g. Plant and equipment;
- h. Building safety inspectors;
- i. Sanitation and waste disposal;
- j. Maps and building plans;
- k. Environmental Health services;
- l. Public Helplines;
- m. Temporary Mortuaries (not a responsibility of District Councils);
- n. Media facilities;
- o. Co-ordination of the Voluntary Sector.

As the emphasis moves from response to recovery, the local authority will take the lead in facilitating the rehabilitation of the community and the restoration of the environment. The issues they will face in leading this return to normality will cover 6 specific strategic areas:

- i. Rebuilding the Community
- ii. Managing the financial implications, including Appeal Fund arrangements
- iii. Managing resources
- iv. Responding to community welfare needs
- v. Developing strategic issues
- vi. Environmental considerations.

Health Sector

In addition to the Ambulance Service, the health sector in the LRF area is made up of many different NHS and non-NHS organisations.

The detailed roles and responsibilities of NHS Trusts are set out in the Department of Health's Emergency Planning Guidance 2005, and supplementary guidance.

Acute Trusts

Acute Trusts manage local hospitals and in the event of an emergency, ambulance trusts will designate hospitals with major accident and emergency departments as casualty-receiving or supporting hospitals. Acute trusts will provide a clinical response to the emergency, including provision of general support and specialist healthcare to all casualties.

Primary Care Trusts (PCT)

Primary Care Trusts are responsible for the provision of health services within their locality. PCTs commission specialist health care services from Acute Trusts, Ambulance Services and other health care providers and they also provide primary and community care services, including general practitioners, community nurses, health visitors, mental health services and pharmacists, many of whom would need to be involved, particularly during the recovery phase of an emergency. During an emergency, the PCT will lead the health sector response, and co-ordinate the provision of health services.

Independent health sector

It is the responsibility of NHS organisations to ensure that providers of independent healthcare in their area – including independent treatment centres – are engaged in the process of planning and response to an emergency. In addition, ambulance trusts have links with their local private ambulance services for the deployment of agreed resources as required in the event of an emergency.

Health Protection Agency

Outbreaks of disease and radiological and chemical emergencies have the potential to cause disruption to communities on a large scale. The Health Protection Agency (HPA) is a non-departmental public body which makes public health advice available to government departments, the NHS, the statutory agencies and directly to the public. It provides a central source of authoritative scientific/medical information and other specialist advice on both the planning and operational responses to public health and other emergencies. This includes providing authoritative messages about health protection measures in order to reduce public anxiety.

Non-Acute Specialist Trusts

Non acute trusts (typically mental health trusts or hospitals without A&E capability) are not Category One responders, but are expected to have plans in place to ensure they can support the response to and recovery from an emergency, in partnership with other parts of the NHS, the emergency services and local authorities.

Environment Agency

The Environment Agency (EA) has responsibility for the management and regulation of the environment and for controlling industrial emissions and wastes throughout England and Wales.

The EA is also the principal flood risk management operating authority in England and Wales, with powers to take measures for flooding on rivers and tidal waters. The EA has the lead role for providing Flood Warnings, where practical and possible, to protect people and property at risk. Emergency calls to the EA are co-ordinated by an Incident Communication Service, 24 hours a day. The local incident response is co-ordinated through local Incident Rooms and Area Base Controller.

Responsibilities in flooding events

- Establishment of Incident rooms;
- Issue of timely flood warnings;
- Working in co-operation with the LRF and other professional partners to ensure a seamless and integrated response to flood incidents. The EA provides information and advice from Incident Rooms to professional partners and attend and advise at multi-agency emergency response centres under police command;
- Responding to media requires and interviews and assisting others in management of VIP visits to affected areas;
- Collections and recording of data at strategic sites;
- Operation of flood defence assets;
- Monitoring and inspection of flood defences against design standards and reporting on incidents of actual or likely failure to enable emergency action to be assessed and undertaken;
- Reactive response – attending flood defence assets (including watercourse channels without raised defences) that have failed or where there is a significant risk of failure that may result in an incident where there is risk of death or serious injury, property flooding (not gardens) or flooding of significant infrastructure and take emergency action where feasible to do so;
- Attend and provide advice to others in the erection/installation of temporary defences where there is significant risk of failure that may result in death or serious injury, property flooding (not gardens) or flooding of significant infrastructure. The EA is currently trialling the use of temporary barriers to alleviate flooding of properties in Upton upon Severn, Ironbridge, and Beales Corner, Bewdley and these are erected on a best endeavours basis;
- The EA does not supply sandbags, although it uses them for shoring up defences and can make them available to local authorities where possible.

The EA's role in recovery and aftercare following a flood incident is clear and is restricted to:

- Maintaining and repairing of flood defences following a flood;
- Monitoring river levels and rain gauges and to assess the future risk of flooding – this may be particularly important in the immediate aftermath of flooding when the ground is already saturated with water;
- Gathering information about flooding to improve its forecasting models and risk mapping;

- Raising awareness of flood risk and providing information about what to do to prepare for flooding;
- Continuing to provide its flood warning services; and
- Undertaking pollution control activities.

Responsibilities in pollution, waste and major fly tipping events

- a. The Agency will respond to reports of environmental emergencies and emergencies from members of the public, external bodies and its own staff. In responding to any pollution, the Agency will undertake the following activities:
- b. Assess all environmental emergency reports and decide on the speed and level of response required;
- c. Attend all emergencies involving a significant or potentially significant environmental impact, or where its presence is specifically requested by the Emergency Services or lead organisation;
- d. Attempt to locate the source of any pollution emergency, or prevent one in the case of imminent risk, either in association with outside parties or if necessary acting alone;
- e. Take appropriate action and make best efforts to prevent the effects of an environmental emergency, taking remedial actions where necessary;
- f. Investigate causes of emergencies, collect evidence for possible future legal action and cost recovery where appropriate;
- g. Judge and anticipate what and who are likely to be affected and take action to alleviate the effects, including warning appropriate parties;
- h. Assist the Emergency Services or lead organisation as requested;
- i. Pass on to other organisations emergency notifications which should properly be directed to them.

Category 2 Responders, the Military, Met Office and the Voluntary Sector

Strategic Health Authorities

Strategic Health Authorities (SHA) are the local headquarters of the NHS and, as such, are able to mobilise and commit resources across the authority area. It is responsible for co-ordinating the health response across a widespread emergency that affects several hospitals or Trusts, and will liaise with the Department of Health to support the response.

Utilities Companies

The public utility and energy companies have a primary aim of ensuring adequate levels of supply and have agreements to assist each other when two or more utilities are affected, e.g. electricity and water supplies. Any utility company whose operation is disrupted by an emergency will be a crucial player in response and recovery and will work closely with emergency services and local authorities to deliver timely restoration of services. Information to the public on repair programmes following interruption of supply is given over television and local radio.

Regulation requires assurance to the relevant Secretary of State that pan industry and Government emergency planning emergency arrangements are in place and all participants are trained and tested.

Electricity provision - the National Grid will work with the relevant Distributed Network Owner (DNO) power company to restore demand, firstly by re-routing where this is possible, and also through repair / restoration of affected plant. Power restoration may be progressive, and there may be a requirement to share available supplies by using rota disconnection. Agencies should be aware that preferential treatment for special cases - e.g. hospitals, care homes, schools, traffic lights etc - is not a technically viable option. LRF / RRF would be required to help manage the consequences of the loss, but not to be involved in the restoration process, unless specific support was requested.

Gas - the National Grid is responsible for the transportation of the UK High Pressure Gas Network, and for distribution of gas to domestic, commercial and industrial customers connected to its network of pipelines across the Midlands Region. The company is responsible for the safety of the network from the gas terminals to customers' meters. Planning in relation to oil and gas pipelines is covered by the Pipelines Safety regulations and the Gas Safety Management Regulations (GSMR).

Water and sewerage provision. The water industry operates under the provisions of the Water Industry Act 1991 and the Water Act 2003. Its ability to respond to water related emergencies is governed by the Security and Emergency Measures (Water and Sewerage) Direction 1998. Providers operate under a licence that is granted by the Secretary of State for the Environment, Food and Rural Affairs. Provision of drinking water quality is regulated by the Drinking Water Inspectorate and compliance with UK and European environmental standards by the Environment Agency and its regulator is the Water Services Regulation Authority (Ofwat). Water providers are responsible for dealing with flooding from public foul and surface water sewers, including most sewers serving more than one property built before 1937. They are not responsible for flooding from rivers, watercourses, ditches and land drains, culverted (piped) watercourses, highway drainage or private sewers and drains, but will work with the respective authorities and landowners where the flooding also affects the public sewerage system.

Within the WMLRF the main provider is Severn Trent Water and who have an operational agreement as the main point of contact in the event of an emergency with the areas other provider Dymru Cymru – Welsh Water.

They have arrangements in place for managing loss of piped water through alternative supplies plans and through Industry Mutual Aid arrangements.

Telecommunications

BT plc - a member of the Cabinet Office Electronic Communications Resilience and Response Group (EC-RRG) BT forms part of the National Emergency Alert for Telecommunications (NEAT) process allowing UK Communications Providers (CP's) to convene and contribute to a multi agency response by agreeing on the deployment (when appropriate) of a suitably trained liaison manager to attend the SCG and act as the channel for appropriate information in and out of the SCG meetings.

BT plc maintains an independent response capability which may be deployed to support responders using BT provided services and infrastructure, dependent on the nature of the incident and prevailing circumstance and impacts on BT.

BT plc does not have the ability to provide, repair or maintain any other fixed or mobile communications provider assets outside of the NEAT process.

Cat 1 & 2 members are able to register at BT's Civil Resilience website www.btplc.com/civilresilience where additional briefing material is available.

Railway Operators

Network Rail (NR) is a private sector owner and main operator of the rail network infrastructure (track, signalling, bridges, tunnels and stations) and maintains a generic National Emergency Operational Plan. Network Rail is responsible for the railway lines, building and importantly **turning off the overhead power lines that carry 250,000 volts and even when turned off retains a residual current. It is also responsible for stopping trains on the line.**

There are several private railway lines giving access to freight depots that are owned by the Freight Operating Companies and depots, as well as preserved railway lines, such as the Severn Valley Railway.

Presently there are 28 train companies operating passenger services and a number of freight operators all of whom have Emergency Operational Plans. No train operating companies currently carry both passengers and freight.

During an emergency affecting the railways, each of these companies retain control of their operations and have to meet their obligations as prescribed by the regulator. However, they are crucial players in response and recovery and will work closely with emergency services and local authorities to deliver timely restoration of services.

Freight train operators will in most cases be represented by Network Rail. In some instances, it may be appropriate for passenger Train Operating Companies to be represented by Network Rail.

In the event of a rail incident:

- The rail incident will be reported to appropriate Network Rail Area Control & BTP;
- NR Control alerts emergency services to scene;
- NR Control deploys a RIO (Rail Incident Officer) who will make site safe and co-ordinate emergency services;
- NR Control may also deploy a TOLO (Train Operator Liaison Officer) for specialist knowledge and to assist passengers if required;

GPMS Classification: Not Protectively Marked

- Other agencies may be notified by NR Control as required such as Rail Accident Investigation Branch (RAIB), WRVS, Coroner, Environment Agency and Local Authorities.

Highways Agency (HA)

The HA's prime objectives is to deliver safe roads, reliable journeys and enable informed travellers:

- The HA Traffic Officer Service (TOS) patrol and monitor the HA network. Main responsibilities include managing and assisting at incidents, coordinating responses of other emergency services at incidents and managing affected traffic by various methods such as diversion onto alternative routes and reopening of roads following completion of police investigations;
- By utilising technology such as loop sensors and variable message signs, The HA monitors traffic on its Network and can intervene helping it flow safely and reliably;
- The HA tackles congestion through influencing travel behaviour such as providing access to information enabling and encouraging people to make smarter, 'greener' travel choices.

Primary areas of Highways Agency responsibility at an emergency occurring on the English Strategic Road Network

- Effective Management of traffic and health and safety of road users;
- Deployment of TOS and assistance with other Emergency Services or responding personnel;
- Establish a response framework and identify resources for effective and comprehensive multi-agency incident management, ensuring clear lines of communication are established and operable;
- Disseminate information to travellers through various methods, including Variable Message Signs, Traffic England Website, HA Radio and media partners in alignment with current Operating Agreements;
- Manage and respond appropriately to Emergency Roadside Telephone calls made via Emergency Phones located on the motorway/APTR Network;
- Investigate and appropriately manage abandoned vehicles and removal of break-downs;
- Provision of basic welfare to road users in exceptional post-incident circumstances following guidance as detailed in the HA's Emergency Customer Welfare policy;
- Clear incidents, re-open roads and restore normal traffic flow as quickly as possible, whilst observing all routine health and safety requirements.

Nominated personnel are able to attend SCG and liaise with partners.

The TOS has Airwave radio capability and operates a Command and Control System which can communicate with multi-police partners. The HA has considerable CCTV coverage of the motorway network and Incident Command Rooms at each of its 7 Regional Control Centres.

The TOS patrols the whole of England's motorway network.

Service Provider/Managing Agents working on behalf of the HA will respond and deploy Incident Support Units (ISU) to assist with those emergencies occurring on the trunk or non-motorway sections of the SRN.

GPMS Classification: Not Protectively Marked

The HA is affiliated to various groups at local, regional and at national levels, enabling a structured, comprehensive, co-ordinated multi-agency response to challenges.

Health and Safety Executive (HSE)

The Health and Safety Executive mission is to protect people's health and safety by ensuring that risks in the workplace are properly controlled. Health and Safety Executive regulates health and safety in nuclear installations, mines, factories, farms, hospitals, schools, offshore gas and oil installations, and other workplaces. It also regulates the safety of the gas grid, railway safety, and many other aspects of the protection of both workers and the public.

The Health and Safety Executive's remit encompasses the workplace health and safety of other responding agencies, including the emergency services. In addition, its Chemical, Biological, Radiological and Nuclear experts can provide relevant specialist or technical advice to support planning for, response to and recovery from emergencies, especially, but not exclusively, those events that involve major hazard industrial sites. Health and Safety Executive is not, itself, an emergency service.

Military Assistance

Although neither a Category 1 or Category 2 Responder under the Civil Contingencies Act, the Military will, where possible, provide Military Aid to the Civil Community (MACC). There are 3 categories of MACC:

- a. Category A - Emergency Assistance. Category A covers the provision of assistance in time of emergency such as a natural disaster or major emergency, where there is danger to life. Help when the danger to life is imminent will be cost free, although in less drastic circumstances a no-loss or full cost charge may be made.
- b. Category B - Routine Assistance. Category B caters for the provision of routine assistance on special projects of significant social value to the civil community. Typically, tasks should require a small group of Service personnel for a short period, although larger quantities or longer periods may be considered if the justification is sufficiently strong.
- c. Category C - Attachment of Volunteers. Category C provides for the full time attachment of volunteers to social service or similar organisations for specific periods. However the length of each attachment will be judged on its merits, but the attachment may not exceed a period of one year.

Full-cost payment may be required for both Categories B and C of MACC.

A need for military assistance may be identified by Incident Officers and/or Local Authorities. However, military assistance should be requested through the SCG, if it is established. A number of points regarding Military assistance should be borne in mind:

- a. The only military assistance on standby is that provided by the Search and Rescue Organisation, controlled from the Aeronautical Rescue Co-ordination Centre (ARCC) at Kinloss. Kinloss should be contacted directly.
- b. As no people assets, vehicles or stores (apart from those allocated to Search and Rescue) are earmarked for any MACC task, the advice of one of the Regional Military Liaison Officers should be obtained whenever possible. (The Army Regional Liaison Officer operates from Copthorne Barracks, Shrewsbury which is the first point of contact for all military assistance.)
- c. Military resources cannot be guaranteed, depending upon their availability under the existing operational requirements at the time.

- d. Following the events in USA of 9/11, Regional Civil Contingencies Forces with a nominal strength of 500 Territorial Army Volunteers were established in each of the English Regions. Being composed of volunteers, this is not a rapid reaction force and will take at least 48 hours to assemble and become operational. They are mobilised by the Secretary of State for Defence, but should not be seen as being available for Military Aid to the Civil Community Category A tasks.
- e. In cases of extreme urgency when immediate assistance is required to save human life, any authority may approach any military unit direct. Charges are usually waived for such aid.
- f. In other situations, charges will normally be raised, the scale depending on the degree of urgency.
- g. If necessary a liaison officer will be assigned to the SCG. The Ministry of Defence has identified a small number of trained Armed Forces personnel who can be deployed to advise SCG's on logistics during wide-area civil emergencies and, working with Cabinet Office, identified a suitable mechanism for deployment.

The resources which can be made available include:

- a. Organised manpower under Service command.
- b. Communications systems.
- c. Transport.
- d. Engineering equipment.
- e. Helicopters for reconnaissance, casualty evacuation, heavy lifting.
- f. Aerial Photo reconnaissance.
- g. Diving Teams.
- h. Relief of Suffering - Accommodation, Feeding, Medical and Surgical Nursing Teams.

Armed Forces support to civil resilience can be divided into two categories:

Niche capabilities

These are assigned when, in the view of Defence Ministers, it is in the national interest to devote specific Armed Forces and MOD assets to specific operations in the UK, either in whole or in part. These assets are identified in Defence Planning Assumptions and are guaranteed; they include:

- a UK-based and UK-focussed Command and Control structure;
- an Explosive Ordnance Disposal and Chemical Biological Radiological and Nuclear render-safe capability;
- an air surveillance, policing and defence system;
- a Counter Terrorism capability;
- a Search and Rescue capability.

Augmentation Capabilities

When civil contingencies arise, it is possible to deploy the armed forces in support of the civil authorities if the Defence Minister consider it appropriate..

It is typically these augmentation capabilities that the MOD would expect to deploy in flood emergency situations where assistance might include:

- Surge personnel - the capability to provide general duties personnel;
- Logistic Advice - a small number of trained Armed Forces personnel who can be deployed to advise Gold Commands on logistics during wide-area civil emergencies and, working with Cabinet Office, identify a suitable mechanism for deployment. Work is underway to refine the scope of Defence's contribution; interim provisions will seek logistics advice within the existing strategic (MoD) structure and at regional level by Joint Regional Liaison Officers or regional logistics staff, depending on scale and requirements;
- Transport - each UK region contains a small number of military coaches and trucks. It would take some time to muster these vehicles but they could be made available. The MOD uses commercial contractors to transport its own commodities (and people) in the UK (and to many locations outside of the UK) by land, sea and air.
- Engineering - the total stock of engineering equipment held by the Armed Forces in the UK is likely to be less than that normally available in a medium-sized town, although expertise and assets could be made available;
- Estate - elements of the Defence Estate could be made available if appropriate to provide hard standings, storage, logistics hubs etc.

Met Office

Primary areas of Met Office responsibility in relation to an emergency:

- a. Have a duty to provide severe weather warnings to all Category 1 and 2 responders;
- b. Further advice in relation to severe weather can be provided by the forecasting office in Exeter or the Public Weather Service (PWS) Advisor;
- c. Will also provide advice in situations where the weather may have an impact on an incident such as the release of a pollutant;
- d. In the event of the release of a toxic gas or a nuclear incident a plume will be provided by the Environmental Monitoring and Response Centre (EMARC) in Exeter;
- e. An emergency support web site can be set up in the event of an emergency allowing responders access to up to date weather information.

The PWS advisor can provide support to Silver and SCG. This may be in person if feasible or could be via teleconferencing and/or regular updates via telephone or email. The PWS advisor can also ensure the Met Office Emergency Support web site is activated and all interested parties have access to this. The role of the PWS Advisor is to ensure that all responders have access to up to date weather information if needed. The PWS Advisor will help co-ordinate the flow of information between the Met Office forecasting office in Exeter and the responders

The voluntary sector

Each county area has a group of voluntary organisations, which can provide a wide range of support in the response to and recovery from an emergency. Co-ordinated by the unitary or county councils, these County Voluntary Emergency Committees (CVEC) are organised and constituted differently, but are likely to include the following:

Chaplaincy

- Spiritual care and support for victims and the families of victims in the event of a major emergency;
- Spiritual care and support for Local Authority and Emergency Services' personnel;
- Support to families in Rest Centres;
- Support victims' relatives at Mortuary facilities, reception centres and receiving hospitals, etc;
- Arrange memorial services;
- Offer long-term post disaster spiritual support to victims and their families and to others who are affected by a disaster.

Salvation Army

- a. Moral Support - to provide physical and moral support to the emergency services, and to comfort survivors and relatives.
- b. Refreshments can be provided from mobile catering facilities, with emergency caravans based in Worcester, Hereford and an emergency vehicle based in Birmingham.
- c. Personnel - in addition to crewing the emergency vehicles, personnel can be provided for giving support and pastoral care at:
 - Reception Centres;
 - Hospitals;
 - Mortuaries.
- d. Counselling and bereavement support, and comfort and a "listening ear" to survivors or relatives.

St John Ambulance

The Brigade can offer support to the statutory authority in the following areas:

- Provision of back-up medical staff, (i.e. doctors, paramedics, nurses, qualified first aiders);
- Provision of fully manned Medical First Aid posts - either in the field or within Rest Centres;
- Auxiliary staff to assist in hospitals, homes etc;
- Full Care in the community. Provision of fully equipped ambulances - if requested by the Ambulance Service, with a mobile radio network;
- Escort and transport facilities could be provided - particularly between hospital, mortuaries, rest centres, and in support of relatives, next of kin etc;
- Care in the Community includes a full support service at Rest Centres or in the home offering long term assistance following any emergency.

British Red Cross (BRC)

Activities which could be undertaken by the BRC, in support of statutory bodies include:

- Medical Support, providing back-up Ambulances, Medical aid posts, Auxiliary roles in hospitals, Welfare.
- Transport and escort of next-of-kin to and from airports, railway stations, hospitals, mortuaries, rest centres, hostels etc.
- Welfare staffing reception and rest centre, support and comforting
- Social and psychological aftercare, befriending, staffing telephone "Help Lines" (in some authorities), providing long-term support
- Documentation - tracing people, nationally and internationally. Assistance at Casualty Bureau, when requested.

The role of the BRC is the ability to provide teams of trained personnel for duties both at and near the scene of a major incident and in support roles at hospitals, Survivor Reception Centres, Humanitarian Assistance Centres and Rest Centres.

Responsibilities include:

- In conjunction with the Ambulance Service, the deployment of all types of Ambulance vehicles to incident locations;
- The deployment of four-wheeled drive vehicles if required;
- The deployment of suitably qualified staff to serve as ambulance crews;
- Provision of first aid, health and social care personnel to support the Local Authority in the care and welfare of survivors and evacuated persons at nominated rest centres;
- Provision of health and social care personnel to assist NHS hospitals and other NHS services;
- The provision of first aid, health and social care personnel to support NHS Mobile Medical Teams at Emergency Medical Centres;
- To provide trained personnel to supervise and assist communities in their efforts to implement practical household support in their homes.

The BRC offer support to communities vulnerable to crisis to enhance their resilience. This includes support for the establishment of Community Action Teams (CATS) or the development of skills and experience for pre-existing groups (e.g. Parish Councils) through training devised on the basis of local needs assessment.

Resources include personnel qualified in First Aid and Providing Emotional Support. Referral to Support at Home Services to support recovery

International contacts via IRCS, which may be useful when foreign nationals are casualties.

GPMS Classification: Not Protectively Marked

The BRC maintains a fleet of vehicles in the area that includes:

- Ambulance vehicles (Land Rover Defender / Diesel Renault LWB / Fiat Ducato 14 etc);
- Mobile First Aid Units / Caravans;
- Landrovers;
- defender Emergency Response Vehicles;
- Inflatable Shelter (functioning as Field Hospital).

Full range of first aid equipment to support establishment of field hospital, beds, trolley cots, defibrillators etc.

Access can be made, via Mutual Aid to both national and International Red Cross resources.

WRVS

The WRVS has a number of trained Emergency Services teams organised to undertake the following:

- a. Giving support to victims, their families and friends and to the rescue services;
- b. Setting-up Rest Centres;
- c. Assisting with Rest Centre administration, registration and documentation;
- d. Setting-up and running an information point within a Rest Centre;
- e. Establishing a clothing issuing point within a Rest Centre;
- f. Providing refreshments to victims and rescue teams at the scene of the incident and as requested elsewhere.

The WRVS emergency response is coordinated through the Emergency Services Manager, who will alert and mobilise volunteers to provide agreed support to the emergency. A charging Policy exists with a minimum call out fee of £50.

Radio Amateurs' Emergency Network (RAYNET)

Role

- Provision of emergency radio communications and third party message handling & passing;
- Provision of licensed radio operators to assist and support the Statutory Authorities and Local Authority with any information that they may need to be passed from location to location promptly via the radio network.

Resources

- Licensed radio operators with mobile equipment, trained in Message handling skills;
- Communications Control Vehicle;
- Members also able and experienced in the rigging of temporary antenna systems on masts/buildings;
- A Digital Vehicle Tracking System (APRS) which can be utilised and deployed as required in any vehicle and operates under Radio Amateur Terms and Conditions.

Severn Area Rescue Association (SARA)

SARA is an inshore rescue boat and land search organisation covering the Severn Estuary and upper reaches of the River Severn. SARA currently operates from three stations located at Beachley, near Chepstow in Monmouthshire, Sharpness in Gloucestershire and Wyre Forest. The operational areas for these stations include large parts of the rivers Severn, Wye, Bristol, Avon, Usk. SARA is primarily via HM Coastguard, Police or Fire Brigade.

4.4 Lead Responders

The lead responder principle is defined in Sections 2.32 to 2.38 of the statutory guidance *Emergency Preparedness*, and in particular the regulations outline the requirements on a lead Category One Responder which include taking the lead responsibility, consulting with non-lead Category One Responders, keeping non-lead Category One Responders informed and, as far as reasonably practicable, obtaining approval from the non-lead Category One Responders for the way they are performing the duty.

More often than not the initial response to an emergency will be led by the Police particularly in the case of a sudden impact emergency and subsequently handed over to another responder. Conversely, an initial consideration in the preparation for a rising tide emergency will be the determination of the lead responder.

4.5 Scene Control

Figure 10 is reproduced from HM Government Emergency Response and Recovery – Non-statutory guidance to complement *Emergency Preparedness* to act as a reminder to responders of the functionality attached to managing the scene of a sudden impact emergency. Further details should be obtained from the document or the responders own planning documents.

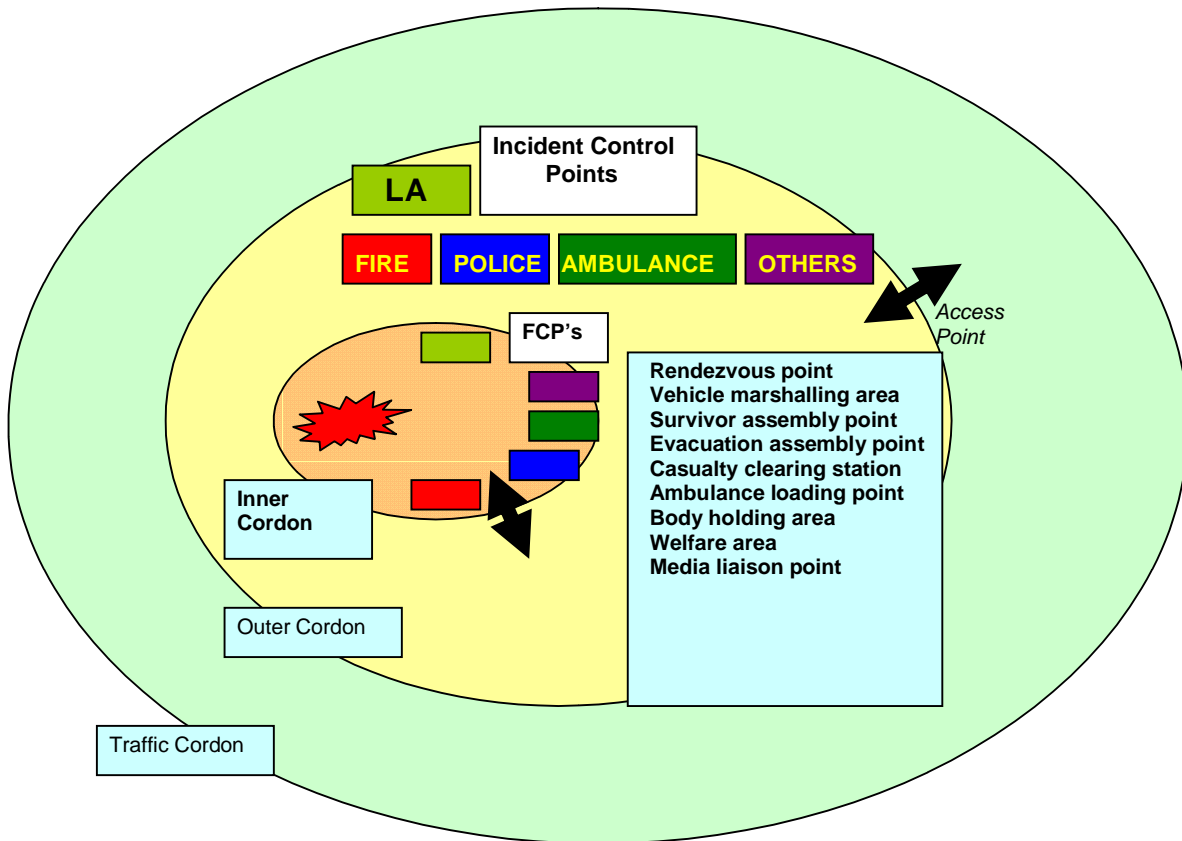


Figure 10

4.6 Recovery

Recovery is the process of rebuilding, restoring and rehabilitating the community following an emergency (*Emergency Response and Recovery HMSO*).

Generic Advice is contained on the UK Resilience website <http://www.cabinetoffice.gov.uk>

Local authorities lead the recovery process and National and local Recovery Coordinating Groups should be established from the outset of an emergency.

Aims and objectives for the recovery phase should be agreed at the outset by Recovery Coordinating Groups to provide focus and enable orderly transition into mainstream programmes when multi-agency coordination of recovery is no longer required.

There should be an agreed framework, including definitions and timescales, for local central recovery reporting.

4.7 Stand Down

It is likely that different agencies will stand down at different times, depending upon when they have fulfilled their role and responsibilities in the overall response.

The decision to stand down from the response by any Agency will be taken following liaison with the Incident Commander at the multi-agency Silver Control.

The following points should be considered prior to stand down from the emergency:

- i. A phased scale down of the committed resources, prior to stand down;
- ii. Maintaining a nominal presence at the scene in support of the remaining responders;
- iii. That the emergency has been brought under complete control in respect of the responsibilities of the Agency intending to withdraw from the response.

When this happens, the Incident Commander will, in most circumstances, hand the control of the emergency to the Chief Executive of the Local Authority. The Local Authority will then co-ordinate and lead the recovery of the community and the restoration of the environment. In some circumstances, such as a public health emergency, the lead may remain throughout with the health sector.

4.8 Debrief/Learning

Emergency Response and Recovery points to the importance of debriefing, inquiries and lessons to be learnt. Single agency and multi-agency debriefing processes should be completed while memories are fresh. A list of persons trained to de-brief is maintained on the LRF website.

4.9 Investigation/accountability

It is likely that emergencies will be the subject of an investigation by the appropriate investigatory authorities. These may include the Police, British Transport Police, MOD Police, Environment Agency, Health and Safety Executive, Air Accident Investigation Branch, Fire and Rescue Service investigating cause of a fire and others.

Potentially Emergencies are a crime scene. It is critical that the integrity of the scene of the emergency is maintained at all times, to ensure that the evidence is secured.