Portsmouth CITY COUNCIL

SOUTHAMPTON CITY COUNCIL

Emergency Response Plan

Emergency Planning Response & Resilience

Version 1.0 April 2018

Part 1 – General Principles

In the event of an incident go to Part 2

Part 2 P – Portsmouth City Council

Part 2 S – Southampton City Council

Foreword

The Emergency Response Plan describes the management structures and procedures used by Portsmouth City Council and Southampton City Council in response to an incident in either of the cities.

The plan focuses on the roles and responsibilities of each council and within a coordinated response with multi agencies to an incident. The aim of any response is to mitigate the effects of an incident on people, infrastructure and the environment and to aid recovery.

This plan has been produced by Portsmouth and Southampton City Council working jointly on behalf of both Portsmouth and Southampton City Council. Portsmouth and Southampton City Council has adopted a two part approach to the production of the Emergency Response Plan. The plan is divided as such;

- Part One - General Principles
- Part Two – Council Specific Response

The Part One will cover both Councils and each Council will have a Part Two outlining the specific Council response, both parts will form a complete Emergency Response Plan when combined.

This plan is colour coded to support the reader in recognising information specific to each council.

Portsmouth City Council – Information specific to Portsmouth City Council ONLY

Southampton City Council – Information specific to Southampton City Council ONLY

Information that is relevant to both Portsmouth and Southampton City Councils has not been colour coded.

An abbreviated version of the plan, minus operational and contact details is available on both City Councils websites.

The Emergency Response Plan is a generic response plan required by Category 1 responders under the Civil Contingencies Act 2004.

Amendments

Version	Date	Amendment	By
0.1	Oct 2017	Plan Review and merge of PCC and SCC Major Incident and Emergency Response Plan	Jazmine Poulter
0.2	Jan 2018	Update following Team meeting	Jazmine Poulter
0.3	March 2018	Update following feedback from team consultation	Jazmine Poulter
0.4	April 2018	Update following feedback from EPRR Service Lead	Jazmine Poulter
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Plan Ownership

Prepared for:	Portsmouth and Southampton City Council
Plan Author:	Jazmine Poulter, EPRRO
Plan Owner:	Ian Collins, Service Lead: Emergency Planning and Business Continuity
Plan Reviewed By:	Caroline Calvert-Lee, EPRRO
Plan Authorised By:	Ian Collins, Service Lead: Emergency Planning and Business Continuity
Department Responsible:	PCC & SCC Emergency Preparedness, Resilience and Response Team
Implementation Date:	April 2018
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Protective Marking

Part 1 of this document has been given the protective marking of “OFFICIAL” and Part 2 has been give the protective marking of “OFFICAL SENSATIVE”

This Plan will be made available to staff who require access to it as part of their role. The Part 1 of this document will be made publicly available. A redacted version of the Part 2 of this document can be made public if required.

Where possible stakeholders will be given access to the plan through ResilienceDirect, in other cases it will be sent electronically to those agencies in the distribution list. Upon receipt of the plan, individual agencies become fully responsible for document security and dissemination within their own organisation as per its classification.

Acronyms

Acronym	Definition
AAR	After Action Review
PCC	Portsmouth City Council
CBRNE	Chemical Biological Radiological Nuclear and Explosive
CCO	City Contact Officer
CCA	Civil Contingencies Act
ERA	Emergency Response Arrangements
ECC	Emergency Control Centre
FCP	Forward Control Point
FFRC	Friends and Family Reception Centre
HFRS	Hampshire Fire and Rescue Service
HIOW LRF	Hampshire and Isle of Wight Local Resilience Forum
ILO	Incident Liaison Officer
JESIP	Joint Emergency Services Interoperability Programme
JEPDO	Joint Emergency Planning Duty Officer
LRF	Local Resilience Forum
MCA	Maritime & Coastguard Agency
MHCLG	Ministry for Housing, Communities and Local Government
MOU	Memorandum of Understanding
PHE	Public Health England
PPE	Personal Protective Equipment
SCAS	South Central Ambulance Service

SCC	Southampton City Council
SCG	Strategic Coordinating Group
SRC	Survivor Reception Centre
SMT	Senior Management Team
RCG	Recovery Coordinating Group
RVP	Rendezvous Point
TCG	Tactical Coordinating Group

Distribution List

This plan is stored on Portsmouth and Southampton City Councils pages on ResilienceDirect (Secure website). Appropriate access will be given to responding agencies.

The original document is held by Portsmouth and Southampton City Council.

This Plan will be made available to appropriate members of staff at Portsmouth and Southampton City Council. This will be done via its internal document sharing system or plans will be printed and shared with Officers.

This plan has two parts:

Part 1 General Principles – this part of the plan will be shared with appropriate staff from both Portsmouth and Southampton

Part 2 City Council Specific – Each City has its own Part 2 and therefore only relevant staff from each City will have access to the appropriate Part 2

Plan Structure and Overview

Portsmouth and Southampton City Council have adopted a two part approach to the production of a joint Emergency Response Plan.

Part One **–** General Principles

Part Two – Council Specific Response

Each City Council has their own Part 2

Part 1 – General Principles

Generic information that is applicable to both Portsmouth City Council and Southampton City Council.

Part One includes general information that is consistent across Portsmouth and Southampton City Council; it includes:

- General Command & Control and an overview of multi-agency roles & responsibilities
- Legal, Financial and Welfare arrangements
- Recovery and debriefing processes

Part 2 – Council Specific Activation and Response

Part Two includes specific details of management and control for each authority, including activation and actions to be taken by key staff in the event of an incident. Detailed roles and responsibilities as well as specific documentation to support City Council staff when responding to an incident is included.

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1.0 Introduction

The Emergency Response Plan outlines Portsmouth and Southampton City Councils' core response to emergencies and major incidents. The Emergency Response Plan is a generic plan written to cover most eventualities and should be adapted to suit the situation.

The Emergency Response Plan is a flexible reference document for an incident and should be used in conjunction with each City Council's internal Business Continuity Plans as well as any other plan relevant to the incident.

The plan outlines Roles and Responsibilities of internal departments and external agencies who may be involved as part of a response to a major incident, as well as outlining the process of activation and establishment of the Emergency Control Centre (ECC).

All staff that may be called upon to assist in the event of an incident should have access to the respective documents for use out of office hours with an ability to access them electronically where practicable.

Specific information relating to each City Councils response is located in the relevant Cities Part 2 of this plan.

1.1 Aim and Objectives

Aim

Outline the management structures and procedures and set out arrangements for an effective integrated response to an incident in Portsmouth or Southampton.

Objectives

- Describe the Council's role and responsibilities in responding to an emergency or major incident
- Identify the responsibilities of the Council's emergency response
- Identify the responsibilities of services
- Outline management arrangements and structures
- List call-out procedures
- Provide action cards and job descriptions for responders
- Outline administrative and financial arrangements
- Outline multi-agency command and control arrangements
- Provide information on additional sources of assistance

- Outline recovery arrangement

1.2 Civil Contingencies Act

The Civil Contingencies Act (CCA) 2004 delivers a single framework for civil protection in the United Kingdom. The Act divides local responders into two categories, imposing a different set of duties on each.

Category 1 Responders are those organisations at the core of the response to most emergencies (e.g. emergency services, local authorities, NHS bodies). Category 1 responders are subject to the full set of civil protection duties. They are required to:

- Assess the risk of emergencies occurring and use this to inform contingency planning
- Put in place emergency plans
- Put in place business continuity management arrangements
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public before, during and after emergencies
- Share information with other local responders
- Co-operate with other local responders
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only).

Category 2 Responders are required to cooperate and share information with other Responders. These include the main utilities such as gas, electricity and water companies as well as transport operators.

1.3 Definition of an Emergency

The CCA defines an "Emergency" as either:

- An event or situation which threatens serious **damage to human welfare** in a place in the United Kingdom,
    - An event or situation threatens damage to human welfare only if it involves, causes or may cause-
        - loss of human life,
        - human illness or injury,
        - homelessness,
        - damage to property,
        - disruption of a supply of money, food, water, energy or fuel,
        - disruption of a system of communication,
        - disruption of facilities for transport, or
        - disruption of services relating to health.
- An event or situation which threatens serious **damage to the environment** of a place in the United Kingdom,
    - an event or situation threatens damage to the environment only if it involves, causes or may cause-
        - contamination of land, water or air with biological, chemical or radio-active matter, or
        - Disruption or destruction of plant life or animal life.
- or **War, or terrorism**, which threatens serious damage to the security of the United Kingdom.

There are two tests for determining whether an event or situation threatening such damage constitutes an emergency for Portsmouth or Southampton City Council, **one** of which must be met:

- the emergency would be likely seriously to obstruct the Council in the performance of his or its functions, **or**
- it is likely that the Council-
    - would consider it necessary or desirable to take action to prevent the emergency, to reduce, control or mitigate its effects or otherwise in connection with it, and,
    - would be unable to take that action without changing the deployment of resources or acquiring additional resources.

1.4 Role of the Local Resilience Forum (LRF)

The Local Resilience Forum (LRF) is the principal mechanism for multi-agency planning and co-operation between CCA Responders. The LRF is not a legal entity, nor does it have powers to direct its members. Nevertheless, the CCA and associated Regulations provide that responders, through the LRF, have a collective responsibility to plan, prepare and communicate in a multi-agency environment. The purpose of the LRF process is to ensure effective delivery of those duties under the Act that need to be developed in a multi-agency environment and individually as a Category 1 responder. In particular the LRF process should deliver:

- the compilation of agreed risk profiles for the area, through a Community Risk Register;
- a systematic, planned and co-ordinated approach to encourage Category 1 responders, according to their functions, to address all aspects of policy in relation to:
  - risk;
  - planning for emergencies;
  - planning for business continuity management;
  - publishing information about risk assessments and plans;
  - arrangements to warn and inform the public; and
  - other aspects of civil protection duty, including the promotion of business continuity management by local authorities; and
- support for the preparation by all or some of its members of multi-agency plans and other documents, including protocols and agreements and the co-ordination of multi-agency exercises and other training events.'

(from 'The Role of Local Resilience Forums: A Reference Document', Cabinet Office, 2013)

Portsmouth and Southampton City Councils are actively involved in all aspects of the LRF process, including production of the Community Risk Register, which is available online here: http://www3.hants.gov.uk/risk-matrix-2016.pdf

1.5 Supporting Plans and Documentation

A number of plans can be used to support activation of this plan. The following plans (but not limited to) may be used as part of a response.

Joint

- Joint Emergency Planning Duty Officer (JEPDO) Guidance

Portsmouth City Council

- Urgent Support Plan for CCTV
- Emergency traffic management, including snow and surface water response
- Rest Centre Plan
- Flood Response Plan
- Portsmouth Oil and Chemical Pollution Plan
- Response to Schools Emergencies – Off Site Activities
- PCC Pandemic Flu Plan
- PCC Heat Wave Plan
- PCC Move to Critical

Southampton City Council

- SCC Cold Weather Plan
- SCC Heatwave Plan
- SCC Fuel Plan
- SCC Oil and Chemical Pollution Plan
- SCC Pandemic Influenza Plan
- SCC Emergency Contact Directory

As well as internal plans a number of multi-agency Hampshire and Isle of Wight LRF (HIOW LRF) plans may be used to support a response to an incident. All LRF plans are available via Resilience Direct.

https://collaborate.resilience.gov.uk/RDService/home/1810/Hampshire-and-Isle-of-Wight-Resilience-Forum---Planning

1.6 Training and Exercising

Portsmouth and Southampton City Council are responsible for delivery and an annual programme of corporate training and exercising. Staff who have roles and responsibilities within this plan are trained and exercised to ensure an effective response. The programme is based on the need to practice generic capabilities and train against specific risks identified in the Community Risk Register and other statutory requirements. Portsmouth and Southampton City Councils also contribute to the HIOW LRF training and exercising programme.

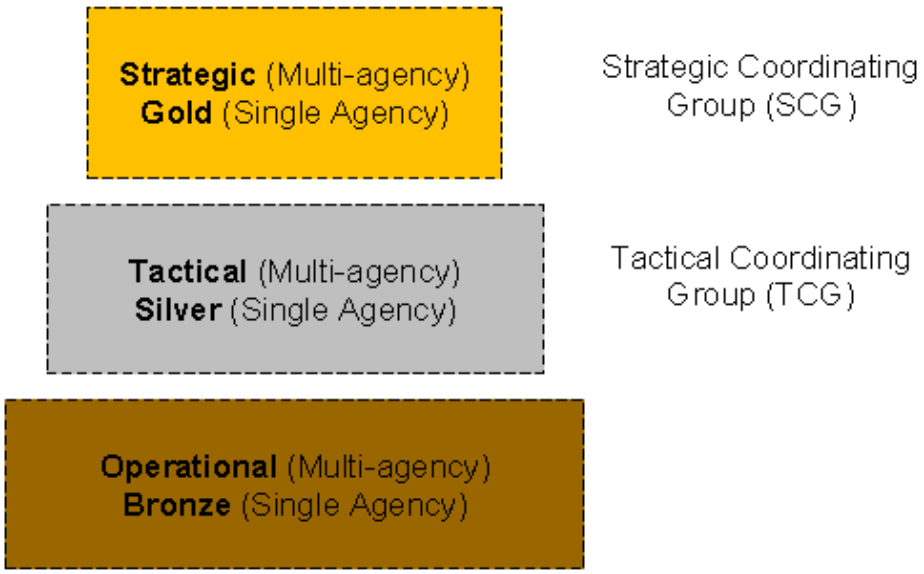
2.0 Multi Agency Response

2.1 Command and Control

The Hampshire & Isle of Wight Local Resilience Forum Emergency Response Arrangements (ERA) defines the multi-agency emergency response arrangements for responders within the Hampshire & Isle of Wight Local Resilience Forum area.

Each responder agency has arrangements in place for commanding its own resources during the response to an emergency. No single responding agency has command authority over any other agencies' personnel or assets.

When referring to levels of command within a single-agency the terms Bronze, Silver and Gold are used. These correspond to the terms Operational, Tactical and Strategic, which are used when referring to multi-agency levels of command.



Operational (BRONZE)

- The operational level is the management of immediate "hands-on" work undertaken at the site(s) of the incident.
- Operational commanders control and deploy the resources of their respective services on specific tasks within their area of responsibility, implementing the direction provided by the Tactical Commander.
- As management of an incident becomes complex it may be necessary to establish a number of functional and geographic Bronzes.

Tactical (SILVER)

The tactical level deals with the overall management, tasking and resourcing of the frontline response in accordance with the strategy set by the strategic level.

- The Tactical Coordinating Group (TCG) will usually comprise the most senior officers or silver commander of each agency committed within the area of operations, who will assume tactical command of the situation.
- Certain types of incident may require more than one tactical location or a specific tactical group dealing with a particular function, such as mass evacuation.
- In most instances the police will co-ordinate the multi-agency tactical level.
- In the initial stages of a major incident the tactical level will assume the strategic function.

Strategic (GOLD)

- In those cases where it becomes clear that resources, expertise or co-ordination are required beyond the capacity of the tactical level it may be necessary to invoke the strategic level of management to take overall command and set strategic direction. A Strategic Coordinating Group (SCG) will form, bringing together gold commanders from relevant organisations.
- The purpose of the strategic level is to establish the policy and strategic framework for the response and recovery.
- Depending on the nature, extent and severity of the emergency, either the sub-national or central government may become involved. The SCG will then become the primary interface with these other levels of response.

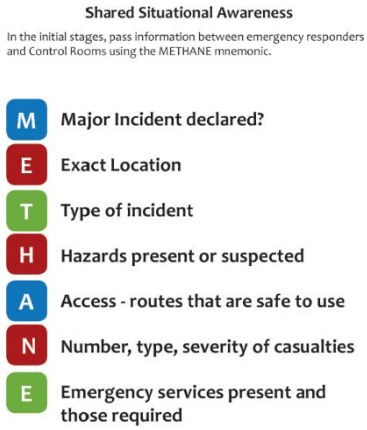
Further information on Command and Control is located in the **Emergency Response Arrangements** available via Resilience Direct

https://collaborate.resilience.gov.uk/RDService/home/108211/Command-and-Control

2.3 Joint Emergency Services Interoperability Programme (JESIP)

The Joint Emergency Services Interoperability Programme (JESIP) was established to address the recommendations and findings from a number of major incident reports, inquests and public enquiries where the emergency services could have worked better together and shown much greater levels of communication, co-operation and co-ordination. Policies and procedures that promote joint working form the basis of the JESIP doctrine. Applying simple principles for joint working are particularly important in the early stages of an incident, when clear, robust decisions and actions need to be taken with minimum delay, in an often rapidly changing environment. Those principles are illustrated in the diagram below. They will often, but not always, be followed in the order in which they are presented.

Portsmouth and Southampton City Council have adopted these principles, METHANE reporting and the Joint Decision Model in its logbooks, plans and supporting documentation



3.0 Roles and Responsibilities

This section outlines the roles and responsibilities of agencies that may be called upon to respond in the event of an incident. **Specific actions and response information for PCC and SCC staff is located in Part 2 Portsmouth (2P) and Part 2 Southampton (2S)**

Hampshire Constabulary

- Save and preserve life
- Notify responding agencies of incident
- Co-ordinate the activities of responding agencies at and around the scene
- Co-ordinate the multi-agency response at the TCG and SCG as required
- Establish outer cordon, rendezvous and assembly points
- Secure, protect and preserve the scene(s)
- Initiate evacuations of properties and areas as required
- Co-ordination of media response
- Investigation of incident
- Primary responsibility for recovery of the dead and identification of victims on behalf of HM Coroner
- Collection and dissemination of casualty information
- Provision of Family Liaison Officers
- Development of community impact assessments

Hampshire Fire and Rescue Service (HFRS)

- Fire fighting
- Protecting life and property
- Search and rescue operations
- Initial decontamination of people on behalf of the health service
- Detection, identification and monitoring of hazardous materials
- Initial management of hazardous materials and protecting the environment at incidents
- Effective casualty retrieval, liaising with ambulance service as necessary
- Salvage and damage control at fires
- Safety management of the inner cordon
- Fighting fires and/or providing assistance in inland waterways, non-tidal and tidal rivers, estuaries and off shore
- Responding to incidents involving firefighting, hazardous materials and rescue operations at sea

South Central Ambulance Service (SCAS)

- Saving and preserving life
- Operational responsibility for NHS resources at an incident site
- Provision of appropriate ambulance resources
- Identification and alerting of receiving hospital(s) and provision of liaison officers
- Alerting of other NHS resources
- Provision of triage at the scene
- Provision of Treatment at the scene where appropriate
- Management of transportation of casualties
- Decontamination of casualties and responders in accordance with service protocols

Local Authority

NB in 2 tier areas the provision of emergency response services is divided between the authorities as per service level agreements. Unitary councils provide all services and are upper tier authorities in their own right

- Support to the emergency services and other agencies involved in the response
- Provide and manage humanitarian assistance
    - Rest Centres
    - Humanitarian Assistance Centres
    - Assistance at Survivor Reception Centres/Friends and Family Reception Centres
    - Major incident support teams
- Provide specialist assistance such as building control, environmental health and waste management officers
- Provide temporary mortuary and body storage as requested by the coroner
- Coordinate clean-up operations following a chemical or oil pollution spill
- Accommodate residents whose homes are rendered uninhabitable as a result of the emergency
- Co-ordinate the activities of the voluntary and faith communities
- Continue to deliver critical services to the community during an incident
- Provide warning and informing advice to the public
- Lead recovery and restoration activities

Specific information for Portsmouth and Southampton City Council department's roles and responsibilities is located in **Part 2P and Part 2S.**

Environment Agency

- Prevent or minimise the impact of an incident
- Investigate the cause of an incident and consider enforcement action
- Seek remediation, clean-up or restoration of the environment
- To regulate and provide advice and support on waste disposal issues
- In a flood event, issue flood warnings and operate its flood defence assets
- In a pollution incident, prevent/control and monitor the input of pollutants to the environment
- In incidents involving air pollution, co-ordinate a multi-agency Air Quality Cell to provide interpreted air quality information

Acute Hospital Trusts

- Provide a 24-hour emergency management and clinical response.
- Provide a clinical response including provision of general support and specific/specialist health care to all casualties, and victims and responders.
- Where possible, support to any designated receiving hospital that is substantially affected including provision of effective support to any neighbouring service.
- Provide limited decontamination facilities and personal protective equipment to manage contaminated self-presenting casualties.
- Trusts will have a Memorandum of Understanding (MOU) with the Fire and Rescue Service on the provision of a decontamination service.
- Liaise with activated health emergency control centres
- Maintain communications with relatives of existing patients and with the Casualty Bureau

NHS England (Wessex)

- Co-ordinate the NHS response to a major incident
- Co-ordinate hospital bed capacity
- Together with Public Health England, provide support, advice and leadership to the local community on health aspects of an incident.
- Work with the local authority and community to support the recovery phase.
- Assess the medium to long term impact on the community and priorities for the restoration of normality.

Public Health England (PHE)

- Provide national leadership and coordination for the public health elements of the emergency preparedness, resilience and response system.
- Provide health protection services, expertise and advice and co-ordinate the PHE response to major incidents;

- Provide risk analysis and assessment of emerging diseases, natural extreme events, chemical, radiological and Chemical Biological Radiological Nuclear and Explosive (CBRNE) threats to inform the Department of Health and other government departments and agencies, health and multi-agency EPRR;
- Ensure provision of high quality and timely public health data to the Secretary of State and NHS CB, local authorities and across Government, in preparedness and response.;
- Communicate with Devolved Administrations to coordinate investigation and management of cross-border public health incidents;
- Provide guidance to professionals in health and local government and other sectors.
- Communicate with the public by providing information and advice relevant to PHE's responsibilities.

Other Responding Organisations

Harbour Authority

- To co-ordinate vessel movements and broadcast navigation safety information in relation to the incident
- To respond to pollution within the harbour authority statutory area and to assist adjacent harbour authorities and relevant local authorities with clean-up operations where possible
- To deploy assets and personnel as appropriate to the incident
- To liaise with all relevant parties to ensure a cohesive response to the incident

Voluntary Sector

The voluntary sector can provide support in a number of generic areas specifically:

- Welfare
- Social and psychological aftercare
- Medical support
- Animal welfare
- Transport
- Communications
- Documentation

Utilities

Gas and Electricity Companies

- To maintain electricity and gas supplies
- To receive emergency calls from the public and emergency services
- To assess calls and implications to the electric and gas supply and ensure public safety

- To provide advance notification to Local Authorities of any problem or potential problems which could lead to major disruption of supply

Water Companies

- Provide water supplies
- Liaise with other water companies, Local Authorities and utility companies
- To provide advance notification to Local Authorities of any problem or potential problems which could lead to major disruption of supply
- Provide expertise, as required during an emergency.

Telecommunications

- To provide and maintain public telecommunication services
- To provide emergency call service via 999 to facilitate public contact with emergency services
- Provide 24 hour contact for organisations for alerting and emergency requirements
- To protect the telecommunications services against adverse effects of an emergency, directly (for example power failure) of in directly (for example overloading by the public)
- To provide management expertise to liaise with responders and supply information on networks state
- To provide information on emergency contact arrangements for Casualty Bureau and other public enquiry points
- To provide any relevant expertise in the handling of an emergency including necessary resources

4.0 Welfare

The type of support required is determined on the nature of the incident, impact it has on the community and demographics of the people affected. During an incident the public are likely to require

- Shelter and welfare
- Information
- Financial and legal advice
- Advice on where to get help
- Longer term support and advice

Those affected by an incident normally include

- Those directly involved in the incident, either suffering injuries or becoming displaced from homes or businesses
- Families and friends who have concerns for people who may have been involved in the incident and require support
- Emergency responders, Local Authority staff, Voluntary Agency staff and witnesses
- In some cases incidents in other parts of the world may impact relatives in the UK, or people returning from overseas involved in an incident may require support.

4.1 Aim

There are 3 identified stages that have been identified when providing humanitarian assistance during an incident

First 24 Hours

Provide people with safe facilities where they can shelter and recover

Record names and addresses of those affected

Provide single point of information

Put in place publicity strategy to promote help available

The First 72 Hours

Set up Humanitarian Assistance Centre to provide more comprehensive welfare support

Consider establishment of a Friends and Family Reception Centre

Consider immediate financial support for individuals

Days and weeks that follow

Maintain Humanitarian Assistance Centre

Bring additions resources required

Establish long term support

4.2 Evacuation

During an incident there may be a requirement to evacuate a specific location due to a threat or potential danger. Evacuation will always be the last resort in the first instance the public should be advised to "*stay in, tune in*". Planning and implementing an evacuation is highly complex and requires an effective management framework. It is recommended that for any medium or large scale evacuation the responding agencies set up an Evacuation Management Group (EMG) reporting direct to the SCG and chaired by the police

Types of evacuation

No Notice Events

- The public Spontaneously evacuate
- First responders decide to evacuate people immediately based on risk

Escalation of an incident already underway

- Multiple calls are received by the emergency services
- Operational deployment is made to the scene
- Multi-agency command and control mechanism is in place
- Risk assessment is made at the tactical level by deployed incident commanders, based on circumstances, likelihood of escalation and potential impact.

Indication or pre-warning of disruption

- Calls are received providing information, including from a third party
- No initial deployment is made
- Assessment undertaken by Force Control Room, based on current guidelines, national threat levels, political situations, code words and likelihood of potential targeting of individuals or property.
- Planned events where properties need to be empty to allow work to proceed safely
- Weather and flood warnings indicate life-threatening flooding is expected

4.3 Displaced Members of the Public

The Emergency Services will provide the initial response however, using well established methods of joint working incidents are likely to require other agencies to support individuals affected.

Immediate shelter and care will be provided initially by the emergency services as the first responders. To provide shelter and care to persons involved directly in the incident Police may establish a **Survivor Reception Centre**, located near to the scene.

Members of the public who find themselves displaced because they have been evacuated from their homes or businesses may require temporary shelter. A **Rest Centre** may be established to provide a place of safety for displaced people.

A **Friends and Family Reception Centre** may be established to allow the public to make enquires about loved ones and report missing persons. Reports of people involved, casualties and missing persons is coordinating by the Police Casualty Bureau.

Following an incident those affected may require support in areas such as housing, bereavement support, financial and social care. The range and scope of support required will vary depending on the type, scale and duration of the incident.

A **Humanitarian Assistance Centre** provides a single location where representatives from support and voluntary services provide information, support and signposting.

4.4 Survivor Reception Centre (SRC)

A Survivor Reception Centre (SRC) is a location where survivors not requiring acute medical care can be taken in the immediate aftermath of an incident and acts as a way of;

- Documenting survivors for Police Casualty Bureau
- Interviewing survivors for evidence and information

The SRC may be established and initially ran by the Emergency Services; Police will provide a documentations team who will pass details of survivors to the Casualty Bureau. The Police will consult with the Local Authority at the early stages of an incident regarding location of a SRC as the Local Authority will assume the lead role as soon as possible. The management of an SRC is similar to a Rest Centre (**See Section 4.4**).

4.5 Rest Centre

A Rest Centre is a building in a strategic location that can be used to provide shelter and care to evacuees that are unable to return to an affected area. A Rest Centre normally provides support for 24-48 hours until people are able to return home or alternative accommodation is found.

Portsmouth and Southampton City Council have pre-prepared locations supported by plans explaining how to use and manage a facility. The City Council acts as the lead organisation but may receive support from Police or the Voluntary Sector.

A SRC may also evolve in to a Rest Centre. This will depend on the level of facilities available at the SRC and weather moving survivors to a new location is appropriate.

Further information on Rest Centres is located in **Portsmouth City Council's Rest Centre Plan** and **Southampton City Council's Rest Centre Plan**.

4.6 Friends and Family Reception Centre (FFRS)

A Friends and Family Reception Centre (FFRS) is a location established following an incident to act as a focal point for family and friends whereby they can make enquires and report people missing.

- Friends and family are able to register their concerns for people who may have been involved in an incident
- Details of missing people are recorded and replayed to the Casualty Bureau
- Police interviews and initial investigation can be instigated
- Family and friends are reunited with survivors in a private, secure environment

4.7 Humanitarian Assistance

A Humanitarian Assistance Centre provides a single location where organisations and voluntary agencies can provide information and support to anyone affected by an incident and provides;

- A focal point where information and assistance is given
- Private interviewing area
- Telephone and internet services
- Welfare
- Foot and refreshments
- Childcare facilities
- First aid provision
- Police Casualty Bureau Liaison
- Police family and survivor liaison
- Local Authority Services for example;
    - Adult and Children Services
    - Housing
- Transport
- Finance
- Voluntary Services

Portsmouth and Southampton City Council would assume the lead in establishing a Humanitarian Assistance Centre supported by other service providers including the

voluntary sector. The length a Humanitarian Assistance Centre will remain open will vary depending on the needs identified following an incident.

Further information on Humanitarian Assistance is located in the **Hampshire and Isle of Wight Local Resilience Forum Humanitarian Assistance Plan.**

https://collaborate.resilience.gov.uk/RDService/home/59794/Humanitarian-Assistance

4.8 Casualty Bureau

The Casualty Bureau is a facility set up through the Police and acts as a central information point for all records and data relating to people who have, or are believed to have been involved in an incident. The Bureau takes information from hospitals, the scene of the incident and telephone enquiries from the public.

The Casualty Bureau focuses on the following

1. To obtain relevant information on those involved, or potentially involved and process that information
2. To provide accurate information to relatives and friends
3. To provide accurate information to the Senior Investigating Officer and HM Coroner

4.9 Temporary Mortuary

A Temporary Mortuary is a location providing additional post-mortem identification and body storage facilities from an incident to support existing mortuary facilities. It may be located in an existing structure or a temporary (demountable) structure.

Portsmouth and Southampton City Councils would lead to establish a Temporary Mortuary at the request of HM Coroner. Portsmouth and Southampton City Council are members of a consortium of Local Authorities within Hampshire who have a contract with a commercial provider for emergency mortuary services.

4.10 Support to displaced members of the public

When providing support to evacuees they should be enabled to function themselves.

Initial Emergency Response – initially Evacuees will be accommodated in a Rest Centre for up to 24- 48 hours

Evacuees may also choose to stay with family or friends, however must still be considered as part of those evacuated as their needs will include information.

Longer-term Support - Residents who are unable to return home for the foreseeable future (24- 48hours) are deemed homeless and therefore as the responsibility of the Housings Teams for temporary accommodation.

Evacuated residents may also have social and health needs that require formal support during the time they are displaced and their return.

5.0 Warning and Informing

As Category 1 Responders Portsmouth and Southampton City Council have a duty under the CCA (2004) to ensure arrangements are in place to make information available to the public on civil protection and maintain arrangements to warn, inform and advise the public.

5.1 Public Communications Timeline

There are several elements to a communications timeline

- **Public Awareness (pre-event)** – informing and educating the public about risks and preparedness
- **Public Warning (at the time of an event or when one is likely)** – Alerting, by all appropriate means, the members of a community whose immediate safety is at risk
- **Informing and Advising the Public (immediate and long term post event)** - Providing relevant and timely information about the nature of the unfolding event
- **Recovery period (immediately and long term post event)** - Providing information about the end of the incident and return to normal arrangements

5.2 Media Management

An effective media response is the process of informing the public is through the provision of timely and relevant information to the media. An effective communications strategy relies on consistent messages between agencies. Responding agencies should involve their communications staff at every stage of an incident. Communications staff are essential in shaping messages to the public and providing information to support a response.

Portsmouth City Council

Portsmouth City Councils Corporate Communications operates a 24 hour emergency service. In the event of an incident the team will lead on communications ensuring messages are delivered to the public using a range of communication channels.

Southampton City Council

Southampton City Councils Communications Team will take the lead role in managing the media on behalf of Southampton City Council.

The Duty Director Silver Commander/Tactical Lead will have overall responsibility for the supply and coordination of information to the media. The provision of responsible officers/staff for interviews will usually be through the Chief Executive, Media Response Team/ Media Centre.

Internal Briefings

Corporate Comms/EPRR Team will distribute Senior Management Team meeting notes to internal response officers, and ensure regular briefing notes for Councillors.

Elected Members

Corporate Comms will work closely and brief with councillors, who can be essential when responding to media inquests. The Leader of the Council, Lord Mayor may act as spokes persons for the community and be a focus for the media as well as providing channels of information and reassurance.

VIP Visits

VIP's may wish to visit affected areas, often at short notice. The visits are likely to involve the scene, the people affected, and those involved in a response. Visits will be coordinated by the police and will be communicated with agencies via the normal command structures established for the incident.

5.3 HIOW Warning and Informing Plan

Further specific detail on communications, warning and informing is located in the **HIOW LRF Emergency Warning and Informing plan** (available on Resilience Direct) which describes the multi-agency management structures in place to provide a co-ordinated response to the public and media during an incident

https://collaborate.resilience.gov.uk/RDService/home/34474/Warning-and-Informing

6.0 Finance

6.1 Initial Costs

Initial costs will fall upon the authorities organising the response. Detailed costs can be discussed and attributed after the incident, as each case must be judged on its own merits. However, it is imperative that operations are not delayed by financial arrangements not being in place.

6.2 Bellwin Scheme

The Bellwin scheme is an arrangement where emergency financial assistance to Local Authorities in an emergency may be obtained from Central Government. The scheme is managed by the Ministry of Housing, Communities and Local Government (MHCLG) and the thresholds employed are published each year. The scheme is not available during the recovery phase of an incident.

There isn't an automatic entitlement to financial assistance through the Bellwin scheme. Ministers are empowered by Section 155 of the Local Government and Housing Act 1989 to determine if the scheme should be activated on the circumstances of each individual case.

6.3 Record Keeping

Costs incurred in any response activity must be captured for audit purposes. The Financial arrangements for emergencies and major incidents can be complex. Therefore it is important that at the earliest opportunity a full and comprehensive record of expenditure is created and maintained.

6.4 Insurance

There is a combined insurance policy providing cover for a range of liability claims made against the council. The policy covers members, employees, school governors and volunteers undertaking activities on behalf of the council.

7.0 Records

It is essential to maintain accurate records and logs of all aspects of an incident including actions and decisions made.

The actions and decisions made during an incident may become subject to scrutiny at a subsequent public enquiry, inquest, criminal or civil proceedings.

Good record keeping also allows lesions to be identified and assists in the debriefing process where lesions directly drive future planning and help improve future responses.

7.1 Records and Logs

Logs must be recorded and retained, signed and dated by the person making them. As far as practical records should be made at the time whilst the information is fresh in the mind. When recording decisions made it is important to log the decision made, with the options and rational as to why that particular decision was made. All documentation following an incident should be sent to Portsmouth City Council's Emergency Planning Team and Southampton City Council's Emergency Planning Team within two days of the incident ending.

7.2 Retention and Disposal of Records

Portsmouth and Southampton City Council have a retention and disposal schedule which specifies how long documents should be retained before they can legally be destroyed. Records of an incident should be kept indefinitely.

8.0 Recovery

8.1 Background

The aim of the recovery process is to facilitate a “return to normality / stability”.

The **HIOWLRF Community Recovery Plan** (available via Resilience Direct) describes the multi-agency structures required to provide a coordinated recovery from an emergency. This plan is generic for all types of recovery

Plan activation; handover from response to recovery and recovery structure are all detailed within the **HIOW LRF Community Recovery Plan** and will therefore not be duplicated in this document.

https://collaborate.resilience.gov.uk/RDService/home/34472/Recovery

8.2 Recovery Coordinating Group

The work of the Recovery Coordinating Group (RCG) will begin at the strategic level and in the early part of the recovery phase (both when the RCG is running in parallel with the SCG, and after the lead is handed over from the SCG chair to the RCG chair), there is much merit in agencies being (and remaining) co-located, if possible, to establish communication links and ensure ready interaction between agencies can be maintained.

8.3 Recovery Issues

During the recovery process there are likely to be a number of issues that the RCG will have to face. These are likely to include

Generic

- Coroner Inquests
- Data protection and sharing
- Impact assessments
- Public enquires
- Military aid
- Mutual aid
- VIP visits
- Communication strategy
- Dealing with regional and central government

Humanitarian

- Commemoration
- Community cohesion
- Community engagement
- Support to displaced communities
- Housing
- Financial support
- Health needs and monitoring
- Welfare support
- Mass fatalities

Economic

- Business recovery
- Tourism
- Recovery Grants
- Business and employee support
- Financial impact on Local Authority

Infrastructure

- Access and security
- Damage to public buildings
- Repairs to domestic properties
- Transport
- Insurance
- Environment
- Site clearance
- Utilities

Environment

- Animal Health and Welfare
- Pollution and Decontamination
- Waste

8.4 Role of MPs and Elected Members

MPs and elected members have an important role in the recovery process. They can feed back areas of concern to the recovery groups and disseminate credible advice and information back to the community. Often they are involved with many other aspects of community life and can be a valuable source of help and specialist advice. Key roles include:

- A focus for community concerns
- Identifying problems and vulnerabilities that may require priority attention
- Support to recovery teams working in their area
- Enhancing community liaison
- Visiting affected people

- Consultation on rebuilding and restoration work
- Assisting with VIP visits
- Focal point for messages to the public and media
- Liaising with other elected members
- Assisting with public meetings and consultations
- Scrutiny process

8.5 Standing Down

The length of time that the RCG needs to meet will vary depending on the nature and scale recovery activity required to mitigate the impact of an incident. For example, some emergencies will have long-term issues to consider, such as re-construction works and health monitoring. In general the RCG will close once there is no longer the need for regular multi-agency co-ordination, and the remaining work can be dealt with by individual agencies as part of business as usual.

8.6 Media

During the recovery phase the Local Authority is likely to become the lead authority in the process of returning to normality and therefore the Local Authority will assume responsibility for media arrangements. For more information see **Section 5 and HIOW LRF Warning and Informing Plan**

8.7 Funding Recovery

The RCG will develop a financial management system for any restoration of regeneration. In general PCC and SCC will seek to recover costs from the 'polluter' where possible. Recovery activity may create a re-generation opportunity, which attracts funding through regional grants.

It's important to remember that the Bellwin scheme does not cover recovery activity. Individual government departments will consider what, if any, financial support that can be provided.

9.0 Debrief

Debriefing is a key part of any incident. A 'Hot debrief' should be organised immediately following and incident and a further formal debrief session is organised at an appropriate time following and incident.

Every individual involved in the incident should provide a handover at the end of their shift/working day so that any lesions learnt and improvements can be identified and documented at the earliest opportunity.

9.1 After Action Review

Consideration should be given to use the following debriefing process after action review. An After Action Review (AAR) is a simple process used by a team to capture the lessons learned from past successes and failures, with the goal of improving future performance.

9.2 Recovery Debriefing

Progress against milestones should be a continuous process in order to evaluate recovery activity, identify issues and resolve as necessary. The RCG is to incorporate the views of the affected community to ensure that an accurate picture of progress can be achieved.

The LRF will produce the final multi-agency debrief report. The report will identify any further action required, including issues of regional and national significance.

Portsmouth
CITY COUNCIL