

Emergency Response Guide



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OFFICIAL

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FOREWORD

This Emergency Response Guide sets out Tewkesbury Borough Council's emergency management strategy and specific detailed arrangements to respond to a major emergency.

VERSION CONTROL

Version V1.0	Issued 05.01.2021	Julie Rose

AMENDMENTS

To ensure the validity of this document, holders are requested to inform District Emergency Planning Liaison Officer (DEPLO) in writing, of any amendments to the information relating to their organisation or authority. All amendments should be emailed to Julie.Rose@teWKesbury.gov.uk or posted to

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This Plan will be fully reviewed annually, with the contact details being reviewed 6 monthly and amendments being issued when appropriate.

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Full Distribution (Internal)

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Geni Hotchkiss	Deputy Welfare Team Manager
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Distribution (excluding part 8) will be sent via e-mail

Building Control Dangerous Structures – Ian Smith
Ubico Liaison Officer
Co-ordination Team Members
Welfare Team Members
Works Team Members
All Councillors

The ERG will be uploaded onto Tewkesbury Borough Council's Resilience Direct plans page but will only be available to those given permissions.

The document (excluding part 8 contact details) is available on the Council's Intranet

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PART 1 – INTRODUCTION

1.1 LOCAL AUTHORITY PLANNING FOR MAJOR EMERGENCIES

In the context of civil protection, the definition of a major emergency is:

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

The ‘Civil Contingencies Act 2004’ and accompanying guidance establishes a framework of roles and responsibilities for a consistent level of civil protection across the UK, whereby the emergency services and local authorities can integrate their joint response to major emergency incidents. This Emergency Response Guide provides general guidance for dealing with any hazard. However, where specific risks have been identified, specific plans are prepared both for on-site action and off-site support.

Local authority emergency planning is based on the following principles:

- Maintenance or restoration of services for which there is a statutory responsibility.
- Development of plans must be based on the response to an incident and not the cause.
- Integration of arrangements into the organisation’s everyday working structure.
- Co-ordination of the activities of different departments.
- Creation of a single integrated plan with other authorities and organisations.

1.2 PRINCIPLES OF RESPONSE

District and County Council services and responsibilities differ. As such, careful integration is essential to coordinate an effective and efficient local authority response to a major emergency. To ensure this, it is essential that close liaison takes place between the Borough Council and County Council (via Civil Protection Team).

The Borough Council and County Council will individually control and coordinate support to the emergency response, for those services that it is responsible for. However, in order to ensure an overall effective local authority response, there will need to be close integration between the Borough and County, particularly for aspects of response that are provided in partnership e.g. rest centre provision.

If necessary, Tewkesbury Borough Council may request particular support/resources from the County Council, e.g. Gloucestershire Emergency Support Team (GEST) volunteers for a Rest Centre or ask the County Council to coordinate specific aspects of the response e.g. mutual aid support from other local authorities.

1.3 MUTUAL AID

A Major Emergency may overwhelm the resources of the local authority in whose area it occurs. Arrangements are in place to request Mutual Aid support from other district councils within Gloucestershire, or neighbouring authorities, delivering cross boundary assistance if required.

1.4 AIM

The aim of this guide is to enable Tewkesbury Borough Council to respond effectively to a major emergency and provide the necessary support to the community and multi-agency response.

1.5 OBJECTIVES

- To define Tewkesbury Borough Council's roles and responsibilities
- To define emergency response control arrangements, structures and team functions
- To outline operational and administrative arrangements
- To list call out/ alerting procedures
- To outline plans and/ or responses to identified hazards
- To identify other local responders
- To specify training and review

1.6 SCOPE

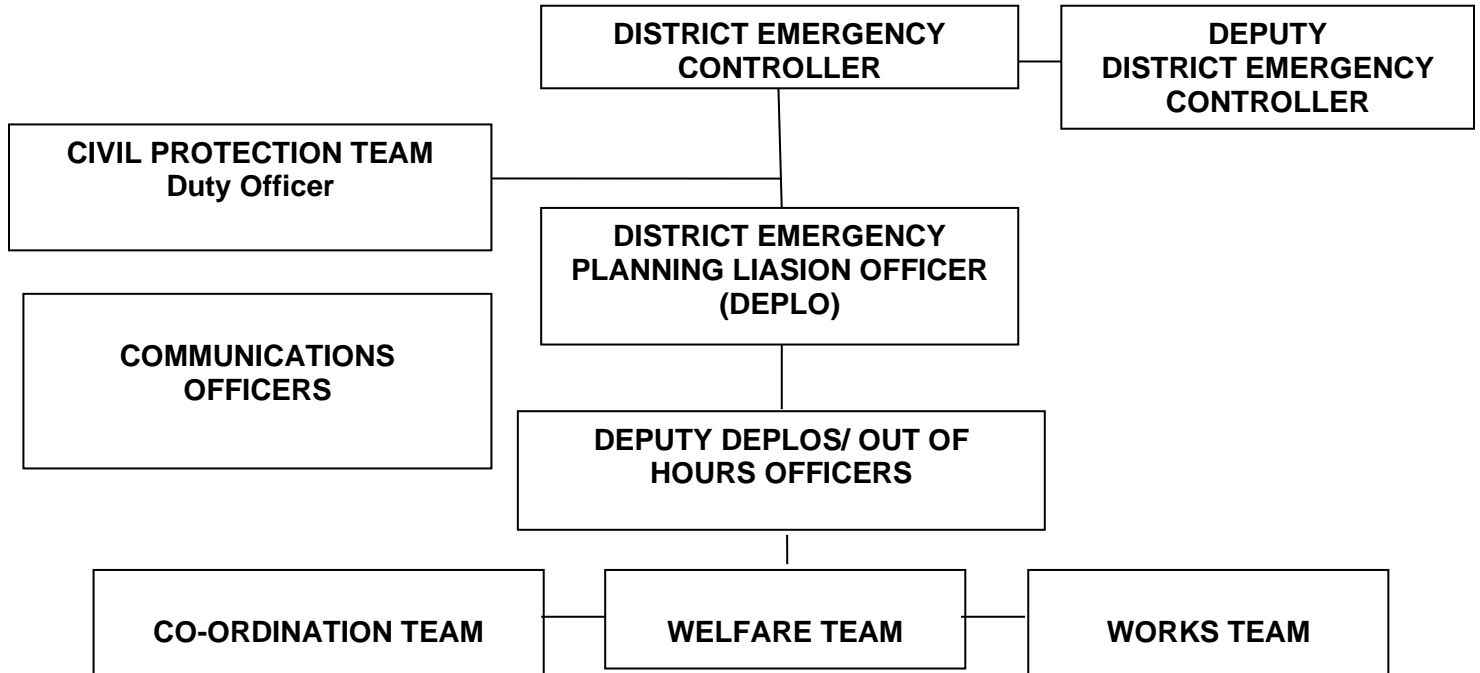
This plan sets out Tewkesbury Borough Council's emergency response structure, arrangements and practical guidance for responding to a major emergency and supporting the multi-agency response as necessary.

This plan details arrangements to respond to an emergency that may impact on the general public. It does not cover arrangements for dealing with a disruption affecting the Council, as these are detailed in individual service's Business Continuity Plans and the Corporate Recovery Plan. Although, a major emergency may impact on the public and Council and may require both plans to be activated- please see 2.1.1

PART 2 - EMERGENCY RESPONSE STRUCTURE

2.1 DISTRICT EMERGENCY RESPONSE STRUCTURE

In the event of an emergency affecting Tewkesbury Borough Council, the District Emergency Controller (normally the Chief Executive) or Deputy, will convene the Emergency Response Team. The Emergency Response Team will determine the need to activate one or more of the 3 functional teams.



2.1.1 BUSINESS CONTINUITY MANAGEMENT TEAM

If the emergency incident affects Tewkesbury Borough Council's own property or ability to deliver services in any way, the council's Business Continuity Management (BCM) arrangements would be implemented as appropriate.

If required, the Business Continuity Management Team would be formed to manage business continuity. Where possible members of the Business Continuity Management Team would not be involved directly in the emergency response, but there would be regular liaison between the Business Continuity Management Team and Emergency Response Team.

2.2 EMERGENCY RESPONSE TEAM

OPERATIONAL BASE

Tewkesbury Borough Council

TEAM MEMBERS

Emergency Controller, DEPLO, Co-ordination Team Manager, Welfare Team Manager, Works Team Manager, Communications Officer, any other officer as requested by the Emergency Controller.

SUPPORT

Administrative support will be made available as determined by the nature of the emergency, but the Assistant to DEPLO will act as Administrative Officer to the nominated Gold Officers

MAIN RESPONSIBILITIES

Under the direction of the District Emergency Controller the Emergency Response Team is responsible for:

- Determining future strategy arising from the incident.
- Ensuring Liaison Officers are provided as required
- Monitoring Health, Safety and Welfare issues.
- Monitoring Local Authority Support
- Authorising media releases
- Briefing VIPs/elected members
- Co-ordinating visits by VIPs/MPs/Councillors etc
- Maintaining logs
- Recording minutes of team meetings or other briefings as appropriate

Depending on the scale of the emergency the Co-ordination, Rest Centre and Works Team Managers will be instructed to activate their respective teams. The working procedures for each team will be the responsibility of the respective Team Manager. All 3 teams will provide liaison officers to the Emergency Centre as necessary.

2.3 COORDINATION TEAM

OPERATIONAL BASE

Tewkesbury Borough Council Offices

MANAGER

Graeme Simpson, Head of Corporate Services

DEPUTY

Sharon Marriott, P.A. to Chief Executive

TEAM ROLES

Financial Support

Legal Support

Property Issues

Communications Officer

Information Officer

ICT Support

Health & Safety

Administration Support

SUPPORT

Designated administrative support is available within the team. Additional administrative support will be made available as determined by the nature of the emergency.

SPECIFIC PLANS OR GUIDANCE

Emergency Response Guide, Business Continuity Plan.

MAIN RESPONSIBILITIES

Under the direction of the Team Manager the Coordination Team is responsible for:

- Activating and staffing the district Emergency Centre
- Liaise closely with other TBC Emergency Response Teams
- Liaise closely with relevant external agencies
- Providing an information service to the public, (Councillors) and Parish Councils
- Advising upon all financial matters
- Advising on the management of disaster/appeal funds
- Co-ordinating and preparing media releases for ERT
- Arranging briefing facilities
- Monitoring the incident and providing briefings on the general situation to ERT
- Providing and maintaining effective communications
- Advising upon legal and health and safety matters
- Sourcing material as requested by Works and Rest Centre teams
- Maintaining a log of key decisions and action taken
- Maintaining a record of costs incurred
- Initiating the corporate record keeping protocol

2.4 WELFARE TEAM

OPERATIONAL BASE

Nominated Rest Centre

MANAGER

John Bryant – Housing Officer

DEPUTY

Geni Hotchkiss, Revs and Bens Manager

TEAM ROLES

Rest Centre Management

Deputy Welfare Manager and Welfare Team Administrator

Information Officer

Rest Centre Administrative Support

Housing Officer / Assistant

SUPPORT

Administrative support will be made available as determined by the nature of the emergency.

SPECIFIC PLANS OR GUIDANCE

Rest Centre Guide and site-specific Rest Centre Plans

COPIES OF REST CENTRE PLANS

Spreadsheet overview and site-specific Rest Centre Plans found on internal shared drive. Rest Centre generic guide found on Gloucestershire LRF Resilience Direct page

MAIN RESPONSIBILITIES

Under the direction of the Team Manager the Rest Centre Team is responsible for:

- Identifying and opening Rest Centres
- Supporting the Police with Survivors Reception Centres, Family and Friends Reception Centres or Humanitarian Assistance Centres as required.
- Providing Rest Centre Management and Administrative support
- Ensuring Rest Centre Boxes are taken to Rest Centre
- Arrange for beds/ bedding etc to be taken to Rest Centre if required
- Assisting with the collection and collation of information about evacuees and others within the centre.
- Ensuring the immediate housing needs of evacuees in the Rest Centre are addressed.
- Liaising with the Co-ordination Team
- Monitoring the incident and providing briefings on the general situation to the ERT
- Arranging/provision of all resources and services required and liaising with Co-ordination Team
- Maintaining a log of key decisions and action taken
- Disseminating information about the incident to Rest Centre staff and evacuees
- Maintaining a record of costs incurred.

2.5 WORKS TEAM

OPERATIONAL BASE

Cheltenham Borough Council, Depot

MANAGER

Andy Noble, Property Manager

DEPUTY

Adrian Clements, Property Engineer

TEAM ROLES

Building and Dangerous Structures
Construction
Resources
Logistics
Transportation
Procurement
Supporting establishment of an Emergency Mortuary

SUPPORT

Administrative support will be made available as determined by the nature of the emergency.

SPECIFIC PLANS OR GUIDANCE

Flood Plan, Bottled Water Distribution Plan

COPIES OF FLOOD PLAN HELD BY:

- DEPLO
- Land Drainage Engineer
- Works Team Manager
- Deputy Works Team Manager
- Gloucestershire County Council CPT
- Resilience Direct

MAIN RESPONSIBILITIES

Under the direction of the Team Manager the Works Team is responsible for:

- Providing a LALO at Bronze Control if requested by ERT
- Liaising with appropriate utility companies and the Environment Agency
- Providing advice on design and demolition
- Assessing structural damage and shoring up of buildings
- Providing cleaning and debris clearance facilities
- Co-ordinating waste collection and disposal and maintenance of sanitation facilities
- Advising on environmental matters and pollution control
- Assisting with the provision of cemeteries and crematorium functions and supporting the multi-agency provision of an Emergency Mortuary if required.
- Liaising with NHS England / Public Health England, GCC Public Health or Science and Technical Advice Cell (STAC), if activated about public health hazards
- Supporting the establishment of an Emergency Mortuary
- Assisting with traffic management
- Arranging/provision of resources and services and liaising with Co-ordination Team to source such material
- Monitoring the incident and providing briefings on the general situation to the ERT
- Maintaining a log of key decisions and action taken
- Maintaining a record of costs incurred.

2.6 LOCAL AUTHORITY LIAISON OFFICERS

To provide face-to-face liaison with the emergency services, and other responders, Local Authority Liaison Officers (LALO) will be appointed. They should have sufficient experience and seniority to make decisions at the appropriate level of control and, because of the demanding nature of the tasks in the early stages of an emergency; it is recommended that they are supported by a small team of clerical and communications staff.

Details of nominated Gold Officers are found at section 8 contacts. **However, other suitable staff could be requested to act as a LALO should the need arise.**

Bronze Officers are not nominated in advance, but would be deployed as appropriate depending on the nature of the incident.

It is important that a LALO can be easily and quickly identified. A Tabard or badge clearly identifying you as a staff member should be worn, in conjunction with appropriate Personal Protective Equipment as necessary.

2.7 ELECTED MEMBERS

The Council's operational response to a major incident is essentially the responsibility of Officers rather than Elected Members. However, Members can provide a valuable link with local communities and be a source of useful information in an emergency. The Council's Emergency Response Team will keep Members informed and may request assistance/ guidance as appropriate.

Statements and interviews for the media must be conducted in consultation with the Council's Communications Officer.

Enquiries from the public where possible should be directed through the Emergency Response Team or telephone advice line where operative.

2.8 PARTNER SERVICES

2.8.1 Housing Associations

The Council's housing services are supported by a number of Housing Associations.

Tewkesbury Borough Council retains various housing responsibilities, which may be required during an emergency (such as the responsibility for homelessness). The Welfare Team will deal with such issues. Housing Associations will provide appropriate support to their own tenants during an emergency, and where necessary work in partnership with the council to provide additional support as agreed.

2.8.2 UBICO

The Council's partner for refuse, recycling and street cleansing activities is Ubico. Ubico will work in partnership with the Borough Council to provide additional support in an emergency as agreed. The Works Team Manager will liaise with nominated Ubico contacts to arrange such support.

2.8.3 GLOUCESTERSHIRE RURAL COMMUNITY COUNCIL

The Council has service agreements in place with Gloucestershire Rural Community Council (GRCC) to provide support with Flood Warden scheme and community resilience (see 2.9). Whilst GRCC does not have a specific response role during emergencies affecting the Borough, depending on their availability and capability at the time of an incident, they may be able to assist with liaising with Flood Wardens and other key community contacts.

2.9 COMMUNITY RESILIENCE

Previous flooding incidents highlighted the importance of community resilience, particularly in major widespread incidents where responder resources may be stretched. Tewkesbury Borough Council in partnership with Gloucestershire Rural Community Council is encouraging and supporting local communities to produce a Community Resilience Plan, to enable 'good neighbour' support.

The Community Resilience Plan also encourages the community to provide key points of contact to enable the Council to liaise more effectively, and also identify a 'Place of Safety' in the local area where evacuated residents could be taken initially before more suitable temporary accommodation e.g. Rest Centre, B&B could be arranged.

PART 3 – CALL OUT & ALERTING PROCEDURES

3.1 ALERTING PROCEDURES

Responsibility

The Borough Council will provide points of contact during and outside working hours. The point of contact will notify all those involved or likely to become involved so that a prompt response can be made to any request for assistance.

During the Working Day

The Borough Council may be warned of an emergency incident by the Police, the Fire & Rescue Service, Gloucestershire County Council Civil Protection Team, or specialist agency responsible for safety in that particular field. Should a local authority response be called for, the District Emergency Controller or DEPLO will alert staff.

Outside Working Hours

The County Council's Civil Protection Team Duty Officer (CPTDO) is permanently contactable by phone. The CPTDO will contact the "Out of Hours" service who will make contact with Tewkesbury Borough Council DEPLO/ Deputy DEPLOs or another appropriate Emergency Response Officer.

3.2 PLAN ACTIVATION

On notification of an emergency the District Emergency Planning Liaison Officer (DEPLO), in consultation with the Chief Executive, will determine the level of response required and whether this plan needs to be activated.

In the absence of the DEPLO or Chief Executive, the Emergency Response Team Deputy, or appropriate Emergency Response Team Manager(s) will adopt this role.

If a decision is made to activate Tewkesbury Borough Council's Emergency Response Guide, then the appropriate council response, staffing levels and roles will be determined from within the following emergency management structure.

3.2.1 Activating Emergency Staff

On being notified of an emergency affecting the local authority, relevant Borough Emergency Officers will be alerted, and staff will take appropriate actions to initiate an effective response.

The officer leading the District's emergency response will consider the need to alert: -

- Functional Team Managers
- First available Council Offices key holder
- Gloucestershire County Council Civil Protection Team Duty Officer
- Other authorities that can assist during the emergency
- The "out-of-hours" service to advise that calls may be received and that the Council is responding

3.2.2 Activating Functional Teams

The Functional Team Managers may be asked to alert their team members if necessary (or be put on stand-by if their immediate assistance is not required), to provide the necessary support to the Emergency Services.

The following may need to be considered, dependent on the nature and scale of the emergency:

- Activation of the Borough Emergency Centre
- Deploy Local Authority Liaison Officers to Bronze, Silver and Gold control as appropriate (see section 2.6)
- Facilitate the management of a Reception/ Rest Centre if required.

3.3 OBTAINING INFORMATION ON THE INCIDENT

Please see Appendix A for a Notification Checklist Template

The member of staff who receives the first notification of a major emergency should establish the following details: -

- The identity of the caller and telephone number.
- Exact location and time of the incident.
- Nature of the incident.
- Numbers of casualties, fatalities.
- Type and extent of damage.
- Location of meeting point if necessary.
- Safety of routes / approaches.
- Emergency Service command arrangements.
- Which other local authorities/departments have been informed.
- Any specific request for Local Authority action.

3.3.1 Commence a Log of Events

There is a need to start a record of requests, actions and results in a log. This can be handwritten or on computer. If computer is used back up or hard copies are essential.

Please see Appendix B for a log sheet template

3.4 OTHER LOCAL RESPONDERS & KEY INTERNAL CONTACTS

In the event of an emergency it is highly probable that an authority will need to liaise with and request support not only from other local authorities, but also from a number of outside organisations and services.

CPT Duty Officer may be able to assist with contacts for other local responders or relevant organisation.

A list of key contacts relevant to Tewkesbury Borough is found in section 8.

3.5 EMERGENCY CENTRE

3.5.1 Location

Tewkesbury Borough Council Emergency Centre will operate from the Avon Room or other appropriate rooms at the Council Offices. If for whatever reason the Council Offices cannot be accessed, an alternate Emergency Centre will be established at another appropriate location.

If necessary, the Emergency Centre will be operated 'virtually' using video/teleconferencing and online shared tools (for recording collective log/ whiteboard etc.) as appropriate.

3.5.2 Role of Emergency Centre

Tewkesbury Borough Council's Emergency Centre will be established to collect, assess and disseminate information about the emergency so that the District Emergency Controller can control and co-ordinate the Council's response. Information will be needed to permit: -

1. Priorities to be laid down
2. Response to requests for assistance
3. Monitoring of the financial implications of the operation

3.5.3 Activation of the Emergency Centre (EC)

The decision to activate (or put on 'standby') the EC will be taken by the DEPLO in consultation with the Co-ordination Team Manager, or nominated deputies in their absence. The EC will be activated where an incident cannot be dealt with as part of the normal business of the council.

3.5.4 Key Holders

Access can be gained by contacting the specific contacts – see section 8.

3.6 VULNERABLE PERSONS

Tewkesbury Borough Council will have regard to vulnerable people within the response to any emergency. Gloucestershire LRF has developed a 'Vulnerable People Plan', which includes an agreed mechanism for agencies (e.g. GCC social care, NHS organisations) to share relevant information to identify and support known vulnerable people in a particular area affected by an emergency.

However, it should be noted that not all 'vulnerable people' are affected or made vulnerable by an emergency will be known to the authorities. As such, 'on the ground' information from staff, Elected Members, Parish and Town Councils, Flood Wardens and key community contacts will be valuable in ensuring vulnerable people are identified and support provided as appropriate.

During an emergency the Council may be asked to collate details of its vulnerable persons. The Council's vulnerable persons are detailed on the list of individuals who receive assisted bin collections. This information is held by the Works Team Manager.

PART 4 – ADMINISTRATIVE, OPERATIONAL & FINANCIAL ARRANGEMENTS

4.1 COMMUNICATIONS

Good communications are essential both for the collection of information/decisions relating to the allocation of resources within the affected area. There must be reliable and uninterrupted communication channels between the Council's teams and all other agencies involved in the emergency.

The following networks are available to Tewkesbury Borough Council to provide emergency communications:

- Public telephone network
- Mobile telephone network
- Fax
- Email
- Emergency Radio (operated by Radio Amateurs Emergency Network- RAYNET)

4.1.1 Availability of Mobile and Landline Telephones

The primary means of communication during an emergency will be through landline and mobile networks. Consequently, all members of the ERT and the Functional Team Managers are required to have both landline and mobile telephones. The Council's policy for mobile telephones ensures these key individuals are formally allocated Council mobile telephones.

4.1.2 Making Available Key Contact Details

Key mobile and landline numbers are issued to members of the ERT, functional teams and to all key agencies and partners.

4.1.3 Radio- RAYNET

If necessary RAYNET volunteers would operate (from the Avon Room) a radio system to relay messages to other Local Authorities and mobile radio bases where activated. The radio equipment is stored in a black footlocker labelled 'Gold Radio Comms' in the Avon Room. .

All requests for RAYNET support should be made through Gloucestershire County Council Civil Protection Team Duty Officer

4.2 PUBLICITY AND THE MEDIA

Inevitably, any emergency attracts considerable interest by members of the public and representatives of the media. It is vital to prepare for the influx of media representatives, not only local but also national and international.

The media can be of great benefit to the authorities in acting as an effective channel of public information, safety advice, reassurance and appeal. However, if the authorities fail to satisfy the media requirements for information, especially in the initial stages, they may seek it elsewhere.

Gloucestershire has a Local Resilience Forum (LRF) Warning and Informing (Communications) Plan in place, which defines the arrangements for dealing with the

media in the event of an emergency. The plan contains an aide-memoir with appropriate guidance for the information of officers nominated to speak to the media. Further information can be obtained from the Media Plan itself.

To ensure that contradictory information does not emerge, designated Local Authority staff will be the central point for all Local Authority media contact. It is vital that any information is accurate, timely and informative

Personnel who have not been so nominated should not speak to the media

4.3 PROVIDING INFORMATION

4.3.1 Staff / Elected Members

The Emergency Response Team will be responsible for providing regular updates to staff and Elected Members. This may include:

- Regular verbal briefings to those involved in responding directly to the emergency (e.g. representatives from all operational teams). This may include cascaded information from Silver and Gold control if activated.
- Liaison with Elected Members / Town & Parish Councils via verbal briefings, email updates, minutes and briefing notes etc. as appropriate.
- Information for **all** staff via managers / other means as appropriate.

4.3.2 Public

The Co-ordination team (if activated) in consultation with the Emergency Response Team will manage information to the public. Information may be provided by various means including: (see also list of useful numbers that may be given to the public under Part 7).

- Switchboard
- Press releases
- Website (e.g. web log)
- Social media
- Local radio

4.4 STAFF WELFARE & HEALTH & SAFETY

All managers need to remain aware that staff welfare and morale must be closely monitored during and after the response to an emergency.

During a long running incident staff may need to work shifts to enable a 24hour response. Shifts should ideally be between 6-8 hours and should include an overlap between shifts to facilitate handover.

Emergency Response Team Managers should ensure that they and their staff have regular and sufficient breaks away from their working environment to rest.

Staff directly involved in the response may be working under potentially stressful circumstances, and depending on their role may need practical and emotional support during and after the incident. Where a need for emotional support is identified the Human Resources team should be alerted.

The welfare of those staff assigned to maintaining normal service and function of the council should also be considered. Such staff may feel unappreciated, undervalued and overworked. Where possible regular information updates will be provided to all staff not just those involved in the emergency response.

As at other times, during the response to an emergency, all employees and volunteers are expected to comply with the requirements of the Health and Safety at Work Act 1974, and associated legislation. Gloucester City Council's Health and Safety Policies and control measures (e.g. lone working arrangements, use of appropriate PPE) must be adhered to.

4.5 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Any Tewkesbury Borough Council staff supporting the response to an emergency at a 'Bronze' level on the ground should wear appropriate PPE. Staff who require PPE as part of their normal 'day job' should already have their own. Other staff who may be re-deployed to support the response at a bronze level should be provided with PPE as necessary.

4.6 RECORD KEEPING

4.6.1 PROTECTION OF EVIDENCE AND DOCUMENTATION

Catastrophe and violent death may result in calls for a public inquiry. Civil claims for negligence may be on-going for many years. The key to establishing why things went wrong and settling liability for deaths and damage is likely to lie in the documents which survive to be studied. That historical background must be preserved intact.

Immediate action checklist

- Suspend all document destruction and archiving procedures
- Notify all staff of their obligation to locate, preserve and safeguard documents
- Nominate an individual to co-ordinate preservation of documentary evidence and prepare a master log of key decisions and actions taken by the Emergency Response Teams during the Emergency.
- Notify all offices to collate and report files held
- Print relevant computer data including electronic mail to hard copy
- Secure relevant computer data including electronic mail on disc or tape
- Initiate recovery and safe custody of original and all copies of internal documents

The Coordination Team is responsible for this Protocol

4.6.2 Log Keeping

It is possible that a major incident will be subject to scrutiny after the event. This could potentially include a public inquiry, Police investigation or other form of scrutiny e.g. Council's own scrutiny committee inquiry. It is therefore vital that all decisions are logged and all actions recorded.

All staff responding to an emergency should keep a log of events and their own activity e.g. calls taken/ made, actions requested and undertaken etc. Staff should commence a log when they receive their first information and continue for the duration of the emergency. The last entry in the log should be that another member of staff had relieved them or that the incident is officially over and they have been stood down.

Staff who responded to an emergency should carefully retain their original hand written log, regardless of how it looks or what it is written on. A report /log typed up later will never be as important as the original taken at the time and may not be accepted by an inquiry in Court.

4.7 REPORTING & INFORMATION REQUESTS

During a major emergency it is likely that the Borough Council will be asked to report to, and /or provide information to various bodies such as situation updates for Tactical Coordinating Group / Strategic Coordinating Group meetings and to Government departments requesting data.

Depending on the level of response required by the Council, coordination of such requirements should be via the Coordination Team, liaising with relevant staff, to ensure that the necessary information can be effectively gathered and relayed and to avoid any inconsistency or duplication of effort.

Collecting and collating information to meet such reporting requirements and requests can be time consuming and resource intensive in terms of staffing, particularly if tight deadlines have to be met. As such, this should be considered when arranging administrative support staffing to support the response.

4.8 FINANCE

Clear and comprehensive records of expenditure must be kept in order to provide the evidence to support a claim.

No specific funds are earmarked by the Council for civil emergencies. However, Section 138 of the Local Government Act (1972) gives the power to incur expenditure when an emergency or disaster involving destruction of, or damage to, life or property occurs or is imminent.

This includes the power to make grants or loans to other persons or bodies, subject to conditions determined by the Council.

4.8.1 Credit Cards

Where functional Group Managers have not been issued with credit cards in respect of their normal operational role, a credit card is issued by the Head of Financial Services for emergency purposes.

Where possible a specific budget code for emergency expenditure will be allocated.

4.8.2 Bellwin Scheme

This is a system whereby local authorities can attempt to recover some of the costs incurred as part of a response to a major incident, e.g. in the event of a natural flooding disaster, where blame cannot be apportioned and costs cannot be recovered.

Initially, the Government will expect the Local Authority to recover from insurance companies as much of the emergency expenditure as possible, dealing with the balance only through the Bellwin Scheme. After deducting finance claimed from insurance, a claim can be put in, provided the Government has indicated that the emergency is eligible. The Local Authority must meet all emergency expenditure up to a level of a specified threshold that is revised by the Home Office on an annual basis. The Government will then pay a proportion of eligible expenditure incurred over the threshold.

It is important to remember that the Bellwin Scheme can only be applied to revenue and not capital expenditure. It should also be noted that a Bellwin claim can be cumulative over a financial year in order to meet the specific threshold over which a claim can then be submitted. As such, it is vital that accurate and comprehensive financial records for emergency expenditure are kept.

4.9 INSURANCE AND INDEMNITY

4.9.1 Flood Wardens

Flood Wardens are covered by Tewkesbury Borough Council's insurance on the proviso that they do not put themselves or others at risk and abide by the guidance provided in the Flood Warden Handbook that is also reinforced during training.

Should a Flood Warden be injured, lose or damage personal property or cause injury to a third party or property no admission of liability should be made or acknowledged. Full details should be recorded and reported to the Corporate Head of Financial Services & Resources.

4.9.2 Gloucestershire Emergency Support Team Volunteers

Gloucestershire Emergency Support Team Volunteers, who may be requested to provide support in a Rest Centre activated by Tewkesbury Borough Council, are covered by Gloucestershire County Council's insurance.

4.10 STAND-DOWN PROCEDURES

Any change to the control arrangements and / or the end of TBC's input to the emergency response should be notified to all relevant staff, Elected Members and other relevant agencies.

Remember to stand-down all staff / partner agencies etc. who are directly involved in the response or have been put on stand-by.

4.11 DEBRIEF & LESSONS LEARNED

At the end of an incident the Managers of each Emergency Response Team should hold a debrief for staff to see what went well and not so well regarding their area of responsibility. This may entail a 'hot' debrief as soon as possible after the end of the incident, followed by a 'cold' debrief at a suitable timescale later. Tewkesbury Borough Council representatives may also attend local authority and multi-agency debriefs as necessary. A record should be made of all debriefs.

4.11.1 Post-Incident Report

Once debriefs have been carried out the Chief Executive / DEPLO will commission a post-incident report to include lessons learned and recommendations for future improvement. The Corporate Management Team will then be responsible for deciding how to implement such recommendations.

4.12 RECOVERY

Following a major emergency senior TBC staff may be requested to support a Recovery Working Group. Gloucestershire LRF has a 'Recovery Plan' which details guidance on how the recovery phase should be managed. Even following a smaller emergency just affecting Tewkesbury BC area, there is likely to be a need for TBC staff to be involved in recovery work.

The Recovery Phase actions by the Borough Council could continue for a lengthy period and become integrated with and inseparable from the day-to-day activities of departments. In practical terms, an emergency will no longer exist when normal day-to-day operations can be resumed.

4.13 COMMUNITY INVOLVEMENT

Lessons from previous incidents have highlighted the need to involve the community in its own recovery. The Council will need to engage fully with the community, Elected Members, Parish and Town Councils, Flood Wardens and key community contacts as appropriate, and give due consideration to the communities' needs and wishes. The promotion and support of self-help activities (e.g. community support groups) is an important consideration during the recovery phase.

PART 5 – PLANS & RESPONSES TO IDENTIFIED HAZARDS

5.1 GUIDANCE FOR SPECIFIC INCIDENTS

In addition to the Emergency Response Guide the Council has a specific Flood Response Guide, Bottled Water Distribution Plan, and site-specific Rest Centre plans. The Council also adopts multi-agency county wide plans produced by Gloucestershire Local Resilience Forum. There are numerous LRF plans held on Gloucestershire LRF Pages of Resilience Direct, for specific types of incidents or generic plans for consequence management.

General

In the event of a major emergency, Gloucestershire County Council's Civil Protection Team Duty Officer would contact the District(s) to agree the level of response required by the local authority.

Site Specific Plans

Where it is required, the various site-specific plans attached to the generic operational plan will contain specific actions for County and District officers such as assisting with traffic management and road closures, evacuation, media, environmental health advice.

Community Risk Register

The Local Resilience Forum (LRF) has compiled a community risk register as required by the Civil Contingencies Act. Additional risks identified by this process will need to be considered in respect of specific site plans or specific incident requirements.

5.2 SEVERE WEATHER AND FLOOD WARNINGS

Severe weather warnings are issued by the Met Office and are received by key Tewkesbury Borough Council response staff.

Flood warnings and alerts are received by the DEPLO and the Land Drainage Officer. The Flood response plan has a list of the current flood warning and area codes.

Severe weather and flood warnings are reviewed by the DEPLO officer and escalated to the Emergency Controller if necessary.

5.3 HAZARDOUS MATERIALS

Hazardous Materials in Transit

An incident involving hazardous material may lead to fire or explosion, the release of toxic gases or substances, contamination of land or water, harmful substances entering drains or sewers or, rarely radioactive contamination. Drivers of vehicles carrying hazardous loads should know what risks their loads create and should carry written instructions describing the hazards; their immediate action is to contact the Police and Fire & Rescue Service.

In accordance with the Control of Pollution Act 1974, and the Highways Act 1980, Tewkesbury Borough Council involvement could include:

- a. Disposal of the contaminant or contaminated material.
- b. Evacuation of the area adjacent to and/or downwind of the incident.
- c. Provision of Emergency Reception Centres.

5.4 RADIATION INCIDENTS

Radiation incidents may result from:

- Incidents at nuclear power stations within and outside the UK.
- Accidents involving weapons or nuclear fuels in transit by road, rail or air.
- Incidents at Ministry of Defence or industrial establishments using radioactive materials.
- Descent of irradiated material from satellites.

National procedures exist in relation to all these incidents. The Strategic Coordination Centre (SCC) at Gloucestershire Constabulary Headquarters would be used to co-ordinate the response within Gloucestershire to a nuclear emergency where the population of Gloucestershire was exposed to the effects of harmful radiation from whatever source or exposure was likely.

Nuclear Accidents Overseas

The National Response Plan prepared by Central Government provides the means of dealing with radioactive fall-out on the UK from an overseas nuclear incident.

The Radioactive Incident Monitoring Network (RIMNET)

RIMNET is an automated network of 92 monitors and provides a nationwide means of:

- Detecting overseas nuclear incidents.
- Determining their effect on the UK.
- Informing the public.
- Advising the public of any appropriate actions to take.

RIMNET could also be used to support the response to a nuclear incident in the UK.

5.5 COMAH SITES

Control of Major Accident Hazard Regulations (COMAH) (2015)

It is recognised that certain industrial activities involving dangerous substances have the potential to cause accidents. A major fire/ chemical leak in Seveso, Italy (1976), led to the European Commission adopting a Directive on the control of major industrial accident hazards.

The Seveso III Directive is implemented in the UK by the Control of Major Accident Hazard (COMAH) Regulations (2015). An establishment is subject to COMAH legislation if it has onsite any specified substances above a qualifying quantity. There are two threshold quantities which result in 'Upper-Tier' and 'Lower-Tier' sites.

There aren't any upper tier COMAH sites in Gloucestershire. There are 2 lower tier COMAH sites in Tewkesbury Borough area.

For 'Lower-Tier' establishments there is no legal requirement for Local Authorities to produce an offsite Emergency Plan, although the Operator is required to have a Major Accident Prevention Policy and must adhere to all HSE site safety requirements.

Whilst there are no specific offsite COMAH plans for premises in Tewkesbury Borough, if there was an emergency /accident at any industrial premises within Gloucestershire, the Local Authorities and Emergency Services have tried and tested plans to enable an effective response.

The Fire and Rescue Service also holds information about hazardous material stored at particular sites.

Hazardous sites are also required to meet statutory requirements under other pieces of legislation i.e. Health and Safety and Environmental Legislation, which should also minimise the risk of potential accidents.

5.6 FOOD CONTAMINATION & INFECTIOUS DISEASES

The Council's Environmental Health Department receives food alerts via the Food Standards Agency food alerts system. A Gloucestershire plan exists for notifiable animal diseases and a regional memorandum of understanding exists between Public Health England and Local Authorities outlining the response to infectious disease notifications.

Small infectious disease outbreaks or food incidents which occur locally will be managed by the Council's Environmental Health Officers under the guidance of the local Consultant in Communicable Disease Control (CCDC).

The response to large scale infectious disease outbreaks or serious food incidents will be directed by either Public Health England or the Food Standards Agency.

5.7 LARGE SCALE EVENTS

General

Various large-scale events take place in the District (e.g. Mop Fair) and their organisers must include an emergency plan in their proposals for the event.

It is important that the organiser involves and advises the Emergency Services and the District so that the risk to the community can be assessed.

Response

Should an emergency arise, if necessary, the Borough Council will liaise with the event organiser, emergency services and County Council Civil Protection Team to provide support as appropriate.

Responsibility - Event Organiser, Health and Safety Officer and DEPLO

5.8 DEALING WITH EVACUEES

5.8.1 General

In the event of a serious incident or major disaster it may be necessary to evacuate people from their homes to a place of safety until the danger has passed. In such circumstances it will be the responsibility of the Borough Council under the Housing Act 1996 to provide alternative accommodation in a Rest Centre (RC) where the evacuees can be provided with;

- Temporary shelter, warmth and feeding
- Information
- Welfare Services and overnight accommodation.

5.8.2 Rest Centres

There is a generic Gloucestershire Local Authorities Rest Centre Guide detailing procedure for managing Rest/ Centres; however, site specific plans for 'pre-designated' Rest Centres within TBC area can be located on the internal shared drive. Please note under mutual aid arrangements agreed between the Gloucestershire Local Authorities, TBC Rest Centre Team might be requested to assist at a Rest Centre in another District area.

5.8.3 Rest Centre Boxes and Kit

A set of Rest Centre boxes containing administrative equipment are held in the Borough Council offices in a storeroom behind where HR sit. If a Rest Centre was activated, ideally the boxes should be taken to the Rest Centre.

The Borough Council also has a supply of bedding and beds which are stored at the Borough Council offices.

Responsibility – DEPLO / Welfare Team Manager

5.8.4 Places of Safety

It may be necessary for the Emergency Service to evacuate residents quickly, and put them in the nearest 'Place of Safety' as appropriate e.g. church hall, community hall, hotel, pub.

The Emergency Services may make the decision themselves over a suitable Place of Safety but they may contact the District Council (usually via GCC Civil Protection Team Duty Officer initially) for advice.

As part of Community Resilience work, Community Emergency Plans have been developed for some areas of the Borough, and most of these plans identify a Place of Safety for that area. It may be necessary for the Council to send staff to the Place of Safety to provide support to evacuees. A list of places of safety can be located in the overall Rest Centre/ Places of Safety spreadsheet on the internal shared drive.

5.9 EMERGENCY MORTUARY

General

When a major emergency occurs involving multiple fatalities, it is the responsibility of HM Coroner to request the establishment of an Emergency Mortuary

Response

The LRF “Emergency Mortuary Guide” provides a generic scalable response and includes information on the Regional Emergency Mortuary Arrangements if required.

Should an Emergency Mortuary be required for an incident occurring within Tewkesbury Borough area, then the location of the mortuary will be confirmed with the assistance of the Civil Protection Team, under the guidance by the County Council Mortuary Manager.

Responsibility – DEPLO/ Works Team

5.10 WATER SUPPLY INCIDENTS

In the event of a water supply incident, Severn Trent Water have their own response plans and resilience measures in place. However, they may request support from LRF partners with the response. Civil Protection Team will assist in coordinating the identification of vulnerable people in affected area(s) and liaison with STW to enable bottled water to be provided to them.

The Borough Council may be asked to assist with identifying suitable sites for bottled water distribution for the public to collect bottled water from. Severn Trent Water should staff bottled water distribution sites, but if it is a large-scale incident, they may request support from LRF partners with staffing.

The Borough Council has a Bottled Water Distribution Plan which contains information and contact details for potential bottled water site locations. The contact information for such sites is also in the overall Rest Centre/ Place of Safety/ Bottled Water site spreadsheet found on the internal shared drive.

PART 6 – TRAINING & REVIEW

Good management practice and the Civil Contingencies Act requires that the authority provides adequate training on emergencies, and that the response plan is regularly reviewed and revised to ensure its effectiveness, and that information contained therein is current.

This authority is committed to training with its partners to ensure that the roles and responsibilities can be adequately deployed in the event of an emergency and will reasonably make available staff to engage with training opportunities.

PART 7 – USEFUL INFORMATION FOR THE PUBLIC

The following information may be given out to the public: -

Police (non-Emergency)	101
Fire & Rescue (non-Emergency)	01452 888 777
County Council Social Care (Emergency Duty Team) (Operating Hours 16.45-08.45)	01452 614194
Gloucestershire Highways	08000 514 514
Environment Agency: www.environment-agency.gov.uk	
- General Enquiries (Mon-Fri 8am-6pm)	03708 506 506
- Floodline	0345 988 1188 (24hr)
National Flood Forum www.floodforum.org.uk	01299 403 055
Association of British Insurers https://www.abi.org.uk/products-and-issues/topics-and-issues/flooding/	020 7600 3333 (General)
NHS (non-emergency) https://111.nhs.uk/	111
Gas Leaks	0800 111 999
Gas Distributor – Wales & West Utilities https://www.wutilities.co.uk/in-your-area/	0800 912 2999
Power Cuts – Western Power Distribution https://powercuts.westernpower.co.uk/tweets	0800 678 105 or 105
Severn Trent Water https://www.stwater.co.uk/in-my-area/incidents/	0800 783 4444 (24hr)

Part 8 (Contact Details) Removed

Remember to start a log	
Date	Time of call
Callers Name	Organisation
Callers Phone Number	Mobile
Nature of incident	
Location of emergency	
Who affected and numbers	
Specific dangers / hazards to public / staff	
Is evacuation of the public likely	
Specific request for assistance from Borough	
If local authority liaison officers are required (e.g. Silver / Gold) <ul style="list-style-type: none"> • Where to report to • What time 	
Who else has been informed	
Actions taken so far	
Does the caller want to be called back with any information	
Signature	Date

TACTICAL CO-ORDINATING GROUP SITUATION REPORT

SIT REP INFORMATION			
Incident			
Sit Rep Number		Date:	Time:
Primary Contact		Secondary Contact:	
Distribution List			

SITUATION REVIEW

KEY PRIORITIES

MEASURES TAKEN

EMERGING ISSUES

OTHER INFORMATION

NEXT ANTICIPATED SIT REP			
Date:		Time:	