



Combined Operational Procedures for Essex



Acknowledgments

This document has been drafted in accordance with the latest agreed procedures of the following organisations:-

- The Association of Chief Police Officers (ACPO)
- The Chief Fire Officers Association (CFOA)
- The Ambulance Service Association (ASA)
- The Essex Local Government Authorities
- The Home Office.
- Dept of Health
- DEFRA

Any enquiries relating to this document should be addressed to the emergency planning department of the relevant service as shown below:-

- Essex Ambulance Service National Health Service Trust
Headquarters, Broomfield, Chelmsford, CM1 7WS.
- Essex County Fire and Rescue Service
Headquarters, Rayleigh Road, Hutton, Brentwood, CM13 1AL.
- Essex Police
Headquarters, Contingency Planning, PO Box 2, Springfield, CM2 6DA.
- Essex County Council
Emergency Plans, County Hall, Chelmsford, CM1 1LX.
- Southend Borough Council
Emergency Plans, Civic Centre, Victoria Avenue, Southend, SS2 6ER.
- Thurrock Borough Council
Emergency Plans, Civic Offices, New Road, Grays Thurrock, RM17 6SL
- HM Coastguard (HMCG)
East Terrace, Walton on Naze, CO14 8PY.
- British Transport Police
PO Box 260, 15 Tavistock Place, London WC1h 9SJ.
- The Environment Agency, Icen House, Cobham Road, Ipswich, Suffolk IP3 9JD
- Strategic Health Authority,
Swift House, Hedgerow Business Park, Springfield, Chelmsford

Any amendments required should be referred to the Contingency Planning Section, Essex Police, who have responsibility for this document on behalf of the Essex Resilience Forum.

ACKNOWLEDGMENTS	2
SECTION 1 - INTRODUCTION.....	8
SECTION 2 - MAJOR INCIDENTS	14
2.1 Definition of Emergency	14
2.2 Definition of a Major Incident.	14
2.3 Declaration.....	15
2.4 Stages.....	15
SECTION 3 - MAIN FUNCTIONS OF CATEGORY 1 AGENCIES	16
3.1 General.....	16
3.2 The Police.....	16
3.3 The Fire Service	17
3.4 The Ambulance Service	18
3.5 Local Authorities.....	18
3.6 Health Authorities.....	19
3.7 H.M. Coastguard.....	23
3.8 Environment Agency	23
SECTION 4 - ACTIONS BY THE FIRST OFFICERS AT THE SCENE.....	24
4.1 The Police.....	24
4.2 First Fire Service Officer at the Scene.....	24
4.3 Ambulance Service First Attendance	25
4.4 Ambulance Incident Officer (Silver Commander).....	26
4.5 Medical Incident Officer (MIO).....	26
4.6 British Association for Immediate Care Schemes (BASICS).....	27
4.7 Acute Trusts	27
4.8 Local Authority	27
SECTION 5 - SCENE MANAGEMENT	28
5.1 Cordons.....	28

5.2	Rendezvous Points.....	29
5.3	Fire Service equipment point / Ambulance loading point	29
5.4	Silver Control / Command Units	29
5.5	Siting of Units	30
5.6	Arrival of Senior Officers/transfer of command	30
5.7	Identification	31
5.8	Provision of Liaison Officers.....	31
SECTION 6 - COMMAND AND CONTROL.....		32
6.1	Initial Control.....	32
6.2	Inter-Agency Resources.....	32
6.3	Strategic (Gold), Tactical (Silver) & Operational (Bronze)	32
SECTION 7 - THE GOLD CO-ORDINATING GROUP.....		35
7.1	General.....	35
7.2	Representatives.....	35
7.3	Location of Meetings.....	36
7.4	Frequency of Meetings.....	36
7.5	Tasks for Consideration by the Co-ordinating Group.....	36
7.6	Safety.....	36
7.7	Situation Reports.....	37
7.8	Priorities.....	37
7.9	Future Developments.....	37
7.10	Minutes.....	37
7.11	Media Liaison	37
7.12	VIP Visits	38
SECTION 8 - COMMUNICATIONS SYSTEMS.....		39
8.1	General.....	39
8.2	Airwave	39
8.3	Warning	39
8.4	British Telecom Assistance.....	39

8.5	Access Overload Control (ACCOLC)	40
8.5	Radio Amateurs' Emergency Network (RAYNET)	40
SECTION 9 - CARE & TREATMENT OF DISASTER VICTIMS		41
9.0	Categories	41
9.2	Uninjured.....	41
9.3	Injured	41
9.4	Casualty Triage and Documentation.....	42
9.5	Deceased.....	42
9.6	Evacuees.....	43
9.7	Family and Friends	44
9.8	Casualty Information Bureau	44
9.9	Crisis Support Team Essex	45
9.10	Family Assistance Centres.....	45
9.11	Police Family Liaison Officers	46
SECTION 10 - HELICOPTERS.....		48
SECTION 11 - INVESTIGATION		50
11.1	Court Action	50
11.2	Retention of evidence	50
11.3	Notes.....	50
11.4	Debriefing	50
SECTION 12 - HEALTH, SAFETY AND WELFARE		51
12.1	Factories and Other Industrial Sites	51
12.2	Emergency Evacuation Signal.....	51
12.3	Cordon Control Points.....	51
12.4	Safe Systems of work	51
12.5	Environmental Health	52
12.6	Hazardous Materials.....	52
12.7	Welfare and Trauma Support.....	52

SECTION 13 - LOCAL AUTHORITY ASSISTANCE	53
13.1 Response.....	53
13.2 Notification	53
13.3 Involvement	54
13.4 Scientific and Technical Assistance	54
13.5 Mutual Aid.....	55
13.6 Command and Control Structure.....	55
SECTION 14 - OTHER ASSISTANCE.....	56
14.1 Military Assistance.....	56
14.2 Voluntary Aid Societies (VAS) - (Voluntary Forum) County	56
14.3 Initiating Service	57
14.4 Utility Companies.....	57
14.5 Port of London Authority (PLA)	57
14.6 Royal National Lifeboat Institution (RNLI)	58
14.7 Harwich Haven Authority (HHA)	58
14.8 Search and Rescue (SAR) – Geographic Responsibilities.....	59
SECTION 15 – MEDIA	60
15.1 Introduction.....	60
15.2 Holding Statements	60
15.3 Liaison on Scene	60
15.4 Other Agencies	60
15.5 Gold and Silver Co-ordinating Group Meetings	60
15.6 Casualty Figures.....	61
15.7 Joint Press Briefings	61
15.8 Media Centres	62
15.9 Media Co-ordination Centre (MCC).....	63
15.10 Debrief	63
SECTION 16 – WARNING AND INFORMING THE PUBLIC	64
16.1 Background	64

16.2	Communicating before emergencies.....	64
16.3	Being prepared to communicate during emergencies.....	65
16.4	What information is needed when?	65
16.5	Warning methods.....	66
16.6	Connecting in a Crisis.....	66
16.7	Public Information Service.....	67
APPENDIX ONE – SPECIFIC INCIDENTS.....		68
A	Incidents on railways.....	68
B	Aircraft Incidents	76
C	Chemical, Biological, Radiological & Nuclear (CBRN) Incidents.....	78
APPENDIX – GLOSSARY		84

Section 1 - INTRODUCTION

1.1 Background

1.1.1 Following the fuel crisis and the severe flooding in the autumn and winter of 2000, the Government announced a review of emergency planning arrangements. The review included a public consultation exercise which reinforced the Government's conclusion that existing legislation no longer provided an adequate framework for modern civil protection efforts and that new legislation was needed.

1.1.2 The Government carried out a public consultation exercise from June to September 2003 on a draft Bill setting out proposals for a new framework for civil protection work at the local level and a new framework for the use of special legislative measures. The Bill received Royal Assent on 18 November 2004, and is now known as the **Civil Contingencies Act 2004**.

1.1.3 Overview of the Act

The Act, and accompanying regulations and non-legislative measures, are intended to deliver a single framework for civil protection in the United Kingdom and will provide a framework to meet the challenges of the 21st century. The Act is separated into two substantive parts: local arrangements for civil protection (Part 1) and emergency powers (Part 2).

This Act now requires all the response agencies identified as Category 1 responders with equal responsibilities in the event of a major emergency.

1.1.4 Part 1- Local Arrangements for Civil Protection

Category 1 Responders

<p>Local Authorities All principal local authorities</p> <p>Government Agencies Environment Agency Maritime & Coastguard Agency</p>	<p>Emergency Services Police Forces British Transport Police Fire Authorities Ambulance Services</p>	<p>NHS Bodies Primary Care Trusts Health Protection Agency NHS Acute Trusts (Hospitals) Foundation Trusts Port Health Authorities</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------

1.1.5 Category 1 Responders will have a duty to:

- ✚ Assess local risks and use this to inform emergency 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 in the event of an emergency;
- ✚ Share information with other local responders to enhance co-ordination;

- ✚ Co-operate with other local responders to enhance co-ordination and efficiency; and
- ✚ Provide advice and assistance to businesses and voluntary organisations about business continuity management. (Local Authorities only)

Category 2 Responders

<p>Utilities Electricity Gas Water & sewerage Public communications providers (landlines and mobiles)</p>	<p>Transport Network Rail Train operating Companies (Passenger & freight) Transport for London Underground Airports Harbours & Ports Highways Agency</p>	<p>Government Health & Safety Executive</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------

1.1.6 Category 2 Responders will be placed under the lesser duties of:

- ✚ Co-operating with these organisations; and
- ✚ Sharing relevant information

1.1.7 Part 2 - Emergency Powers

The Act repeals previous legislation (the Emergency Powers Act 1920). It sets out a new definition of what constitutes an emergency appropriate to the times in which we live and incorporates new risks and threats which were not so relevant in 1920, including terrorist attacks, contamination of land following a biological or chemical terrorist attack and loss of communications systems on which we increasingly depend.

The Act introduces a range of other new features, mostly designed to ensure emergency powers cannot be misused and can be targeted and proportionate manner.

For the first time it is possible to use emergency powers on a regional basis. This ensures any special temporary legislation will apply only in the part of the UK affected by the emergency, leaving those elsewhere unaffected.

1.2 Integrated Emergency Management

1.2.1 Within the United Kingdom there is no single agency that has all the skills, knowledge and resources to deal with the variety of effects caused by emergencies. Any major emergency therefore requires a combined and co-ordinated response that links the expertise and the resources of the different emergency services and the local authorities. The number and diversity of organisations involved in emergency response and recovery can pose difficulties for the effective management of local operations.

1.2.2 This document provides summaries of the responses and responsibilities of each of the emergency services at a major incident, as well as an outline of the support role offered by local authorities and other organisations. It outlines how the responding organisations will work in collaboration as part of a coherent multi-agency effort. We

hope it will offer a better understanding to the individual specialists involved in working with each other in a co-ordinated way.

- 1.2.3 The procedures adopted by each of organisations in response to a major incident are understandably devoted to the role of the organisation concerned. The purpose of this document is to ensure an effective multi-agency response through the concept of integrated emergency management. It describes the agreed procedures and arrangements for the effective co-ordination of their joint efforts. In this way the overall response of the emergency services will be greater than the sum of their individual efforts, to the benefit of the public.
- 1.2.4 It has been prepared for the information and guidance of the emergency services and local authorities but can be used by any other responsible organisation that may have to respond to a major incident.
- 1.2.5 The authors of this document recognise that every major incident is different and has its own unique features. They wish to stress that the advice contained within it should only be regarded as a guide. It is designed to offer a framework for integrated emergency management within which those who are responsible for the successful resolution of the incident are able to work together with maximum efficiency.
- 1.2.6 Emergency response is based on a bottom-up approach in which operations are managed and decisions made at the lowest appropriate level. Experience has taught that there are many seemingly innocuous sets of circumstances that can, if not dealt with speedily, escalate to the level of a major incident. PREVENTION IS BETTER THAN CURE. No one will be criticised for treating an incident as serious in the first instance even if events later prove it not to be. The definitions and procedures contained in this document, dealing with major incidents, apply equally to arrangements, which should be put in hand to ensure the speedy resolution of seemingly minor incidents.

1.3 Essex Resilience Forum

- 1.3.1 The Civil Contingencies Act 2004 requires local responder bodies to co-operate in preparing for and responding to emergencies through a Local Resilience Forum (LRF). Essex has always recognised the importance of multi-agency working and has addressed this for many years by engaging in a range of formal and informal groups and networks. All the organisations within the County that are involved in civil protection have joined together to form the Essex Resilience Forum.
- 1.3.2 The Essex Resilience Forum sits at the apex of Essex's local civil protection arrangements. Its overall purpose is to ensure that there is an appropriate level of preparedness to enable an effective multi-agency response to emergencies which may have a significant impact on the communities of Essex.
- 1.3.3 In order to support this large group, the Essex Resilience Forum Management Group (ERFMG), formerly the Essex Emergency Services Co-ordinating Group has been constituted. This is a smaller, strategic decision making group for resilience matters in the county. It consists of executive level representatives from the following Category 1 Responders.

-  Essex Police

-  Essex Fire and Rescue Service

- ✚ Essex Ambulance Service
- ✚ Essex County Council
- ✚ Southend Unitary Authority
- ✚ Thurrock Unitary Authority
- ✚ Local Authorities
- ✚ Health Protection Agency
- ✚ Primary Care Trust
- ✚ Environment Agency
- ✚ Military

- 1.3.4 In order to support the Essex Resilience Forum Management Group, a support has been constituted. It comprises of senior practitioners from the all category 1 Responders. The aim of the Support Group is to discuss in advance and in more detail proposals to be taken to the ERF Management Group for their decision or endorsement. It provides a process at the “working level” through which multi agency planning can be delivered.
- 1.3.5 A number of working groups and sub-groups have been formed to assist the Management Group meet the requirements of the Civil Contingencies Act. The sub-groups are chaired by Category 1 Responders and report direct to the Support Group.
- 1.3.6 Category 1 responders must take full account of the requirements of the Civil Contingency Act by ensuring risk assessments, emergency planning, co-operation with other agencies and information sharing (between agencies and the public) is carried out on all high risk locations through the community risk register. Contingency plans should be made available to all as appropriate.

1.4 East of England Resilience Planning Structure

The Government East of England [GO East] is located in Cambridge and the following groups sit at this level:-

1.4.1 Regional Resilience Forum [RRF]

The RRF membership is drawn from Chief Executive and Director levels in the following organisations and groups:

- ✚ Government Office for the East of England [GO East]
- ✚ Government News Network (East)
- ✚ Joint Armed Forces representative (Military)
- ✚ Environment Agency
- ✚ Maritime and Coastguard Agency
- ✚ Local Authority nominated representative x 2
- ✚ ACPO (Association of Chief Police Officers)
- ✚ CFOA (Chief Fire Officer Association)

- ✚ SOLACE (Society of Local Authority Chief Executives)
- ✚ Regional Director of Public Health, Department of Health (DH)
- ✚ Strategic Health Authority nominated representative
- ✚ Ambulance Trust nominated representative
- ✚ Health and Safety Executive (HSE)
- ✚ Health Protection Agency (HPA)
- ✚ East of England Regional Assembly (EERA)
- ✚ Bedfordshire & Luton Local Resilience Forum (BLLRF) Chair
- ✚ Norfolk Resilience Forum (NRF) Chair
- ✚ Suffolk Resilience Forum (SRF) Chair
- ✚ Hertfordshire Resilience Forum (HRF) Chair
- ✚ Essex Resilience Forum (ERF) Chair
- ✚ Cambridgeshire and Peterborough Resilience Forum (CPRF) Chair

1.4.2 **Regional Resilience Forum Support Group (RRFSG)**

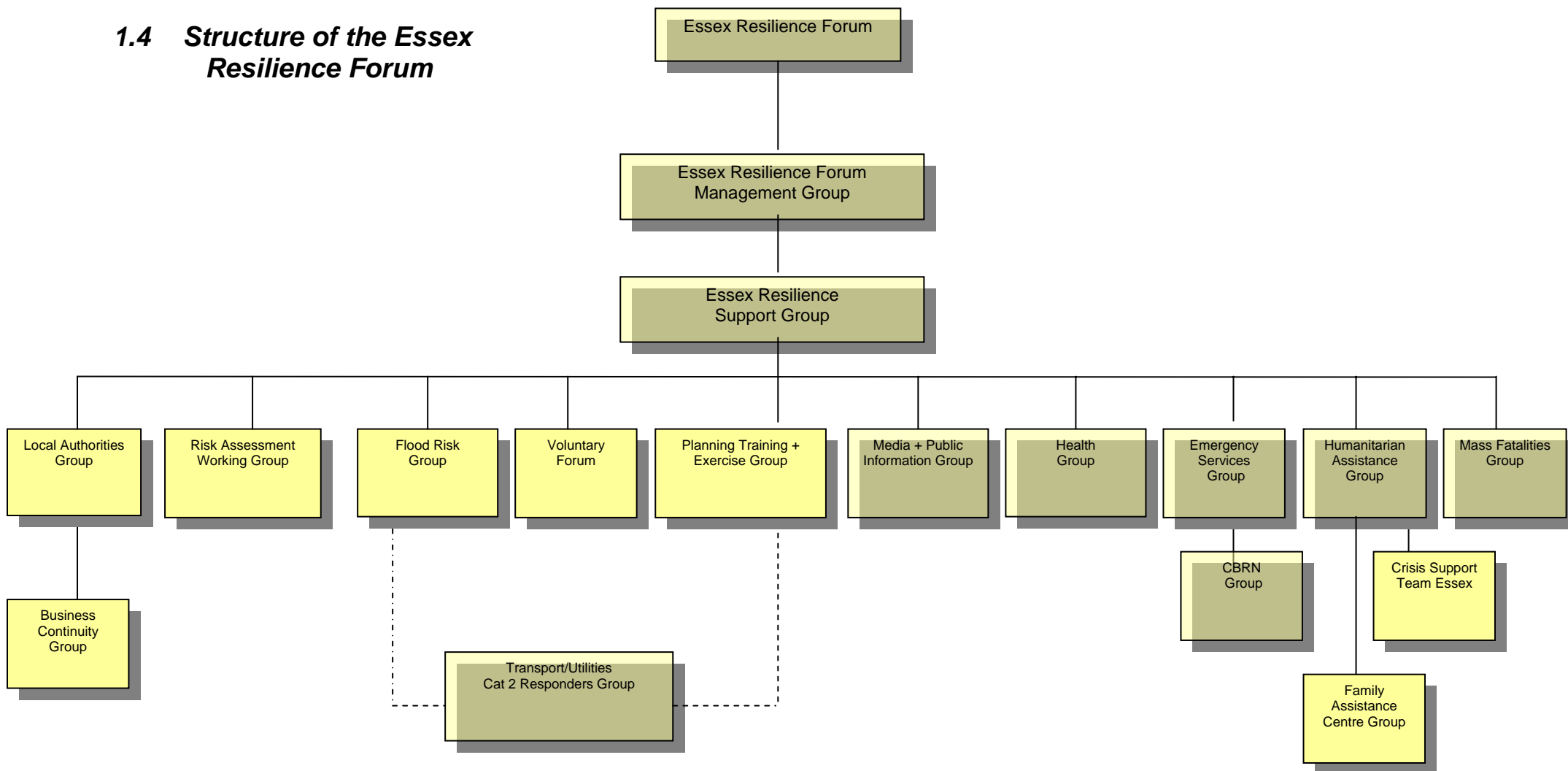
The RRFSG membership is drawn from emergency planning practitioner levels from 30 different organisations, including the utilities and voluntary agencies.

1.4.3 **Regional Working Groups**

There are a number of working groups which report up through the support group to the RRF. They are:-

- ✚ Regional Media Emergency Forum (RMEF)
- ✚ Voluntary Sector Working Group (VSWG)
- ✚ Regional Health Resilience Group (RHRG)
- ✚ Warning & Informing Working Group
- ✚ Mass Fatalities Working Group
- ✚ CBRN Working Group
- ✚ Mass Casualties Working Group
- ✚ Infectious Disease Consequence Management Group

1.4 Structure of the Essex Resilience Forum



Section 2 - MAJOR INCIDENTS

2.1 *Definition of Emergency*

Sec 1(1) Civil Contingencies Act 2004

Emergency means;

- (1a) An event or situation which threatens serious damage to human welfare in a place in the United Kingdom;
- (1b) An event of situation which threatens serious damage to the environment of a place in the United Kingdom; or
- (1c) War or terrorism, which threatens serious damage to the security of the United Kingdom.

The event or situation in section 1(1) may occur or be **inside** or **outside** the United Kingdom

For the purposes of subsection (1)(a) an event or situation threatens damage to human welfare **only** if it involves, causes or may cause —

- (a) loss of human life,
- (b) human illness or injury,
- (c) homelessness,
- (d) damage to property,
- (e) disruption of a supply of money, food, water, energy or fuel,
- (f) disruption of an electronic or other system of communication,
- (g) disruption of facilities for transport, or
- (h) disruption of services relating to health.

For the purposes of subsection (1)(b) an event or situation threatens damage to the environment only if it involves, causes or may cause —

- (a) contamination of land, water or air with biological, chemical or radioactive matter, or
- (b) disruption or destruction of plant life or animal life.

2.2 *Definition of a Major Incident.*

2.2.1 A major incident is any emergency that requires the implementation of special arrangements by one or all of the Emergency Services, the NHS or the local authority for:-

- the rescue, treatment and transportation of a large number of casualties,
- the involvement either directly or indirectly of large numbers of people,

- the handling of a large number of enquiries likely to be generated both from the public and the news media, usually addressed to the police,
- the need for the large scale combined resources of two or more of the emergency services,
- the mobilisation and organisation of the emergency services and supporting services, e.g. local authority, to cater for the threat of death, serious injury or homelessness to a large number of people.

2.2.2 The broad definition above is also applicable to the NHS, as the wording indicates. However for specific NHS purposes, a major incident may be defined as:-

“Any occurrence which presents a serious threat to the health of the community, disruption to the service, or causes [or is likely to cause] such numbers or types of casualties as to require special arrangements to be implemented by hospitals, ambulance services or health authorities.”

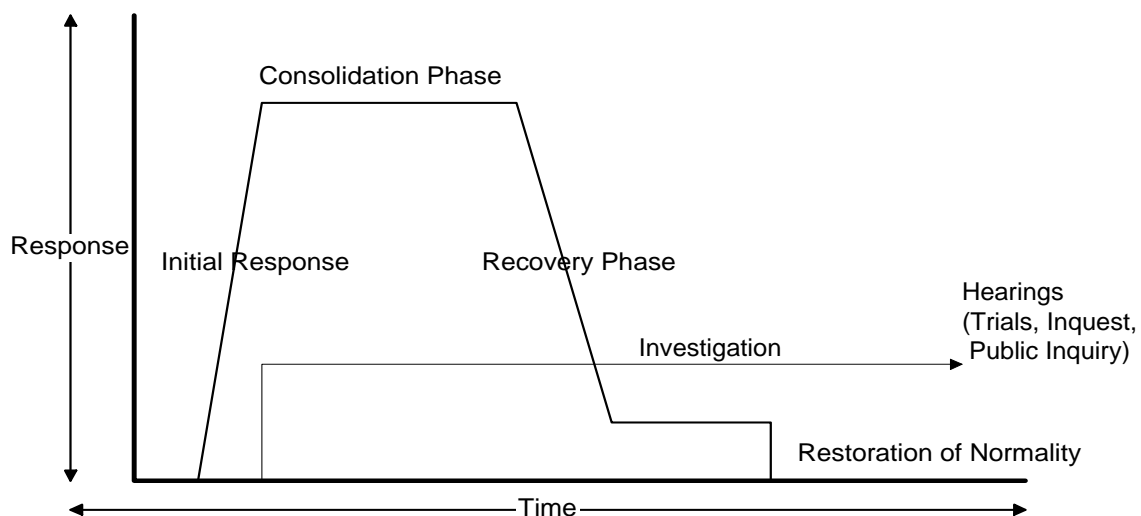
2.3 Declaration

2.3.1 A major incident may be declared by any officer of one of the emergency services, the NHS, or the local authority, who considers that any of the criteria outlined in 2.2 above have been satisfied. Despite the fact that what is a major incident to one of the emergency services may not be so to another, each of the other emergency services will attend with an appropriate pre-determined response.

2.4 Stages

2.4.1 Most major incidents can be considered to have four stages:

- initial response,
- consolidation phase,
- recovery phase, and
- the restoration of normality.



Section 3 - MAIN FUNCTIONS of CATEGORY 1 AGENCIES

3.1 General

3.1.1 Rescue will most frequently be the prime function required of the emergency services. The Ambulance and Fire Services jointly manage the rescue of survivors, whereas the extinction of fire and the rescue of casualties from hazardous substances is the responsibility of the Fire Service. The care and transportation of casualties to hospital is the responsibility of the Ambulance Service. Police will facilitate these operations by co-ordinating the responses of the emergency services, local authorities for welfare of non injured survivors, and other agencies.

3.2 The Police

3.2.1 The primary areas of police responsibility at a major incident are: -

- the saving of life in conjunction with the other emergency services:
- the co-ordination of the emergency services, local authorities, media and other organisations acting in support at the scene of the incident;
- to secure, protect and preserve the scene, and to control sightseers and traffic through the use of traffic control and cordons:
 - **Inner Cordon**
In conjunction with the Fire Service, provides immediate security of the rescue zone and potential crime scene.
 - **Outer Cordon**
Seals off an extensive controlled area surrounding the rescue zone. All access and exit points will be controlled and persons requesting access vetted. The control/command vehicles of the emergency services must be positioned between the inner and outer cordons.
 - **Traffic Control**
Deployed at or beyond the outer cordon preventing vehicular access to the area surrounding the scene.
- Press and media control in liaison with other emergency services, and other responding agencies
- the investigation of the incident and obtaining and securing of evidence in conjunction with other investigative bodies where applicable;
- the collation and dissemination of casualty information;
- the identification of the dead on behalf of HM Coroner;
- short-term measures to restore normality after all necessary actions have been taken.

3.3 The Fire Service

3.3.1 The primary areas of Fire Service responsibility at a major incident are:-

- in the event of a major fire to assume control of the incident
- the extrication and rescue of trapped casualties from road traffic accidents or any other serious non-road transport incident.
- Mass decontamination of the public following a CBRN incident.
- prevention of further escalation of an incident, by tackling fires, dealing with released chemicals and other hazardous situations.
- the gathering of information and hazard assessment to give to the police on the need to evacuate members of the public.
- liaison with the Police regarding the establishment of an inner cordon and subsequent control of that inner cordon.
- Trained and equipped to manage gateways into the inner cordon when requested to do so by the police. This includes recording entry and exit of all personnel who enter the inner cordon and ensuring that all non-fire service personnel are aware of and conform to Fire Service safety procedures and, in particular the use of the evacuation system and nominal roll procedures. However responsibility for the health and safety of personnel working within the inner cordon remains with individual agencies who should ensure that their personnel have adequate training, briefing and PPE.
- ensure reasonable steps are taken to prevent or limit serious harm to the environment.
- To undertake a search and rescue function where there is a potential for persons to be trapped. Examples of such incidents may be landslides, collapsed structures following gas explosions or terrorist attack.
- Assistance and rescue of those persons trapped by large scale flooding where there is a serious risk to human health and welfare.
- liaison with the Medical Incident Officer, Ambulance Service, Police Incident Officer and other agencies as appropriate.
- participation in investigations and preparation of reports with supporting evidence for subsequent inquiries.
- ensure operational cover is maintained within the county during Major Incidents. This may be achieved by requesting another Fire and Rescue Authority to respond outside its own area when reasonable to do so.
- standing by during the non-emergency, recovery phase as appropriate.

- Assist other agencies in the removal of large quantities of flood water when requested.

3.4 The Ambulance Service

3.4.1 It is recognised that the ambulance service is the 'gatekeeper' to other NHS services, therefore in the initial stages of a major incident the ambulance service provides an essential link between the NHS and the many other agencies that play a part. It is therefore imperative that the Ambulance Service rapidly identifies and declares a major incident, or the potential for a major incident.

3.4.2 The key strategic responsibilities of ambulance services are:

- The saving of life, in conjunction with the other emergency services
- To instigate a command structure
- To protect the health and safety of all health service personnel on site
- To co-ordinate the NHS communications on site and to alert the main 'receiving' hospitals for the receipt of the injured
- To carry out a health service assessment for the incident
- To instigate a triage process when required
- To treat casualties
- To transport casualties to hospital
- To provide clinical decontamination of casualties and to support mass decontamination
- To maintain adequate emergency cover throughout other parts of the Ambulance Service area
- To reduce to a minimum, the disruption of the normal work of the Service
- To alert and co-ordinate the work of the Voluntary Aid Societies within the denuded areas of the ambulance service

3.5 Local Authorities

3.5.1 The principal concerns of local authorities include support for the emergency services, support and care for the local and wider community and co-ordination of the response by organisations other than the emergency services. As time goes on, and the emphasis switches to recovery, the local authority will take a leading role in rehabilitating the community and restoring the environment.

3.5.2 Detailed responsibilities include:-

- Alerting other local authorities and agencies as necessary.
- Assessing local authority involvement and co-ordinating the response.
- Alerting relevant internal local authority departments.
- Establishing liaison with appropriate police command levels, including the deployment of Liaison Officers where necessary.
- Setting up local authority control and co-ordination arrangements as appropriate.
- Collecting, collating and disseminating information concerning the incident relevant to local authority involvement.
- Alerting voluntary organisations as necessary and co-ordinating their response.
- Providing such services as are required including survivor reception centre, rest centres, and longer term temporary accommodation, emergency feeding, assistance with travel and other welfare arrangements.
- Co-ordinating aftercare, in conjunction with the police, health authority and voluntary organisations.
- Requesting military assistance in support of the local authority.
- Establishing liaison with Government departments, public utilities and other organisations, as appropriate.
- Co-ordinating the Local Authority emergency response with adjacent areas.
- Establishing liaison with the police Public Relations Office to ensure the co-ordination of the release of information to the news media and the issue of information and advice to the public.
- Alerting the appropriate Director of Public Health to all incidents posing actual or potential toxic hazards including oil pollution so that an early assessment can be made of any possible threat to public health.

3.6 Health Authorities

3.6.1 Strategic Health Authority (SHA)

The Strategic Health Authority has two major roles in preparing and responding to major incidents:

- **Performance management of NHS organisations** – to ensure that local plans are consistent with NHS major incident planning guidance and other relevant legislation and guidance
- **Taking Strategic command and control of widespread major incidents** - incidents that cannot be contained within the resources of a local health economy;

Outline responsibilities of The Strategic Health Authority

- make provision for a 24 hour a day emergency response
- coordinate the local NHS response
- coordinate the public health, including health protection, response locally
- assess the ongoing situation and identify emerging issues
- maintain links with NHS Direct locally
- provide resources to support the local effort using mutual aid either locally or regionally
- liaise with the DH to support the local effort using mutual aid nationally or internationally
- liaise with the DH to support response elsewhere regionally, nationally or internationally
- support screening, epidemiology and long term assessment and management of the effects of an incident
- liaise directly with the NHS delivery representative at the Strategic Coordinating Group (SCG)
- liaise directly with the PCOs Emergency Control Rooms
- act as a conduit for information and instructions to the local NHS and the SCG
- act as the co ordination point for health media strategy for the NHS
- act as a health focal point for liaison with other agencies and organisations

3.6.2 Primary Care Organisation (PCO)

The term Primary Care Organisation (PCO) is used to refer to Primary Care Trusts, Care Trusts and any other organisation with responsibility for the provision of NHS primary care services.

Outline responsibilities of a Primary Care Organisation

In responding to an incident, PCOs will:

- co-ordinate the NHS response to a major incident at PCO level
- provide a 24 hour emergency management and clinical response
- co-ordinate the primary care, community and mental health response

- provide appropriate clinical settings for the treatment of people with minor injuries and conditions such as reception centres, minor injury centres, walk in centres, community hospitals and general practice
- provide care and advice to evacuees, survivors and relatives, including replacement medication
- assist acute trusts by providing staff where appropriate and supporting accelerated discharge
- co-ordinate community hospital bed capacity in liaison with local acute hospitals and any available local bed management system
- liaise with local authorities
- assess the effects of an incident on vulnerable care groups, such as children, dialysis patients, elderly, medically dependent, or physically or mentally disabled
- establish with local authority facilities for mass distribution of countermeasures; for example, vaccinations and antibiotics
- administration of medications, prophylaxis, vaccines and counter measures
- provide support, advice and leadership to the local community on health aspects of an incident
- support screening, epidemiology and long term assessment and management of the effects of an incident
- provide psychological and mental health support to staff, patients and relatives in conjunction with the appropriate provider
- proactively communicate information to all PCO staff and ensure relevant guidance and advice is available, including private facilities where appropriate
- continue to provide core business services
- maintain liaison with and co-ordinate the response with the Strategic Health Authority
- work with the local authority and community to support the recovery phase
- assess the medium term impact on the community and priorities for the restoration of normality
- consider the need for long term monitoring
- preserve all plans and documentation used or produced during the course of the emergency response
- prepare a post-incident report for consolidation in the NHS report to be forwarded to the PCO Board, the SHA and other interested organisations

3.6.3 Acute Trusts

The term Acute Trust is used to cover both NHS Trusts and Foundation Trusts.

Outline responsibilities of Trusts

- Provide a safe and secure environment for the assessment and treatment of patients
- Provide a safe and secure environment for staff that will ensure the health, safety and welfare of staff
- Provide a clinical response including provision of general support and specific/specialist health care to all casualties, and victims and responders
- Liaise with the ambulance service, SHA, local PCOs, (including GPs, out-of-hours services, Minor Injury Units and other primary care providers), other hospitals, independent sector providers, and other agencies in order to manage the impact of the incident
- Ensure there is an operational response to provide at scene medical cover using, for example, BASICS (British Association for Immediate Care Schemes) and other immediate care teams where they exist. Members of these teams will be trained to an appropriate standard. The Medical Incident Commander should not routinely be taken from the receiving hospital so as not to deplete resources.
- Ensure that the hospital reviews all its essential functions throughout the incident
- 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 be expected to establish a Memorandum of Understanding (MOU) with their local Fire And Rescue Service on decontamination
- Trusts will need to make arrangements to reflect national guidance from the Home Office for dealing with the bodies of contaminated patients who die at the hospital.
- Liaise with activated health emergency control centres and/or on call SHA/PCO Officers as appropriate
- Maintain communications with relatives and friends of existing patients and those from the incident, the Casualty Bureau, the local community, the media and VIPs

3.6.4 HAT - Health Advisory Team (formerly JHAC)

The HAT is a strategic group that is chaired by the NHS, normally a Director of Public Health. It is composed of representatives a range of organisations and specialities who

are able to give co-ordinated authoritative advice on the health aspects of a CBRN type incident to the Police Gold Commander, the NHS and Other Agencies.

HAT is activated at the request of the Police Gold Commander through the Regional Director of Public Health.

3.7 H.M. Coastguard

- 3.7.1 H.M. Coastguard (HMCG) is the authority responsible for the initiation and co-ordination of civil maritime search and rescue (SAR) within the UK Search and Rescue Region. Given that this region embraces all the tidal waters within the UK territorial limits, by definition it also includes certain areas within Essex that also come under Port Authority jurisdiction i.e. Port of London (PLA) and Harwich Harbour Authority. (HHA). HMCG has a Maritime Rescue Sub Centre (MRSC) at Walton and a station at Woolwich. The centres are staffed 24 hours a day. In addition there are six auxiliary stations within Essex, where auxiliary teams and equipment are based.
- 3.7.2 A Memorandum of Understanding (MOU) has been agreed between HMCG with HHA and the Port of London Authority to cover their area of responsibility.
- 3.7.3 The MOU underlines the importance of maintaining safety of navigation inside and around the area affected by any incident. It also reflects the close working relationship required between the different agencies responding to any major Maritime incident.
- 3.7.4 The respective roles of HMCG, Police, Fire Service and Ambulance Service are described in various MOU's.

3.8 Environment Agency

- 3.8.1 The Environment Agency (EA) has primary responsibility for the environmental protection of land, water and air in England and Wales.
- Maintain and operate flood defences on river and coastlines and warn those at risk from flooding.
 - Advise and assist in the prevention and/or mitigation of the effects of pollution arising from an incident.
 - Advise on the disposal of hazardous substances and waste.
 - Advise and assist in the restoration and monitoring of the environment following an incident.
 - Gather evidence to support any prosecution or enquiry.

Section 4 - ACTIONS by the FIRST OFFICERS at the SCENE

4.1 The Police

- 4.1.1 The immediate responsibility of the first police officer to arrive at the scene is to assume interim charge of police resources and act as Silver Commander until relieved by a senior officer. The first police officer will ensure that the other emergency services are informed if not already in attendance. The priority is to assess and inform and not to get personally involved in rescue work.
- 4.1.2 They must pass the following information by radio to their control room without delay. The mnemonic **CHALET** has been devised to help them:-

C asualties	approximate numbers of casualties - dead, injured and uninjured.
H azards	present and potential
A ccess	best access routes for emergency vehicles and suitable provisional rendezvous points.
L ocation	the exact location of the incident, using map references if possible
E mergency	those emergency services present and required.
T ype	the type of incident with brief details of types and numbers of vehicles, trains, buildings, aircraft, etc.

- 4.1.3 It is essential that the first officer at the scene maintains radio contact with the Force Information Room to co-ordinate the response of the police and other emergency services until relieved by an officer of more senior rank.

4.2 First Fire Service Officer at the Scene

- 4.2.1 The first officer to arrive at the incident will assume the role of Fire Incident Commander. They must not become personally involved in rescue or fire fighting efforts. The primary function of that officer is:-
- ✚ complete a Dynamic Risk Assessment based on the facts known to the service and to instigate Incident Command.
 - ✚ to determine the size scope and nature of the emergency and convey that information to service control.
 - ✚ to form a plan of action to deal with the developing situation.
 - ✚ to continue the risk assessment process and take effective action and by the issue of instructions to implement or change any plan of action.

- ✚ to give early consideration to the designation of a suitable rendezvous point for oncoming appliances and inform service control.
- ✚ to establish as soon as possible communications and liaison with the other emergency services.
- ✚ Consider implementing a restricted zone/cordon and sectorisation of the incident in liaison with the police.

4.2.2 General management of the incident will be in accord with the principles laid down in the Fire Service Manual Volume Two, Fire Service Operations – Incident Command.

4.3 Ambulance Service First Attendance

4.3.1 The first Ambulance or Paramedic Response Unit may arrive on scene before the Ambulance Incident Officer (AIO). The following procedures should be adopted:-

- ✚ report arrival on scene to Ambulance Control.
- ✚ confirm incident appears to be 'A Major Incident'.
- ✚ liaise with other emergency service Incident Officers.
- ✚ provide Ambulance Control with a detailed situation report, and
- ✚ request Ambulance/Medical resources required pending the arrival of the Ambulance Incident Officer.
- ✚ Ensure that a log of all communications and actions has been commenced.

4.3.2 The first vehicle attendant should continue to act as AIO until relieved by a Senior Officer.

4.3.3 When a 'Major Incident' is declared ensure that the nearest appropriate receiving hospitals are aware of the incident and appoint a dedicated person to communicate with hospitals throughout the incident. The following messages must be used to notify hospitals that there is an incident and are detailed also in the NHS Emergency Planning Guidance 2005:

- **Major incident standby**
This alerts the hospital that a major incident may need to be declared. If the incident is not upgraded to declaration, limited numbers of patients from the incident can be conveyed to a hospital on major incident standby. Where the numbers are not limited the incident must be upgraded.
- **Major incident declared - activate plan**
This alerts the hospital that they need to activate its plan and mobilise extra resources.

- **Major incident cancelled**
This message rescinds either of the first two messages at any time.
- **Major incident stand down**
All receiving hospitals are alerted as soon as all casualties have been removed from the site, and that the ambulance service operations are complete. Where possible, the Ambulance Incident Officer will make it clear whether any casualties are still en-route.

4.3.4 All receiving hospitals are alerted as soon as all casualties have been removed from the site, and that the ambulance service operations are complete. Where possible, the Ambulance Incident Officer will make it clear whether any casualties are still en-route.

4.4 Ambulance Incident Officer (Silver Commander)

4.4.1 The Ambulance Incident Officer on arrival at the scene must:-

- ✚ report immediately upon arrival at the scene to Ambulance Control.
- ✚ evaluate the situation and consider appropriate resource requirements, which may include hospital medical teams.
- ✚ consult with other agencies and develop a strategy to manage the incident, which would include triage of casualties and establishment of a casualty clearing station.
- ✚ following consultation with the Fire and Police Services mobilise all non-committed ambulance personnel into a 'field force' and deploy them on 'search and find' missions. Instruct to render immediate aid to the most needy, taking personal responsibility for the movement of each patient to the Triage/Casualty Clearing Station and, if necessary, on the journey to hospital.
- ✚ A record will be maintained of the total number of casualties and the hospitals to which they have been taken.

4.5 Medical Incident Officer (MIO)

4.5.1 All listed hospitals have plans for their individual response to major incidents. Each plan provides for the designation of a Medical Incident Officer (MIO). This role is undertaken by a senior clinician with appropriate experience and training. The MIO is taken to the scene by ambulance but is not part of the mobile medical team and should not get personally involved in rescue work.






4.5.2 The MIO has managerial responsibility for the deployment of medical and nursing staff at the scene, and will liaise closely with the Ambulance Incident Officer (Silver Commander) to ensure effective management of resources.

4.6 British Association for Immediate Care Schemes (BASICS)

4.6.1 Doctors from the British Association for Immediate Care Schemes (BASICS), a registered charity, will be called by ambulance control. They are Medical Practitioners who voluntarily undergo training in the pre-hospital care of victims of trauma and are suitably equipped for this purpose. Many have undergone additional training, for the management of major incidents.

4.7 Acute Trusts

4.7.1 The following are NHS Acute Trust Hospitals in Essex, with major accident and emergency departments and are designated as potential casualty receiving hospitals.

-  Basildon Hospital
-  Broomfield Hospital
-  Colchester General
-  Princess Alexandra, Harlow
-  Southend General.

4.7.1 In the event of a major incident the hospital will be put on alert and will set in place their major incident plan.

4.8 Local Authority

4.8.1 Although not usually first on the scene, once the Local Authority has been informed of an incident that requires its response, an officer should deploy to the scene to liaise with the emergency services, and arrange for the resources of the local authority to be deployed at the incident, or elsewhere as considered necessary. This officer should be capable of supplying a SITREP to the District or County Controller in order to procure the right response from the Local Authority.

Section 5 - SCENE MANAGEMENT

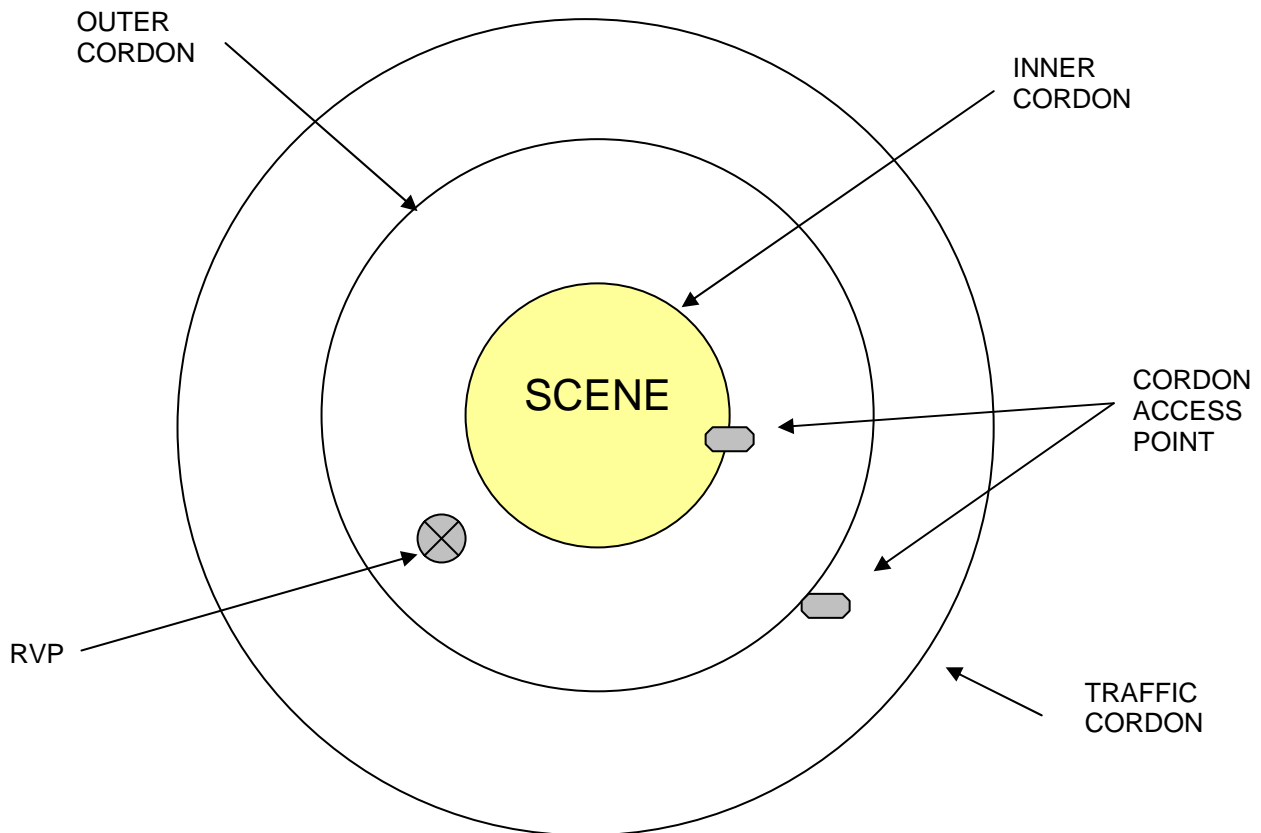
5.1 Cordons

5.1.1 Cordons are established around the scene to:

- ✚ to guard the scene
- ✚ to protect the public
- ✚ to control sightseers
- ✚ to prevent unauthorised interference with evidence or property
- ✚ to facilitate the operations of the Emergency Services

5.1.2 **Three** cordons will be established.

- ✚ **Inner Cordon** - provides immediate security of the hazard area and potential crime scene.
- ✚ **Outer Cordon** - seals off an extensive area around the Inner Cordon
- ✚ **Traffic Cordon** - set up at or beyond the Outer Cordon to prevent unauthorised vehicle access to the area surrounding the scene.



- 5.1.3 In a terrorist or suspected terrorist incident it is a criminal offence to contravene a prohibition or restriction imposed under the Terrorism Act 2000. This includes crossing a police cordon.
- 5.1.4 The Fire Service may also sectorise the incident when it's size demands that the responsibility is delegated in order to ensure appropriate spans of control in command operations. The creation of sectors will only be done on the instruction of the Fire Incident Commander who will sectorise in a way appropriate to the demands of the incidents. Every sector will have a designated Sector Commander (Fire Bronze Commander). The sectors are usually consecutively numbering, clockwise from the initial access point or command post i.e. sector 1, sector 2 etc.

5.2 *Rendezvous Points*

- 5.2.1 A Rendezvous Point (RVP) under the control of a police officer will be established in suitable proximity to the scene. All emergency, specialist and voluntary services attending the incident should be directed to this RVP in the first instance.

5.3 *Fire Service equipment point / Ambulance loading point*

- 5.3.1 In consultation with the Police Silver Commander, the Fire Service Incident Commander will agree the location of, and security for, a Fire Service equipment point. The Fire Service Incident Commander may wish to use either the marshalling area or command point to log and brief non-Service personnel in emergency evacuation procedures from the Inner cordon. [See Section 12]
- 5.3.2 Likewise, in consultation with the Ambulance Incident Officer, the Police Silver Commander will agree siting for the Ambulance Parking and Loading Points, the Triage / Casualty Clearing Station, the Equipment Point and the Stretcher Bearer Assembly Point(s).

5.4 *Silver Control / Command Units*

- 5.4.1 The main Police, Fire and Ambulance Service Control / Command Units will form the focus from which the major incident will be managed. These units, together with those of the public utilities and local authority, will be located close to one another and be known collectively as the Silver Control. The Silver Commanders will jointly exercise their authority from this point in a co-ordinated manner.
- 5.4.2 To avoid confusion, where a Service mobilises more than one control / command vehicle to the scene, only one of these will perform the control function. It should be clearly distinguishable from other similar vehicles, and be the only reference point from which the 'Sivers' operate.

5.5 Siting of Units

5.5.1 The officer in charge of the first Control / Command Unit on scene should make allowance for the siting of the other emergency services Command Units. The site should:-

- ✚ have sufficient space to accommodate all anticipated agency controls;
- ✚ be away from the hazards of the scene but close enough to maintain control over it; and
- ✚ be able to re-locate quickly should the hazard increase.

Convenience of access must be secondary to safety.

5.5.2 Ideally, the site would be served with good access, lighting, toilets and have telephone facilities close by.

5.5.3 Realistically, this will be unusual in operational terms. A wide thoroughfare or surface car park may be put to use as the Silver Control in the absence of more suitable accommodation.

5.5.4 The advice of the Fire Service in matters of fire safety, in connection with the placement of the Silver Controls, will be sought by the other emergency services. This advice may well be extended if the incident involves chemicals or other hazardous materials, or structural hazards. The choice of the site would then be influenced by wind direction, gradient and the risk potential of the hazard.

5.5.5 The importance of this joint Silver Control function should not be underestimated. The experience of other disasters has demonstrated the benefits derived by the establishment of close contact between the emergency services and other agencies involved in the management of the incident.

5.5.6 The Police Silver Commander, in conjunction with officers of the other services, will be responsible for confirming or amending the siting of the Control / Command Units and will establish liaison between them.

5.5.7 The Fire Service will usually set up the inter-agency communications link between Control / Command Units. Although units should be positioned close enough to ensure efficient liaison and co-ordination, their proximity must not impair good radio communications. About 10 metres separation is ideal.

5.6 Arrival of Senior Officers/transfer of command

5.6.1 Senior officers arriving at their respective control/command units are to establish contact with their Incident Commanders and should also make contact with the Police Silver in order to notify any transfer of command.

5.7 Identification

5.7.1 To aid identification, the blue, red or green identifying lights on each of the main control units of the emergency services will be switched ON unless to do so would be dangerous, e.g., through the proximity of flammable gases. The blue lights of all other vehicles must be SWITCHED OFF, except during incidents on open motorways and unless deemed to be necessary elsewhere to avoid accidents.

5.8 Provision of Liaison Officers

5.8.1 Fire Service officers will attend Essex Police Headquarters as liaison officers when required.

5.8.2 The Ambulance Service will provide liaison officers to Police and Fire Service Headquarters upon request.

5.8.3 The Local Authority will provide liaison officers to Essex Police Headquarters upon request.

5.8.4 Other organisations may be appointed as required. Great care must be taken to avoid duplication of liaison officers and the confusion it can cause.

Section 6 - COMMAND and CONTROL

6.1 *Initial Control*

6.1.1 It is possible that members of one Service early on in the incident will spontaneously carry out tasks normally the responsibility of another. As soon as sufficient staff arrives each Service can be expected to establish unequivocal command and control of the functions for which it is normally responsible.

6.2 *Inter-Agency Resources*

6.2.1 Any service may request the temporary assistance of personnel and equipment of another. In these circumstances, while the supporting service will relinquish the immediate control of those resources to the other service for the duration of the task, it will nevertheless retain overall command of its personnel and equipment at all times.

6.2.2 For example, the Fire Service at a rescue operation may request the assistance of police officers with a rescue. The senior police officer will decide how many personnel can be provided. When offered, such police officers will come under the temporary control of the senior Fire Brigade officer in charge of the rescue operation.

6.2.3 Personnel from one service who assist another in this way should only be given tasks for which they are trained and not simply to supplement the other service in a potentially dangerous situation. For instance, police officers may be directed to implement cordons or become stretcher bearers in order to release fire fighters for rescue work. They should not undertake hazardous rescue work themselves.

6.3 *Strategic (Gold), Tactical (Silver) & Operational (Bronze)*

6.3.1 Gold, Silver and Bronze are titles of functions adopted by the Police and Ambulance services. Although this terminology is not used within the Fire Service it operates a compatible command structure. In summary the roles of each designated officer can be described thus.

6.3.2 **Strategic (Gold)**

Gold is the commander in overall charge of each service, responsible for formulating the strategy for the incident. Each Gold is in direct command of the resources of their own service but delegates tactical decisions to their respective Silver.

Each service Gold will consult with the other service Gold's: liaise with central government and other bodies, provide additional resources for the scene; and maintain a strategic overview.

6.3.3 **Tactical (Silver)**

Silver will attend the scene, take charge and be responsible for formulating the tactics to be adopted by their service to achieve the desired goal. Silver should not become personally involved with activities close to the incident but remain detached. When more than one agency is operating at the tactical level there must be consultation and co-operation between the various Silver Commanders. In order to effect co-ordination,

an inter-agency meeting should be held at regular intervals attended by each Silver Commander. The Police will co-ordinate the meetings and maintain a written record.

6.3.4 Operational (Bronze)

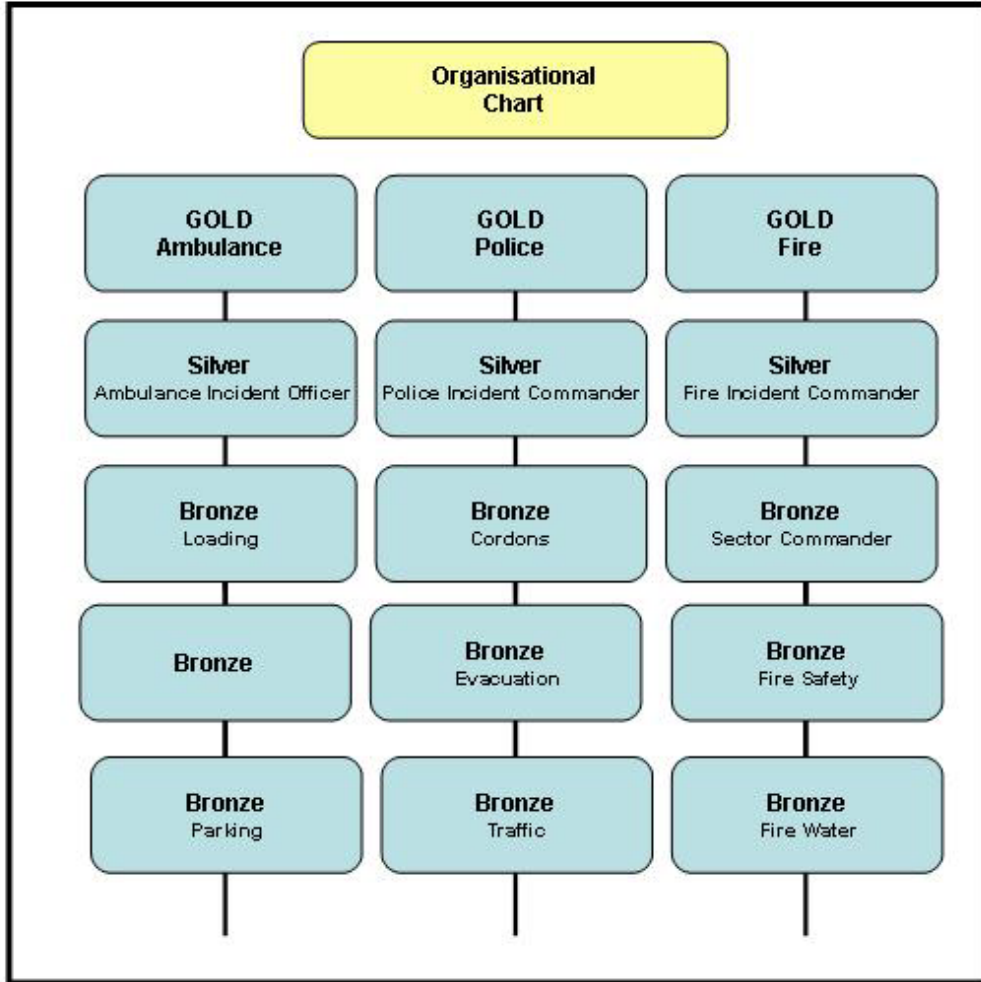
Bronze will control and deploy the resources of their respective service within a geographical sector or specific role to implement the tactics defined by silver.

6.3.5 It should be understood that the titles do not convey seniority of service or rank but depict the function carried out by that particular person. At the outset, and before this formal structure is established, it is imperative that the senior officers of each service on scene liaise with each other. This will be the foundation upon which all later meetings will be based.

6.3.6 As the incident progresses, and more resources attend the RVP, the level of supervision will increase in proportion. As senior managers arrive they will be assigned functions within the Gold - Silver - Bronze structure. Within the police service, the officer who began the role should remain with his supervisor to maintain continuity of policy and to act as staff officer. The Fire Brigade will invariably re deploy that officer to other duties. It is important that the titleholder wears a uniquely identifiable tabard and passes it on to their successor.

6.3.7 The emergency services will appoint a number of 'Bronze' officers who will perform various supervisory functions depending on the areas of operation designated by 'Silver'.

6.3.8 By the use of this universal structure the emergency services will be better able to communicate with each other and understand each others' functions and authority. Below is a simple model of what might occur at a major incident. It is by no means definitive.



Section 7 - THE GOLD CO-ORDINATING GROUP

7.1 General

- 7.1.1 The purpose of the Strategic level of management is to establish a framework of policy within which the Tactical Commanders (Silver) will work. They give consideration to the provision of resources and prioritisation of demands from the Tactical Commanders.
- 7.1.2 The requirement for Strategic management may be confined to a single agency. Certain incidents require a multi-agency response at the Gold level and a Strategic Co-ordinating Group may be formed.
- 7.1.3 Each representative must be able to make executive decisions concerning the resources of their agency and have the authority to seek the aid of other agencies in support of their role.
- 7.1.4 The Strategic Co-ordinating Group will take into account the features of an incident and may assign control of specific functions to one or more of the agencies. In extreme circumstances, such as a terrorist attack, it may be necessary for the Police to take executive action in respect of the total incident.

7.2 Representatives

7.2.1 Typically, the co-ordinating group consists of:-

- **Police (who will {normally} chair the meeting)**
Gold Commander (Overall Incident Commander)
Senior Investigating Officer (SIO)
Minute taker
- **Fire** Senior Fire Officer (Gold Fire)
Emergency Planning Officer or Aide
- **Ambulance**
Senior Ambulance Officer (Gold Commander)
Emergency Planning Officer
- **Local Authority**
Chief Executive or senior representative
Emergency Planning Officer.
- **JLRO** Military Liaison if Military Aid to the Civil Communities [MACC] is invoked.
- **Other** Additional representation will depend on the particular incident e.g. HSE Inspectors, Network Rail, Rail Accident Investigation Branch (RAIB), Air Accident Investigation Branch (AAIB), Marine Accident Investigation Branch (MAIB), public utilities and an HM Coastguard Senior Officer during maritime emergencies.

- 7.2.2 A senior press officer (usually provided by Essex Police) will co-ordinate the media response.

7.3 Location of Meetings

- 7.3.1 Police will establish the machinery for co-ordination and organise the appropriate facilities. For incidents in the Essex Police district, the co-ordination meetings will normally be held at Police Headquarters at Chelmsford.
- 7.3.2 Police will also be responsible for co-ordinating facilities available to the media and the opportunity for press conferences. Information should only be released to the media after consultation with the media representatives of all members of the Co-ordinating Group. The press officers from each of the agencies will consult closely and ensure a co-ordinated approach is made to the media.
- 7.3.3 In the event of a maritime incident HM Coastguard will be the lead authority and co-ordination meetings will be held at Thames Coastguard MRSC. This arrangement is subject to a Memorandum of Understanding with Port of London Authority (PLA) and Harwich Haven Authority (HHA), see Section 3.

7.4 Frequency of Meetings

- 7.4.1 The Police Gold Commander will call an initial meeting of the Co-ordinating Group at the earliest reasonable opportunity. Subsequent meetings can be arranged at this first meeting or called by the Police Gold Commander at the request of another member of the Group.
- 7.4.2 In general, the nature and difficulties of the operation will govern the frequency of meetings. The aim will be to ensure a smooth transition from the first operational states of the incident to the later recovery stage.

7.5 Tasks for Consideration by the Co-ordinating Group

- 7.5.1 The agenda should, as far as practicable, be restricted to items that concern three or more of the relevant Services as those matters concerning only two Services can usually best be resolved by direct two-way liaison. Some items, such as safety, situation reports, the establishment of priorities, the media and future developments will always be necessary.

7.6 Safety

- 7.6.1 At incidents concerned with fire, the danger of fire, or involving rescue, the Fire Service will give the Co-ordinating Group professional advice on matters of safety. Each emergency service operating within the Inner Cordon (Rescue Zone) will be responsible for all members of its service within the Cordon.

- 7.6.2 When the Inner Cordon is established, it will be the responsibility of police in conjunction with the Fire Service to clear the area of unnecessary personnel (see also Section 12 – Cordon Control Points).

7.7 *Situation Reports*

- 7.7.1 Each service should briefly describe the situation as it affects its own operations and, if necessary, mention those matters for which it requires assistance or co-operation of others.

7.8 *Priorities*

- 7.8.1 Priorities are essential to create a cohesive joint strategy. This will indicate how the resources available can be deployed in the most effective and efficient manner.
- 7.8.2 Each Service will have objectives to meet within its own area of responsibility. It is important to establish which of these should have priority at the particular stage the incident has reached. In that way inter-service difficulties may be avoided and each may concentrate upon those actions which contribute most to the success of the operation.

7.9 *Future Developments*

- 7.9.1 Consideration should be given to the requirements of later phases of the operation, including the identification of actions which need to be taken in advance e.g. If heavy lifting equipment is expected to be needed, it may be necessary to identify and secure roads to the scene, widening access and strengthening surfaces etc.

7.10 *Minutes*

- 7.10.1 Minutes, or a 'Note of Decisions Taken', must be kept of all meetings of the Co-ordinating Group. It is also essential that individual members of the Group make their own notes of meetings. Minutes, Note of Decisions Taken and personal notes, should provide an aide memoir of the continuing overall progress of the operation. They will provide a perspective against which decisions on priorities can be made.
- 7.10.2 A major incident will necessarily result in an investigation as to its cause and quite possibly a formal inquest, inquiry or criminal trial. The actions of the senior officers of the emergency services will be of considerable interest. Notes of meetings will be made available in subsequent proceedings.

7.11 *Media Liaison*

- 7.11.1 The Police Gold Commander will make arrangements for a press liaison point or, where appropriate, a media centre and for the attendance of senior Press Officer who will co-ordinate the media response. Local authority and other involved agencies Media liaison staff should be consulted and involved in any joint press release.

7.11.2 Casualty figures should only be released through the Police Gold Commander who has been in contact with the Casualty Information Bureau.

7.11.3 Police will be responsible for the security of buildings and areas that may attract media attention e.g. survivor reception centres, evacuee rest centres, body collecting points, mortuaries, and family and friends reception centres.

7.12 *VIP Visits*

7.12.1 It is not uncommon for visits to be made by VIPs to the scene of a disaster and to injured survivors. These visits place additional strain on the operation in terms of security, public order, increased media attention, and interruption to normal rescue functions. Police Gold will undertake the planning and liaison role for the visits.

Section 8 - COMMUNICATIONS SYSTEMS

8.1 *General*

8.1.1 Within Essex, each of the emergency services has an entirely independent system of radio communications. They are not fully compatible so certain procedures must be followed to achieve communication.

8.2 *Airwave*

8.2.1 Airwave is an advanced digital trunked radio system for public Service organisations in England, Scotland and Wales. A key feature of the service is the built-in encryption, which prevents scanning by unauthorised persons.

8.2.2 The technology used by Airwave is similar to that used in cellular telephone systems and is less constrained by geographical location than the previous system. Talk groups can be enabled locally, regionally or even Nationally where a need exists.

8.2.3 Currently Essex Police use Airwave as its communication system. Essex Ambulance Service and Essex County Council and Local Authority Emergency Planners are switching to Airwave in 2006. The Military currently use Airwave. This will enable compatible communication between services during an incident.

8.3 *Warning*

8.3.1 No communications system (Airwave excluded) is secure from eavesdroppers. Radio scanners capable of receiving radio transmission are readily available. Similarly, fax scanner can easily intercept information transmitted between the services and agencies. Please bear this in mind when wording any transmission, including cellular telephone conversations, which may contain sensitive information.

8.4 *British Telecom Assistance*

8.4.1 British Telecom is able to offer the emergency services certain specialist communication equipment for use in a major incident. That which is of specific interest includes: -

- radio pagers;
- cellphones;
- pay phone trailers for use by the press or at a survivor reception centre, and
- an additional range of equipment such as fax machines, telex, small switchboards etc.

8.4.2 This and other equipment may be mobilised by contacting the 24-hour Telecom duty manager.

- 8.4.3 British Telecom wishes to remind potential users of this facility that they reserve the right to make a charge if implemented.

8.5 Access Overload Control (ACCOLC)

- 8.5.1 The ACCOLC system is a government-authorized scheme whereby the major portable telephone companies, Cellnet and Vodafone, can reserve exclusive use of available channels for the emergency services and local authorities at the scene of a major incident. It allows for calls to be made without being interrupted by overloaded radiotelephone networks.
- 8.5.2 This facility is expensive to implement and can cause inconvenience to normal subscribers. Therefore it should only be initiated after careful consideration and on the authority of police silver who has raised the matter with the Strategic Co-ordinating Group. Calls should be as brief as possible.
- 8.5.3 The system works by using ACCOLC enabled SIM cards. The respective service providers supply the SIM cards. Individual emergency service organisations should consult their own policy on how many ACCOLC enabled telephones they can obtain. As a guide each organisation should reckon to supply key personnel with ACCOLC enabled phones.
- 8.5.4 The Cabinet Office is the authorising body for ACCOLC registration and the number allowed on the scheme is strictly limited to preserve the benefits to users.

8.5 Radio Amateurs' Emergency Network (RAYNET)

- 8.5.1 RAYNET is a nation-wide voluntary group of qualified radio amateurs who are able to provide emergency radio communications to the emergency services, local authorities and central government departments. They have pledged that their time and equipment will be made available to provide voice and data communications at very short notice.
- 8.5.2 Their radio communications equipment is specifically designated for use in emergencies.
- 8.5.3 RAYNET can provide specialist VHF/UHF radio communications assistance across Essex. National and international radio communication scan can also be provided if requested.
- 8.5.4 Individual organisations should seek the assistance of RAYNET as appropriate.

Section 9 - CARE & TREATMENT of DISASTER VICTIMS

9.0 Categories

9.1.1 A primary responsibility of the emergency services at a major incident is the recovery, treatment and documentation of disaster victims, who fall into one of four categories:

- ✚ uninjured;
- ✚ injured;
- ✚ dead; and
- ✚ evacuees.

9.2 Uninjured

9.2.1 These people will have been involved in the incident but will not necessarily want or require medical attention. They must be removed from the hazard to a Survivor Reception Centre.

9.2.2 They will all be witnesses however, and the police service will need to collate their details for the benefit of the Casualty Information Bureau as well as the Senior Investigating Officer. This can be done at a **Survivor Reception Centre**.

9.2.3 Survivor Reception Centre

The Survivor Reception Centre is a secure area in which survivors not requiring acute hospital treatment can be taken for short-term shelter and first aid. Information will usually be gathered by police documentation teams record survivors for the purpose of Casualty Bureau procedures and the national Survivor/Evacuee form may be used for that purpose.

Survivors will often be able to provide crucial information about what happened and may be important witnesses at any subsequent trial or inquiry. There must be a balance between the requirement to gather evidence from survivors and the reluctance of some to remain at the scene of their distress. For example, prioritising information might help, so that only names and addresses are taken from those anxious to leave, with further details being obtained later.

The Survivor Reception Centre is likely to be activated for only a limited period of time, and then may cease operation or migrate into the rest centre facility. The longer-term welfare requirements of survivors will be met through **Family Assistance Centres** if set up, or through partner agencies involved in the recovery process.

9.3 Injured

9.3.1 These people need to be rescued from the scene as quickly and safely as possible. The Ambulance and Fire Services will work together to remove casualties from the scene. The Fire Service has a specialised role in removing casualties from Fire and

hazardous substance situations. The Ambulance Service will initiate pre-hospital care and the transport of patients to the receiving hospitals.

9.3.2 At the scene of a major incident, officers of the Ambulance Service will be deployed in the following roles: -

- ✚ Ambulance Incident Officer;
- ✚ Forward Incident Officer(s);
- ✚ Communications Officer's on site;
- ✚ Casualty Clearing Officer;
- ✚ Ambulance Loading Officer;
- ✚ Ambulance Parking Officer; and
- ✚ Ambulance Safety Officer.

9.3.3 Police will need to record the names and details of the injured for onward transmission to the Casualty Information Bureau. There will be a number of police officers at the casualty department performing the role of Hospital Documentation team.

9.4 Casualty Triage and Documentation

9.4.1 To work an effective triage system on scene, and to minimise delay in evacuation by lengthy documentation, it is essential that all casualties are prioritised and labelled in accordance with the nationally accepted Casualty Triage Label.

9.4.2 Ambulance services adopt a triage system at a mass casualty incident and label casualties with the following codes:

Priority	Description	Colour
1	Immediate	Red
2	Urgent	Yellow
3	Delayed	Green
4	Expectant	Blue
Dead/Lifeless	Deceased	White or Black

9.4.3 It is particularly important that those patients who have received pain-relieving drugs can be readily identified on arrival at the receiving hospital.

9.5 Deceased

9.5.1 HM Coroner has the ultimate responsibility of identifying people who have died, the cause and the time of death.

- 9.5.2 The dead should not be moved unless that is the only way of reaching a live casualty, or if the dead body is likely to deteriorate due to environmental hazards such as fire. Dead bodies must otherwise be left in situ until the evidence gathering stage begins.
- 9.5.3 All the emergency services have a legal obligation to HM Coroner to provide evidential continuity of the handling of a dead body from its location at the incident through its recovery, to the post mortem examination.
- 9.5.4 If only one officer has handled the corpse then continuity is simple to establish. If several officers, perhaps from different services, have handled the corpse then they must provide statements and continuity evidence regarding that corpse.
- 9.5.5 Once recovered, bodies will probably be removed in the first instance to a Body Holding Area where they will be collated before transfer to the Temporary Mortuary facility, if set up. If not, normal hospital mortuary procedures will apply. At the Temporary Mortuary or Hospital Mortuary, teams of police officers work with the pathologist and other specialists to ascertain the identity and cause of death of the deceased, and provide security.
- 9.5.6 Essex has a dedicated Temporary Mortuary facility with specific procedures outlined in the Temporary Mortuary Plan.

9.6 Evacuees

- 9.6.1 Some emergencies may require the evacuation of a large surrounding area because of the danger to life and limb from environmental or structural hazards. This function is primarily a police role usually undertaken on the advice of the Fire Incident Commander, but circumstances may dictate that personnel from all of the services are included. Evacuation Assembly Point(s) from where evacuees may be transported to a Rest Centre may need to be set up within easy reach of the evacuation area.

9.6.2 Rest Centres

A rest centre is a building designated or taken over by the local authority for the temporary accommodation of evacuees and homeless survivors, with overnight facilities.

The longer-term housing needs of those made homeless by an emergency – or those who need to be evacuated for long periods of time – are the statutory responsibility of the local authority.

Local Authorities will record attendance at the Rest Centre, usually using self-registration.

The responsibility for organising, staffing and providing logistical support for Reception Centres and (delete highlighted) rest centres sits with the local authority. However, the local authority relies upon the contributions of other services to provide effective assistance to uninjured survivors. In particular:

- the police may need to ensure the security of these facilities, controlling access in order to prevent uninvited media representatives or onlookers disturbing those inside;
- Primary Care Trusts may be required to give assistance in treating those requiring non-acute medical care and dealing with the effects of trauma; and
- the voluntary sector can augment the local authority's capabilities and capacity to provide welfare support.

9.6.3 The flow of information to survivors from responding agencies is also important if anxiety and disruption to lives is to be kept to a minimum.

9.7 Family and Friends

9.7.1 Experience has shown that in the immediate aftermath of an incident many people will travel to the scene or to meeting points such as travel terminals if they believe their family or friends may have been involved in an emergency.

9.7.2 If necessary, the police, in consultation with the local authority, will establish Family and Friends Reception Centres at suitable locations, to help reunite family and friends with survivors – it will provide the capacity to register, interview and provide shelter for family and friends. These may be near the scene, in the area of the community affected or at arrival and departure points. Any commercial, industrial or other organisations concerned may also need to be consulted as they may have a role in providing assistance.

9.7.3 Family and Friends Reception Centres will be staffed by police, local authority staff and suitably trained voluntary organisations. The authorities should also consult and involve representatives of faith communities whenever appropriate. Interpreters may also be required.

9.7.4 Those responsible should give the fullest possible information to enquirers seeking news people who might be affected, while taking care to preserve the privacy of the individual. Family and friends who may be feeling intense anxiety, shock or grief, need a sensitive and empathic approach. Proper liaison and control must be in place to ensure that information is accurate, consistent and non-contradictory.

9.7.5 Information will usually be gathered by police documentation teams or police family liaison officers to record details of missing persons in accordance with Casualty Bureau procedures and the national MISPER form may be used for that purpose.

9.7.6 Again, access may need to be controlled in order to prevent uninvited media representatives or onlookers from disturbing those inside.

9.8 Casualty Information Bureau

9.8.1 Police will provide a Casualty Information Bureau which is an initial contact point for collating information relating to persons believed to be involved in an emergency ie dead, surviving and evacuated persons. **It is imperative that no officer elsewhere gives details of casualty numbers to the press.**

- 9.8.2 A Casualty Information Bureau will be set up in the immediate aftermath. Bureau staff will receive detailed information from the scene, the survivors reception centre, rest centre, Family and Friends Reception Centre, hospital and the Temporary Mortuary. At the same time, enquiries will be received by telephone from relatives and friends of persons who are believed to be involved in the incident. A telephone helpline number will be issued via the media for this purpose. The Casualty Information Bureau will sort and collate all information in order to match casualties or uninjured survivors with enquiries.
- 9.8.3 Where a match is made, bureau staff will contact the Next of Kin and inform them of the condition and whereabouts of the person concerned. If a missing person is believed to have died, the family will be assigned and informed by a Police Family Liaison Officer.
- 9.8.4 The Bureau does not close until all the casualties have been identified, all next of kin have been informed, and telephone enquiries have diminished to a level where they can be dealt with by the normal Police switchboard.

9.9 Crisis Support Team Essex

- 9.9.1 A multi-agency Co-ordination Group including representatives of Emergency Plans, Social Care (County/Unitary), Primary Care Trust, NHS Direct, Mental Health Trust, Essex Police (Family Liaison), Voluntary Agencies, Anglia Ruskin University can help co-ordinate the humanitarian response to a disaster and ensure a joined up and seamless response. Essex County Council's Adult and Child Social Care services chair this group.
- 9.9.2 The Crisis Support Team for Essex also has a team of Crisis Support Workers that can provide practical and emotional support to people affected by disasters. They can be deployed to a Survivor Reception Centre or a Family and Friends Reception Centre, and work in partnership with Police Family Liaison Officers to provide support to families of those missing, injured or killed.
- 9.9.3 Details are held in the Crisis Support Team for Essex Framework Document, available on the website www.crisissupportessex.org

9.10 Family Assistance Centres

- 9.10.1 Family Assistance Centres may be established to provide comprehensive longer-term humanitarian assistance, in particular during the remainder of the response and any subsequent investigations.
- 9.10.2 The scale and nature of the emergency may also influence the longer-term requirement for a Family Assistance Centre and the organisations required to be present.
- 9.10.3 Having considered the potential scale of an incident, the Strategic Co-ordinating Group will make a decision on the opening of a Family Assistance Centre. This decision will draw heavily on the views of the local authority where the Family Assistance Centre would be sited.

- 9.10.4 Its fundamental purpose is to act as a one-stopshop for survivors, families and all those impacted by the disaster, through which they can access support, care and advice.
- 9.10.5 The Family Assistance Centre will:
- act as a focal point for humanitarian assistance to bereaved individuals and families; survivors; and impacted communities;
 - enable individuals and families to gain as much information as is currently available about missing family members and friends;
 - enable the gathering of mass forensic samples in a timely manner, which enhances the ability to identify loved ones quickly;
 - offer access to a range of facilities that will allow individuals, families and survivors to make informed choices according to their needs; and
 - provide a coherent multi-agency approach to humanitarian assistance in emergencies that will minimise duplication.
- 9.10.6 Local authorities will lead in identifying and establishing these centres, in consultation with police colleagues and the voluntary sector. The responsibility for identifying and securing the use of suitable premises rests with the local authority, which will co-ordinate welfare support to the community in the event of an emergency. It will also be responsible for meeting the costs of securing the use of premises in the planning phase, and for providing the centre itself in the event of an emergency. However, it is important to adopt a multi-agency approach to this task. During the planning phase local authorities may enter into agreements with voluntary agencies, establishing clear expectations in relation to the responsibility for the payment of costs
- 9.10.7 The Association of Chief Police Officers produced, and Cabinet Office sponsored, document *Humanitarian Assistance in Emergencies: Guidance on Establishing Family Assistance Centres* will provide guidance on how to plan for and set up a Family Assistance Centre in an emergency and the organisations which may be able to assist with this process.
- 9.10.8 The Family Assistance Centre will exist for a limited period, and ongoing support to survivors, families and affected communities will be provided through partner agencies involved in the recovery process.

9.11 Police Family Liaison Officers

- 9.11.1 Following an emergency that involves loss of life, police Family Liaison Officers (FLOs) have a crucial role to play in investigating those believed to be missing and assisting in the identification process by the collection of ante mortem data from families and others. They will be working to a family liaison strategy for the emergency set by the police Senior Identification Manager (SIM). This individual will have overall responsibility for the identification of the deceased on behalf of HM Coroner.
- 9.11.2 FLOs have an important role to play in providing a single point of contact – particularly in the aftermath of the emergency – keeping families informed of developments in

respect of the identification and any investigation that may take place. The FLO will also provide a liaison point for other agencies that may be able to assist with the family needs.

9.11.3 ACPO produced the document 'Family Liaison Strategy Manual' which provides information and guidance in respect to family liaison.

9.11.4 Crisis Support Workers of the Crisis Support Team for Essex can work in partnership with Police Family Liaison Officers to provide practical and emotional support to families, as referred to in section 9.9.

Section 10 - Helicopters

10.1 Where an incident occurs which involves a very high number of casualties it may be necessary for some of them to be conveyed to a hospital some distance from the scene. In such cases the Ambulance Control may deploy air ambulances and in certain circumstances, the military.

10.2 Considerations

In consultation with the senior police officer present the following must be considered:-

- + the paramount type of injury;
- + the type of aircraft available;
- + the location and type of incident;
- + visibility and weather conditions;
- + flying time to the incident;
- + hazards present and potential;
- + availability of suitable landing sites adjacent to the Ambulance Loading Point and the receiving hospital; and
- + staff resources at the receiving hospital to assist with transfer of patients.

10.3 Police Helicopters

Essex Police operate a helicopter over the whole of their area and sometimes beyond. The helicopter can, in some circumstances, provide a useful platform from which some key members of the Co-ordinating Group can obtain an overall view of the scene(s). This would be especially so in densely built up areas, or in woodland.

The Police helicopter has a video 'downlink' capability back to Police HQ.

10.4 'Nitesun' Searchlight

Mounted beneath the aircraft is a searchlight, which has an illumination power of 30 million candela. It can be controlled by the police observer & the beam size can be adjusted in size to illuminate larger areas.

Its use can often aid rescue work pending the arrival of conventional lighting, but the factors shown above need to be considered.

10.5 Essex Air Ambulance

The Essex Air Ambulance Service was launched in 1998, and has the ability to access remote parts of Essex quickly, bringing highly qualified paramedics and sophisticated

life-saving equipment to a patient within the first few vital minutes of an emergency. It is never more than eight minutes flying time from any one of the major hospitals in Essex flying at a speed of 2 miles per minute.

Operational seven days a week, the Air Ambulance flies on average three missions a day, and so far, over 7,000 missions have been flown since the service was commissioned.

The Essex Air Ambulance is a registered charity and is not funded by either the NHS or Government.

10.6 **Temporary heli-pads**

Temporary heli-pads might need to be identified with consideration for: -

- ✚ safety of 'crew', and aircraft from fire etc.
- ✚ safety of other aerial transport, and
- ✚ down-draught over the scene causing fire spread, undue disturbance of chemical release, the removal of evidence, or excessive noise.

10.7 **Emergency Landing Procedures**

To assist incoming helicopters, an officer from any of the emergency services should be appointed to provide a focal point for the pilot.

The officer, if requested, should: -

- ✚ direct the helicopter in for landing by standing with their back to the wind, and stretching out arms to indicate the landing area;
- ✚ approach or leave the helicopter in pilot's field of frontal vision; and
- ✚ at night, indicate the landing zone by converging the headlights of two vehicles over the area, and place the vehicles downwind to facilitate the helicopter landing into the wind.

10.8 **Emergency Flying Restrictions**

The Police have the facility, through the Civil Aviation Authority (CAA) to institute flying restrictions over the scene under certain circumstances. The most likely reason would be the safety of those in the air or on the ground. Requests should be made through the Police Silver Commander.

Section 11 - INVESTIGATION

11.1 Court Action

11.1.1 Every major incident will be the subject of an investigation whether for HM Coroner, a Public Inquiry, or Civil or Criminal Court proceedings. Almost every major incident occurs as a result of human or mechanical fault; consequently every major incident is a potential crime scene, the most serious being homicide.

11.2 Retention of evidence

11.2.1 These hearings will require evidence of the highest quality. This can only be gathered if the scene is secured as soon as possible and anything which can be reasonably anticipated to be required as evidence is preserved and not damaged, moved or disposed of without reference to the Senior Investigating Officer.

11.2.2 Depending upon the nature of the incident several different agencies may carry out their own investigation, and may attend the scene with video / photographic teams and technical experts. They include

- ✚ Air Accident Investigation Branch
- ✚ Marine Accident Investigation Branch
- ✚ Rail Accident Investigation Branch
- ✚ Health and Safety Executive
- ✚ HM Railways Inspectorate
- ✚ Environment Agency

11.3 Notes

11.3.1 Each agency may have different criteria as to what is admissible evidence. The police will need to obtain evidence of the highest standard for court and will require that all evidence is left in situ unless the threat to life prevents this. Accurate notes of what transpires at the scene need to be made.

11.4 Debriefing

11.4.1 At some stage, when the incident has concluded each of the services and agencies involved in the incident will hold a series of debriefs. Initially these will be confined to each particular service, but later a multi-agency debrief will be held and any lessons learnt incorporated into this document and service manuals.

Section 12 - HEALTH, SAFETY and WELFARE

12.1 Factories and Other Industrial Sites

- 12.1.1 These locations have a range of potential hazards including substances that are flammable, reactive, explosive or toxic. Sometimes the hazards are multiple (e.g. flammable and toxic) and may involve corrosive or radioactive materials.
- 12.1.2 Protective clothing and breathing apparatus may be necessary for personal safety. Some hazards are not detectable by human senses. For some sites there are specific emergency plans made under the Control of Major Accident Hazards (COMAH) Regulations 1999, and these are held by the emergency services and other agencies involved.
- 12.1.3 Enforcing authorities, including the Health and Safety Executive, will need access to such locations following major accidents and may need to gather evidence.

12.2 Emergency Evacuation Signal

- 12.2.1 At the outset, all three emergency services may be employed within the Inner Cordon (Rescue Zone). The Fire Service have an emergency evacuation signal which all personnel must be aware of and respond to if the area becomes hazardous. The Fire Service safety officer will declare a safe point to withdraw to.

12.3 Cordon Control Points

- 12.3.1 Authorised personnel are logged in and out of the Inner Cordon by established systems.
- 12.3.2 The Fire Service, when requested by the Police will set up a designated inner cordon access point. All authorised personnel entering the inner cordon should report to the designated cordon access point. This will ensure that they can be logged in and out and affords an opportunity for briefing about the evacuation signal, hazards and other issues to be aware of.
- 12.3.3 Police are responsible for logging their own personnel, as well as representatives of other agencies, within the Outer Cordon including engineers from the utilities and other investigators.

12.4 Safe Systems of work

- 12.4.1 Operational procedures and practices are designed to promote safe operating systems. These safe systems of work are to be used so far as reasonably practicable. When necessary personnel must be fully briefed and they must clearly understand the tasks they are required to perform.

- 12.4.2 All personnel at the incident must wear appropriate personal protective clothing and must follow the instruction of the officer responsible for their area of work

12.5 Environmental Health

- 12.5.1 Local Authorities can mobilise their Environmental Health Officers to a scene where there is considered to be a risk from communicable diseases or environmental hazards. They will be able to offer advice on precautionary measures and assist with the correct treatment of infected items.
- 12.5.2 The Ambulance Service is responsible for alerting the Consultant in Communicable Disease Control where public health issues are raised.

12.6 Hazardous Materials

- 12.6.1 The Fire Service have a cadre of specialist trained Hazmat Officers. These Officers will attend incidents involving chemicals, asbestos, radiation, CBRN and other hazardous materials to provide advice on safety and operational tactics for dealing with the incident. The Hazmat Officers will be responsible for liaising with all relevant agencies including the Fire Service Scientific Advisor.

12.7 Welfare and Trauma Support

- 12.7.1 In the immediate aftermath of an incident it will be sufficient for most individuals to take part in close discussions with their peers, perhaps guided by their close supervisors. Opportunity must be allowed for this purpose.
- 12.7.2 However, for some people this may not be enough. Those who are particularly traumatised will require skilled professional help and this is now provided by all the services involved. Arrangements for this must be made in a way that ensures confidentiality and overcomes the cultural resistance in the emergency services to such a step.
- 12.7.3 Welfare and trauma support should be made available to staff or organisations deployed in major incident scenarios. This support should be available from the outset and if requested by individual organisations. Individuals, their manager and the welfare department within each organisation share responsibility for staff welfare.

Section 13 - LOCAL AUTHORITY ASSISTANCE

13.1 Response

- 13.1.1 The main functions of a local authority during a major emergency are to maintain as normal a service as possible to the community, together with the support of the emergency services.
- 13.1.2 Essex County Council employs the County Emergency Planning Officer and the Emergency Plans and Core Resilience Team. Each of the 12 Boroughs/Districts, and the Unitary Authorities of Southend and Thurrock, employ their own Emergency Planning Officer, whose functions include the preparation and maintenance of the Borough/District Emergency Plan and the co-ordination of the Local Authority response with that of the Emergency Services and other Agencies involved.
- 13.1.3 In a widespread incident affecting more than one District Council area, the County may assume a co-ordinating role on behalf of the Local Authorities involved.
- 13.1.4 Following the declaration of a major incident, the Local Authority will initially act in support of the emergency services, but may subsequently take the leading role in the return to normality in the recovery phase. Their response will be flexible and commensurate with the resources available to them at the time.
- 13.1.5 Most Local Authorities have a designated Emergency Centre from where their response will be co-ordinated.
- 13.1.6 They will be alerted either directly by an emergency service, (normally the Police) initiating the Major Incident Procedure or via the County Duty Emergency Planning Officer using the County Call-Down List. Key local authority staff will then implement the County / Borough or District Emergency Response Plan.

13.2 Notification

- 13.2.1 Through the County Emergency Planning Duty Officer or unitary authority duty officer who provide a 24-hour service. Not all Local Authority resources are on a 24-hour standby and therefore it is essential that the earliest possible notification be given to them. They need to be updated constantly as the incident progresses in order that their response is measured and appropriate.
- 13.2.2 Good liaison between the emergency services and the Local Authority particularly at the scene, is essential and will be enhanced by the presence of a Local Authority representative located near the Silver Control, or a police liaison officer being attached to the local authority emergency control centre.
- 13.2.3 A senior officer from the relevant Emergency Planning Team may be requested to attend Gold. The County/Unitary Authority Emergency Planning Officer or nominated deputy may fulfil this role although it may also be necessary to engage a Local Authority senior officer.

13.3 Involvement

13.3.1 The Local Authority involvement during the recovery period and return to normality may be prolonged and extensive. It may include:-

<u>Requirement</u>	<u>Provider</u>
Immediate Crisis Support	Crisis Support Team for Essex
Adult and Child Social Care services	County/Unitary
Long term social and psychological support	County/Unitary
Co-ordination of Restoration	County/Unitary *
Emergency finance	DSS
Emergency housing	Borough/District
Clothing and hygiene	County/Unitary/District/Borough
Transport	County/Unitary/Borough
Provision of suitable premises for some of the functions described elsewhere in this document	Borough/District or County
Building/Structural Engineers	Borough/District
Environmental Health Management	Borough/District
Highways Management	County/Unitary
Logistical support through Local Authority contract resources	County or Borough/District
Long term management for restoration of normality	Borough/District and, or County

* The Borough/District in whose area the incident took place may deal with restoration itself.

13.1.2 Continuing contact between the emergency services, voluntary agencies and the local authorities before, during and after incidents to establish liaison and the recognition of their individual roles is not only recommended, but also essential to a successful and professional return to normality.

13.4 Scientific and Technical Assistance

13.4.1 Local Authorities may be able to supply specialised assistance to deal with particular problems, such as:

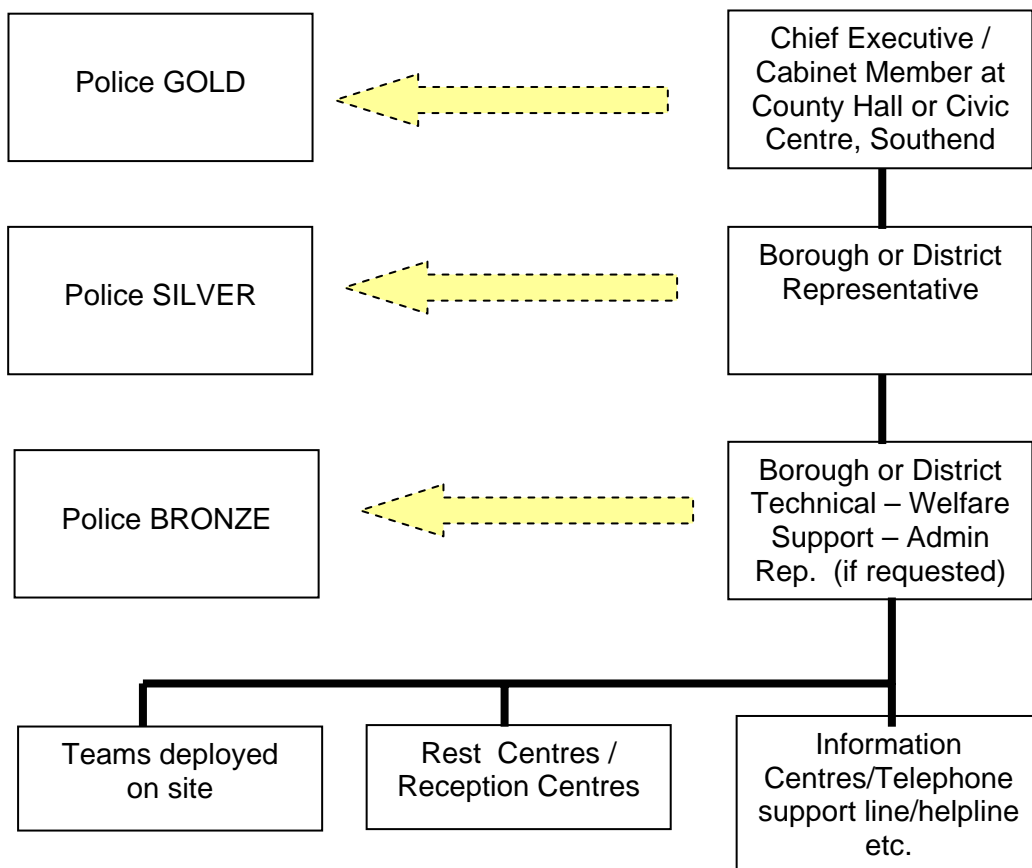
<u>Requirement</u>	<u>Provider</u>
The provision of scientific or technical advice and resources	Borough/District or County
Building/Structural Engineers	Borough/District
Environmental Health Management	Borough/District
Highways Management	County or Borough/District
Logistical support through Local Authority contract resources	County or Borough/District
Long term management for restoration of normality	Borough/District and, or County

13.5 Mutual Aid

13.5.1 Arrangements for the provision of mutual aid will be channelled through the County or the lead Borough or District. Currently the request for Military Aid to the Civilian Community should be channelled through the County Emergency Planning Officer.

13.6 Command and Control Structure

13.6.1 The following diagram details, in principle with the command and control structure within each Authority (solid lines). It also shows how this structure interfaces with the emergency services within the Gold, Silver and Bronze Command system (Broken lines).



Section 14 - OTHER ASSISTANCE

14.1 Military Assistance

14.1.1 Military Aid to the Civil Authorities (MACA) can be sought to support the civil authorities when they have an urgent need for help to deal with an emergency arising from a natural disaster or a major incident. However, assistance is provided on an availability basis and the armed forces cannot make a commitment that guarantees assistance to meet specific emergencies. It is therefore essential that Category 1 and 2 responders do not base plans and organise exercises on the assumption of military assistance. HQ 49 (East) Brigade, the Army Regional Brigade HQ for the East of England and East Midlands, will be able to give advice and should be contacted in the first instance.

14.1.2 MACA supports the civil authorities in the fulfilment of civil objectives, principally in peace. It is conducted because the Armed Forces' national structure, organisation, skills, equipment and training can be of benefit in time of emergency to fill civil authority capability gaps.

14.1.3 The provision of MACA is guided by 3 principles:

- ✚ Military aid should always be the last resort. The use of mutual aid, other law enforcement agencies, and the private sector must be insufficient or be unsuitable.
- ✚ The Civil Authority lack the required level of capability and it is unreasonable to expect it to develop one.
- ✚ The Civil Authority has a capability, but the need to act is urgent and there is an immediate lack of Civil Power resources.

14.1.4 The booklet, "Operations in the UK: The Defence Contribution to Resilience" [2004] is a single source document detailing provision of military aid to the civil authorities, the legal and constitutional basis for such assistance, the procedures whereby it is provided, and some examples of assistance that has been provided in the past. The booklet is unclassified and can be accessed at <http://www.ukresilience.info/publications/defencecontrib.pdf>.

14.1.5 The Army will take the lead on behalf of the armed services in any emergency and will contact the RN and RAF as need be. It is essential to be aware of the limits on military resources at any one time resources and specialist equipment from this region may be out of the region or out of the country. However if the need for military assistance is sufficiently great, troops may be redeployed from other areas.

14.2 Voluntary Aid Societies (VAS) - (Voluntary Forum) County

14.2.1 Under the terms set out in "Emergency Preparedness", Local Authorities are required to co-ordinate the support supplied by the Voluntary Services.

14.2.2 There are numerous Voluntary Aid Societies who can contribute towards the successful outcome of an incident. Most of them are members of the Voluntary Forum

that is co-ordinated by Essex County Council. They are contactable through the County Emergency Plans Team Duty Officer.

- 14.2.3 Their support at an incident can alleviate some pressure on the statutory bodies by providing humanitarian services. This is especially so during the consolidation and recovery phases when Fire, Police and Ambulance personnel are fully deployed elsewhere.

14.3 Initiating Service

- 14.3.1 Listed below are some of the more regularly used societies and their initiating service. On arrival the relevant VAS should either report to an emergency service control vehicle as indicated below via the RVP and Marshalling Area, or if in support of the local authority to the Local Authority representative.

➤ **Essex Ambulance NHS Trust**

British Assn. of Immediate Care Schemes (BASICS) Doctors
(British Red Cross Society)
Ambulance Service Reserve
(St John Ambulance Brigade)

➤ **Essex County Council**

Women's Royal Voluntary Service
British Red Cross Society
St John Ambulance Brigade
Salvation Army
Essex Churches
Radio Amateur Emergency Network (RAYNET)
The Samaritans

14.4 Utility Companies

- 14.4.1 The public utilities can be mobilised by any of the emergency services and will normally be co-ordinated by police in the first instance. They will be able to moderate or control gas, water and electrical supplies together with the facilitation of Communications.

14.5 Port of London Authority (PLA)

- 14.5.1 As a Statutory Harbour Authority the PLA is responsible for the management of navigational safety on the tidal Thames between Teddington and the outer port limits.

The PLA is also a Competent Harbour Authority within the provisions of the Pilotage Act 1987.

- 14.5.2 The Port of London Authority provides conservancy and vessel traffic services for ships and craft using the Port, including the maintenance of navigational channels, moorings, lights and buoys and the provision of hydrographic, tidal and other information. The PLA is also the pilotage authority for the tidal Thames.
- 14.5.3 Other responsibilities include registration of craft, and the licensing of watermen and lightermen, and of river works extending into, over, or under the Thames below mean high water level.
- 14.5.4 In the event of a major maritime incident within the area of jurisdiction of the PLA which did not include SAR, the PLA would co-ordinate the response and the major incident procedure - POLACAP or POLASEA would be initiated in line with the guidelines contained in the PLA Emergency Manual.
- 14.5.5 This co-ordination would be exercised initially from the Port Control Centre at Gravesend, but would pass to the adjacent Emergency Management Centre if deemed necessary.

14.6 Royal National Lifeboat Institution (RNLI)

- 14.6.1 A voluntary organisation funded totally by contributions, any request for the services of a lifeboat will be made by HMCG to the local launching officer of the RNLI who will authorise the launching of a lifeboat.
- 14.6.2 Lifeboats in Essex area are based at Harwich, Walton, Clacton, West Mersea, Burnham, Southend.
- 14.6.3 A permanently staffed inshore lifeboat has operated from Gravesend since 2002.

14.7 Harwich Haven Authority (HHA)

- 14.7.1 Harwich Haven Authority (HHA) was established by Act of Parliament in 1863 to safeguard the best natural haven on the east coast of England. Its jurisdiction covers the River Stour, the lower part of the River Orwell, Harwich Harbour and an area to seaward extending 12 nautical miles from the harbour entrance and covering 150 square miles.
- 14.7.2 As the conservancy and pilotage authority, HHA provides services for shipping using the commercial ports of Felixstowe, Ipswich, Harwich International, Harwich Navyard and Mistley and also boarding and landing services for the rivers Thames, Medway, Blackwater, Colne and Crouch.
- 14.7.3 The HHA's emergency response plans were drawn up in consultation with the Maritime & Coastguard Agency (MCA), Haven Oil Working Group (HOWG), the Royal National Lifeboat Institution (RNLI), and Suffolk & Essex Police, Fire and Ambulance Services.

They are regularly reviewed, through internal “walkthrough” and major external exercises.

14.8 Search and Rescue (SAR) – Geographic Responsibilities

- 14.8.1 In all maritime areas of Essex, HMCG is responsible for the co-ordination of all civil maritime SAR operations and undertakes this from either the Maritime Rescue Sub Centre (MRSC), at Walton on the Naze (Thames Coastguard), or the station at Woolwich (London Coastguard).
- 14.8.2 HMCG initiate and co-ordinate all available SAR resources, which include RNLi lifeboats, Ministry of Defence helicopters and aircraft, other vessels, private and commercial, as required.
- 14.8.3 HMCG can also request deployment of SAR assets whenever life is in danger upon the coastline of the UK even if the incident is not of maritime origin.

SECTION 15 – MEDIA

15.1 Introduction

- 15.1.1 A major incident involving the joint work of the emergency services in Essex will inevitably attract significant and sustained interest from local, national and on occasions the international media.
- 15.1.2 It is important when dealing with the demands of journalists, press officers from the emergency services, and other agencies involved in the incident liaise and consult effectively with each other whilst recognising the differing roles of their individual services.

15.2 Holding Statements

- 15.2.1 Once a major incident has been declared the emergency services and other agencies will be under pressure to provide an immediate statement. At the earliest opportunity a holding statement will be agreed and disseminated by the police press officer.
- 15.2.2 The lead press office will contact their counterparts in the other emergency services and key partner press offices to make them aware of the statement and in turn be informed of the information they are releasing to the media. Care should be taken that the statements are not contradictory and do not impinge upon or undermine the actions of the other services.

15.3 Liaison on Scene

- 15.3.1 Press officers attending the scene of the incident should seek out their counterparts at the earliest opportunity and establish regular liaison so that contentious or conflicting information can be clarified before release to the media. This information should then be passed to their individual press offices. Having a press officer from each of the key agencies basing themselves in the lead agency press office can prove very useful in ensuring this process runs smoothly.

15.4 Other Agencies

- 15.4.1 If the local authority is involved in dealing with the incident and sends a press officer to the scene he or she should be incorporated into the press officer liaison process.

15.5 Gold and Silver Co-ordinating Group Meetings

- 15.5.1 Ideally press officer from the lead agency will attend both Gold and Silver Co-ordinating Group (SC) meetings. The SCG must develop and approve the media strategy. The media cell will then disseminate a statement to the multi-agency partners.

15.5.2 The lead agency press officer – in consultation with gold or silver – will take the lead on the content of subsequent media statements about the incident as a whole. However, it is important that each emergency service and key partner agency or organisation has the opportunity to ensure the media is aware of their front line staff's activities.

15.6 Casualty Figures

15.6.1 Confirmed casualty figures may only be released after consultation with police Gold. It is important that only one set of casualty figures should be released at one time. If the number of casualties involved in an incident rises over a period of time then all the services' press officers should refrain from giving updated figures until they have been cleared by Gold.

15.6.2 There may be circumstances when police specifically request that details of the name and location of the hospital(s) to which casualties have been taken are not released to the media. Although unusual this could arise in relation to alleged criminals/suspects and potential witnesses.

15.6.3 Therefore police Gold must be consulted before any agency releases details on casualties. If this process raises no objections then press officers may confirm the general nature of injuries and the hospitals to which they have been taken. Likewise numbers of fatalities and those seriously injured should only be given when cleared by police Gold.

15.7 Joint Press Briefings

15.7.1 If the emergency services and other key partners consider it beneficial to hold a joint press briefing, the timing location and suitable format will be decided by Gold. This decision will be aided by Silver and the lead agency press officer on scene who will be best placed to advise on press and public reaction at the scene and any contentious issues.

15.7.2 The following division of areas of responsibility is suggested for the briefing:-

Police:

- ✚ Overall response to the incident – assuming a police lead;
- ✚ the number of casualties;
- ✚ how the emergency services coped/are coping;
- ✚ Casualty Bureau telephone number (if issued);
- ✚ any criminal investigations (except incidents on the railway);
- ✚ local disruption (past and continuing);
- ✚ praise for local people who may have assisted in rescue operations;
- ✚ heroic actions by police officers.

Fire:

- + The rescue operation;
- + how many people were trapped and in what circumstances;
- + the level of its response in terms of appliances and personnel;
- + what equipment was needed to free people
- + where relevant specific information related to flooding; fires or chemical incidents;
- + heroic actions by fire officers.

Ambulance:

- + The nature and seriousness of those injured;
- + where casualties were taken;
- + how many ambulances and medical staff were involved;
- + whether air ambulance deployed;
- + heroic actions by ambulance personnel.

Local Authority

- + what the arrangements are for people in the rest centre
- + the co-ordination of any evacuation and evacuation points
- + issues around schools (if any)
- + use of voluntary effort to help in the support and response of the emergency
- + long term issues

Other Category 1 responders may be represented at a joint press briefing.

15.8 Media Centres

- 15.8.1 If the incident is on a large scale and is likely to attract a significant media presence for days or event weeks, press officers should consider whether it would be beneficial to establish a media centre near the scene.
- 15.8.2 Such a centre gives journalists a base to operate from, shelter from the elements and (ideally) provides toilet and refreshment facilities. The advantages to the emergency services include improved communications and speedy organisation of briefings and interviews.
- 15.8.3 Local authorities keep lists of available buildings in their areas and will assist in identifying a suitable venue such as a school or church hall, preferably with a large exterior area where heavy equipment such as outside broadcasting units can be parked.

15.9 Media Co-ordination Centre (MCC).

A room will be provided at the Strategic Co-ordination Centre for the public relations officers from all agencies represented at the SCC to share. This will be known as the Media Co-ordination Centre (MCC). Its purpose is to ensure that all present have access to current and accurate information on the progress of the emergency. It should also enable all concerned to work as a co-ordinated team and ensure a consistent approach. The media will not have access to this room.

[NOTE: Prior to the MCC becoming operational, agencies must consult with the Police Press Liaison Officer on behalf of GOLD, before any statements are issued to the press. Copies of all media statements should be forwarded to the MCC].

15.10 Debrief

15.10.1 Heads of the emergency services Media Departments, and other agencies involved and other agencies involved will decide if the incident warrants a post incident debrief with the relevant press officers who were involved. If such a debrief is held representatives from the various press offices should consider producing a briefing note for their colleagues, evaluating media coverage and identifying best practice and any lessons that have been learned which could assist press officers attending similar incidents in the future.

SECTION 16 – WARNING AND INFORMING THE PUBLIC

16.1 *Background*

16.1.1 Communicating with the public about emergencies is essential. This section outlines

- ✚ what is meant by warning and informing the public;
- ✚ how organisations should go about raising public awareness of the risks of emergencies,
- ✚ and warning them and providing information and advice at the time of an emergency.

16.1.2 Emergency planners are expected to play their part in the communication process and not leave it to public relations officers. But it is still rare for them to engage in detailed planning at a local level with the Media.

16.1.3 During the first two critical hours of an incident, essential information, warnings, advice and reassurance can be hard to come by. When emergency services and other agencies are working flat out, the importance of communicating effectively with the public can be easily forgotten.

16.1.4 A well-informed public is better able to respond to an emergency and to minimise the impact of the emergency on the community. By informing the public as best they can, all organisations will build their trust. Part of this is also avoiding alarming the public unnecessarily.

16.1.5 The Civil Contingencies Act includes public awareness and warning and informing as two distinct legal duties for Category 1 responders - advising the public of risks before an emergency and maintaining arrangements to warn and keep them informed in the event of an emergency.

16.1.6 The duties to assess risks and to prepare plans are coupled with a further duty to publish all or part of this information where it is necessary or desirable to prevent, reduce, control, mitigate or take other action in connection with an emergency.

16.2 *Communicating before emergencies*

16.2.1 Organisations should aim to make the public aware of the risks of emergencies and how the organisation is prepared to deal with them if they occur.

16.2.2 When deciding what to publish, organisations should consider whether publication will assist in dealing with an emergency, particularly by creating a more-informed public. It may make sense for organisations to group together in publishing information. It may not be necessary to publish whole risk assessments or plans. There may be sensitive information which needs to be edited out. And organisations should aim to help the public be alert but not alarmed - excessive information may alarm the public unnecessarily.

16.3 *Being prepared to communicate during emergencies*

- 16.3.1 In many circumstances, it will be the Government that first provides warning that an emergency is about to occur or is occurring. The Government is ready to warn and inform the public about the whole range of possible emergencies.
- 16.3.2 But other organisations may need to ensure they too have arrangements in place to warn, inform and advise the public. In particular, organisations whose functions are likely seriously to be obstructed by an emergency or those who expect to take action in relation to that emergency and would require a redeployment of resources or additional resources to do so (e.g. emergency services or Local Authorities).
- 16.3.3 Confusion would be caused, however, if more than one organisation were to plan to warn the public about the same risk at the same time to the same extent. To avoid duplication, those organisations whose functions are affected by an emergency should aim to co-operate and identify which organisation will take lead responsibility for warning and informing in regard to a particular emergency. Organisations should also ensure that they do not duplicate warning arrangements which may already be in place in other organisations. For instance, utilities companies have a duty under their own regulatory frameworks to provide warning, information and advice in certain circumstances when their services are interrupted.
- 16.3.4 As with any other part of planning for response to an emergency, the communications strategy for warning and informing - either direct with the public, or via the media - should be fully integrated into the responder's emergency plans. Organisations should test their warning and informing arrangements as they would emergency plans, through exercising and providing training to staff. Just as there may be generic and specific emergency plans, so there may be generic and specific arrangements for warning and informing, depending on the type of emergency being planned for and the particular circumstances in a locality.

16.4 *What information is needed when?*

The PUBLIC NEEDS:

- ✚ basic details of the incident - what, where, when (and who, why and how, if possible);
- ✚ to know the implications for health and welfare;
- ✚ advice and guidance (eg stay indoors, symptoms, preparing for evacuation); and
- ✚ reassurance (if necessary).

The PUBLIC WANTS to know:

- ✚ other practical implications such as the effect on traffic, power supplies, telephones, water supplies, etc;
- ✚ a helpline number; and
- ✚ what is being done to resolve the situation.

BROADCASTERS will REQUIRE:

- ✚ well-thought-out and joined-up arrangements between the emergency services, local authority and other organisations, capable of providing agreed information at speed;
- ✚ an immediate telephone contact; and
- ✚ a media rendezvous point at the scene. (See section 15)

16.5 Warning methods

16.5.1 The methods available to deliver urgent information to members of the public are extremely varied. Some depend on the availability of power supplies or phone lines. Some may require careful consideration of the risks to human life and health, in case at the time of an emergency staff or members of the public are exposed to hazardous substances while they are warning or being warned.

16.5.2 Some warning methods include:

- ✚ Mobilising officers to go round on foot and knock on doors;
- ✚ From car or helicopter, by loudhailer or other amplified means;
- ✚ Media announcements, including internet;
- ✚ Electronic/variable message boards, eg at the roadside or on motorways;
- ✚ Direct radio broadcasts to shipping (in maritime incidents);
- ✚ PA announcements in public buildings, shopping centres, sports venues, transport systems, etc.;
- ✚ Automated telephone/fax/e-mail/text messages to subscribers; and
- ✚ Site sirens.

16.6 Connecting in a Crisis

16.6.1 'Connecting in a Crisis' is an initiative by the BBC to help ensure that the public has the information it needs and demands during a civil emergency. It sets out to encourage emergency planners to work more closely with broadcasters in the preparation of strategies for communicating essential information.

- ✚ It is about warning and informing in the interests of public safety.
- ✚ It concentrates on delivering essential information quickly and is NOT about the wider issues of news reporting.
- ✚ It is not a solution in itself, but sets out to provide a structure in which solutions can be worked out.
- ✚ It offers guidance to the emergency planning community on how to engage in effective local relationships with the BBC to achieve a shared state of professional readiness.
- ✚ It explains who to contact in the BBC, identifies key information needs and addresses logistical issues.

- ✚ It highlights good practice and innovative partnership ideas.
- ✚ It is a catalyst for systems that will be strong enough to survive the pressures of a major incident.
- ✚ It encourages planning and preparing together for the expected so that there is more time to handle the unexpected.
- ✚ It is about helping the BBC to help planners to help the public.

16.7 Public Information Service

16.7.1 At the outset of a major incident/operation/disaster, Essex Police Media and PR Dept. will appoint from their staff a **Public Information Co-ordinator**, who will have specific responsibility to ensure that the public are provided with information pertinent to both the incident itself and the subsequent actions of those involved in any way, or living in the vicinity.

16.7.2 The Public Information Co-ordinator will ensure local radio and TV stations are kept updated with details of community information such as road closures or evacuation details, to enable swift transmission of information. In addition, a BT Message link recorded message, providing latest details of the incident, will be available to all members of the public. The Service will provide a constantly updated (hourly – or sooner if appropriate) 'COMMUNITY INFORMATION' ONLY service to the public by way of:

- ✚ a pre-recorded 'BT message link' facility (2 minutes max.) on a well publicised 'always available' 0800 or 0870 telephone number, and
- ✚ the Essex Police Internet site (www.essex.police.uk) with details that mirror the BT message link information.

16.7.3 The information may include advice on a range of issues including personal safety, travel, weather precautions, as well as details of the incident and relevant emergency services arrangements.

APPENDIX ONE – SPECIFIC INCIDENTS

A *Incidents on railways*

- A1** Network Rail owns and operates the railway network, power supply, signalling systems and most stations and depots for most of the above ground railway system in England, Wales and Scotland.

Within Essex there are three main railway lines

- + Liverpool Street to Clacton
- + Liverpool Street to Cambridge
- + Fenchurch Street to Southend

In addition London Underground operates the Central Line to Epping.

- A2** Network Rail maintains permanently manned control rooms, which should be the first point of contact for responding organisations until the arrival of a Rail Incident Officer (RIO) and must always be contacted before any workers enter the track area. Network Rail must be informed of:

- + The nature of the incident
- + The precise location of the incident
- + Where to have access to the site
- + Whether or not there appears to be risk to life.

A3 Locations

Locations on the rail network may be identified by the following:

- + bridge numbers: plates are fitted to most bridges;
- + signal numbers: all signals are fitted with plates showing the number;
- + gantry numbers: overhead line stanchions are fitted with identification plates;
- + mile posts: situated at the line every ¼ mile (a dot following the number indicates a 1/4 mile e.g. 53•• = 53 ¾ miles);
- + level crossings: some level crossings are fitted with name plates;
- + station names, where a station is nearby;
- + OS grid references;
- + significant geographic features.

A4 Hazards

A number of hazards exist on the rail network and include the following:

+ **Electricity**

- Overhead line equipment (OLE) operating at 25,000 volts AC. Direct or indirect contact with live OLE may result in serious injury or death. Although

there is no risk of becoming 'attached' to AC current, it can arc across a gap. There is always a danger that conductors that have been switched off may carry a residual or induced current.

- Power supplies on trains and rolling stock.

✚ Trains and Rolling Stock

- Approaching trains are very quiet and may arrive from either direction on the track. At speeds of up to 125 mph, they can cover over 500 metres in 10 seconds. Air turbulence is generated as a train passes, which can cause a person to be pulled towards the train.
- Movement of trains or other rolling stock, and limited clearance in some places, e.g. tunnels.
- The size, weight and height of rolling stock can make it difficult to stabilise the work area and gain access. There is risk of serious injury or death if the wagon moves suddenly.

✚ Harmful Substances

- Flammable, toxic, or harmful substances may be released within the unit (engine) or carriages, or transported as freight; including LPG cylinders carried in sleeping cars and catering units.
- If rolling stock is damaged, asbestos or man-made mineral fibres (MMMF) may be exposed, and may lead to future chronic health problems.
- Radioactive substances or chemicals may be carried as freight.

A5 HEALTH & SAFETY

- All personnel working within the railway boundary fence must wear appropriate Personal Protective Equipment (PPE), e.g. high-visibility surcoats, Respiratory Protective Equipment (RPE), etc.
- Numbers of staff should be kept to a minimum.
- Remote operation of points: risk of injury if limbs become trapped.
- Manual handling of equipment: risk of injury from slips, trips and falls.
- Warning detonators: these are kept in drivers' cabs and deployed as necessary, with the risk of injury from flying fragments on detonation.
- Difficult access and conditions underfoot can cause danger, e.g. steep embankments and cuttings, greasy sleepers, cables, loose ballast, drainage ditches at the side of tracks, flood plain.
- At any time when visibility is impaired, e.g. due to darkness, fog etc., personnel should also carry hand lamps.
- The minimum distance for working beside lines where trains continue to run is 3 metres. **Under no circumstances** may anyone go within 3 metres of the nearest running rail, until Network Rail has given definite assurance that trains have been stopped. This prohibition includes removal of obstructions

or snatch rescues of casualties, as no safe system of work can be guaranteed until trains have been stopped.

A6 Slowing or stopping trains

- A.6.A Trains may travel at up to 125 mph. At these speeds stopping distances may be as much as 2 miles. In ideal situations with a straight track it may be possible to see an advancing train at a distance of up to 1 mile; allowing only 30 seconds for anyone to move clear.
- A.6.2 To warn train drivers to slow down, Network Rail can run trains at “Caution”. Train drivers are warned that emergency service workers are near the track and they must drive more slowly where appropriate. When personnel and equipment are not near to the line, it may be sufficient to request Network Rail to warn train drivers that emergency response personnel are dealing with an incident within the boundary fence.
- A.6.3 To slow down trains near an incident, Network Rail should be requested to “run trains at caution”. A caution will still permit trains to run at the driver’s discretion but may mean they have not slowed down. Trains running on Caution will sound their horns when approaching personnel working within the boundary fence. Personnel must raise an arm to the approaching train as an acknowledgement that they are aware of its presence.
- A.6.4 Network Rail can stop trains by the use of signals. This stops all trains running past the incident location. A request to stop all trains should be made whenever workers or equipment will have to work near the track (less than 3 metres).
- A.6.5 To stop trains near an incident, Network Rail should be requested to “stop all trains”. Stopping trains does not affect the electric power, which will remain on. Confirmation that trains have been stopped must be received before allowing anyone to work within 3 metres of the track. It may take some minutes for Network Rail to confirm that all trains have been stopped, especially in rural areas.
- A.6.6 **Switching off the electricity supply**

Overhead line supplies operate at 25,000 volts alternating current (AC). All electrical equipment and anything touching it should be considered to be live and extremely dangerous, unless Network Rail gives definite assurance that the power has been switched off.

In an emergency, Network Rail can arrange for the power supply to be switched off within a few minutes. The supply will be cut to an entire section of track, up to 15 miles in length. On all occasions when electrical power is involved, you must ask for the stoppage of trains AND the shutdown of power.

At all incidents involving electricity Network Rail must be requested to “stop all trains and switch off power supply”. Confirmation must be received that trains have been stopped and power shut down before allowing anyone to work within 3 metres of the track.

Even after the power has been shut down, trains can still coast for considerable distances and diesel-powered trains can continue to run. Workers should remain vigilant whilst working on or near the railway track, even after getting assurances that the power is off.

A7 Safety around overhead line equipment

A.7.1 During an incident on the track, the overhead line equipment (OLE) will be in one of three conditions described below. The safety procedures are different in each case.

✚ **System Live:** the overhead power lines and other live components must be considered extremely dangerous. Electricity at this high voltage can flash a considerable distance through the air, causing electrocution.

For normal working, people should remain at least three metres from the overhead lines and any live parts of the support structure. The same safe distance applies to equipment e.g., tools, water jets, etc.

Any object hanging from live OLE, or any displaced wire connected to it – even if trailing on the ground, will also be of high voltage and capable of causing a flashover if approached too closely.

✚ **System Switched Off:** with the power switched off, the overhead lines can be approached safely. Conducting parts should not be touched directly, as the system may still carry a residual current.

✚ **System Isolated:** for the electrical supply equipment to be completely safe to touch, it must be isolated – that is, earthed as well as switched off. To achieve this can be a lengthy process and causes considerable disruption to services. Even when isolated, the overhead system should not be touched unless absolutely necessary.

A8 Safe Systems of Work

At all railway incidents the safety of personnel is paramount. Those responsible for safety will ensure that:

- ✚ when trains are running, personnel maintain a safe distance minimum of 3 metres) between themselves and the rail line;
- ✚ trains are stopped before staff are allowed to work close to the rail line (less than 3 metres);
- ✚ all operations are conducted safely;
- ✚ personnel are evacuated if danger is imminent, and that all are aware that repeated blasts of a whistle mean they must evacuate the area.

A.8.1 Wherever possible, designated walkways should be used to gain access to the incident.

A.8.2 Crossing the track should be avoided. Reposition vehicles and equipment if necessary to achieve this.

A.8.3 The minimum distance from the track should be 3 metres. However, factors that may affect this distance are:

- ✚ weather and other conditions (e.g. smoke) affecting visibility;
- ✚ local topography e.g. bends, slopes, cuttings, embankments;
- ✚ hazards of operations e.g. the use of water near electrified track;
- ✚ the nature of the incident;
- ✚ dangerous substances, e.g. liquid petroleum gas (LPG).

A.8.4 On high-speed lines, blue and white chequered boards at the side of the track indicate that there is no place of safety on that side. On any line red-and-white chequered boards at the side of any track indicate that the clearance between a structure and the nearest rail is less than 1.5 metres.

A.8.5 Viaducts, bridges and tunnels require special care and personnel should never enter these structures unless they have received confirmation that trains are stopped. The use of thermal imaging cameras when either proceeding along or working in tunnels increases the safety of crews and assists operations.

A.8.6 Personnel should be wary of any fire or the use of water near live electrical power supply. The presence of a large amount of water could cause areas some distance from the railway to become live.

A9 Liaison

Close liaison with Network Rail is essential for safe working. Following initial liaison with the Network Rail Control, the emergency services should work with Network Rail's Rail Incident Officer (RIO). The RIO will attend the incident site to coordinate the railway response and liaise with the emergency services on site.

The RIO is equivalent to an emergency service Silver/Tactical Commander.

The responsibilities of the RIO are as follows:

- ✚ Co-ordinating all rail activities on site and leading the rail site management team.
- ✚ Directing the actions of other members of the Railway Group, the owners and operators of wagons, vehicles and locomotives involved and their agents.
- ✚ Sustaining liaison with the emergency services.
- ✚ Initiating the accident investigation process and preserving evidence.
- ✚ Establishing and co-ordinating site safety requirements and arrangements.
- ✚ Establishing and maintaining effective communication systems within the site and to other locations.
- ✚ Recognising likely environmental issues and managing the response.

All information concerning the incident must be passed to Network Rail immediately, to help ensure the safety of personnel.

A10 Railway tunnels

A.10.1 Personnel authorised by the Fire Incident Commander must not enter the tunnel unless they are appropriately equipped and until confirmation has been received that trains are stopped and power has been switched off.

A.10.2 If personnel in a tunnel need to evacuate rapidly, the recognised procedure using whistles may prove inadequate because of the length of the tunnel and noise from activities within. Services may need to agree an alternative signal before sending people into the tunnel.

A.10.3 Normal radios may not operate effectively within railway tunnels so alternative systems will need to be considered.

A.10.4 Adequate lighting is essential for safe operations inside tunnels and enough should be available because of the predetermined attendance. Exceptionally, where the atmosphere may be flammable or explosive, specially designed lighting that is intrinsically safe may be needed. Network Rail will normally be able to supply lighting, but this is unlikely to arrive within the hour after an incident.

A.10.5 Ventilation in tunnels can cause a number of difficulties at an incident. Some tunnels have air-shafts which, as well as helping to ventilate a tunnel, can act as flues; drawing in fast-moving air from tunnel entrances. This could speed up the development and spread of fire in the tunnel.

A.10.6 Personnel are liable to suffer heat stress, exhaustion and dehydration after carrying out arduous tasks within a tunnel with limited ventilation. They should, therefore, be monitored closely. Adequate welfare arrangements will be needed to prevent short and long-term ill effects. These measures should include:

- ✚ regular relief;
- ✚ sufficient supplies of drinking water;
- ✚ a drink before entering the tunnel;
- ✚ adequate feeding arrangements;
- ✚ shelter and warm dry clothing.

A.11 Inter-service Co-operation

An agreement has been reached nationally between British Transport Police and all Home Office Forces. It repeats principles of responsibility which have worked well in the past, but which should be considered flexible as circumstances demand.

All officers arriving at the scene will report to the Senior Officer present. That officer, whether from British Transport Police (BTP), Essex Police will perform the function of police silver. Where the first supervisor to arrive is from the Essex, it is recommended that the first BTP officer to arrive be appointed as Liaison Officer, where their specialist knowledge will prove useful.

It is essential that the Police response between the local Force and BTP is co-ordinated so that there are no wasted resources or duplication of roles.

The first officer of Inspector rank or above from either Force will assume the role of Silver taking responsibility for the initial co-ordination and deployment of resources from each Force.

On the arrival of their counterpart from the other Force they will work together, forming a team that ensures the resources, equipment and communications of both Forces are used in the most effective way.

In broad terms, the responsibility of each Force is:- BTP on site, Essex Police off site. The specific responsibilities below are suggested as a guide and it is emphasised that just as each incident and the resources available will be different in each case so flexibility, discussion and mutual co-operation is essential to ensure the co-ordinated response discussed earlier.

Responsibility	Force
Gold Commander	Essex with BTP Senior Officer working in conjunction advising on BTP/Network Rail matters and present at co-ordinating group meetings.
Investigation	Except in the case of terrorism or murder, BTP will be responsible for investigating the incident. Where an incident is of such a magnitude or there are special reasons whereby a joint team should be formed, this will be done after discussions between senior officers of both forces.
Inner Cordon and matters on railway property	BTP
Outer Cordon	Essex Police
Removal of Bodies	The removal of all bodies from the scene must be co-ordinated by Essex Police whichever service effects the removal.
Mortuary	Essex Police
Casualty Information Bureau and Identification	Essex Police
Property of Deceased	Essex Police
Property from Scene	BTP
Press/Media	Joint response through Co-ordinating Group
Traffic (road)	Essex Police
Hospital Documentation	Essex Police with BTP assistance if necessary

A12 Rail Accident Investigation Branch

The Railways and Transport Safety Act 2003 enabled the Secretary of State to establish the Rail Accident Investigation Branch (RAIB).

The Rail Accident Investigation Branch (RAIB) is the independent railway accident investigation organisation for the UK. It investigates railway accidents and incidents on the UK's railways to improve safety.

The RAIB's investigations are entirely independent and are focused solely on safety improvement. The RAIB does not apportion blame or liability nor enforce law or carry out prosecutions.

A Memorandum of Understanding [MOU] between the RAIB, British Transport Police, ACPO and the Health and Safety Executive has been agreed [October 2005]. It basically sets out when the RAIB investigation will take precedence and when a criminal investigation will take precedence.

B Aircraft Incidents

B.1 A major air incident is by its very nature an extremely sudden and catastrophic event placing all the organisations concerned with the response, under intense pressure. The scale of such events often crosses administrative boundaries and involves a massive and lengthy recovery operation.

Major incidents involving aircraft that occur within airfield boundaries will involve a local response based upon CAA directions.

B.1.1 Specific Site Hazards

A major air accident will produce a toxic environment at the scene and all services responding should be aware of the need for extra attention to the identification of potential hazards and the protection of their staff. A crashed aircraft should be approached from an upwind direction whether there is a fire or not, due to the potential spread of toxic substances.

In addition to Essex Fire and Rescue, both the AAIB and RAF are able to advise on potential hazards from crashed aircraft and the materials present in specific aircraft types. The Aircraft Recovery and Transportation Flight at RAF St. Athan, Wales, maintain a database for all UK Military aircraft. They can fax hazard data sheets to any Emergency Service on request to their Task Control.

B.1.2 Organisations Involved

Air Accident Investigation Branch (AAIB)

The AAIB investigate all civil aircraft accidents that occur in the UK and help in the investigation of Military accidents at the request of the Ministry of Defence. There are a number of statutory powers associated with this role through the Civil Aviation (Investigation of Accidents) Regulations 1989. These regulations gave the AAIB powers of investigation relating to the management of the scene. Close liaison between the AAIB investigators and the Emergency Services at the scene is essential at the earliest possible opportunity.

Police will be responsible for contacting the AAIB on being informed of an incident. The initial AAIB response to a major air accident will consist of a small team of pilots and engineers who will work with RAF Pathologists, where necessary. The Police investigation will be carried out in close co-operation with that of the AAIB.

British Airways Emergency Procedures Information Centre (EPIC)

In July 2005 previously existing contractual arrangements between British Airways and contracted UK airlines, pertaining to the Emergency Procedures Information Centre [EPIC] ceased.

 **Royal Air Force**

The RAF will deal with post crash recovery for all Military fixed wing aircraft accidents and has the capability to help with civilian incidents, where requested, particularly with wreckage removal in line with AAIB guidance. The unit involved is the Aircraft Recovery and Transportation Flight based at RAF St. Athan in Wales. RAF SAR resources may be alerted by calling the Air Rescue Co-ordination Centre (Kinloss).

The Royal Navy will deal with all Military rotary wing aircraft crashes. The unit is the Mobile Aircraft Servicing Unit based at Fleetlands, Gosport, Hants.

C Chemical, Biological, Radiological & Nuclear (CBRN) Incidents

C.1 Introduction

- C.1.1 The attack on America on 11 September 2001 and the subsequent spread of anthrax spores in that country, were followed in this country, by widespread 'white powder' hoax anthrax type incidents.
- C.1.2 These incidents prompted significant changes in the response capability of all the Essex Emergency Services, including the provision of specialist training and the issue of protective equipment. These changes have been developed and agreed at multi-agency meetings.
- C.1.3 This Memorandum of Understanding is intended to identify the roles and responsibilities of key organisations involved in the management of a CBRN incident and to demonstrate the co-ordinated response.
- C.1.4 This memorandum of understanding has been developed under the auspices of the former Essex Emergency Services Co-ordinating Group (EESCG) to define roles and responsibilities in respect of Chemical, Biological Radiological, and Nuclear (CBRN) incidents in the county.
- C.1.5 The agreed principles can be adopted for any CBRN incident.
- C.1.6 This document is not intended to be an operational plan.

C.2 The Security Threat

- C.2.1 The Police will be in receipt of current threat levels and updated intelligence. Subject to security classifications, all appropriate intelligence will be disseminated.

C.3 Command and Control

- C.3.1 In order to effectively manage a full CBRN incident the Police will establish incident Gold and Silver Co-ordinating Groups, and representatives from all relevant services and agencies will be invited to participate.
- C.3.2 The location of the Silver group will probably be near to the incident, but the Gold Group are likely to be located at Police Headquarters or some other significant location where adequate accommodation and communications are available.

C.4 Initial notification, evaluation and response to a CBRN incident

- C.4.1 Initial information about an incident could be received by any of the three Emergency Services. Each service is to ensure that the other services are aware.
- C.4.2 ECFRS will provide initial attendance at the scene of incidents where contamination is believed to have occurred and will be responsible for the rescue of people.
- C.4.3 At contaminated scenes Police and Ambulance will remain in safe areas until ECFRS declare the scene safe

- C.4.4 Police Evidence Retrieval teams will be responsible for recovering suspect packages.
- C.4.5 Police alone will be initial responders to any 'white package' incidents and will call for assistance only when required.
- C.4.6 It is the responsibility of the police to assess, evaluate and investigate information regarding suspect incidents of this nature.
- C.4.7 The decision-making process to identify an appropriate response will be based on all factors of the incident, including the most up to date threat assessment.
- C.4.8 Essex Police have a number of Senior Officers who are trained in the command of CBRN incidents. The officers will be contacted as soon as there is suspicion that a CBRN incident has occurred. They will make a rapid assessment of the situation and implement appropriate responses
- C.4.9 The CBRN commander (Silver) also has an option to deploy a Forensic Evidence recovery team to further evaluate the situation.
- C.4.10 Essentially the options are:

- ✚ No action;
- ✚ Deliberate hoax –treat as a crime
- ✚ CBRN contamination threat – activate full response.

C.5 Roles and Responsibilities for all Responders

The agreed roles and responsibilities of all contributing services and agencies are as follows:

C.5.1 Essex Police

- ✚ Initial response to 'white powder' type incidents.
- ✚ Establish overall Command and Control for other incidents, including joint Command cells.
- ✚ Through Essex Police Gold Command, provide strategic direction for the incident.
- ✚ Through Essex Police Silver Command, deliver operational responses to the strategy.
- ✚ Establish, and maintain, appropriate containment around the location by CBRN trained officers.
- ✚ Undertake all aspects of investigation where appropriate, and in conjunction with other agencies.

C.5.2 Essex County Fire & Rescue Service

The Essex County Fire and Service (ECFRS) has a generic response to all incidents involving Hazardous Materials.

- ✚ At any CBRN incident where persons have been subjected to hazardous material contamination, ECFRS will liaise with their scientific advisors, and in

conjunction with the Essex Ambulance Service, undertake necessary decontamination procedures.

- ✚ For mass decontamination ECFRS will mobilise appliances and officers along with an 'Incident Response Unit (IRU)' which will provide sufficient equipment and personnel to decontaminate a maximum of 400 ambulant persons per hour.
- ✚ Using regional mutual aid additional Incident Response Units and support personnel/appliances are available for each additional group of up to 400 persons per hour.
- ✚ Additional mass decontamination units are available for each additional groups of up to 400 persons per hour.

Inner Cordon Control

- ✚ An additional 4 appliances and crews, together with supervisory officers will be mobilised for Inner Cordon duties, when requested by the police.

C.5.4 Essex Ambulance

- ✚ The Ambulance Service has responsibility for co-ordinating the on-site National Health Service response and determining the hospital(s) to which injured persons should be taken, which may depend on the types of injuries received.
- ✚ If necessary, the Ambulance Service will seek the attendance of the Medical Incident Officer and medical teams, seeks to save life and limb through effective emergency treatment at the scene, to determine the priority for release of trapped casualties in conjunction with the Fire Service, and to transport the injured in order of priority to receiving hospitals.

Decontamination

- ✚ In any major incident, the Ambulance Service would provide on-site immediate health care, including decontamination, working in conjunction with the Fire Service and other specialist teams. They will liaise with hospital Accident and Emergency teams.
- ✚ Essex Ambulance Service has been issued with Interim personal protective equipment (PPE) and carry basic decontamination on each emergency vehicle.
- ✚ However, this equipment will only allow active decontamination of a limited number of casualties at any one time. Essex Fire and Rescue Service will undertake the role of mass decontamination.

Key Roles

The Ambulance Service will:

- ✚ Access and co-ordinate the medical needs of casualties at the scene.
- ✚ Provide the necessary resources for the emergency resuscitation, triage, decontamination and treatment of casualties at the scene.

Command Zones

- ✚ Hot/Dirty Zone is the area in which contamination has occurred. Fire service personnel will rescue casualties from within the Hot Zone. The ambulance service does not currently have the required PPE to allow them to operate in this area.
- ✚ Warm Zone is the area in which casualty decontamination will take area. place. Ambulance personnel should wear PPE whilst working within this
- ✚ Cold/Clean Zone indicates a sanitised area. Ambulance personnel can work within this area with minimal PPE. Ambulance personnel will receive decontaminated casualties and convey them to hospital if necessary.

Triage

- ✚ Triage should be carried out after the Fire Service personnel have extricated casualties from the Hot Zone. Ambulance personnel trained to triage potentially contaminated casualties should do so in the Warm Zone and wear the appropriate level of PPE.
- ✚ The three categories that will be used are:
 - ✚ **P1**-Requires life-saving intervention during decontamination in a stretcher facility.
 - ✚ **P2**-Treatment may be delayed until after decontamination in a stretcher facility.
 - ✚ **P3**-Minor injuries may walk unaided to an ambulant decontamination facility.

Primary triage will take place before and after de-contamination.

C.5.5 Health Authorities

In accordance with the NHS Guidance 'Deliberate Release of Biological and Chemical Agents, Essex Health Authority will undertake to provide the following to the emergency services:

When requested by the Gold Commander, set up a Health Advisory Team (HAT) and through that function endeavour:

- ✚ To collect information on which to undertake an assessment of the risk to health.
- ✚ To assess risk to health.
- ✚ To consider need for biological and environmental samples.
- ✚ To consider effects of environmental contamination.
- ✚ To issue public statements about avoidance of exposure and effects of exposure.
- ✚ To liaise with other agencies and organisations with responsibilities for responding to an incident.
- ✚ To designate staff to join local response teams where indicated.
- ✚ To notify NHSE Regional Office of incidents that exceed the resources of the district or region.

- ✚ To provide information and advice to GPs, Health Visitors, Emergency Services, Local Authority, Utilities, the media and the public.
- ✚ To assess the need for an epidemiological study and, if appropriate, plan how this should be done.
- ✚ To agree criteria for deciding when an incident is over.
- ✚ To convene a post-incident review and provide a report

Changes to the NHS and its implications

Subject to the outcome of public consultation and Ministerial decision, it is expected that Essex Strategic Health Authority (SHA) will be dissolved and a new 'East of England' SHA established incorporating the former SHAs of Essex, Bedfordshire and Hertfordshire and Norfolk, Suffolk and Cambridgeshire. The new organisation will come into being on 1 July 2006, again subject to the above caveats.

Emergency Planning and Resilience will be a function of the new SHA in terms of determining overall strategy, co-ordination and control, as well as performance managing fulfilment of responsibilities by its constituent health organisations.

Subject to the outcome of public consultation and Ministerial decision, Primary Care Trusts (PCTs) will also be re-configured and reduced in number, with the new PCTs coming on stream from 1 October 2006. PCTs will retain Emergency Preparedness and Response functions as Category 1 responders.

Subject to the outcome of public consultation and Ministerial decision, the Essex Ambulance Service will be dissolved and become part of a new East of England Ambulance Service Trust coterminous with the boundaries of the new SHA. The new Trust will retain current Ambulance Service responsibilities in respect of Emergency Preparedness and Response.

Since 1 April 2003 former Health Authority Consultants in Communicable Disease Control and their teams joined the Health Protection Agency (HPA) and are located in Health Protection Units (one of which covers Essex). The Health Protection Agency is a Category 1 responder under the CCA. The HPA has an Emergency Response Division nationally which provides strategic direction. Most Emergency Planning and response is provided locally. Regional co-ordination of the HPA's Emergency Response is undertaken by the Regional Health Emergency Planning Advisers. At the end of 2005 the HPA devolved the responsibility for local emergency planning and resilience forum support to local Health Protection Units. The HPA is subject to the Arms Length Bodies Review and is also undertaking an review of services under its Strengthening the Frontline process. It is hoped this will lead to improved resourcing of the local Essex Health Protection Unit.

Implications

The new Strategic Health Authority will have a Director of Public Health who will also be given the responsibilities currently undertaken by the current Regional Director of Public Health based at the Government Office for the East of England.

The process of NHS re-structuring and possible changes in current lead and key Emergency Planning personnel within the SHA, PCTs and Ambulance Service has the

potential to weaken current arrangements. Priority has been accorded to eliminating this risk as part of business continuity management.

C.5.6 Local Authority

Local Authorities will support the Emergency Services response by:

- ✚ Opening rest centre(s)
- ✚ Providing supporting documentation at centres.
- ✚ Providing emergency clothing and transport as required.
- ✚ Supporting the provision of information to the public.
- ✚ Assisting the police command and control structure by the provision of appropriate liaison officers and communications structure for County Council and District Council services.
- ✚ Co-ordinating the voluntary agencies response.

The above document records the roles and responsibilities of the component groups to the Memorandum of Understanding as they exist at the time of signing.

Appendix – GLOSSARY

AAIB	Air Accident Investigation Branch
ACCOLC	Access Overload Control for cellular phones
AMBULANCE CONTROL	The main mobilising control of the Essex Ambulance Service located at Broomfield, Chelmsford.
AMBULANCE CONTROL POINT	An emergency mobile control vehicle, readily identifiable by a green flashing light, providing an 'on-site' communications facility which may be at a distance from the incident. It is to this location that all NHS/Medical resources should report. Ideally, the point should be in close proximity to the Police and Fire Service Control/Command vehicles, subject to radio interference constraints.
AMBULANCE LOADING POINT	An area, preferably hard standing, in close proximity to the Casualty Clearing Station, where ambulances can manoeuvre and load patients.
AMBULANCE PARKING POINT	The place designated at the scene of a major incident where arriving ambulances can park, thus avoiding congestion at the entrance to the site or at the Ambulance Loading Point. These areas are also suitable for staff briefings, procurement of refreshments and re-stocking of equipment.
ANTE MORTEM DATA	Information obtained from family, friends, etc. about a person who is believed to be among the deceased.
BASICS	British Association for Immediate Care Schemes
BELLWIN SCHEME	Discretionary scheme for providing central government financial assistance in exceptional circumstances to affected local authorities in the event of a major emergency.
BODY HOLDING AREA	A point close to the scene where the dead can be temporarily detained until transfer to the mortuary. Ideally, the premises should be secure, dry, cool and have ample drainage.
CAA	Civil Aviation Authority
CBRN	Chemical Biological, Radiological, Nuclear. Material that has the potential to be adapted for use in a terrorist incident
CCRF	Civil Contingency reaction Forces (Military)
CEPO	County Emergency Planning Officer i.e. Head of Community Safety and Emergency Plans
CERC	County Emergency Response Centre
COPE	Combined Operational Procedures for Essex
CASUALTY INFORMATION BUREAU	Central contact and information facility set up by the Police as a focal point for all records and data relating to casualties.
CASUALTY CLEARING STATION	An area set up at a major incident by the Ambulance Service in liaison with the Medical Incident Officer to assess, treat and triage casualties and direct their evacuation (see Triage).

CATASTROPHIC INCIDENT	An incident of such a magnitude that it requires an exceptional response, including a requirement for full government involvement.
CATEGORY ONE RESPONDER	A local responder organisation listed in Schedule 1 Part 1 of the Civil Contingencies Act likely to be involved with a central role in the response to most emergencies.
CATEGORY TWO RESPONDER	A local responder organisation (though it may not be locally based) listed in Schedule 1 Part 3 to the Civil Contingencies Act and likely to be heavily involved in some emergencies or in preparedness for them.
COMAH	Industrial sites which are subject to the Control of Major Accident Hazards Regulations.
COMMUNITY RISK REGISTER	An assessment of the risks within a local resilience area agreed by the Local Resilience Forum as a basis for supporting the preparation of emergency plans.
CONTROLLED AREA	The area contained by the Outer Cordon, which may be divided into geographical sectors.
CORDON	The perimeter of an area, e.g. the Rescue Zone or a sector. May be physical or improvised.
CO-ORDINATION	The term 'co-ordination' is used to indicate the process that draws together, by consent, the activity of separately responsible and autonomous organisations.
CO-ORDINATING GROUP	A meeting chaired by police, which comprises the senior representative of each service or agency which discusses and agrees future policy. It also agrees the content of all press releases.
CRISIS SUPPORT TEAM	Personnel brought together under the Chief Executive to manage and co-ordinate the local authority response to an emergency.
DEPO	District Emergency Planning Officer
DATA PROTECTION ACT	The Data Protection Act 1998 came into force in March 2000. It requires organisations which hold data about individuals to do so securely and to use it only for specific purposes. It also gives an individual the right, with certain exemptions, to see that personal data.
DISTRICT EMERGENCY CENTRE	Local authority operations centre from which the management and co-ordination of local authority incident support is carried out.
EMC	Emergency Management Centre, Gravesend (PLA).
EVACUATION ASSEMBLY POINT	A location of safety, near the scene, where evacuees can initially be directed for assembly prior to being transported to Rest Centres.
FAMILIES & FRIENDS RECEPTION CENTRE	Secure area set-aside for use by friends and relatives arriving and for interviews with them. This will usually be maintained and operated by the police.
FIRE INCIDENT COMMANDER	Senior fire service officer in attendance at the incident (equivalent to silver)
FIRE SERVICE COMMAND SUPPORT	An emergency mobile command support vehicle despatched

VEHICLE	from Brentwood.
FIRE SERVICE MAIN CONTROL	The main mobilising Control of the Essex Fire Service located at Brentwood.
FORCE INFORMATION ROOM (FIR)	The Essex Police operational command and communication centre, located in Chelmsford.
FORWARD CONTROL/COMMAND POINT	A control point/forward command post dealing directly with activity at the 'scene' and the respective emergency service resources at the scene.
FREEDOM OF INFORMATION ACT	The Freedom of Information Act allows the public access, regardless of nationality or country of residence, to information held by public authorities or anyone providing services for them. It came fully into force in January 2005.
HAT	Health Advisory Team
HPA	Health Protection Agency
HAZMAT	Hazardous Materials (HAZMAT) may be defined as:- chemical, radiological or biological substances hazardous to health or the environment.
HHA	Harwich Haven Authority
HMCG	H.M. Coastguard
HOSPITAL DOCUMENTATION TEAM	Team of police officers responsible for completing police casualty record cards in hospital.
HOSPITAL, RECEIVING	The first listed hospital to be alerted by the Ambulance Service to receive casualties in the event of a major incident and to provide the Medical Incident Officer.
HOSPITAL, SUPPORTING	A listed hospital nominated to support the Receiving Hospital in dealing with casualties from a major incident.
HOSPITAL, LISTED	Hospitals listed by the Regional Health Authority as adequately equipped to receive casualties on a 24-hour basis and able to provide, when required, the Medical Incident Officer and a Mobile Medical/Nursing Team.
IDENTIFICATION COMMISSION	Group representing all aspects of the identification process, which is set up to consider and determine the identity of the deceased to the satisfaction of HM Coroner.
LOCAL RESILIENCE FORUM [LRF]	A process for bringing together all the Category 1 and 2 responders within a local police area for the purpose of facilitating co-operation in fulfilment of their duties under the Act.
MAIB	Marine Accident Investigation Branch
MOU	Memorandum of Understanding
MRCC	Maritime Rescue Co-ordination Centre responsible for organisation of search and rescue services and co-ordinating the conduct of marine search and rescue operations.
MEDIA CENTRE	Central contact point for media enquiries, providing communications and conference facilities and staffed by press officers from all organisations.
OUTER CORDON	Seals off a controlled area around an incident to which

Combined Operational Procedures for Essex
April 2006

	unauthorised persons are not allowed access.
OVERALL INCIDENT COMMANDER (GOLD)	Designated Principal Officer of each service who assumes the co-ordinating function for the operation as a whole on behalf of their Service.
PCC	Port Control Centre, Gravesend (PLA).
PCT	Primary Care Trust
PPE	Personal Protective Equipment
PLA	Port of London Authority
PARAMEDIC	A qualified NHS ambulance person who has obtained the IHCD Certificate in Paramedic Training and is permitted to administer specified drugs.
POLACAP	Major Incident Procedure Codeword (PLA – Lower River).
POLASEA	Major Incident Procedure Codeword (PLA –Thames Estuary).
POLICE MEDIA REPRESENTATIVE	Senior Police Appointee chosen by the Police Gold commander to be responsible for the release of information on behalf of the police.
POST MORTEM DATA	Information obtained from the post mortem examination process.
PRESS LIAISON OFFICER (SCENE)	Representatives of each organisation responsible for the initial release of information from the scene of the incident reflecting co-ordinating group policy.
PRESS LIAISON POINT (PLP)	Premises at or adjacent to the scene designated for exclusive use by accredited media representatives and through which official press releases will be issued.
RAIB	Rail Accident Investigation Branch
RIO	Rail Incident Officer. On Network Rail infrastructure the rail industry response to an incident will be led, on site by the RIO, who will also act as point of contact for the emergency services.
RADSAFE	Scheme developed to provide expert assistance to the emergency services following an incident involving the transport of radioactive material.
RAYNET	Radio Amateurs Network
REGIONAL CIVIL CONTINGENCIES COMMITTEE [RCCC]	Regional body which meets during an emergency when a regional response or other action at regional level is required.
REGIONAL MEDIA EMERGENCY FORUM	Group of representatives from the media (editors, journalists), government, emergency services and other organisations involved in dealing with an emergency, meeting to plan and discuss communications challenges and common interests in planning for and responding to emergencies.
REGIONAL RESILIENCE FORUM [RRF]	A forum established by the government offices of the region to discuss civil protection issues from the regional perspective and to create a stronger link between local and central government on resilience issues.
RENDEZVOUS POINT (RVP)	A point selected by the emergency services as the location for all personnel and vehicles to report to prior to attending the

	major incident.
RENDEZVOUS POINT OFFICER	Police Officer responsible for supervision of RVP.
RESCUE ZONE	The area within the Inner Cordon.
REST CENTRE	Premises designated for the temporary accommodation of evacuees.
RISK ASSESSMENT	A structured and auditable process of identifying hazards and threats, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.
SAR	Search and Rescue
SCC	Strategic Co-ordinating Centre
SCG	Strategic Co-ordinating Group (GOLD)
SHA	Strategic Health Authority
SECTOR COMMANDER	The Fire Service Officer in command of an operational area and having functional responsibility within the controlled area for fire/rescue purposes. Would normally equate with a 'Bronze Officer'.
SENIOR IDENTIFICATION MANAGER	Police Officer having overall responsibility for the identification process and sits as a member of the Identification Commission. Responsibility includes body recovery, and post and ante mortem teams.
SENIOR INVESTIGATING OFFICER	Police Senior Detective officer appointed by Gold to assume responsibility for all aspects of the police investigation.
SILVER COMMANDER (AMBULANCE)	The Ambulance Service Incident Officer on the scene (AIO).
SILVER COMMANDER POLICE	Senior Police officer responsible for the implementation of operational tactics at the scene.
STRATEGIC CO-ORDINATING GROUP [SCG]	A group comprising senior officers of appropriate organisations which aims to achieve effective inter-agency co-ordination at strategic level. This group should normally be located away from the immediate scene.
SURVIVOR RECEPTION CENTRE	Secure area to which uninjured survivors can be taken for shelter, first aid, interview and documentation.
TEMPORARY MORTUARY	Building adapted for use as a mortuary and in which post – mortem examinations take place.
TRIAGE	Process of prioritising the evacuation of the injured by the medical or ambulance staff at the casualty receiving station.
WARNING AND INFORMING THE PUBLIC	Establishing arrangements to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.