



Braintree District Council

# Emergency Plan

[www.braintree.gov.uk](http://www.braintree.gov.uk)

April 2010 - version 1.0  
Braintree District Council



## **Equality & Diversity Statement**

Braintree District Council is committed to treating all members of the community with fairness and respect regardless of their ethnic background, gender, religion, disability, sexual orientation or their socio-economic background. This plan has been written as part of the Council's responsibilities to protect and assist the community in so far as is reasonable in the circumstances, all steps have been taken to ensure that no member of the community shall be unfairly treated, discriminated against or disadvantaged as a result.

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## **AIM**

To ensure that Braintree District Council (the Council) can respond to an Emergency and continue to provide services to the Community within the Integrated Emergency Management concept as laid down by Cabinet Office.

- to meet the Authority's statutory obligations for Emergency Planning as detailed in the Civil Contingencies Act 2004
- define the roles and responsibilities of the Council and all partner agencies
- identify links and cross references to other agencies' plans
- set out the Council's procedures for invoking this plan.

## **PURPOSE**

The following procedures are intended to:

- provide essential initial information for Braintree District Council staff responding to an emergency and
- prescribe arrangements for meeting the Council's Emergency responsibilities.

# WHAT IS AN EMERGENCY?

An emergency is defined as:

- an event or situation which threatens serious damage to human welfare;
- an event or situation which threatens serious damage to the environment; or
- war, or terrorism, which threatens serious damage to security.

An emergency is an incident of major significance to a large number of people, threatening their lives, property and/or environment. The incident may have effects across a number of boundaries and will require a response beyond the everyday resources of the emergency services and those departments and organisations that support them.

An emergency cannot normally be predicted and can come in any form:

- Severe Weather
- Natural Disaster
- Technological/Industrial Accidents
- Power failures
- Transport/Road/Rail/Air
- Terrorism

It can happen very suddenly, for example, an aircraft crash; or have a more gradual onset, for example flooding following a period of heavy rain. It may be from a natural cause or one that is 'man-made'.

Therefore, in any emergency situation there must be a flexible, efficient and effective management response.

# THE CIVIL CONTINGENCIES ACT 2004 (CCA)

The purpose of the Act was to establish a new statutory framework for civil protection at a local level. Local responders are the basis of resilience in the UK, and the Act has enhanced and formalised existing arrangements by

- Establishing a clear set of roles and responsibilities
- Giving greater consistency to civil protection
- Establishing a base for performance management at a local level

## Category 1 Responders

Under the Act Local Authorities are classed as Category 1 Responders, the organisations at the core of the response to the majority of emergency situations.

Category 1 responders include:

- Local Authorities -including County Council, District/Boroughs and Unitaries
- Government Agencies -Environment Agency, Maritime & Coastguard Agency.
- Emergency Services -Police, Fire, Transport Police, Ambulance Services etc.
- Health Bodies –PCT's, NHS Commissioning Services, Health Protection Agencies, NHS Acute Trusts etc.

## Category 2 Responders

These are organisations, which will be heavily involved in incidents which affect their own sector. They have a duty to share information and co-operate with all other Responders.

Category 2 Responders are;

- Utilities
- Transport providers
- Other Government Departments -HSE

## THE DISTRICT COUNCIL APPROACH

The Council has therefore developed emergency planning arrangements that comply with the concepts of Integrated Emergency Management and the 'All Hazards' approach, under the six fundamental activities in the CCA:

- anticipation
- assessment
- prevention
- preparation
- response
- recovery

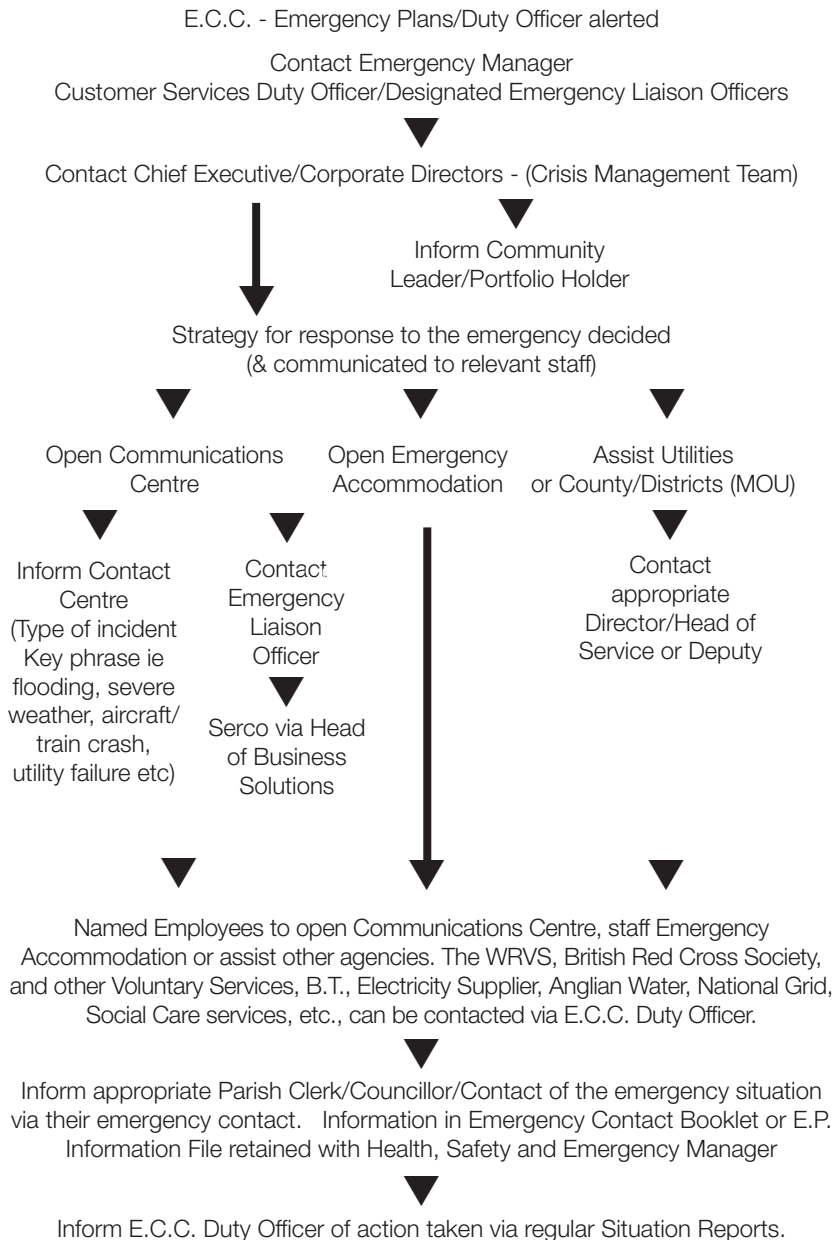
The plans are flexible, to enable a quick and efficient response to any situation regardless of the cause and they are integrated within the overall management arrangements of the authority. It should also be remembered that in the event of a prolonged emergency, a "normal service" must be maintained wherever possible

The Chief Executive has the overall responsibility for the activation of the Emergency Plan and other key managers and staff have clearly specified emergency roles.

## ESSEX COUNTY COUNCIL (E.C.C.) - EMERGENCY PLANNING & BUSINESS CONTINUITY SERVICE

The Council works very closely with Essex County Council Emergency Planning and Business Continuity Service (EP&BC) based at County Hall, Chelmsford. The EP & BC Service maintains the County Emergency Response Centre in a state of operational readiness. The EP & BC Service also provides a 24 hour Duty Officer who could respond immediately to a request for help.

# RESPONDING TO AN EMERGENCY - AN OVERVIEW



## **RESPONDING TO AN EMERGENCY - CALL OUT PROCEDURE**

In most cases the Emergency Manager, Emergency Liaison Officer, or out of hours Customer Services Facilities Officer will receive a call to alert the Council to an emergency situation. The call could come from a number of possible sources but most likely from the Police, the ECC Duty Officer or a Parish Council.

The Officer receiving the call then calls the Chief Executive/Corporate Director to discuss and agree the action to be taken.

The Officer then calls County Emergency Planning Duty Officer, if they have not initiated call; to advise them of the situation and enable their call-out procedure to be initiated.

**The Council Emergency Contact Number  
01376 552525 (24 hour number)**

# ROLES AND RESPONSIBILITIES

## OVERALL LOCAL AUTHORITY ROLE

- Support the Emergency Services (and/or other Category 1 Responders as appropriate)
- Facilitate Recovery & support the wider Community
- Maintain normal Council Services through Business Continuity Management under CCA as far as practicable.

## CHIEF EXECUTIVE

### Action

1. Declare a 'Major Emergency'.
2. Manage and co-ordinate the District's response to the emergency situation.
3. Chair the Crisis Management Team.
4. Maintain a log of events, bearing in mind a Public Inquiry may follow
5. Determine strategy e.g. range of response and a strategy for the Recovery phase
6. Activate the Recovery Plan
7. Review information gathering.
8. Scale down resources committed to the Council's response when opportune.
9. Liaise with Emergency Services/County Emergency Planning Officer etc., at Strategic Level.
10. Manage the Council's resources to achieve an effective response to the emergency, facilitate recovery, and ensure continuity of normal services.
11. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

### **Consider**

1. Cancel 'Major Emergency' and ensure de-briefing session is arranged – Chair the session.
2. Consider Disaster Appeal/Fund. Chair Fund if formed.
3. Brief the Emergency Committee. Liaise with Town/Parish Councils affected and other representatives of the Local Community.
4. Implement Mutual Aid arrangements to other District Councils.

## **CORPORATE DIRECTOR (DEVELOPMENT SERVICES)**

### **Action**

1. Provide assistance on the making safe of dangerous structures
2. Maintain a log of action and record of expenditure
3. Secure the services of private contractors as necessary
4. Provide maps/plans of areas/services
5. Co-ordinate any clean up/environmental recovery issues
6. Ensure specific staff and vehicle issues are addressed for Fleet, Waste and Recycling services in response and recovery phases
7. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

### **Consider**

1. Liaise with utilities to secure rehabilitation of damaged properties
2. Liaise with town & Parish Councils affected and other representatives of the local Community

# CORPORATE DIRECTOR (FINANCE)

## Action

1. Issue Cost Codes and advise Services of the recording of expenditure.
2. Provide financial advice to Chief Executive
3. Maintain a log of action and record of expenditure
4. Provide staff to collate expenditure and manage the maximum reimbursement of costs incurred by the Council
5. Provide an Officer to advise on Insurance claims and liaise with Insurance Companies.
6. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## Consider

1. Make an application under the rules of the Government Bellwin Scheme for recovery of costs if appropriate. Rules and thresholds can be found on the ODPM website - assistance is available if requested - through Regional Government. (Request for assistance should be made as soon as possible if required)
2. Administer a Disaster Appeal Scheme/Fund when authorised.

# CHIEF ENVIRONMENTAL HEALTH OFFICER

## Action

1. Protect the Public and the Environment from pollution and/or contamination.
2. Maintain a log of action and record of expenditure.
3. Provide technical expertise and advice.
4. Manage the disposal of waste materials including chemical waste/contaminated food etc.
5. Provide or source decontamination/disinfestations service as required by the Recovery Co-ordinating Group.
6. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## Consider

1. Liaise with Defra and other Departments i.e. Trading Standards as necessary.
2. Liaise with the Health Authority and NHS Mid Essex.
3. Manage and/or advise on the provision for the care of pets for persons who have been accommodated within Emergency Accommodation Centres.

# HEAD OF STRATEGIC HOUSING SERVICES

## Action

1. Manage the Council's response to members of the Community requiring shelter and support.
2. Maintain a log of action and record of expenditure.
3. Maintain a comprehensive record of expenditure of re-housing, accommodation and any other Services provided.
4. Liaise with Social Care as required.
5. Liaise with Voluntary Organisations as required.
6. Liaise with the NHS Mid Essex as required.
7. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## Consider

1. Liaise with housing associations operating in the district, as required including Greenfields Community Housing.
2. Arrange re-housing where necessary
3. Provide a schedule of emergency accommodation, including Hotels and Guest Houses for use by relatives and others arriving within the district (through Tourist Information websites etc).

## **HEAD OF BUSINESS SOLUTIONS**

### **Action**

1. Provide Information Technology expertise
2. Maintain a log of action and records of expenditure.
3. To provide a rapid response facility for the receiving, recording and classification of emergency messages at peak traffic conditions
4. To provide a “helpline” service to give out current public information
5. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

### **Consider**

1. The Contact Centre will utilise trained employees who will act as “Message Clerks” to respond to the incident and direct telephone calls to the Communications Centre if required
2. Liaise with Marketing and Communications Manager to ensure appropriate use of all communications methods available i.e. BDC web pages, Facebook, bulk SMS, etc

## **ASSISTANT CHIEF EXECUTIVE (PEOPLE & PERFORMANCE)**

### **Action**

1. Provide Legal Advice to the Chief Executive / Corporate Directors
2. Maintain a log of action and record of expenditure.
3. Provide a secretariat for the Crisis Management Team and Emergency Committee
4. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

### **Consider**

1. Consider Staff Welfare issues during Response and Recovery phase and implement mitigation measures (counselling etc)

# HEAD OF OPERATIONS

## Action

1. Commit Operations resources to assist in an effective response and recovery during an emergency situation, e.g. distribution of “Flood Sax” and to assist in recovery phase etc
2. Maintain a log of action and record of expenditure.
3. Street Scene & Waste Services Manager(s) to assist in an effective response and recovery in an emergency situation
4. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## Consider

1. Liaise with external partners where necessary to support/ provide response/recovery clean up operation

# HEALTH, SAFETY AND EMERGENCY MANAGER

## Action

1. Act as Lead Manager, directing and supporting Chief Executive, Crisis Management Team and lead Members.
2. Maintain a log of action and record of expenditure
3. Collate all Log Sheets and create Final Report.
4. Arrange de-briefing sessions on behalf of the Chief Executive and Corporate Directors.
5. Deploy staff to manage or assist with the administration/ running of Emergency Accommodation Centres (Rest Centres) or Liaison Officers to represent BDC at Forward Control Point
6. Authorise payment of agreed honoraria to all District staff involved
7. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## Consider

1. In the absence of the Chief Executive or Corporate Directors, act as their Representative, in Response, Planning and Recovery phases
2. Liaise with Police/Parishes to open Emergency Accommodation as required etc
3. To remind Gold representative about enabling Voluntary groups attending the incident as support to BDC to get through Police cordons

# EMERGENCY LIAISON OFFICERS

## Action

1. To deputise for the Health, Safety & Emergency Manager, fulfilling their role and responsibilities in an emergency
2. Maintain a log of action and record of expenditure
3. Representing the District as a whole, the Council in general and the Chief Executive
4. To ensure every item of information likely to be of benefit to the Chief Executive (or their deputy) is passed to the Braintree Emergency Centre by the swiftest route.
5. To act as the single point of contact for Braintree whilst at the venue
6. To always argue for the best interests of the Council at every meeting.
7. Make local arrangements at the venue for your workstation to be given any resource you require.
8. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## Consider

1. Endeavour to discuss with the Chief Executive (or their deputy) every issue likely to be controversial before attending a meeting. However, should circumstances not permit prior discussion, act in the 'best interests' of the Chief Executive (or their deputy) and advise them as soon as possible of any agreement you have made on their behalf.
2. Remember you are the sole representative of the Chief Executive; it is vital that you and they understand each other, and act in harmony. You are the one person guaranteed immediate access to the Chief Executive at any time.
3. To remind Gold representative about enabling Voluntary groups attending the incident as support to BDC to get through Police cordons.

# MARKETING & COMMUNICATIONS MANAGER

## Action

1. Responsible to the Chief Executive/Corporate Directors for Press and Media Liaison, the control and provision of Press Releases, Public Notices and other information regarding the emergency and the Council's response to it, including the Recovery phase.
2. Maintain a log of action and record of expenditure
3. Ensure adequate briefing to staff and members. This would cover the information they need to convey and their role and responsibilities in liaising with the media.
4. Arrange for the monitoring, dissemination of Radio, Television and other media information throughout the response and recovery phases.
5. Put in place arrangements for issuing information to the public and press releases to media representatives.
6. Ensure liaison with staff at Information Points at Emergency Accommodation Centres. Public Relations Officer to attend Emergency Accommodation Centre/s
7. Ensure accurate and timely information is issued and manage output of such material.
8. Provide situation reports to the Chief Executive and Lead Members as required
9. To attend all Operational planning meetings during the emergency and to act as the District spokesperson for all media enquiries and requirements.
10. Member of the Crisis Management Team
11. At the end of the Emergency Response provide a full report/ de-brief to the Chief Executive on the operation of the press office.

## **Consider**

1. Review with the police and other organisations joint arrangements to establish a District Press Office.
2. Arrange facilities to produce handouts and public notices (e.g. use of computers, e-mail etc).
3. Liaise with Head of Business Solutions to ensure appropriate use of all communications methods available i.e. BDC web pages, Facebook, bulk SMS, etc

# **EMERGENCY COMMUNICATIONS SUPERVISOR**

*(appointed at time from Emergency Liaison Officers or Senior Manager, see Communications Room Procedure Published October 2007 v.1)*

## **Action**

1. Responsible to the Chief Executive for the management, planning, provision and maintenance of the Emergency Centre and Communication Services therein, and any other location in the District as the operational situation demands. (See Communications Room Procedures - Emergency Response Team guide - Published October 2007 v.1).
2. Maintain a log of action and record of expenditure
3. Ensure staff are available for the Communications Centre and any other location to meet operational requirements
4. Ensure that all communications equipment is in working order
5. Co-ordinate the communication volunteers, e.g. Raynet, Parish Contacts
6. Provide Situation Reports as necessary to the Chief Executive on the communications operation during the emergency
7. Supervise Staff in the Communications Centre and organise the 'shift system' and staff shift changes within the Communication Centre. Brief and de-brief staff as necessary
8. Maintain the Communications diary (log).
9. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## **Consider**

1. Oversee documentation of all events in the Communication Centre during the emergency
2. Take action to rectify any faults or breakdown. Report faults to the Chief Executive/Corporate Director.

# **OPENING THE MEMBERS' AREA AS EMERGENCY CENTRE**

*(appointed at time from Emergency Liaison Officers or Senior Manager, see Communications Room Procedure Published October 2007 v.1)*

## **Action**

1. On opening the Members' Room as an Emergency Centre, the Health Safety & Emergency Manager, Emergency Communications Manager, or Liaison Officer will manage the Emergency Centre / Communications Room and: (See Communications Room Procedures - Emergency Response Team guide - Published October 2007 v.1):
2. Request assistance from the Customer Services Facility Officer to organise the layout of the Emergency Centre (Members' Area and/or extend into reception area) and Operations Centre (Extended Members' Area or Causeway Room) Tables, chairs etc can be sourced from the Training Room as necessary.
3. Allocate Staff to the Emergency Communications Centre - please see list below
4. Arrange for testing of all known Communications involved in the operation. i.e. fax/phones/email
5. Complete Routing Board
6. Telephones, cables, stationery, trays etc., are stored in a filing cabinet within the meeting room adjacent to the Members' Lounge. - Key with Health Safety & Emergency Manager
7. Prepare and provide all relevant information to Health Safety & Emergency Manager for compilation of full de-brief

## **Consider**

1. ECC emergency website – password required. Health, Safety and Emergency Manager to activate

Staff required for the Emergency Response Centre.

- a). Emergency Communications Manager/Supervisor.
- b). Messenger (fax & photocopier) x1
- c). Message In Clerk/Support Officer x2
- d). Message Out Clerk/Support Officers x3
- e). Telephone Operators x5
- f). Computer Operators x2
- g). Administrative Support Team x3
- h). Routing Clerk x1
- i). Assistance of Contact Centre to be used as “Helpline” in Emergency situation. Contact Head of Business Solutions or Customer Services Centre Manager

## **Role of Elected Members**

The role of Elected Members in an emergency is to be supportive to officers and constituents in providing local specialised knowledge of the area.

In supporting local constituents - Elected Members may be asked to;

- Provide local knowledge to the Members Emergency Committee if convened
- Visit constituents at home or in Emergency Accommodation Centres if they have been evacuated
- Assist relatives of those affected by the emergency
- Provide information/help with insurance claims
- Welcome the media

A full guide on the role of Elected Members in times of emergency is available on line on the intranet “Members Information” or hard copy by request.

## **Role of Town and Parish Councillors**

The role of Town & Parish Councillors in an emergency is to support your community in providing specialised knowledge of the area. This role is similar to the Elected Members role in addition Town & Parish Councillors may be asked to;

- Provide local knowledge via Community Situations Reports
- Assist in opening Emergency Accommodation Centres e.g. at local Parish Hall
- Gather information on Community needs

A full guide on the role of Town & Parish Councillors in times of emergency is available on line or hard copy by request.

<http://www.braintree.gov.uk/Braintree/councildemocracy/Parish+Councils/EmergencyPlans.htm>

# EMERGENCY CONTACT PROCEDURE WITHIN THE COMMUNITY

The Council's Communication Room will be activated as soon as possible when it is apparent that a district wide emergency has occurred or is likely to. Its initial use will be to provide a link with Emergency Contacts throughout the District and County. If the emergency escalates additional communications systems may be utilised.

Prior to the activation of the Communication Room messages will be received, outside office hours, by the Customer Services Facilities Officer via the telephone.

## 1. Emergency Contacts

Most Town and Parish Councils have nominated one or more 'Emergency Contacts' for the Community they represent. The Emergency Contact list is held by the Health Safety & Emergency Manager.

In the absence of such a nomination the Town/Parish Clerk will be contacted and be required to forward information to Causeway House.

**WARNING: -This procedure should not be used where immediate help is required from the Emergency Services. In such cases the Emergency 999 telephone service should be used.**

## 2. Community Emergency Report – Radio - Raynet

The Emergency contact should prepare a Community Emergency Report on the standard message form (Ref. KB.Oct98.C.E.REP). This records the Originators Details, and Radio Operator used in the transmission of the Report, its receipt and action taken.

Blank message forms should be held by Emergency Contacts, RAYNET Operators and Braintree District Council in the Communications Room at Causeway House.

Date/Time -Each stage in the use of the Community Emergency Report requires the Date/Time to be recorded. For simplicity it should be recorded:

31/MAR/2010/16.30

i.e. Date/Month (1st three letters) Year / Time (24 Hr. Clock).

### **3. Success**

The success of this reporting system will lie in the accuracy of the Community Emergency Reports. The reports must be factual and portray the situation 'AS IT IS'. Any exaggeration or restraint will give a distorted picture of the overall position district wide.

# RAYNET COMMUNICATIONS REPORT

BRAINTREE DISTRICT COUNCIL

REPORT ORIGINATOR

Community: .....

Emergency Contact: .....

Name: .....

Tel. No: .....

Date/Time: .....

**TO: Braintree 01376 552525  
Customer Services Facility Officer**

EMERGENCY CONTACT/RAYNET

RADIO OPERATOR

Report from: .....

Date/Time: .....

Report sent to: .....

Date/Time: .....

Operators Name: .....

**TO: Causeway House (C.B.Handle) or GIYYY  
(RAYNET Call sign)**

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**EMERGENCY SITUATION**

LOCATION: .....

REPORT: .....

.....

.....

.....

.....

.....

ACTION REQUESTED:

.....

---

FOR USE BY: Braintree District Council, Emergency  
Communications Centre

Report recorded from: ORIGINATOR/RADIO OPERATOR

DATE/TIME: .....

NAME (OPERATORS): .....

Report passed for action to: .....

Action to be taken: .....

.....

Actioned by: .....

Date/Time: .....

Originator advised: YES/NO

# COMMUNITY SITUATION REPORT

FROM:

DATE AND TIME:

REPORT NUMBER:

PERIOD COVERED:

1. A. NUMBER OF DOMESTIC PROPERTIES  
DAMAGED/UNINHABITABLE. ....
- B. NUMBER OF SCHOOLS/RESIDENTIAL  
HOMES/SHELTERED HOUSING  
DAMAGED OR UNINHABITABLE .....
2. EMERGENCY ACCOMMODATION OPENED & ADDRESS  
.....  
.....  
.....
3. NUMBER OF PERSONS IN THE DESIGNATED  
EMERGENCY ACCOMMODATION .....
- .....
4. VULNERABLE GROUPS IDENTIFIED .....
- .....
5. LOCATION OF BLOCKED ROADS .....
- .....  
.....
6. AREAS OF SURFACE WATER FLOODING .....
- .....  
.....
7. AREAS WITHOUT ELECTRICITY .....
- .....  
.....



# ROLES AND RESPONSIBILITIES OF RESPECTIVE AUTHORITIES AND ORGANISATIONS

## 1. THE DISTRICT COUNCIL

Ensure the maintenance of those essential services normally provided by the Local Authority, the co-ordination of the activities of the various Departments, statutory undertakings, the voluntary organisations involved and the provision of assistance to persons in distress.

The Chief Executive may, at their discretion, activate the District Emergency Response Centre (Members Area & Causeway Room) where each of the various Services involved would be represented so as to achieve the most effective co-ordination of action both during and after an emergency.

A key role for the Council will be the opening and running of Rest Centres, Information Centres, and supporting Police in Family & Friends/Survivor Reception Centres; all of these Centres are collectively known as “Emergency Assistance Centres”.

In an emergency situation the Council will take account of the needs of vulnerable groups within the District. It should be remembered that anyone can be vulnerable in times of emergency depending on where, when and what type of emergency has occurred. Vulnerable groups may be defined as groups of people who are less able to look after themselves as a result of:

- Disability - physical/learning difficulty
- Age - young/old
- Language barriers
- Tourists
- Being dependant on others - food/home help/care/family
- Time of year i.e. winter/summer

- Type of weather
- Access to transport
- Specific locations i.e. residential homes, schools, hospitals

To ensure that the District Council's response is as effective and co-ordinated as possible a programme of training and exercising will be undertaken at regular intervals. All staff involved are encouraged to become familiar with their varied roles and responsibilities and experience some of the different pressures; as well as become familiar with the equipment available and the emergency procedures which operate in the Emergency Centre

## **2. ESSEX COUNTY COUNCIL**

In a major emergency or where more than one District Council is involved, the County Chief Executive may assume responsibility for the overall co-ordination of Local Authority services with those of public utilities and other organisations.

The County Emergency Response Centre would be opened at County Hall, Chelmsford, or possibly at some other suitable location depending on the area of the County affected to enable the effective co-ordination of action between all services involved.

Contact with any County Services should initially be through the County Emergency Planning Officer.

## **3. SOCIAL CARE - EMERGENCY ACCOMMODATION CENTRES**

The Social Care service of the County Council has responsibility for the general welfare of persons made temporarily homeless in an emergency. Suitable premises have been identified throughout the District, which could be used as Emergency Accommodation Centres where shelter and sustenance could be provided for persons affected by an

emergency. The organisation of setting up, equipping and staffing of Emergency Accommodation Centres will be undertaken by District Council staff, NHS Mid Essex staff and Voluntary Aid Societies, in liaison with Social Care.

Overall responsibility for the Emergency Accommodation Centres remains with the District Council, and the Principal Emergency Accommodation Centres are listed in the full emergency plan.

#### **4. NHS MID-ESSEX (Lead Health Emergency Planning Agency for Essex)**

NHS Mid Essex is responsible for commissioning all health related services for residents within the locality, including Braintree.

In an Emergency, the Trust's aim is to manage the outcomes of an incident whilst maintaining care for the sick and those at risk.

Representatives from the Trust will provide health staff in Emergency Accommodation Centres. A representative from the Trust will be invited to Braintree District Council's Operations Room when open, to assist with the management of care to the elderly, sick and residents at risk during the Emergency, within their area of responsibility.

NHS Mid Essex will ensure that all providers of healthcare within the Mid Essex locality participate in the emergency response and work in partnership with the council to manage the appropriate outcomes.

The council will be required to communicate with health commissioners who will in turn communicate with all relevant healthcare providers

## **5. LEARNING SERVICES**

School premises can generally be made available quickly in an emergency and some have been designated as the principal Emergency Accommodation Centres for the locality. The use of County Council school premises as Emergency Accommodation Centres in an emergency will normally be arranged by the District Council in consultation with the Police and County Emergency Planning Officer. Arrangements for Grant Maintained Schools are made directly with the management of the school.

## **6. TOWN/PARISH COUNCILS**

The District Council has statutory responsibilities in an emergency. Whilst the Town/Parish Councils have no formal statutory role in an emergency, however, they provide a most valuable supportive role. For example, where movement of personnel in transport is to take place, vehicle supervisors will be required to act as guides. Marshals may also be needed at assembly or reception points to assist with crowd control. If Emergency Accommodation Centres have to be opened for homeless persons undoubtedly the Voluntary Services will require assistance – Parish volunteers could help with all these tasks. Parishes could also expect to be asked for the use of facilities such as the village hall, welfare centre etc to be used as assembly and reception points or temporary Emergency Accommodation Centres. Parish personnel are in a prime position for sharing essential relevant local information. They may also have their own Emergency Plans which list resources available. i.e. 4 wheel drive vehicles in times of severe weather

Refer to earlier section of “Roles and Responsibilities” for details.

## 7. HEALTH AND SAFETY EXECUTIVE

The Health and Safety Executive (HSE) is responsible for enforcing regulations and investigating accidents involving hazardous substances. In an emergency HSE Inspectors and Scientific Managers would be available to provide technical advice to mitigate the effects of an accident. This is called the Scientific Advice and Technical Cell – STAC activated through the Health Protection Agency.

## 8. POLICE

The Police are responsible for co-ordinating all activities at the scene of a major disaster/incident. In the case of a large fire, while the Senior Fire Officer present would remain in command of the fire fighting activities, the Police would retain overall responsibility for co-ordination of activities but in close liaison with the Senior Fire Officer and Ambulance Officer. A Forward Control Point (FCP) may be set up at which each of the emergency services in attendance would be represented to ensure the most effective deployment of resources.

### **Police responsibilities at a major disaster are as follows:-**

- Warning the Public including evacuation when necessary
- Ensuring the safety of the Public
- Co-ordinating all the Emergency Services, local authorities and media
- Protection of property
- Crowd and traffic management
- Handling operational information
- Dealing with requests for specialist assistance
- Provision and manning of a Casualty Bureau
- Dealing with the media
- Notification of relatives
- Provide officers for attendance at any emergency mortuary/body holding area

Updated from COPE Nov 2009

## **9. FIRE SERVICE**

The Fire Service is usually the principal rescue service at the scene of a major incident. Appliances are staffed by both full time personnel and local volunteer crews with access to a wide range of specialist fire fighting, pumping and rescue equipment. Responsibilities include;

- Rescue of trapped persons
- Control of fires
- Assistance in evacuation procedures
- Pumping out flooded properties
- On behalf of NHS carry out mass decontamination
- Deal with released chemicals/contaminants to render an area safe

Updated from COPE Nov 2009

## **10. AMBULANCE SERVICE AND OTHER HEALTH SERVICES**

The Ambulance Service is administered by the East of England (Essex) Ambulance NHS Trust and is responsible for providing immediate response to any accident or emergency incident within the administrative County of Essex.

Operational procedures exist for response to normal emergency incidents. Special procedures have been produced where premises, operations or installations are identified as presenting potential hazards of an unusual nature. These procedures have been drafted in close liaison with other Emergency Services, interested parties and establishments concerned. All such procedures are designed to provide an immediate response to emergency incidents with adequate resources to treat and transport casualties. Mutual Aid arrangements exist to ensure adequate support from neighbouring Ambulance Authorities and various Voluntary Organisations. The East of England (Essex) Ambulance Service also acts as a link to Medical and Nursing Services, both at the scene and at the various designated hospitals. Mobile Surgical Teams may be deployed to the scene of a major accident at the request of the Medical Incident Officer.

The NHS would work closely with Receiving Hospitals to ensure that beds are freed up to enable those affected by the incident to be accommodated. Mutual Aid arrangements are established between all primary health care providers to make best use of resources. In a Major Emergency a Health Gold Command would be set up at East of England Ambulance (Essex), Headquarters and the Strategic Health Authority would play a key role at Health Gold in coordinating the Health response.

Responsibilities include;

- Saving of life
- Instigate a tri-age system
- Casualty evacuation process
- Implementation of casualty clearing stations
- Identification of receiving hospitals
- Provision of on site medical assistance
- Decontamination of casualties to support Mass Decontamination by the Fire Service

Updated from COPE Nov 2009

## **11. MILITARY AID TO THE CIVIL COMMUNITY (MACC)**

Military aid will normally only be justified when there is a serious danger to life and can be provided without affecting essential military commitments. Requests for military aid must be co-ordinated via the County Emergency Planning Officer who will act as the link with the military.

## **12. WOMEN'S ROYAL VOLUNTARY SERVICE (WRVS)**

The WRVS are trained volunteers who would be able to assist in an emergency by staffing Emergency Accommodation Centres. They hold limited stocks of emergency bedding, cooking equipment, food and drink, which are available at short notice. The County Council will arrange their assistance.

### **13. BRITISH RED CROSS SOCIETY AND ST. JOHN AMBULANCE BRIGADE**

The British Red Cross Society and St. John Ambulance Brigade have a body of trained volunteers, ambulances and equipment that could be used to assist and supplement resources of the Essex Ambulance Service in a major emergency. Such assistance would normally be requested by the Chief Ambulance Officer or Senior Ambulance Officer at the site of an emergency direct.

### **14. RAYNET**

RAYNET (Radio Amateur Emergency Network) is a nationwide organisation of qualified amateur radio operators who can provide emergency radio communications facilities in an emergency situation for certain 'User Services'. These are: -

- The British Red Cross Society
- The St. John Ambulance Brigade
- The County Emergency Planning Officer (and hence District Emergency Planning Officer)
- Central Govt Departments
- Any police force in the United Kingdom

### **15. VOLUNTEERS/CRISIS SUPPORT TEAM FOR ESSEX (CSTE)**

Trained volunteers will come from the community and from Co-ordinated Parish/Town response. Where the volunteers are "acting on behalf of Braintree District Council" they will be covered by insurance in respect of personal injury by the Authority's Insurance Scheme.

"Self Presenters" should be politely refused as the Council cannot vouch for their CRB status and health and safety training etc, and therefore will not be covered by 3rd party insurance from the Council. However, their details should be

taken and referred to professional Voluntary organisations to make contact.

The CSTE has been developed in response to recommendations arising from a number of enquiries following major emergencies including the Marchioness disaster. The role of the CSTE volunteers will primarily be to work closely in support of Police Family Liaison Officers providing welfare and emotional support to survivors and the bereaved. The CSTE received its Public Launch in July 2004.

There is an established protocol to be considered when requesting the CSTE to be activated. This will be done by Essex County Council.

In an Emergency the County Emergency Planning Officer will decide whether to activate the CSTE.

## **16. Voluntary Agencies and Voluntary Forum Directory**

This is a comprehensive, but not exhaustive list of Voluntary Agencies within Essex and the services/resources they can provide to Local Authorities in responding to emergencies. All Voluntary Agencies must only be activated through Essex County Council Duty Officer system.

## **17. CASUALTY BUREAU**

In an incident involving a large number of casualties the Police will set up and staff a Casualty Bureau. The location and telephone number of the Casualty Bureau will be given the widest publicity via the media. A Casualty Bureau is used to **gather** and **receive** information on people involved in an incident, in order to match people/relatives up and keep a record of people if the area is considered a crime scene - not to give information out to the public.

## **PRINCIPAL EMERGENCY ACCOMMODATION CENTRES**

Suitable locations have been identified across the District.

### **EMERGENCY ACCOMMODATION CENTRE CALL OUT**

1. District Health, Safety & Emergency Manager/Emergency Liaison Officers receive a call from the Police (or County Emergency Planning Duty Officer) to provide emergency accommodation.  
  
Out of hours the Customer Services Facility Officer will receive the call and contact the Health, Safety & Emergency Manager or Emergency Liaison Officers.
2. Call the Chief Executive/Corporate Director to discuss action.
3. Initiate call out procedures to staff the Emergency Accommodation Centre.
4. Call the County Emergency Planning Duty Officer if they have not initiated the call.

### **COUNTY EMERGENCY PLANNING DUTY OFFICER**

1. Calls County Social Care to initiate their call out.
2. Call Education Service who contact the Keyholder of the nominated School if it is to be used as an Emergency Accommodation Centre.
3. Calls County Supplies to place the main store on standby.
4. Initiates the Transport Plan to arrange transport to Emergency Accommodation Centres.
5. Calls WRVS who initiate their call out.
6. Calls British Red Cross Society who initiate their call out.
7. Calls Ambulance HQ who will contact relevant on call Director for PCT to initiate their call out.

# RESOURCES COVERING BRAINTREE DISTRICT COUNCIL

## 1. Principal Bus and Coach Operators

First Group Buses . . . . .Chelmsford (01245) 293400  
Hedingham . . . . .Halstead (01787) 460621  
Excel Coachlines . . . . .Braintree (01376) 321817  
Wicks Coaches . . . . .Braintree (01376) 340595  
Flagfinders . . . . .Braintree (01376) 320501  
Florida Coaches . . . . .Halstead (01787) 477701

## 2. Newspapers

Braintree & Witham Times & . . . . .Tel: (01376) 343344  
Halstead Gazette . . . . .Fax: (01376) 347219  
East Anglian Daily Times . . . . .Tel: (01473) 230023  
(news desk) . . . . .Tel: (01473) 342736  
Fax: (01473) 324776  
Essex Chronicle . . . . .Tel: (01245) 600700  
(news desk) . . . . .Tel: (01245) 603360

## 3. Radio

a) BBC Essex . . . . .Chelmsford (01245) 616000  
Fax: (01245) 492983  
News line . . . . .(01245) 616047  
b) BBC Cambridgeshire . . . . .Cambridge (01223) 259696  
Fax: (01223) 287129  
c) Essex Heart (FM & Breeze) Chelmsford (01245) 524550  
. . . . .Fax: (01245) 524559  
d) BBC Suffolk . . . . .Ipswich (01473) 250000  
. . . . .Fax 01473 210887

#### **4. Television**

BBC .....Norwich (01603) 619331  
look.east@bbc.co.uk

ITV .....Anglia TV 0844 8816900

#### **5. Raynet Members in Braintree District**

County Controller .....N Hull

District Controller .....D Willicombe

#### **6. Braintree District Council Emergency Contact number: -**

01376 552525 (24 hour number) ...www.braintree.gov.uk

#### **7. Electricity - National Grid**

EDF Energy - power outages etc .....0800 7838838

#### **8. Gas - National Grid** .....0800 111 999

#### **9. Anglian Water (most freshwater & all sewerage)**

08457 145145

#### **9a. Essex & Suffolk Water**

**(Witham / Rivenhall / Silver End - freshwater only)** .....  
.....08457 820999

#### **10. Highways Agency** .....08457 504030

#### **11. NHS Direct** .....0845 4647

#### **12. NHS Mid Essex** .....01245 398770

#### **13. Environment Agency**

Floodline .....0845 9881188

General Enquiries .....0870 8506 506

#### **14. Met Office** .....0870 9000100

# SEVERE WEATHER AND FLOODING

## Severe Weather

In the event of severe weather problems, BBC Essex and Essex Heart operate emergency telephone numbers. Examples of the information broadcast include school closures, impassable highways and deterioration of weather conditions, etc. Once conditions deteriorate sufficiently, information can be telephoned to the numbers below where they will be handled by fully briefed staff.

BBC Essex - Chelmsford (01245) 616000  
Tune to 95.3 and 103.5 FM or 729, 765, 1530 MW

Essex Heart - Chelmsford (01245) 524550  
Tune to 96.3 and 102.6 FM

BBC Suffolk - Ipswich (01473) 250000  
Tune to 95.5, 95.9, 103.9, 104.6 FM

BBC Cambridgeshire - Cambridge (01223 259696)  
Tune to 96.0, 95.7 FM

Information on severe weather and weather warnings can be found on the meteorological office web page.

**[www.metoffice.co.uk](http://www.metoffice.co.uk)**

## Heatwave Plan & Hot Weather Guidance

As the climate is steadily becoming hotter, periods of prolonged hot weather become more frequent, therefore a plan and set of guidelines has been created nationally.

Extreme heat is dangerous to everyone. During a heatwave when temperatures remain abnormally high for a prolonged period of time -it can prove fatal for vulnerable residents and for people who work outdoors or in particular conditions. To this end Braintree District Council and Mid Essex NHS Service work in partnership to reduce the effects of heat on its workforce and its residents.

## **Flooding**

The Environment Agency is the principal flood defence operating authority in England and Wales, with powers to take measures against flooding from rivers and tidal waters. The Agency has the lead role for managing the dissemination of flood warnings.

Flood warning messages are delivered through a variety of media, e.g. the local radio, TV, ITV Teletext on page 154 or as a Direct Warning Service via the telephone, fax or flood warden scheme.

Contact Floodline 0845 988 1188 to find out whether there are any local direct warning arrangements in your area.

Flood Warning Information for the public is available on: -

**FLOODLINE 0845 988 1188**  
**[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)**

Minicom number for hearing impaired people  
**0845 602 6340**

Current **Flood Warning Codes** (as at April 2010)

### ***Flood Watch***

Flooding is possible in the notified area. Be prepared. Watch out!

### ***Flood Warning***

Flooding of homes, businesses and main roads is expected.  
Act now!

### ***Severe Flood Warning***

Severe flooding is expected. There is imminent danger to life and property. ACT NOW!

### ***All Clear***

There are no flood watches or warnings currently in force.

## **Essex Police**

The Police are responsible for the co-ordination of rescue and evacuation following flooding. They have responsibility for the protection of life and property including public warning if called upon by the Environment Agency or Essex County Council. They will assist with co-ordination and initial control of all activity within the flood area. This will include evacuation, control of traffic, notifying other emergency services and activation of a flood control room.

## **Essex County Fire and Rescue Service and East of England (Essex) Ambulance Service**

On receipt of a flood warning message, the control rooms will inform Senior Officers to ensure pre-arranged actions are implemented as set out in the services operational instructions.

## **Braintree District Council**

The Council have responsibility for ensuring the maintenance of essential services normally provided by the Local Authority and restoring any affected services to normality as soon as is practicable.

Depending upon the scale of any flooding, the Chief Executive may activate an emergency centre.

## **HOUSEHOLDERS' RESPONSIBILITY**

Owner/Occupiers are advised to contact the Environment Agency, on Floodline 0845 9881188, or [www.environment-agency.co.uk](http://www.environment-agency.co.uk) to confirm whether their property is considered to be at risk.

If their property is considered to be at risk, they should visit the Environment Agency web site or the National Flood Forum website and look at the Blue Pages Directory for information on Flood Protection Products.

Some Parish Councils hold a stock of Flood Sax / Sandbags for their community -contact the Parish/Town Clerk for further information on the provision of Sandbags.

## **Information Issued by the Environment Agency**

Look around your home and imagine it with two or three feet of water running through it. How would you cope? Use this handy checklist now. Don't wait for a flood to prepare for a flood!

### **Checklist**

- Keep a list of useful numbers to hand, e.g. the emergency services, your insurance company, Floodline (0845 988 1188) and your local council [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)
- Make sure you know where to turn off your gas and electricity.
- Have flood boards/airbrick covers ready to block doorways and airbricks (or perhaps black bags filled with earth/sand).
- What about your pets? Where will you move them to if a flood is on the way?
- Make up a Flood Kit, including a torch, blankets, waterproof clothing, Wellingtons, a portable radio with spare batteries, first aid kit, rubber gloves and key personal documents. Keep it upstairs if possible.
- Think about your car. Where could you move it to in the event of a Flood Warning? Talk about possible flooding with those you live with. Consider writing a Flood Plan, and store these notes with your Flood Kit.
- Get into the habit of storing valuable or sentimental personal belongings upstairs or in a high place downstairs.
- Think about medication. In the event of a flood, you'll still need to take it.

A Flooding Advice Leaflet is available from Braintree District Council, either hard copy or online.

# OTHER CONTINGENCY PLANS

## **1. Control of Major Accident Hazards (COMAH) Regulations (1999). Amended June 2005**

The operation and administration of the COMAH Regulations is a County Council responsibility except for the requirements of notification of the public. Sites that come within these regulations are covered by their own individual contingency plans and are not included within this document.

## **2. Animal Diseases**

Defra has a National Contingency Plan for notifiable animal diseases which is updated each year. Essex County Council Trading Standards Department has contingency plans, which dovetail with the Defra plans and which would be brought into operation to control any suspected outbreak of Rabies, Foot and Mouth, Avian Flu and other types of animal diseases. The District Council has no direct responsibilities under these plans although assistance from Environmental Health and Emergency Planning may be requested if additional resources were needed to contain the situation.

## **3. Security - Bombs and Bomb Threats**

Terrorist activity is common and comes in a variety of different forms from paramilitary groups to animal rights organisations. Bombs may be placed in vehicles, carrier bags, holdalls, and briefcases (may be toxic powders, gases or liquids) or as a parcel/letter via the post. The Police would take the lead in this situation (liaising with BDC if it occurred on-site in a Braintree District Council property).

### **3.a CBRN Chemical Biological Radiological Nuclear incidents**

Police and/or Essex County Fire and Rescue Service would lead on these incidents. (The lead agency would liaise with BDC if the incident occurred on-site in a Braintree District Council property).

## **4. Bradwell off-site Emergency Plan**

- 4a The Bradwell off-site plan is co-ordinated by Essex County Council Emergency Planning & Business Continuity Service. A copy of the off-site plan is available from the Health, Safety and Emergency Manager.
- 4b Braintree District Council has no direct responsibilities under the plan although assistance with the general welfare and support of evacuees may be requested through the Essex Mutual Aid agreement.

## **5. Essex County Council Emergency Mortuary Plan**

Under Section 24(2) and 27(3) of the Coroners Act 1988 the County Council has a responsibility to establish an Emergency Mortuary within the County of Essex.

Essex County Council's Emergency Mortuary Plan outlines the actions to be undertaken by or on behalf of the County Council. A copy of the Emergency Mortuary Plan is available from the Health, Safety and Emergency Manager.

Under the Plan, Braintree District Council would provide an Environmental Health Officer to address Environmental Health issues on site at Wethersfield i.e. waste water and removal of "waste" and may also liaise with the Coroners Office, and an Emergency Planning representative to manage the logistics/resources of the "Reception Centre" as required on behalf of Essex County Council.







**This information can be made available in large print,  
on tape, in Braille, on CD Rom or in an alternate  
language by contacting Kathy Brown on  
01376 552525 ext 2753**