

# Multi-Agency Emergency Response Plan



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## 1. Introduction

- 1.1** The Civil Contingencies Act (CCA) 2004 defines an emergency as ‘an event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK.’ For reference to this plan, Hertfordshire Resilience also uses these terms as the definition of a major incident for which the response outlined in this document is likely to be mobilised.
- 1.2** The aims of this plan are:
- To set out the strategic response of the agencies that make up Hertfordshire Resilience to incidents requiring multi-agency co-ordination.
  - To ensure that if a major incident occurs, all the agencies that make up Hertfordshire Resilience are able to make a comprehensive, co-ordinated and effective response
  - To outline the roles and responsibilities of agencies involved.
  - To provide guidance and advice for organisations involved in dealing with a major incident and to help officers from all services to fulfil their duties.
  - To briefly summarise other key plans and procedures produced through Hertfordshire Resilience which may be used in the event of a major incident and to give an overview of the response to ensure understanding within Hertfordshire Resilience.
- 1.3** This document is a generic plan and it is important to be aware that the nature of major incidents is that each one is different and the response will depend on circumstances at the time of the event. It is also necessary to remember that this plan should be used in conjunction with other relevant agency plans and procedures during an incident.

- 1.4** This plan has been produced following guidance from the Civil Contingencies Secretariat, and ensures that Hertfordshire Resilience agencies meet CCA requirements. It also demonstrates how the various agencies should work together in partnership.
- 1.5** The CCA requires category 1 responders to maintain plans for preventing emergencies, reducing, controlling or mitigating the effects of emergencies, and taking other action in the event of emergencies. Further details about the CCA and category 1 and 2 responders is in appendix 4.
- 1.6** Hertfordshire County Council's Emergency Planning Team has responsibility for maintaining, updating, and distributing this plan. Any corrections or suggested changes should be e.mailed to [emergency.planning@hertscc.gov.uk](mailto:emergency.planning@hertscc.gov.uk).

## ***2. Command, control and co-ordination***

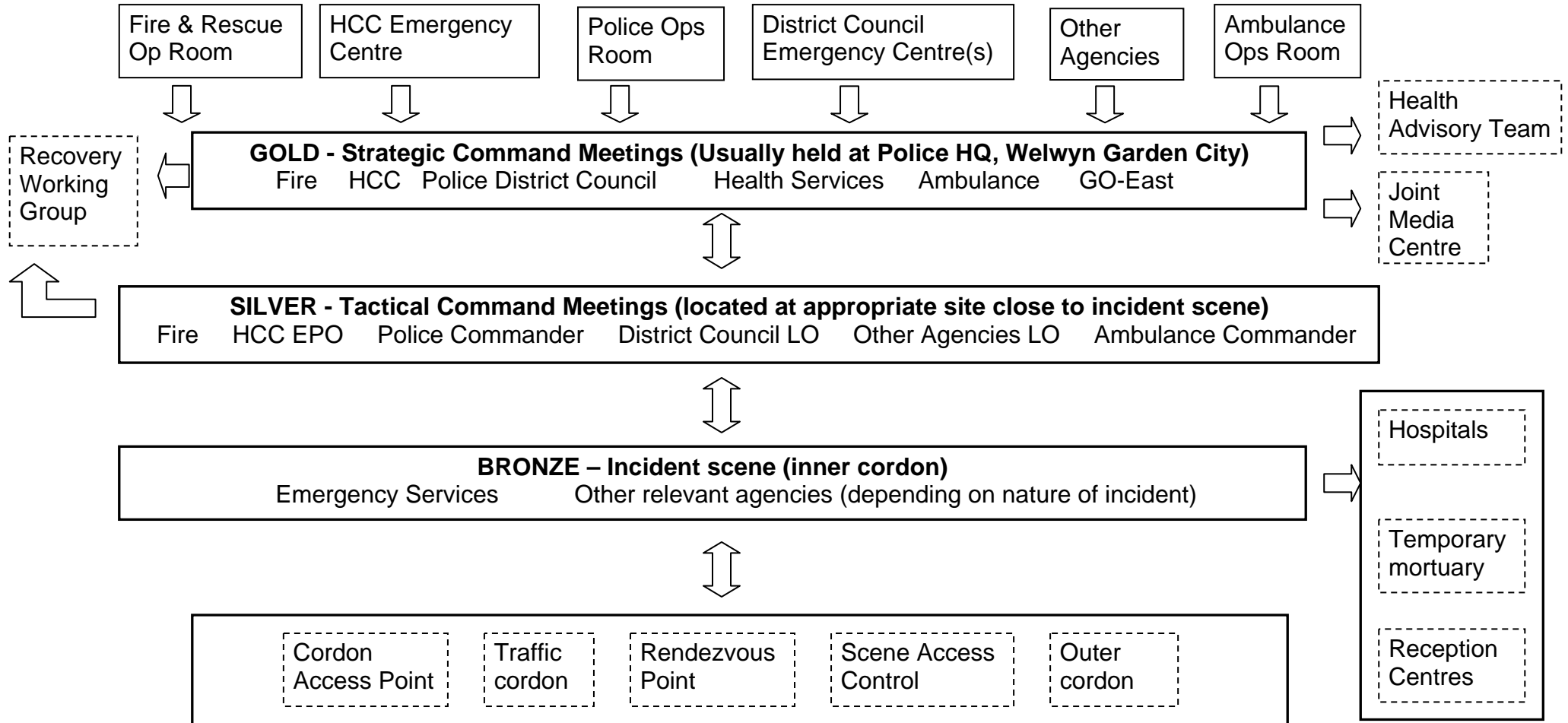
- 2.1** The response to any large scale incident will usually require input from a number of agencies and this would be co-ordinated through Hertfordshire Resilience. This is one of the main reasons for the partnership being in place.

The objectives and principles of a combined response are to make sure that any actions or decisions made are effective. It will ensure that resources are properly used and that efforts between different organisations are not duplicated or responsibilities missed.

One of the main factors on which a multi-agency response depends is comprehensive information sharing. This should be done both within and between the three command levels, and also between agencies.

In a major incident a specific multi-agency management structure is established. A diagram showing this is shown on the next page and is followed by an explanation of what each command level is.

## 2.2. HR Multi-Agency Management Structure for a Major Incident



**Gold, Silver and Bronze** are titles of functions adopted by each of the emergency services. These functions are equivalent to those described as 'strategic', 'tactical' and 'operational'.

**2.3 Gold Command** is made up of strategic decision makers and groups at the local level. They establish the strategy and framework within which operational and tactical managers work in responding to and recovering from emergencies.

Gold looks at the wider influences and long term impact of the incident on the areas affected and will work to maintain day-to-day services as close to normal as possible.

It also looks to support the activities of Bronze and Silver commands and has the ability to provide financial support for the emergency response. Any requests to neighbouring counties and central government for assistance in the form of mutual aid would be made by Gold.

In Hertfordshire, Gold Command would usually be situated at Police HQ in Welwyn Garden City. However, if circumstances demand it, a different, suitable site will be used. This will need to be of sufficient size and have adequate facilities to allow Gold Command to carry out its responsibilities.

**2.4 Silver Command** is the tactical level of management introduced to provide overall management of the response.

This would consider issues directly surrounding the incident, including access and egress routes to the scene and any evacuation that may be required. Silver would be responsible for media liaison at the scene and would be expected to designate appropriate reception centres for survivors, evacuees and friends and relatives if required.

Silver also supports Bronze and facilitates the communication between the three command levels.

Silver is normally set up close to the incident at an appropriate location, usually an identified police station. However, the proximity to the scene will depend upon the nature of the incident and the hazards in the affected environment and the availability of suitable resources.

**2.5 Bronze Command** is the operational level at which the management of 'hands-on' work is undertaken at the incident site or impacted areas. The main objectives of Bronze would be to save life, prevent any further escalation of the incident and maintain the safety of emergency service personnel.

At this level issues directly relating to the scene are dealt with. This would include fire fighting, evacuation, emergency triage and casualty rescue. Bronze would also co-ordinate scene management, site security and resource levels.

Bronze is usually set up at the scene of an incident, usually outside the inner cordon. It is also possible that further Bronze Commands may be established to focus on specific issues.

**2.6 Cordons** may be established around the scene of an incident for the following reasons:

- To guard the scene.
- To protect and control the public.
- To prevent unauthorised interference with evidence or property.
- To facilitate the operations of all agencies.

At the scene of an incident, three cordons may be established:

**Inner cordons** are established for the immediate security of the Incident scene. At the request of the police, Fire & Rescue will manage gateways into the inner cordon, liaising with the police to establish who should be granted access, and recording entry and access. However, responsibility for the health and safety of personnel working within the inner cordon remains with individual agencies. If practical, inner cordon recorders and controllers will issue some form of identification to authorised staff (eg armbands). The police and East of England Ambulance Service, working in conjunction with Fire & Rescue, will also log and verify their own service personnel entering the cordon. In addition, the police will log representatives from the utility companies and other investigators. If it becomes necessary, Fire & Rescue will evacuate the inner cordon.

**Outer cordons** seal off an extensive area around the inner-cordon, creating a safe environment between the inner and outer cordons for responders to work in. Police will control all access and exit points to the outer cordon. The command / control vehicles of the emergency services must be positioned between the inner and outer cordons.

**Traffic cordons** restrict vehicle access to the area around the scene. The police, in consultation with other agencies, will establish the cordons. Immediate action must be taken to ensure the free passage of emergency traffic to and from the scene of the incident and to prevent congestion at and around the scene.

## 2.7. **Rendezvous point (RVP)**

This will be established outside the outer cordon and will be under the control of a police officer. All emergency, specialist and voluntary services will be directed here in the first instance. The police officer will

advise the appropriate service command vehicle of the resources arriving.

## **2.8. Marshalling area**

A marshalling area, under the control of an officer from each service, should ideally be established within the RVP and the scene. The actual location will usually be decided by the police following consultation with other agencies and will normally be set up between the outer and inner cordons. This area is for resources not immediately required, but may be needed as the incident progresses. It should, therefore, be an area suitable for accommodating large numbers of vehicles. Marshalling areas may also be used to provide briefing / debriefing areas and recuperation for personnel involved in arduous work at the scene. As the event is scaled down, the utilities and other contractors will need to maintain the marshalling area for the duration of the recovery phase. All vehicles entering and leaving this area will be logged by police.

## **2.9. Scene access control point (SACP)**

A scene access control point provides access through the outer cordon for non-emergency service personnel, and should be established outside the outer cordon. The SACP, which will be under police command, must be clearly identifiable to those wishing to gain entry through the outer cordon. Scene Access Control will be responsible for checking the authenticity of and issuing passes to non-emergency service personnel whose presence is required within the outer cordon.

## **2.10. Evacuees rest centre**

Some emergencies may require the evacuation of a specific area. This is primarily a police role. In some circumstances, personnel from all services may need to assist. A suitable evacuation point will need to be established and rest centres set up by the district or borough council. Personnel from the local authorities, Primary Care Trusts, and voluntary agencies will staff rest centres. The centres will provide

security, welfare, communication, catering and basic medical facilities. Evacuees should be documented and basic details passed to the Casualty Bureau.

District/borough councils will normally take the lead in the identification, establishment and running of any reception centres.

#### **2.11. Survivor reception centre**

Here local authorities, voluntary agencies and Primary Care Trusts can supply comfort and counselling, telephone calls can be made, and investigators can begin to interview witnesses. The centre needs to provide shelter, first-aid treatment, welfare support, communications and room for documentation. Police will provide a security and documentation team for this purpose. Details of survivors should be passed to the Casualty Bureau.

In the event of a reception centres being established, regard should be given to the Hertfordshire Resilience Reception Centre Guidance.

#### **2.12. Friends and relatives' reception centre**

If there is sufficient demand from friends and relatives of casualties and missing persons, consideration should be given to establishing a secure area where they can be directed for information. Within the area thought should be given to locating the relevant agencies whose advice and assistance may be called upon. There will be a need to ensure the resources of all those working towards the needs of family and friends are co-ordinated and that there are regular briefings to ensure a cohesive approach is established.

#### **2.13. Humanitarian Assistance Centre**

Humanitarian Assistance Centres may be established to provide comprehensive longer-term humanitarian assistance, in particular during the remainder of the response and any subsequent investigations. Its fundamental purpose is to act as a one-stop-shop for survivors, families, and all those impacted by the incident, through

which they can access support, care and advice. Gold command will decide on whether a centre should be set-up, and local authorities will lead in identifying and establishing these centres, along with co-ordinating welfare support to the community.

Hertfordshire Resilience is currently developing a Humanitarian Assistance Centre Plan. Once this is published it should be referred to when necessary.

#### **2.14. Casualty Bureau**

Police will establish a Casualty Bureau to provide a central contact and information point for all records and data relating to persons who have or are believed to have been involved in an incident. The bureau will also take enquiries from friends and relatives of people who may have been involved in the incident. The bureau will not close until all 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 local police area.

#### **2.15. Temporary mortuary**

If a major incident with high loss of life occurred within Hertfordshire, it is unlikely that normal mortuary facilities could cope. If this is the case, it will be necessary to open a temporary mortuary.

HM Coroner, in conjunction with the Police, will decide whether a temporary mortuary is required, and the police will take the primary role in relation to its overall control. The temporary mortuary may be established at one or more hospital mortuaries, or a specific designated site may be set up.

In the event of a temporary mortuary being established, regard should be given to the Hertfordshire Resilience Temporary Mortuary Plan.

## **2.16. Media & public information**

A major incident will undoubtedly attract a great deal of public interest and it is vital that each agency works closely with each other to ensure clear and consistent messages are given out. To enable this to happen, agencies may wish to establish a joint media centre for press officers to work from. Close liaison is also needed with the various command levels to make sure any information that is being given is up to date. Consideration should be given to the setting up of facilities for the media, for example emergency media centres for them to work from.

Links with the media should be utilised when considering informing the public about an incident, along with other forms of communication such as websites and information at public buildings (libraries etc). Hertfordshire Constabulary will usually lead on any media work. However, consideration should be given to the type of incident and other agencies should lead when appropriate.

Hertfordshire Resilience has a Media, Communications and Information plan, and these should be referred to in a major incident.

## **2.17. Staff welfare support**

Welfare and trauma support should be made available to staff of organisations deployed in a major incident. This should be available from the outset where required and / or requested. This need is the responsibility of each separate organisation for their staff.

## **2.18. Cross border incident**

In the event of a major incident, it is possible that its impact may be felt in areas surrounding Hertfordshire. Because of this it is vital that communication links are developed between neighbouring agencies. This will facilitate any requests for, or offers of, mutual aid and stop some work being duplicated.

It is also possible that an incident is located in two counties. If this is the case agencies from both counties should liaise to decide where command structures are established and who leads on certain circumstances.

### **2.19. Catastrophic incident**

The Civil Contingencies Act (CCA) 2004 defines a catastrophic incident or emergency as being something that has high and potentially widespread impact and requires immediate central government attention and support. In such an incident, GO-East may set up a Regional Civil Contingencies Committee (RCCC). This would be chaired by a Regional Nominated Co-ordinator (RNC) and would co-ordinate response and recovery functions on a regional scale. The RCCC would liaise with Hertfordshire Gold Command, and the principles of a Hertfordshire Resilience combined response would remain as set out in this plan.

### **2.20. The Armed Forces**

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.

MACA supports the civil authorities in the fulfillment 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.

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 lacks 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.

The booklet, "Operations in the UK: The Defense 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>.

## **2.21. Post incident recovery**

To enable recovery work to begin quickly, a Recovery Working Group should be established as soon as possible, made up of representatives of all relevant agencies. This group should work in tandem with the various command levels during an incident. Once the initial response is over, the emergency services will need to consider a handover, formalised through Gold Command, to the local authorities to lead on post incident work of returning to normality, the rehabilitation of the community, and restoration of the environment.

*Emergency Response and Recovery* (2004) and The Home Office guidance booklet *Recovery: An Emergency Management Guide* (2000) should be considered when carrying out post-incident work. This document identifies the five key aspects of recovery as being:

- Rebuilding the community
- Managing the financial implications
- Managing resources
- Responding to community welfare needs
- Developing strategic issues

A Hertfordshire Resilience recovery strategy is currently under development and when published should be referred to when such work is planned.

## **2.22. Debriefing**

At an appropriate time after the incident has ended, each agency involved in the incident should hold operational debriefs. These should include both single agency, and multi-agency debriefs. Learning points from these should then be incorporated into future work and applied where necessary, and learning points shared across Hertfordshire Resilience and beyond. An agreement should be made between all agencies to decide who should co-ordinate the debrief reports.

### **3. Activation, including alert, standby, and stand-down**

- 3.1** This plan will be activated on the declaration of a major incident, with the decision to do this usually being made by Hertfordshire Police. However, it is possible for other agencies to declare a major incident if it is deemed necessary. It is acknowledged that on some occasions what may be a major incident for one agency may not be so for another.
- 3.2** To ensure a comprehensive multi-agency response in the event of a major incident, it is vital that information is cascaded to all involved agencies immediately. This should initially be carried out by the agency declaring a major incident. Contact details are contained in this plan for this purpose. Requests should also be made for agencies to send appropriate representatives to the relevant command level.
- 3.3** The responsibility of cascading information about the declaration of a major incident can be passed on to another agency if necessary. This should be clearly stated and agreed by both parties.
- 3.4** It is the responsibility of the lead officer from each agency to ensure that information is passed on to the relevant members of staff within their organisation.
- 3.5** When members of staff are told about a major incident it needs to be considered what level of response is needed from them. As a guide the following can be classed as states of readiness they can be left in:

<b>Alerting</b>	Involves notifying staff that an incident has taken place, but no action is necessary at present.
<b>Standby</b>	Involves notifying staff that it is possible they will be needed in the response to an incident.
<b>Activate</b>	Involves staff being told that they are required to carry out actions in relation to responding to an incident.

- 3.6** All agencies should ensure a record is kept of which members of staff have been informed and at what level of readiness they are currently at.
- 3.7** Despite a major incident being declared, it may be the case that not all agencies are directly involved in a response. However, agencies may still want to notify relevant staff of an incident occurring in case the situation develops in a way that will require a response from them later on.
- 3.8** It is important to ensure all members of staff are stood down once the end of a major incident has been decided. It is the responsibility of the lead officer of each responding organisation to confirm that all of their organisations staff have been stood down. Staff who have notified other agencies of an incident should also ensure that they contact them to tell them that staff can be stood down. Records that have been taken (see 3.6) should be referred to and could be used as a check-list.
- 3.9 All staff should be made aware of the importance of keeping a log of all decisions and actions made.**

## **4. Roles and Responsibilities**

This section contains details of the roles and responsibilities that agencies would be expected to carry out in the event of a major incident. More detailed information about the individual roles and responsibilities are contained in each agency's own major incident / emergency plan.

- 4.1** Hertfordshire Constabulary
- 4.2** Hertfordshire Fire & Rescue Service
- 4.3** Beds and Herts Ambulance and Paramedic Service
- 4.4** Acute Health Trusts
- 4.5** Primary Care Organisations
- 4.6** Strategic Health Authority
- 4.7** Health Protection Agency
- 4.8** HM Coroner
- 4.9** Local authorities
  - 4.9.1** Hertfordshire County Council
  - 4.9.2** District / Borough councils
- 4.10** Environment Agency
- 4.11** Government Office for the East of England
- 4.12** Voluntary agencies
- 4.13** Utility companies

## 4.1 Hertfordshire Constabulary

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

- The saving and protection of life in conjunction with other emergency services.
- The co-ordination of the emergency services, local authorities and other organisations acting in support at the scene of the incident.
- To secure, protect and preserve the scene through the use of cordons.
- The investigation of the incident and obtaining and securing of evidence in conjunction with other investigative bodies, including the provision of Family Liaison Officers where appropriate
- The collection, processing and distribution of casualty information.
- The identification of the dead on behalf of HM Coroner.
- The prevention of crime.
- Short-term measures to restore normality after other necessary actions have been taken.

**NB** In the event of an incident effecting the counties rail network, it is likely that British Transport Police will become involved. The first officer of supervisory rank from either force will assume the role of Silver Commander, taking responsibility for the initial co-ordination and deployment of resources from both forces. When their counterpart from the other force arrives they will form a team that will work together to use the resources, equipment and communications of both forces in the most effective way.

## 4.2 Hertfordshire Fire & Rescue (F&R) Service

The primary roles of F&R are:

- Rescue people trapped by fire, wreckage or debris.
- Prevent further escalation of an incident by controlling or extinguishing fires, rescuing people and undertaking other protective measures.
- Deal with released chemicals or other contaminants in order to render the incident site safe or recommend exclusion zones.
- Assist other agencies in the removal of large quantities of flood water.
- Assist ambulance services with casualty-handling and the police with the recovery of bodies.
- At the request of the police, manage gateways into the inner cordon, liaising with the police to establish who should be granted access, and recording entry and access. However, responsibility for the health and safety of personnel working within the inner cordon remains with individual agencies.
- Although the NHS is responsible for the decontamination of casualties, fire and rescue will, where required, undertake mass decontamination of the general public in circumstances where large numbers of people have been exposed to chemical, biological, radiological or nuclear substances. This is done on behalf of the NHS, in consultation with ambulance services.

### 4.3 East of England Ambulance Service (EEAS)

The primary areas of responsibility of EEAS are:

- To save life together with the other emergency services.
- To provide treatment, stabilisation and care of those injured at the scene.
- To provide appropriate transport, medical staff, equipment and resources.
- To establish effective triage to determine the priority evacuation needs of those injured and to establish it in a safe location.
- To provide a focal point at the incident for all NHS and other medical resources.
- To provide communication facilities for NHS resources at the scene.
- To nominate and alert the appropriate receiving hospitals.
- To provide transport to the incident scene for the Medical Incident Commander (MIC), mobile medical / surgical teams and their equipment.
- To arrange the most appropriate means of transporting those injured to the receiving and specialist hospitals.
- To maintain emergency cover in Hertfordshire and return to a state of normality at the earliest time.
- To act as a portal into the wider health services.

#### **4.4. Acute trusts**

(West Herts Hospitals NHS Trust, East and North Herts Trust)

Acute trusts will:

- On request of East of England Ambulance Service, prepare and operate casualty receiving hospitals.
- Provide a clinical response to the emergency, including provision of general support and specialist healthcare to all casualties.
- If requested, provide a mobile medical team (MMT).

#### 4.5. Primary Care Organisations

Primary Care Organisations are responsible for:

- The provision of primary and community care services covers a range of health professions, including general practitioners, community nurses, health visitors, mental health services and pharmacists, many of whom would need to be involved, particularly during the recovery phase of an emergency.
- Focus on the follow-up to injuries incurred at the incident, i.e. the continuing recovery of patients, physiotherapy, chest clinics, orthopedic clinics, dressings, drug regimes and the post-traumatic stress caused by the event.
- Depending on the nature of the emergency, there may then be a requirement for more long-term health monitoring/surveillance.
- Providing support to the injured or evacuated.

#### **4.6. East of England Strategic Health Authority (StHA)**

StHAs are the regional headquarters of the NHS and, as such, are:

- Able to mobilise and commit resources across the authority area.
- Responsible for co-ordinating the health response across a widespread incident that affects several hospitals.
- Responsible for liaising with the Department of Health (DH) to support a regional response.

#### **4.7. Health Protection Agency (HPA)**

The HPA is a non-departmental public body which makes public health advice available to government departments, the NHS, the statutory agencies and directly to the public. It can:

- Provide a central source of authoritative scientific/medical information and other specialist advice on both the planning and operational responses to public health and other emergencies.
- Provide authoritative messages about health protection measures in order to reduce public anxiety.

#### 4.8. HM Coroner

In the event of a major incident HM Coroner will:

- Be responsible for establishing the identity of the fatalities and the cause and circumstances of death in an emergency.
- Decide whether post mortems are required for any fatalities.
- Liaise with the police to consider the need for a temporary mortuary.
- Liaise with hospitals receiving casualties, and other coroners if relevant.
- Coroners should have an emergency plan for their own mortuaries in dealing with multiple deaths. Also, they are instrumental in the development of plans for emergency temporary mortuaries. Hertfordshire Resilience holds a temporary mortuary plan.
- Be responsible for bodies until they are released to relatives

#### 4.9. Local Authorities

Local authorities have a wide range of functions that are likely to be called upon in support of the emergency services during an incident and also exercise a community leadership role. They should act in support and in partnership with all other agencies involved to:

- Provide support for the emergency services.
- Provide support and care for the local and wider community.
- Use resources to mitigate the effects of an emergency.
- Co-ordinate the response by organisations other than the emergency services.
- Lead on post-incident recovery work.
- Assist with rehabilitating the community and restoring the environment.

All local authorities should consider the following if a major incident occurs:

- Opening an Emergency Control Centre.
- Informing and working with neighbouring local authorities.

In addition to these, the county council and district / borough councils provide individual services.

#### 4.9.1. Hertfordshire County Council

In the event of a major incident, the county council would:

- Provide support to Hertfordshire Resilience agencies through the Emergency Planning team.
- Offer services through Children Schools & Families and Adult Care Services departments.
- Establish a temporary mortuary at the request of H M Coroner and the police.
- Liaise with government departments and agencies, voluntary groups, and utility companies.
- Liaise with Hertfordshire Highways.
- Co-ordinate the provision of welfare and aftercare support for the public.
- Provide staff to assist at reception centres.
- Arrange relevant refreshment for responders at the incident scene.
- If necessary, provide services through Trading Standards.
- Co-ordinate voluntary agency and utility services activities.
- Other services as noted in 4.9.

#### **4.9.2. District / Borough councils**

(Dacorum, Watford, Three Rivers, East Hertfordshire, North Hertfordshire, Stevenage, Welwyn Hatfield, Broxbourne, Hertsmere, St Albans)

In the event of a major incident, the district / borough councils would offer:

- Technical and engineering advice.
- Re-housing and accommodation needs for displaced persons.
- Set up reception centres.
- Building control services.
- Environmental health advice and services, including at temporary mortuaries.
- Other services as mentioned in 4.9.

#### **4.10. The Environment Agency (EA)**

The Environment Agency will assess, and respond as appropriate, on a 24 hour/365 day basis, to all incidents of which it is notified, that fall within its remit, and have caused or have the potential to cause harm to the natural environment (air, land and water), human health or the built environment.

These responsibilities cover direct action to:

- Prevent or deal with the effects of an incident to people, property and the environment.
- Maintain and operate strategic flood defences on certain specified rivers.
- Provide specialist advice.
- Issue flood warnings to the public, professional partners (Cat 1 & 2 responders) and the media
- Monitor the environmental effects of an incident.
- Investigate the cause of the incident and collect evidence for future enforcement or cost recovery.

#### **4.11. Government Office for the East of England (GO-East)**

The purpose of GO-East in responding to and recovering from a local and/or regional emergency is to provide an interface between local responders on the one hand, and central government departments and their Ministers on the other and to assist in the coordination of activities across the region. Key roles and responsibilities include:

- Supporting the local response and providing a channel for the exchange of information between central and local tiers
- Monitoring the wider impacts of an emergency and advising on consequence management issues
- Supporting the co-ordination of the response where the emergency affects a number of localities within the region
- Brokerage of mutual aid across the region and between regions
- Attend and provide the support function to an RCCC
- Provision of GLOs and support to the LGD, CCS & DCLG
- Provision of a ROC for the East of England
- Assist in the coordination of recovery

#### 4.12 Voluntary Agencies

These organisations may be called upon to provide support to the other agencies responding to an incident. This could include helping to staff reception centres, providing refreshments at the incident scene, give first aid, and assist with communication systems.

Voluntary agencies can contribute towards the successful outcome of an incident and their support at an incident can often alleviate some pressure on the statutory bodies by providing humanitarian services. This is especially so during the consolidation and recovery phases when other agencies personnel are stood down. Voluntary agencies that are involved with Hertfordshire Resilience include:

**CRUSE Bereavement Care** can provide counselling and support to people who have been affected by a death.

**RAYNET** (Radio Amateurs' Emergency Network) is able to provide emergency radio communications to the emergency services, local authorities and central government departments. Their radio communications equipment is specifically designated for use in emergencies.

**Red Cross** can provide medical and welfare support.

**Salvation Army** can assist with welfare services and offer social and psychological aftercare.

**Samaritans** can provide people with confidential emotional support.

**St John Ambulance** can provide medical and welfare support.

**Victim Support** can help people provide confidential support and to help people cope with the effects of crime.

**WRVS (Women's Royal Voluntary Service)** has trained volunteers available for all welfare aspects involved in evacuation centres up to and including rest centre management. Their volunteers are trained to provide support with documentation and information recording. They also have the facilities to provide emergency feeding both in evacuation centres and to personnel at the incident site.

### **Faith groups**

Faith groups can be called upon to offer advice and guidance about religious and ethnic groups. Examples of support that could be offered include translators and interpreters, particular religious requirements relating to medical treatment, hygiene, diet and places of prayer. There may also be concerns about how the bodies are handled and when funeral arrangements can be made. The lead local authority will ask for the faith groups help when necessary.

Assistance from other voluntary agencies will be considered dependent on the particulars of an incident.

#### 4.13. Utility Companies

Utility companies would be asked to provide assistance and specific advice on their services to responding agencies.

Utility companies that work with Hertfordshire Resilience include:

- Communications (Three Mobile, T-Mobile, British Telecom, Vodafone)
- Public utilities (Thames Water, EDF Energy Networks, Anglian Water, National Grid, Three Valleys Water, Scottish Power)
- Transport (Hertfordshire Highways, Network Rail, EWS Railway, Silverlink Trains, First Capital Connect, London Underground, 'one' Railway, Highways Agency)
- Environmental (Environment Agency, British Waterways)
- Miscellaneous (British Pipeline Association, Royal Mail, Buncefield Oil Terminal Complex)

## ***Section Five - Annexes***

### **Annex 1 - Revision schedule, awareness and training**

To ensure this plan remains as useful and as relevant as possible, a revision will take place annually.

Hertfordshire Resilience will:

- Review the text of the plan every 12 months.
- Facilitate awareness sessions on an on-going basis.
- Run an exercise to fully test the plan at least every two years.
- Provide copies of the plan in alternative formats when requested.

## **Annex 2 – Supplementary generic and site specific plans**

Hertfordshire Resilience has produced other emergency plans of both a generic and site specific nature. Depending on the circumstances of a major incident it may be beneficial to use these in tandem with this plan.

### **Generic plans**

#### **Chemical Biological Radioactive and Nuclear Incident Response Plan**

This document provides a guide for a co-ordinated response to the management and containment of a CBRN incident

#### **Hertfordshire Resilience Major Evacuation Procedures**

This plan sets out the procedures for the evacuation of a substantial number of people from an area of Hertfordshire as a result of a major incident or a threat of danger. It is also possible that the need for a large-scale evacuation may stem from an incident outside the county. The document sets out the agreed roles and responsibilities of the key agencies involved and combines these responsibilities into a set of multi-agency procedures.

#### **Media and Information Guidelines**

These guidelines are intended as an action guide for press and public relations officers. It sets out arrangements for dealing with information demands of the media and the general public, during and after a major incident.

#### **Major Accident Hazard Pipelines (MAHP) Plan**

The aim of the plan is to prepare a safe, effective and efficient emergency plan, or plans, to deal with any possible major accident relating to a MAHP.

#### **Reception Centre Guidance**

The aim of the document is to provide multi-agency guidance and advice on establishing and running reception centres, including clarifying the role and responsibilities of the agencies involved.

## **Temporary Mortuary Plan**

The plan outlines the necessary steps to establish, equip and operate a temporary mortuary following a major incident in Hertfordshire. It also details the roles and responsibilities of the relevant responding authorities.

Hertfordshire Resilience is also currently developing plans and/or strategies around the following subjects:

- Aftercare.
- Flu pandemic.
- Fuel shortages.
- Humanitarian Assistance Centres.
- Recovery.
- Warning and Informing the Public.

## **Site specific plans**

- Galleria - Dec 2002.
- Harlequin Centre- Jan 2005.
- Hatfield Tunnel - Jan 2003.
- Howard Centre - Aug 2002.
- Johnson Matthey - July 2000.
- Luton Airport - Dec 2004.
- St Albans evacuation - Aug 2004.
- Stansted Airport - December 2003.
- Sun Chemical - March 2000.
- Vicarage Road Stadium – March 2005

Copies of these plans are available on request from HCC Emergency Planning.

### **Annex 3 - Overview of Hertfordshire Resilience**

Hertfordshire Resilience was founded as HESMIC (Hertfordshire Emergency Services Major Incident Committee) in 1975, and brought together the emergency services and local authorities to develop emergency planning in the county. All organisations with Hertfordshire that would be involved in the response to major incidents are members of the partnership.

This aim of the partnership is to help co-ordinate multi-agency training, planning, and the response to a major incident. It also allows a co-ordinated response to regional issues concerning emergency planning.

Hertfordshire Resilience is made up of committees, working groups, and forums. These bring together appropriate agencies at the correct level to deal with multi-agency planning issues within Hertfordshire.

Planning for and dealing with major incidents requires a smooth multi-agency response.

The structure of Hertfordshire Resilience aims to facilitate this by allowing the relevant agencies to work together on a regular basis. This develops good communication and working practises throughout Hertfordshire and creates the right atmosphere for a true multi-agency partnership.

Hertfordshire Resilience is made up of the following committees and groups:

#### **Hertfordshire Resilience Forum**

This heads Hertfordshire Resilience, establishes policy, and approves multi-agency documents for publication. The committee also ensures that agencies co-operate for a true multi-agency approach.

### **Joint Chairs Group**

This meets to provide a forum for sharing information and discussing cross-cutting issues throughout the Hertfordshire Resilience structure.

### **Emergency Services Group**

This brings together senior representatives from the emergency services and accident and emergency clinicians. The group looks at scene management and other issues relating to frontline work, operational and major incident procedures.

### **Critical Infrastructure Group**

This acts as a forum for Category 2 responders within Hertfordshire to discuss relevant emergency planning issues. It also provides an opportunity for them to co-ordinate with other Hertfordshire Resilience agencies.

### **Health Services Group**

This group allows health services issues relating to planning for and responding to major incidents to be discussed. The group also covers NHS guidance when responding to major incidents and the identification of good practice.

### **Volunteer Emergency Committee**

This brings together representatives from voluntary agencies to discuss the provision of support to organisations during the response to major incidents. It also allows voluntary agencies to discuss training needs and be a contact point between them and the statutory sector.

### **Risk Assessment Working Group**

This group provides a forum for Category 1 and Category 2 responders to develop and maintain a Community Risk Register (CRR) for Hertfordshire.

### **Media, Information, and Communications group**

This group considers and co-ordinates activity, issues and planning for Hertfordshire Resilience partners on the response to the media and the provision of information to the public during and following a major incident.

### **Hertfordshire Resilience Training Group**

This group looks at the multi-agency training needs within Hertfordshire. It organises the provision of a multi-agency live exercise every two years and a series of table-top exercises in the intervening year.

### **Local Authority Group (LAG)**

The LAG allows local authorities to discuss issues directly relating to them on roles and responsibilities in planning for and responding to major incidents. The group also allows liaison with senior officers from the emergency services, Environment Agency, and the military.

### **Local Emergency Planning Forums**

These allow local agencies to develop robust networks to deal with local emergency planning issues.

### **Hertfordshire Resilience specialist / capability groups**

These are set up to deal with specific tasks in relation to specialist subjects.

They include:

- CBRN (Chemical, Biological, Radiological, Nuclear)
- Mass fatalities
- Aftercare Support
- Reception Centres
- Evacuation
- Business Continuity

## **Annex 4 – Civil Contingencies Act (CCA) 2004**

The Civil Contingencies Act (CCA) 2004 delivers a single framework for civil protection in the United Kingdom. The Act is separated into two substantive parts: local arrangements for civil protection and emergency powers.

**Part 1** of the Act and supporting Regulations and statutory guidance Emergency Preparedness establish a clear set of roles and responsibilities for those involved in emergency preparation and response at the local level. The Act divides local responders into two categories, imposing a different set of duties on each.

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

- Assess the risk of emergencies occurring and use this to inform contingency planning;
- Put in place emergency plans;
- Put in place Business Continuity Management arrangements;
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public 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 organisations (e.g. Health and Safety Executive, transport and utility companies) are "co-operating bodies", and are less likely to be involved in the heart of planning work but will be heavily involved in incidents that affect their sector. Category 2 responders have a lesser set of duties - co-operating and sharing relevant information with other Category 1 and 2 responders.

Category 1 and 2 organisations will come together to form Local Resilience Forums (based on police areas) which will help co-ordination and co-operation between responders at the local level.

**Part 2** of The Act updates the 1920 Emergency Powers Act to reflect the developments in the intervening years and the current and future risk profile. It allows for the making of temporary special legislation (emergency regulations) to help deal with the most serious of emergencies. The use of emergency powers is a last resort option and planning arrangements at the local level should not assume that emergency powers will be made available. Their use is subject to a robust set of safeguards - they can only be deployed in exceptional circumstances.