

# **Eastbourne Borough Council Emergency Plan**

**Version 1- 2**  
**Revised April 2010**

**Please contact the Civil Contingencies Officer should you have any enquiries and/or amendments to this plan.**

**Tel: 01323 415007 or email [emergency.planning@eastbourne.gov.uk](mailto:emergency.planning@eastbourne.gov.uk)**

## **Amendments**

<b>Section N°</b>	<b>Page N°</b>	<b>Amendment</b>	<b>Date</b>	<b>Initials</b>

## **Distribution and Maintenance**

### **Plan Holder**

### **Number of Copies**

ILO Duty Pack x12	12
Wealden and Eastbourne Lifeline (WEL)	1
Civil Contingencies Officer	1
Rest Centre pack No. 1	1
Rest Centre pack No. 2	1

- i. The plan is distributed electronically and a public version is available on the council's website. Hard copies are distributed to key personnel; a limited amount will be available for external partners on request.
- ii. The Communication and Participation Manager, in conjunction with the Civil Contingencies Officer (CCO), will review the document each year; contact details will be reviewed every six months.
- iii. The Head of Strategy and Democracy will be responsible for instigating an additional review after any emergency incident involving a response from this Council; the result will be brought to the attention of the CMT. The CCO will be responsible for circulating amended versions of the document to those who appear on the documents distribution list, and ensuring the published copies on the intranet and internet are updated.
- iv. Amendments will be numbered and distributed electronically (where possible).
- v. All amendments, when entered, should be recorded in the space provided on the inside cover of this document. Any details (telephone numbers etc.) that require updating are to be forwarded to the CCO at the earliest possible time.
- vi. The CCO is responsible for updating electronic versions of this document, which appear on the intranet and internet; holders of hard copies are responsible for amending their own document.

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# Foreword by the Chief Executive

One of the important responsibilities of a local authority is to have effective response arrangements for emergency incidents.

In addition to the risks we face from severe weather we must be prepared to respond to any misfortune that may come our way. It is imperative that we have a plan in place that is fit for purpose. It must be tested, kept up to date and shared with our partners in East Sussex and the local community we serve.

We must also be mindful that responding to emergency incidents will place additional pressures on our ability to carry out our normal daily tasks. Our emergency plan must be supported by appropriate business continuity arrangements. The knowledge that we have effective plans will reassure our community that their safety during an emergency incident and the safety of the environment they live in, is of great important to us.

The Civil Contingencies Act 2004, places a duty on all local authorities as Category 1 Responders to co-operate with other Category 1 Responders, to assess the risk of an emergency occurring, plan to respond to incidents, publish those assessments and plans, and have in place arrangements for warning and informing the public.

We also have a specific duty to have our own business continuity arrangements and plans and to promote business continuity to local businesses. In the light of this, our Emergency Plan has been completely revised to reflect the duties placed upon us, and I am confident that it provides a framework that will equip us to deal with any emergency that may confront us.

Robert Cottrill

# 1. Introduction

- 1.1. The Civil Contingencies Act 2004 puts a legal obligation on all those organisations likely to respond to an Emergency (Major) Incident, Category 1 and Category 2 Responders, to respond in a timely, effective and efficient manner.
- 1.2. As a Category 1 Responder Eastbourne Borough Council has a duty to:
  - a) Assess the risk of emergencies occurring and use this to inform contingency planning;
  - b) Put in place emergency plans;
  - c) 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;
  - d) Share information with other local responders to enhance co-ordination; and
  - e) Co-operate with other local responders to enhance co-ordination and efficiency.
- 1.3. The other organisations that are designated as Category 1 Responders and those that are Category 2 Responders are:

## **Category 1 Responders**

- a) Local Authorities – County Councils, Unitary Councils, and Borough and District Councils;
- b) The Emergency Services – Police, Fire and Rescue Services, Ambulance Service, and Maritime and Coastguard Agency;
- c) Health – Health Service Trusts, Primary Care Trusts, Health Protection Agency, and Port Health Authorities; and
- d) Environment Agency.

## **Category 2 Responders**

- e) The Utilities – Gas, Electric, Water, and Telecommunication;
  - f) Highways Agency;
  - g) Strategic Health Authority;
  - h) Health and Safety Executive;
  - i) Ports and Harbours Authorities; and
  - j) Transport Operators: Air and Rail.
- 1.4. This plan is a guide for all officers who may become involved in our response to an emergency incident. However it can not cover every eventuality and does not necessarily remove the need for an individual's common sense.

## **Aim**

- 1.5. The aim of this plan is to enable Eastbourne Borough Council to respond in an appropriate manner to any declared Emergency Incident irrespective of cause.

## Objectives

- 1.6. The intention of this plan is to:
  - i. Detail the notification and call-out procedures for Council personnel;
  - ii. Outline the key functions of the Council at the time of a major incident;
  - iii. Outline the emergency co-ordination and communication arrangements for the Council;
  - iv. Outline the assistance that may be obtained from the County Council and other agencies;
  - v. Provide a directory of contacts with other public, private and voluntary organisations likely to respond to a major incident; and
  - vi. Provide suggested actions for council officers relating to specific incidents.

## Scope

- 1.7. This plan should be read in conjunction with the East Sussex County Council Generic Emergency Plan which will, where necessary also be activated, and the Sussex Major Incident Linking Document.
- 1.8. It provides a supporting framework for other specific emergency plans, e.g. the Pevensey Bay Flood Plan and Sussex Rest Centre Plan.
- 1.9. Although this plan is aimed at responding to a declared Emergency Incident, it will also provide guidance to us when responding to a serious incident that is not declared a major incident.
- 1.10. The plan does not affect the normal day to day arrangements that exist between council officers and the emergency services for dealing with routine incidents.
- 1.11. This plan does not include any business continuity arrangements. Any incident may have some impact on our provision of essential services and it is essential to assess any business impact and evoke business continuity plans where appropriate.
- 1.12. The Deputy Chief Executive (DCE) and Heads of Services need to ensure that their staff are aware of the operational arrangements and the resources available to them at the time of the emergency. They will need to produce documented procedures and service business continuity plans that are complementary to this emergency plan and the corporate business continuity plan. It is essential they are maintained and routinely updated.

## Definitions and Abbreviations

- 1.13. **Emergency Incident** (may also be referred to as a Major Incident):

“Any event arising, with or without warning, causing or threatening death or injury, damage to property or serious disruption to the community, including damage to the environment, which because of the scale of its effects cannot be dealt with by the emergency services or local authorities as part of their day to day activities”.

The Civil Contingencies Act 2004.

- 1.14. A Glossary (Appendix M) will include other definitions and abbreviations regularly used in this document and those you may hear referred to in Emergency Planning and Response.

## **Emergency Transport**

- 1.15. There is an arrangement with Stagecoach to provide emergency transport for evacuees to rest and reception centres. In addition East Sussex County Council's (ESCC) Transport and Environment Department hold contact details for other companies who can also provide emergency transport if required. This contact should be made via the ESCC Duty Emergency Planning Officer.
- 1.16. It is important that there is effective co-ordination between the Borough Council, the Police and the County Council over transportation of survivors/ evacuees from the scene of an incident. This becomes particularly important where the incident involves cross-border issues in order to avoid duplication of effort. Companies do have vehicles that would be suitable for the movement of older or disabled people from their evacuation point to the reception areas. South East Coast Ambulance Service (SECamb) will also be able to assist with the transport of vulnerable persons and have contacts within the Health Service and Social Services to assist with their identification and location within the affected area.

## **Emergency Catering**

- 1.17. Convex Leisure is the authority's catering suppliers and will provide emergency catering supplies to reception centres. If need be they will be assisted by the County Education Department catering suppliers as well as voluntary organisations such as the WRVS.

## **Voluntary Organisations**

- 1.18. The County Council will be responsible for the co-ordination of national and local voluntary organisations that may provide assistance. Normally such requests will be made through the ESCC Head of Emergency Planning, although direct requests may be made where there are established links with local organisations such as the WRVS and RAYNET.
- 1.19. In all incidents where local support is obtained the County Emergency Planning Officer should be notified of the arrangement. Members of the voluntary organisations may be represented in the Emergency Control Centre and details of the support that they are able to provide are listed in the County Generic Emergency Plan.

## **Utilities**

- 1.20. Incidents may have an immediate or potential effect on services provided by utility companies. This should always be considered at an early stage. Sussex Police maintain listings to supplement the contacts appearing in this plan.

## **Mutual Aid Protocol**

- 1.21. If resources become stretched a Mutual Aid Protocol exists between Local Authorities in Sussex; for details see Appendix H.

## **Military Aid to the Civil Community (MACC)**

- 1.22. Any request for military assistance must be made through the Chief Executive/Incident Manager in liaison with ESCC Emergency Planning Team. Such requests should be accompanied by details of the following:
- a) Nature of task;
  - b) Estimate of duration and of manpower, transport and equipment required; and
  - c) Forms assuring insurance cover and indemnity (held by Financial Services) to be forwarded to Ministry of Defence. (This indemnity is NOT required for urgent requests when lives are in danger).

## **Disaster Fund**

- 1.23. Some incidents may give rise to the establishment of a Disaster Fund. All issues relating to this must be referred to the Chief Executive and/or the Chief Finance Officer. The British Red Cross and the Charities Commission are two organisations that provide advice about this subject.

## **Recovery**

- 1.24. Eastbourne Borough Council will have the primary responsibility for co-ordination of the recovery phase following a major incident. The issues that will have to be addressed at an early stage of the incident are outlined in Appendix H.

## **Legal Framework**

- 1.25. The Civil Contingencies Act, and accompanying non-legislative measures, will deliver a single framework for civil protection in the United Kingdom capable of meeting the challenges of the twenty-first century. The Act is separated into two substantive parts: 'Local Arrangements for Civil Protection (Part 1); and Emergency Powers (Part 2). Essentially these documents specify those agencies, including Local Authorities, which are required to work together to put plans in place to mitigate the effects of an Emergency Incident (also referred to as a Major Emergency) and still fulfil their statutory duties.

## **Training and Exercises**

- 1.26. Every plan maintained by a Category 1 Responder must include provision for:
- a) Exercises for the purpose of ensuring that the plan is effective; and
  - b) Appropriate training of all members of staff involved in the response to an Emergency Incident.

## **Training**

- 1.27. There are two aspects to emergency response training:

- a) The training of individuals who have a specific role to play; and
  - b) Raising awareness among employees and Members of the existence of this plan, its content and the role of the Council. This will enable them to appreciate what they can contribute as individuals and as part of this Council.
- 1.28. The Sussex Resilience Forum co-ordinate multi-agency training across the County for all those with managerial roles in an Emergency Incident. The training provides an insight into how their role contributes to an emergency incident response as well as the specific aims of individual courses.
- 1.29. We will work in partnership with Local Authorities in Sussex to provide training for Local Authority Incident Liaison Officers, Rest Centre Managers and Volunteers, and Emergency Control Centre roles.
- 1.30. The Civil Contingencies Officer is responsible for identifying training needs, raising awareness within the Council, making training arrangements and keeping training records. Exceptions to this rule occur in some specific plans; where they exist the responsible person is clearly identified.

## **Exercises**

- 1.31. This Council aims to hold a minimum of one exercise per year that will test this plan or key elements of it. There are three main types of exercise:
- a) Seminar Exercises – are the least expensive to run and are the easiest to prepare. They are generally used as a 'walkthrough' of the concepts and procedures, and used to raise awareness. They have a significant training value;
  - b) Tabletop Exercises – are generally built around a realistic scenario. They are used to test and validate a plan, or particular part(s) of a plan. They are comparatively inexpensive to run but need careful preparation; and
  - c) Live Exercises – are a full rehearsal for the implementation of the plan. They are usually expensive to run and need extensive preparation and organization.
- 1.32. It is important for an evaluation to follow any exercise. It must obtain as much information as possible on three main elements:
- a) The exercise mechanics;
  - b) The plan validation against the exercise objectives; and
  - c) Deficiencies in competences, leading to the identification of training needs.
- 1.33. Following the evaluation this plan must be reviewed and lessons incorporated into it. If significant changes are made, consideration must be given to running a follow-up exercise to validate the amended plan.
- 1.34. The Sussex Resilience Forum co-ordinate multi-agency exercises across the County for all those with roles in an Emergency Incident. These exercises will provide individuals with a broad understanding of emergency incident response and the agencies that might be involved, including their capabilities and limitations.

- 1.35. Every opportunity must be taken to validate this plan during emergency incident exercises run by other agencies or neighbouring local authorities.

## 2. Notification and Activation

### Notification

- 2.1. The contact details for this Council, which have been shared with all Category 1 Responders are:
- a) **During office hours** (Monday to Friday between 09.00 – 17.00 hrs);  
Chief Executive – **01323 415002**
  - b) **Out of hours** (including Bank Holidays);  
Wealden and Eastbourne Lifeline (WEL) – **01323 644 422**  
Alt. – **01323 410 051**
- 2.2. A directory of internal and external contact numbers of key persons and organisations can be found in Appendix K.
- 2.3. **East Sussex County Council** will notify this Council of any incident that may or will require resources from us. However warning of a potential incident, which could have grave consequences, may come from any source, e.g. the Emergency Services, the Environment Agency, Met Office, etc. Calls must be treated as serious until verified otherwise.
- 2.4. **The Emergency Services** may come directly to us, especially when the support required is straight forward, e.g. a Building Control Officer for a dangerous structure.
- 2.5. **The Environment Agency** provides warning of the risk of flooding. For further details see Appendix G.
- 2.6. **The Met Office** provides warning of severe weather in the form of Advisory, Warnings and Flash Warnings. Alerts or warnings are received and circulated by:
- a) During the day – Communication and Participation Team, who will post the information on the intranet; and
  - b) Out-of-hours – WEL. They will alert the Duty Incident Liaison Officer (ILO) when alerts or warnings pose a significant risk to Eastbourne or the surrounding Districts.
- 2.7. For further details see Appendix G.

### Activation

- 2.8. This plan will be activated when we are required to support the Emergency Services, another responding agency or neighbouring Local Authority (LA) as a result of an Emergency (Major) Incident being declared.
- 2.9. The Chief Executive (CE), Deputy Chief Executive (DCE), or member of the Corporate Management Team (CMT) acting on their behalf will activate this plan if an incident requires a co-ordinated response by this Council.
- 2.10. When notification of an Emergency (Major) Incident is received the following people must be contacted:

- a) During working hours:
  - i. The CE or member of CMT, who will assume the role of Emergency Co-ordinator [see Appendix A]
  - ii. The Civil Contingencies Officer (CCO), or the Communication and Participation Manager [see Appendix B]
- b) Out of Hours (including Bank Holidays):
  - i. WEL, who will inform the Duty Incident Liaison Officer (ILO) [see Appendix B].
  - ii. In the case of an Emergency (Major) Incident the ILO will advise the CE, or member of CMT and the duty on-call ESCC Emergency Planning Officer.

## **Triggers**

- 2.11. This plan will be considered triggered:
- a) When this Council receives notification of an Emergency (Major) Incident by one or other of the emergency services, or ESCC;
  - b) If the CE, DCE, or member of CMT deems an incident sufficiently important to do so; or
  - c) If a neighbouring Local Authority request significant assistance with their response to an emergency incident.

## **The Council's Response**

- 2.12. The initial response required of us may include:
- a) Support to the emergency services;
  - b) Establishment of an emergency control centre;
  - c) Release of information and advice to Members, staff and the public;
  - d) Providing and managing one or more rest centres;
  - e) Providing emergency transport for evacuees and survivors;
  - f) Structural safety advice in relation to premises;
  - g) Advice in relation to environmental issues;
  - h) Assessing and advising on housing needs; or
  - i) Co-ordination of voluntary agencies (with the assistance of ESCC).
- 2.13. Irrespective of the nature of our response it is very important that a log is commenced from the time of the initial call. The log should include a record of all information received, decisions made and actions taken.
- 2.14. More detailed information relating to our response can be found in Appendices A, B and C.

## 3. Roles and Responsibilities

### Lead Agency

- 3.1. **The Police** are likely to be the Lead Agency in the early stages of an incident; this includes communicating with the media. This responsibility will pass to the Local Authority (LA) when the incident moves into the recovery phase.
- 3.2. **The Lead LA** will depend on the size and impact of the incident, and whether or not it is contained within our Borough or crosses into neighbouring Districts:
  - a) This Council will lead the local authority response if an incident occurs in our Borough and has little if any impact elsewhere;
  - b) When two or more Borough/Districts are involved in a relatively localised incident the local authority lead will be decided by mutual agreement;
  - c) If the incident involves two or more Borough/Districts it may be considered appropriate for East Sussex County Council to take the lead. This is likely to be the case if the incident is impacting on a wide area (see ESCC Generic Emergency Plan for more information).
- 3.3. **This Council or Lead Local Authority** will take over the role of incident Lead Agency when the 'response phase' is coming to a close and the 'recovery phase' begins; this will occur at a time mutually agreed by the police and local authority.

### Local Authority

- 3.4. The HM Government's publication 'Emergency Response and Recovery, Non Statutory Guidance to the Civil Contingencies Act 2004, states the role of the Local Authority is to:
  - *'Provide immediate shelter and welfare for survivors not requiring medical support and their families and friends via Evacuation, Rest, Humanitarian and other Centres to meet their immediate to short term needs;*
  - *Provide medium to longer-term welfare of survivors (e.g. social services support and financial assistance which may be generated from appeal funds and also provide help-lines which should answer the public's questions as a one stop shop). Local authorities have a large part in addressing community needs via drop-in centres and organizing anniversaries and memorials as part of the recovery effort;*
  - *Provide Investigating and Enforcement Officers under the provision of the Food and Environment Protection Act 1985 as requested by DEFRA;*
  - *Facilitate the inspection of dangerous structures to ensure that they are safe for emergency personnel to enter;*
  - *Clean up of pollution and facilitate the remediation and reoccupation of sites or areas affected by an emergency;*

- *Liaise with the Coroner's Office to provide emergency mortuary capacity in the event that existing mortuary provision is exceeded;*
  - *May provide catering facilities, toilets and rest rooms for use by all agencies in one place, for the welfare of emergency response personnel in the event of a protracted emergency. This will depend on the circumstances and available premises;*
  - *Lead the recovery effort, which is likely to carry on for a considerable time and is likely to involve many organisations who are not ordinarily involved in, or used to the speed and scale of the recovery effort.'*
- 3.5. The document goes on to say, 'Local Authorities should consider and plan for the roles of both officers and elected members in emergency response and recovery.'
- 3.6. The Sussex Resilience Forum (SRF) Linking Document, 4th Edition outlines the role and responsibilities of all Category 1 Responders in Sussex.
- 3.7. Details of the individual roles and responsibilities are in Appendices A, B and C.

## **Elected Members**

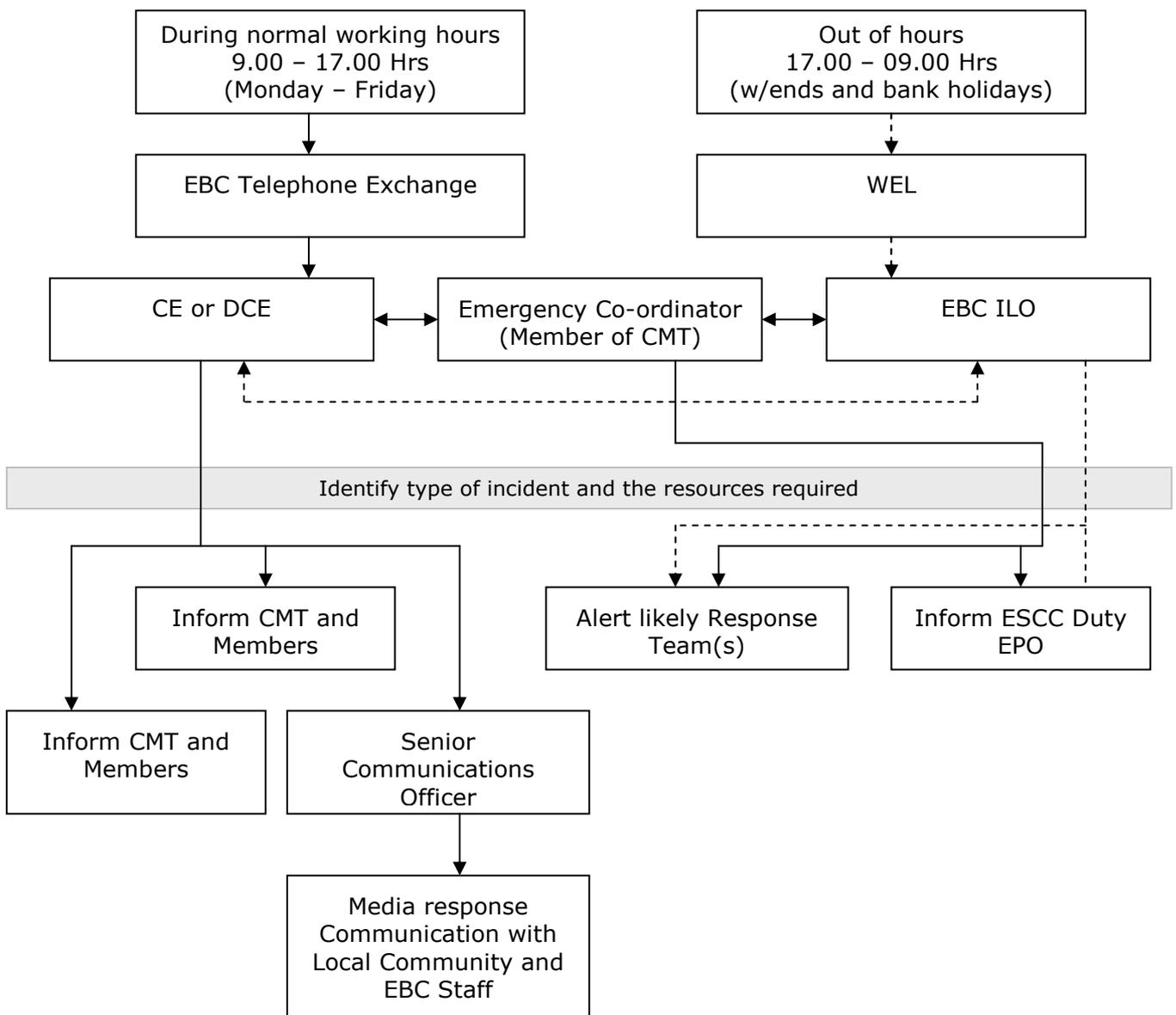
- 3.8. Members play a key role in providing a communications conduit between the community they represent and the Council. They can assist in circulating information and advice within their Wards and feed back the immediate and long term concerns of those caught up in an emergency incident.

## 4. Warning and Informing

- 4.1. The flowchart is designed for use in an emergency incident that is likely to have a significant impact on our resources and the local community. In the event of an incident all steps should be considered before they are dismissed as unnecessary.
- 4.2. The flowchart indicates the flow of information from the time of notification and who is responsible for warning and/or informing who.



### Notification of an incident



# **Coordination and Control**

## **Corporate Management Team (Gold)**

- 5.1. The Chief Executive or deputy, with the support of CMT, will coordinate the Council's strategic response to an emergency incident.

## **Incident Liaison Officer (Silver)**

- 5.2. The ILO will manage the Council's tactical response at the scene of an incident. It may be necessary to support this role by providing the ILO with a runner or by sending an additional ILO to the scene to assume some responsibilities.

## **Professional and Technical Support Team**

- 5.3. A Professional and Technical Support Team (PTST) drawn from our own resources will convene at the request of CMT. Its composition will depend on the type of incident or nature of threat. If the required skills and knowledge does not exist within the Council it may be necessary to source them from elsewhere.

## **Emergency Control Centre**

- 5.4. Relatively small incidents requiring a limited response will be controlled from an appropriate office, usually that of the co-ordinating officer.
- 5.5. The CE/Incident Co-ordinator will decide if it is necessary to set up the Emergency Control Centre.
- 5.6. If the incident involves two or more LA's a Control Centre will be established by the coordinating LA; however this does not necessarily preclude us from establishing our own.
- 5.7. The Control Centre will be staffed by some or all of the following:
  - a) Incident Co-ordinator;
  - b) Centre Manager;
  - c) Message Manager;
  - d) A Message Handling team;
  - e) Administrative Support staff;
  - f) Communications/Media Liaison Officer;
  - g) Environmental Health – appropriate specialist;
  - h) Building Control Officer;
  - i) Civil Contingencies Officer;
  - j) Technical Services Officer;
  - k) Housing Officer;
  - l) ESCC Social Services;
  - m) ESCC Highways; and
  - n) Others as dictated by the nature of the incident.

- 5.8. The CE/DCE/Incident Co-ordinator will scale down the Control Centre as the operational activity reduces. When the Emergency Control Centre is closed down ESCC EPDO and Sussex Police Control must be informed.
- 5.9. More detailed information can be found in Appendix D.

## **5. Communications**

### **Introduction**

- 6.1. Co-operating with the media is critical to the effective handling of any emergency incident. The public will turn to them immediately for information. The media can prove to be a useful channel for circulating important safety information to the local community.
- 6.2. Any emergency incident may attract attention from local, national and international Press, TV and Radio, as well as freelance reporters and photographers. A helpful and proactive approach to their requirements will help foster a good working relationship, leading to a more effective information service to the public, and may result in a more sympathetic reporting of our response to the incident.
- 6.3. There will be a need to keep the general public and those responding to the incident informed of the situation as it develops. We will require the capability to communicate effectively with people whose first language is not English, or disabled people.
- 6.4. We need to ensure the information provided is accurate and timely, does not contradict information from other sources, and is delivered to the target audience through easily accessible channels.

### **Media Strategy – Protocols**

- 6.5. In an emergency the Lead Responder will co-ordinate the media response. In most instances this will be the police. If it is to be another organization it will be made clear to all. The CE or Incident Co-ordinator must liaise with the lead media team before any communications are sent out from this Council.
- 6.6. Any representative of the Council interviewed by the media must limit comments to matters of which Eastbourne Borough Council has operational control or expertise.
- 6.7. For further detail consult the SRF Linking Document, 4<sup>th</sup> Edition.
- 6.8. The responsibility for leading the co-ordination of the media response will pass from the police to the lead local authority when the emergency moves from the response phase into the recovery phase. For more information about lead agencies see paragraphs 3.1 – 3.3.
- 6.9. The Senior Head of Tourism and Leisure will have overall responsibility for the Council's media arrangements during an emergency incident. In accordance with the Sussex Major Incident Linking document this authority will liaise with the Sussex Police Press Officer and the County Council's communications team on the following issues:
  - a) Content of press releases;

- b) Time and place of press briefings;
- c) Limitations on the information to be released;
- d) The nomination of media spokesperson(s);
- e) The handling of requests for interviews; and
- f) Access to the site for photography.

## **Facilities for the Media**

- 4.2. In an age of mobile phone and satellite dishes, the media do not expect a great deal in organised facilities. What they will expect is a filming location in which interviews can safely be framed against a backdrop of an event. The Senior Communications Officer should work with the Emergency Services and TV crews to find a suitable location for interviews. Ideally it will have:
- a) Shelter and refreshments near at hand; and
  - b) Adequate south facing car park facilities for satellite dishes.

## **Members**

- 4.3. The CE or Emergency Co-ordinator will assume responsibility for informing and updating Members. Contact will be made in the first instance with the Leader of the Council who will then be responsible for cascading that information with the assistance of, if appropriate, the relevant portfolio holder and the Leader of the Main Opposition on the Council.
- 4.4. Information will also be posted on the intranet, which will be updated at regular intervals.

## **Emergency Radios**

- 6.10. Fourteen hand held two-way VHF radios are available for use during an incident. They are stored in a locked room within the Court Room, in the Town Hall. Further radios can be acquired through a mutual aid protocol with neighbouring LA's.

## **Appendix A: Corporate Management Team (CMT)**

### **Chief Executive (CE)**

- A1. The CE (if unavailable the Deputy Chief Executive [DCE] or member of CMT), will carry out the role of the Emergency Co-ordinator. He has overall responsibility for our response to any Emergency Incident or any incident that calls for our resources to be deployed. This also includes keeping senior managers, Members, the media, the local community and employees informed of the situation. See paragraph A4 for detail.

### **Corporate Management Team (CMT)**

- A2. CMT is responsible for the Council's strategic response during an incident and throughout the recovery phase.
- a. It will include some or all of the following officers:
    - i. CE;
    - ii. DCE;
    - iii. Senior Head of Development and Environment (SHODE)
    - iv. Senior Head of Community (SHOC)
    - v. Senior Head of Tourism and Leisure (SHOTL)
    - vi. Chief Finance Officer (CFO)
    - vii. Head of Infrastructure (HOI)
    - viii. Head of Human Resources (HOHR)
    - ix. Head of Strategy and Democracy (HOSD)
  - b. Its responsibilities include:
    - i. Support to the Emergency Co-ordinator;
    - ii. Deploy an ILO to the scene when a request is made by Silver Command at the scene. If out of hours the on call ILO would have been informed by WEL and possibly deployed already;
    - iii. Co-ordinate with other agencies involved, and when appropriate Central and Regional Government Departments;
    - iv. Co-ordinate the nature/ level of support being received from County Council, neighbouring Boroughs and Districts, and Voluntary Agencies;
    - v. Triggering the activation of the Emergency Control Centre if it is considered necessary;
    - vi. Appoint a representative to the Strategic Co-ordinating Group (SCG, Police HQ Lewes) if required;
    - vii. Consider the management resilience for:

- The co-ordination of our response to the emergency incident; and
  - Our own business continuity;
- viii. Authorise the release of information to the media, and advice to the public, in conjunction with our Senior Communications Officer, Sussex Police and the County Council
- ix. Ensure that Elected Members are kept informed through:
- The Leader of the Council;
  - Leader of the Main Opposition Group; and
  - Member with Portfolio for Emergency Planning;
- x. Maintain a record of actions to provide an audit trail on policy and financial matters; and
- xi. Co-ordinate Post-incident Recovery Operations – see Appendix H.
- c. **Strategic Representation at Gold Command** – It may be necessary for a member of CMT to represent the Council at Gold Command (usually established at Police HQ, Lewes).

### **Emergency Co-ordinator (EC)**

- A3. The EC, who is nominated by the CE or his deputy, will approve and co-ordinate our tactical response to an incident (the ILO may cover this role depending on the nature of the incident); this includes:
- a. Alerting ESCC Emergency Planning Team, and other local authorities and organisations as necessary;
  - b. Assessing the Council's involvement and co-ordinating the response;
  - c. Alerting relevant internal local authority departments;
  - d. Establishing liaison with appropriate joint command levels, including the deployment of liaison officers where necessary (if not already done) ;
  - e. Collecting, collating and disseminating information concerning the emergency relevant to local authority involvement (if a Control Centre is established this responsibility will pass to the Emergency Control Centre Manager) ;
  - f. Alerting voluntary organisations as necessary and co-ordinating their response;
  - g. Providing services including temporary accommodation, rest centres, emergency feeding, assistance with travel and other welfare arrangements;
  - h. Establishment of temporary mortuaries;
  - i. Co-ordinating aftercare, in conjunction with the police, health services and voluntary organisations;
  - j. Requesting military assistance in support of the local authority;

- k. Establishing liaison with government departments, public utilities and other organisations, as appropriate;
- l. Co-ordinating our emergency response with neighbouring authorities;
- m. Establishing liaison with the Police Public Relations Office to ensure the co-ordination of the release of information to the news media and the issue of information and advice to the public.
- n. Alerting the appropriate Director of Public Health to all emergencies posing actual or potential toxic hazards including oil pollution so that an early assessment can be made of any possible threat to public health;
- o. Provide support to the local community; and
- p. If the incident is likely to run for an extended period ensure a relief management team is in place.

## **Appendix B:**

# **Incident Liaison Officers and Civil Contingencies Officer**

### **Incident Liaison Officers**

- B1. The Incident Liaison Officers (ILO's) are a team of Eastbourne Borough Council personnel available to respond and initiate callout procedures in the event of an 'out of hours' incident.
- B2. The Incident Liaison Officer (ILO) will respond to calls from WEL Control, or the ESCC Emergency Planning Duty Officer, by assessing the information available and taking appropriate action.
- B3. The ILO will:
  - a. Verify with the Emergency Services the nature of the incident, its location and the resources required;
  - b. Initiate urgent resource requirements;
  - c. Make appropriate officers, including the CE/ Emergency Co-ordinator, aware of the incident and of possible resource requirements;
  - d. Anticipate Emergency Services requirements, which a local authority might be able to provide;
  - e. Liaise with other responding agencies at the scene as necessary;
  - f. Interpret Emergency Services requests; advise them about the services LA's can provide, capabilities and limitations, and what the civilian consequences might be;
  - g. Provide regular situation reports to Silver Command and this Council's Incident Co-ordinator regarding the incident and progress of any tasks or requests directed at us;
  - h. Co-ordinate Council resources at the incident scene;
  - i. Maintain liaison with County Emergency Planning; and
  - j. Keep CE/ Emergency Co-ordinator advised of the situation.

### **Contact Details**

- B4. The ILO is contacted via WEL on:
  - a. 01323 644422; or
  - b. 01323 410051
- B5. WEL hold the ILO 'on call' roster.

### **Civil Contingencies Officer**

- B6. The Civil Contingencies Officer (CCO) is a resource shared with ESCC. In the event of an emergency incident the CCO will be available to support our response to an emergency incident.

## Appendix C: Eastbourne Borough Council Response Teams

### Rest Centre Team

C1. Key function in an incident:

- a. Provide temporary refuge to any significant number of people who are temporarily without shelter as a result of an incident; and
- b. Record details of all individuals who are given shelter.

Post	Responsibilities/Service Requirement
Rest Centre Manager (RCM)	Will report to the ILO/ EC and be responsible for all people within the Rest Centre. This includes ensuring all people arriving at the Rest Centre are registered and that any welfare needs are accommodated.
Rest Centre Volunteer	Will assist the RCM in setting up and running a Rest Centre.
ESCC and Voluntary Agencies	Will support the RCM in looking after the welfare needs of those using the Rest Centre.

C2. A list of local authority volunteers will be available from WEL, along with all identified Rest Centre Managers.

### Eastbourne Borough Council Response Support Team

C3. **Key functions in an emergency:**

- a. Setting up and management of the Council's Emergency Control Centre;
- b. Provision of adequate staffing; and
- c. Health and Safety and welfare of Council employees.

Post	Responsibilities/Service Requirement
Head of Infrastructure	Will be responsible for setting up and establish the emergency control centre, including ITC being available and fit for purpose and working in the ECC
Head of Strategy and Democracy	Will ensure the set up of radio communication systems within the emergency control centre and arrange for staffing of same

Customer Services Manager	Will ensure set up of adequate telephone and fax communication within the emergency control centre office
Senior Customer Services Officer	Will act as deputy in absence of Customer Services Manager
Civil Contingencies Officer	Will support the CE, CMT, EC and ILO in their role, liaise with County Council Departments upon request, carry out the role of ILO if necessary, and regularly update the Rest Centre Volunteers Contact List held by WEL.

## **Emergency Control Centre Team**

### **Emergency Control Centre Manager (ECCM)**

- C4. The ECCM will manage the Control Centre if our level of response requires it to be opened. The responsibilities include:
- a. Setting up the control and co-ordination arrangements as appropriate;
  - b. Collecting, collating and disseminating information concerning the emergency relevant to local authority involvement.
  - c. For more detail about establishing the Control Centre see Appendix D.

### **Message Manager (MM)**

- C5. Manage the call handling arrangements and be responsible for ensuring that incoming calls and messages are passed to the appropriate person, team or agency.

### **Call Handlers (CH)**

- C6. Receive and record calls that relate to the incident and pass them on to an appropriate person.

## **Service Area Teams**

### **Communications Team**

- C7. Key function in an incident is:
- Manage all aspects of information publication and media for the Council.
- C8. In the early stages of the incident the role of the team is to support the police communications team. They will assist with circulating information and advice regarding the incident to the public and keep Members and staff informed by all appropriate means in a timely manner. As the incident moves from Response to Recovery the team's role will change from a supporting one to that of lead.

Post	Responsibilities/Service Requirement
Tourism Development (and Communications) Manager	Will report to the CE (or representative) and be responsible for setting up a liaison communication system for both media and public information demands.
Senior Communications Officer	Will deputise for above, if necessary, and will be responsible for media and press releases as appropriate.
E-Communications Officer	Will support Senior Communications Officer as required.

a. The role of the team may include:

- Managing information flow;
- Publishing information/bulletins/updates relating to the incident and circulating them to the target audiences, e.g. Members, staff and the public within our community;
- Monitoring media sources and recording messages related to media and communication;
- Briefing spokespersons;
- Producing press statements along with the CE;
- Provide suitable media viewpoint location;
- Media co-ordination with Partner Agencies/Emergency Services;
- Arrange a rota for cover if the incident is likely to be prolonged;
- Setting up and management of Media Room with refreshments, if required;
- Monitoring all arriving press, checking ID (ensure that all media representatives are properly accredited) and moving on any onlookers;
- Liaising with Police to control movement of press;
- Producing and editing press statements/briefing information. Issue of fact sheets and other material to the media;
- Maintaining contact with Media Reception and Media Information Centre;
- Feedback of information media requests, stance and attitudes to CMT;
- Facilitating and timetabling interview requests, organising and accompanying facility visits/viewpoint excursions; and
- Organizing VIP visits.

b. **Assistance will be required to;**

- Set up Media Room;
- Monitor press movements, checking identity etc.;

- Provide secretarial and administrative support for public relations (photocopying, collation of press statements/fact sheets) ;
  - Help co-ordinate logistics/locations for facility visits to vantage points and interview locations;
  - Manage the Media Room/Information Centre/Press facility while the Senior Communications Officer is away from the room; and
  - Organize refreshments for Media Room.
- c. **Spokesperson** – will speak for the Council at press conferences or interviews. It will help if this is the same person throughout an incident, especially for key statements.

## Community

### C9. Key functions in an incident:

#### a. Housing

- i. The setting up and running of rest centres
- ii. Co-ordination of homelessness situations
- iii. Re-housing of persons made homeless and evacuees

#### b. Health

- i. Environmental Health
- ii. Public Health implications of the emergency

Post	Responsibilities/Service Requirement
Senior Head of Community	Will be responsibility for ensuring Rest Centre Management Teams are available to set up, manage and run a rest centre if required (See appendix 'E')
	Will assume responsibility for co-ordinating any major homelessness situation, the re-housing of persons made homeless and the evacuees.
Housing Services Manager (or Deputy)	Will assume operational control of any homelessness situation.
Managing Director of WEL (or Deputy)	Will ensure WELs' Business Continuity arrangements are adequate and regularly tested.
Chief Executive of Eastbourne Homes Ltd (or Deputy)	Will respond in emergency situations in relation to Council Housing stock and mobilisation of staff/contractors.

Environmental Health Manager (or Deputy)	Will have operational responsibility for Council actions to the public health implications of the emergency.
Senior Environmental Health Officers	Will act on the directions of the Environmental Health Manager (or Deputy) and will provide assistance as required.

## Development and Environment

### C10. Key functions in an incident:

- a. Provision of emergency transport for evacuees and survivors
- b. The provision of equipment, knowledge, expertise and labour to assist the emergency services and the community;
- c. Implement Coastal Protection Plan, where appropriate;
- d. Implement Oil Pollution Procedures, where appropriate;
- e. Emergency Works and Services; and
- f. Traffic Management.

Post	Responsibilities/Service Requirement
Senior Head of Development and Environment	Will liaise with the CE and will advise on all matters relevant to emergency works and services
Engineering Manager	Will have overall responsibility for arranging all necessary emergency works and services including implementing this Council's Marine Pollution Clearance Plan and Coast Protection Emergency Plan
Principal Engineer	Will deputise and/or assist the Engineering Manager
Highways Manager	Will liaise with the CE on all matters pertinent to emergency transport and traffic co-ordination services
Principal Highway Engineer (Inspectorate)	Will co-ordinate provision of transport and traffic management schemes, excluding plant requirements
Cleansing Contracts Manager	Will have overall supervision of cleansing tasks
Technical Building Control Manager	Will have overall responsibility for managing dangerous structures

Senior Building Control Officer	Will deputise for Technical Building Control Manager
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## Tourism and Leisure

C11. Key functions in an incident:

- a. Provision of Rest Centre management and premises (in close liaison with SHOC)
- b. Catering facilities

Post	Responsibilities/Service Requirement
Senior Head of Tourism and Leisure	Will be responsible for co-ordinating the provision of Rest Centre premises and access to them.
Sports and Leisure Manager (or Deputy)	Will assist in the setting up of Rest Centres
Events Development Manager	Will access facilities of Devonshire Park Tennis Centre, if required
Maintenance Assistant	As above
<b>Contractors:</b>	
General Manager Convex Leisure	Will arrange emergency refreshments and when appropriate in conjunction with County Education Department.
Operations Manager Convex Leisure	Will deputise for above and supervise catering requirements in Winter Garden kitchens
Seafront Catering Manager Convex Leisure	Will supervise catering arrangements as needed along the seafront and provide backup for General Manager

## Appendix D: Emergency Control Centre

### Location

- D1. Town Hall Court Room – Main Control Centre
- Members' Room – Call Handlers (and when appropriate Rest area and overspill)
- Meeting Room 1 – Media and Briefing

### Setting up

- D2. Access - Office Hours:
  - a. Head of Infrastructure will nominate staff to set up ECC
- D3. Access - Outside Office Hours:

ILO will arrange call out of ECC Manager via WEL:
- D4. For access codes to Town Hall and ECC contact WEL

### Purpose

- D5. The centre will operate under the leadership of the Chief Executive/ Emergency Co-ordinator. Its purpose is to enable the effective direction and co-ordination of Council staff and resources. This will include tasks of:
  - a. Managing the co-ordinated response of Council resources according to need;
  - b. Handling calls from outside agencies;
  - c. Handling publicity;
  - d. Co-ordination of further call-out;
  - e. Liaison with County Council and other organisations;
  - f. Co-ordinating voluntary agencies; and
  - g. Maintaining an audit trail of all documentation.
- D6. It is important that close liaison is established with the emergency services control rooms to ensure that all necessary actions are taken.

### Staffing

- D7. The Centre will be staffed by the Response Support Team (RST)) and consist of:
  - a. ECC Manager
  - b. Message Manager
  - c. Call Handling Team (4)
  - d. Admin Support
  - e. Others as required by the nature of the incident (e.g. environmental health/building control/highways/housing)

- D8. A list of trained Emergency Control Centre operators is available from WEL, the CCO and the Duty ILO.
- D9. Liaison officers from the emergency services, utilities and voluntary organisations may also be present.

### **Facilities**

- D10. The Senior IT Officer will be responsible for the provision of all ICT requirements. The Customer Services Manager or Senior Customer Services Officer will ensure all necessary phone lines and equipment are installed and functioning.

### **Call Handling**

- D11. All incoming telephone calls, fax and e-mail relating to the incident should first arrive at the ECC for analysis and action.

### **Stand-down arrangements**

- D12. The CE or EC will scale down operational activity as the level of emergency action is reduced. When the Borough ECC is closed down, control of staff will revert to Heads of Service. The ESCC and the Sussex Police Control Room must be informed when our ECC is closed down.

## Appendix E: Rest and Reception Centres

### Introduction

- E1. The ILO will consult with the Emergency Co-ordinator regarding the need for a Rest Centre to be opened. They will staff the Rest Centre using personnel from the Borough Council, Social Services and voluntary organisations.
- E2. 'Rest Centres', 'Reception Centres' and 'Survivor Centres' are similar in basic requirement; however all will be referred to as Rest Centres. They are facilities provided to house evacuees, survivors of an emergency incident, or those whose journey has been interrupted by the same.
- E3. Evacuees are those who have been made homeless as a result of an emergency incident, or who have been evacuated from their homes by the Police for their own safety.
- E4. Survivors are those people who have been directly involved and survived an incident, such as a rail, road or air crash, or an incident at sea. They may be local residents; they could also be visitors or passengers passing through the area.
- E5. The Borough Council has a statutory duty under the Civil Contingencies Act 2004 and Part VII of the Housing Act 1996 to provide temporary accommodation for those made homeless. Together with the County Council, they also have a duty of care in respect of survivors from an Emergency (Major) Incident.
- E6. There is also a 'Families Reception Centre'. Its basic requirements are similar to those of a 'Rest Centre'. Relatives of those people who might be caught up in an emergency incident will want to be close to them. They will need to be provided with a 'Families Reception Centre'; it will serve to keep them out of the way of the rescue effort; it will be easier to keep them informed, and it will be easier to co-ordinate the collection of their friends or relatives who might be at a 'Rest Centre'.
- E7. In either case the Borough Council will take the lead in setting up and running the centre supported by the County Council Social Services Department and voluntary agencies.
- E8. A detailed description of this task is contained in the Eastbourne Borough Council Rest and Reception Centre Management Guide held by Senior Head of Community. (For contact details see Appendix C).

### Nominated Rest and Reception Centres

- E9. The following premises have been identified for use as Rest and Reception Centres in the Borough:

<b><i>First Choice Premises</i></b>	Manager
<i>Winter Gardens Complex</i>	Gavin Davis
<i>Sovereign Centre</i>	Leon Lizzi

Hampden Park Leisure Centre Shinewater Leisure Centre Sussex Downs Park College Ratton School	Jim Chater Dave Wright Derek Barratt David Linsell
<b>Second Choice Premises</b>	Manager/Head Teacher
Cavendish Leisure Centre Bishop Bell School Polling Station venues	Tina Baptista Terry Boatwright See Local Rest Centre Plan for details

- E9 A list of trained Rest Centre operators is available from WEL and the Civil Contingencies Officer.
- E10 In addition there are a number of premises, church halls, community centres and the like used for voting which may be suitable for short-term use by a small number of people. Local Democracy and Electoral Services, and the Borough Civil Contingencies Officer hold details.
- E11 It should be borne in mind that the Police may use any other premises in cases of urgency and expediency before the pre-planned response has taken place. The decision to move people on to recognised rest or reception centres will depend on the facilities required and duration of the incident.

## **Appendix F: Local Authority Mutual Aid Protocol**

### **Introduction**

The purpose of this protocol is to provide a framework by which local authorities may call upon each other for support during a disaster.

**N.B.** The protocol does not imply any obligation on the part of any council to make a request for support, nor to provide same.

### **Definitions:**

Protocol:

'Diplomatic Etiquette'

(Collins Pocket Dictionary, 1993)

Disaster:

'Any event (happening with or without warning) causing or threatening death or injury, damage to property or to the environment or disruption to the community, which because of the scale of its effects cannot be dealt with by the emergency services and local authorities as part of their day-to-day activities.'

(Responding to Emergencies – C.C.A 2004 Guidance Document)

Mutual Aid Arrangements:

'Cross-boundary arrangements under which emergency services, local authorities and other organisations request extra staff and/or equipment for use in a disaster.'

(Responding to Emergencies – C.C.A 2004 Guidance Document)

Requesting Council:

'Any local authority in need of assistance during the management of a disaster. They will be liable for negligent acts committed by any staff while so loaned and should ensure that there is adequate public and employers' liability insurance in place in respect of them.'

Supporting Council:

'Any local authority supplying resources to a Requesting Council during a disaster.'

### **Procedure for Activating the Arrangements**

The Chief Executive or any officer acting on his or her behalf may make a request to the Chief Executive or any officer acting on his or her behalf of any other local authority for assistance; such request to be formalised in writing if so required by either party.

The mutual aid requested could include staff for all or any of the following functions:

Environmental Health;

Engineers;

Building Control/Structural Engineering;  
Media/Public Relations;  
Emergency Centre;  
Rest Centres;  
Beach cleaning;  
Ante-Mortem Team; and

Such other purposes as may prove to be useful.

Personnel loaned to a Requesting Council will:

Remain employees of their own council;  
Operate under the overall management of the Requesting Council; and  
Be included in the Requesting Council's Health and Safety procedures, practice and policy.

Equipment loaned to a Requesting Council will:

Be covered by the Supporting Council's insurance if supporting operatives are also provided; and  
Be covered by the Requesting Council's insurance if supporting operatives are not provided.

### **Financial Arrangements**

Requesting Councils will need to have in place adequate insurance cover to include any staff, vehicle and/or equipment.

All costs incurred by a Supporting Council, i.e. salary, pension payments, income tax, national insurance, VAT, maintenance, insurance and other costs etc. incurred as a direct result of the loan, (i.e. the cost of the actual person(s) or equipment loaned) shall be met by the Requesting Council.

## Appendix G: Types of Emergency

### Introduction

- G1. The Council may be required to respond to a wide variety of incidents, such as:
- a. Terrorist incident – Bomb Threat;
  - b. Chemical pollution;
  - c. Communicable diseases;
  - d. Dangerous buildings;
  - e. Fire;
  - f. Explosion and other hazards;
  - g. Flooding;
  - h. Food hazards;
  - i. Major air, rail, road or sea accidents;
  - j. Oil pollution;
  - k. Animal diseases;
  - l. Radiological emergencies;
  - m. Serious gas, electricity and water emergencies; and
  - n. Severe weather warnings.
- G2. The following paragraphs indicate the individual or service area responsible for our response together with suggested actions that may be required.

### Terrorist Incident - Bomb Threat

- G3. Bomb threats against Council personnel or property should be reported directly to the Police in accordance with the Council's bomb threat procedures.

Action by	In conjunction with	Activity
CE or representative	Head of Human Resources	If risk of bombing increases, raise security awareness by reviewing bomb threat procedures and reminding staff of procedures.

### Chemical Pollution

- G4. Chemical pollution may result from:
- a. Leakage from road, rail or air transporters or a storage container;
  - b. Release from a pipeline or during an industrial incident;
  - c. Leakage from a ship off the coastline; and

- d. Leakage from containers washed up on the beach.
- G5. EBC Marine Pollution Clearance Plan and ESCC Coastal Oil Pollution Plan details procedures for dealing with the spillage of toxic chemicals upon the highway or onshore. The basic approach is to contain, treat and dispose.
- G6. Persons trained and equipped to deal with such incidents must do this. All chemicals should be regarded as hazardous until established otherwise.

### **Hazardous Containers**

- G7. A specific procedure for dealing with Potentially Hazardous Containers found on the Sussex Coastline has been agreed by the Emergency Services Major Incident Working Group and is subject of a protocol.
- G8. In the event of a chemical incident occurring:
  - a. **Offshore** – The Marine Pollution Control Unit (MPCU) will make the initial assessment.
  - b. **On land** – The initial notification will be directed to the Fire and Rescue Service for them to make the initial assessment. Should a chemical or substance identified at the scene be declared safe, the Council will be expected to arrange removal and disposal.
  - c. **On the beach** – The initial notification should pass to the Senior Head of Development and Environment who should follow 'The Procedures for Dealing with Potentially Hazardous Chemicals found on the Sussex Coastline' document. The Chief Executive must be notified in order that she/he can decide if Major Incident Procedures apply.
  - d. **Radioactive materials on the beach or other land** – The Fire and Rescue Service will assume responsibility. If necessary, they will request the Police to activate the NAIR (National Arrangements for Incidents involving Radiation) Scheme.
  - e. **Explosive or suspected explosive devices on the beach** – The Coastguard should be informed in the first instance, the Council may be required to make the area safe and await the Military Explosives Ordnance Disposal (EOD) Team to identify and dispose of the item. Evacuation of an appropriate area may be considered which may necessitate the provision of Rest Centres and transport.

### **Communicable Disease**

- G9. On an outbreak the Consultant in Communicable Disease Control will initiate any contingency plans considered necessary through the Food Hazard Warning System. The Council will be involved at an early stage to assist in containment through the services of the Environmental Health Manager who will designate teams to implement prescribed response practice. A copy of the Major Outbreak Plan is held by Environmental Health.

## **Dangerous Buildings, Fire, Explosions and Other Hazards**

G10. In the case of fire-fighting or rescue operations, the Fire and Rescue Service will assume responsibility for co-ordinating action and may either act or advise action to evacuate the premises or an area. Where a structural weakness or other occurrence, not arising as a result of fire or explosion, renders the premises unsafe, the Building Control Officer will also consider whether evacuation measures are necessary, in liaison with the Police and/or Fire and Rescue Service, and also provide advice on building safety measures, demolition etc.

## **Flooding**

### **G11. Flood Warnings:**

The responsibility for the issue of tidal and/or river flood warnings rests with the Environment Agency. These warnings will be coded in the following manner:

Flood Watch	Flooding possible. Be aware, be prepared, and watch out!
Flood Warning	Flooding expected, affecting homes, businesses and main roads. Act now!
Severe Flood Warning	Severe flooding expected. Imminent danger to life and property. Act now!
All Clear	No flood watches or flood warnings in force.

NB. Flood Warning Codes will be revised in summer 2010.

### **G12. During office hours:**

Warnings are received by Development and Environment.

### **G13. Out of office hours:**

WEL receive flood warnings. They will inform the Incident Liaison Officer when a 'Flood Warning' or 'Severe Flood Warning' is received for the following areas:

#### **Flood areas**

Willingdon, Eastbourne and Langney Levels' (area code 073FWF1301) Langney Haven at Eastbourne (area code 073FWF1302); or

#### **Coastal Flood area:**

Beachy Head to Hastings' (area code 073FWC11C) –

In the event of a 'Flood Warning' or 'Severe Flood Warning' being received the Incident Liaison Officer will liaise with the Duty County Emergency Planning Officer and agree an appropriate response.

### **G14. Flood Plans – Important:**

A specific multi-agency plan has been prepared for the area of Pevensey Bay, Normans Bay and Eastbourne in relation to the threat of Coastal Flooding. This plan calls for a meeting of representatives from all partner

agencies to take decisions on actions that may be required by each agency following a Flood Warning. It is therefore important that the Council is represented by an officer of sufficient standing that he/she can make decisions on its behalf. The Chief Executive must be kept informed of all decisions and actions taken on behalf of the Council.

**Action:**

**For Flood Watch:** All flood plan holders should review plans and be prepared to take action as necessary should there be deterioration.

**For Flood Warnings:** Development and Environment and the Civil Contingencies Officer should be at immediate readiness. Where a specific multi-agency plan exists i.e. for Pevensy, the agreed procedures will be implemented with partner agencies.

**For Severe Flood Warnings:** Multi-agency plans will be implemented as for Flood Warnings. The Chief Executive will consider whether to activate the Emergency Control Centre.

**Food Hazards**

- G15. Part 1 of the Food and Environmental Protection Act 1985 is designated to protect the public from food that has been rendered unsuitable for human consumption at any stage in the production or processing chain as a result of a major incident involving the escape of harmful substances.
- G16. The Environmental Health Manager is the authorised investigating and enforcement officer for Eastbourne Borough Council acting on behalf of the Department of the Environment, Food and Rural Affairs (DEFRA).

**Major Air, Rail, Road or Sea Accidents**

- G17. When a 'major incident' is declared the requirements for support to the emergency services could be extensive and may include assistance with traffic management, provision of resources to deal with damaged buildings, and the transportation, accommodation and feeding of survivors/evacuees and relief workers.

Action by	In conjunction with	Activity
CE	County Council/ HEP	Assess support required in the medium term and whether the Borough requires assistance to supply that support.
SHODE	County Council/ Highways/ Planning	Be prepared to assist emergency services with traffic diversions, lifting and clearance equipment and provision of maps and general information.
	Police and County Council	Make arrangements for transportation of evacuees/survivors.

SHOC	Police	Availability of suitable body holding areas, if required.
	ESCC Adult Social Care and Children's Services	Establish and staff Rest Centres.

## Oil Pollution

G18. All warnings or reports of offshore or onshore oil pollution should be reported to the Engineering Manager who is designated as the Oil Pollution Officer (OPO). The OPO will decide, in consultation with the County Oil Pollution Officer (COPO), the degree of pollution. His assessment should be relayed to the Chief Executive if the situation is likely to develop into a major incident. Further detail can be found in the East Sussex Oil Pollution Plan and the SRF Contingency Plan for Command and Control of a Major Maritime Emergency.

G19. Levels of response are classified as:

<b>Tier 1 (Local Response)</b>	Can be dealt with by the Borough Council without outside help.
<b>Tier 2 (Regional Response)</b>	Beyond the capacity of the Borough Council and requires assistance under the arrangement with the COPO.
<b>Tier 3 (National Response)</b>	Requires co-ordination and control by the COPO and involves major County Council assistance, and possibly support from other offshore and onshore agencies. Responsibilities are detailed in the County Generic Emergency Plan, a copy of which is held by the Chief Executive, Head of Strategy and Democracy and the Civil Contingencies Officer.

## Animal Diseases

G20. Several animal diseases will have a dramatic effect on the keeping and movement of animals within the UK. The most recognised diseases include:

- a. Rabies
- b. Foot and Mouth
- c. Avian Flu
- d. Blue Tongue

G21. Overall control of a disease outbreak will be exercised by the Department of Environment, Food and Rural Affairs (DEFRA). Plans for these diseases have been produced by ESCC Emergency Planning Team; they will co-ordinate the response to any outbreaks occurring in East Sussex.

- G22. The plans provide information of a general nature relating to the south east of England and also sections which will set out responsibilities and actions to be taken.

### **Radiological Emergencies**

- G23. The Police are responsible for co-ordinating action to deal with radiological emergencies. Any suspicion that a radioactive source is involved in an incident must be reported immediately to the Sussex Police Command and Control.
- G24. The area should be cordoned off and any necessary additional action taken to avoid public risk. The Fire and Rescue Service holds certain items of monitoring equipment if called to a fire, rescue or other incident where radioactive substances are involved. Sources of expert assistance have been identified and will be called by the Police whenever required.
- G25. The arrangements for providing advice and assistance to the Police in the event of an incident involving the suspected release of radioactive substances are contained within the NAIR scheme. Details are given in the handbook published by the National Radiological Protection Board, a copy of which is held by Environmental Health.
- G26. The authority nominated to provide first stage expert assistance for Eastbourne Borough Council area is British Energy Generation Ltd, Dungeness 'A' Power Station. In the case of an alert connected with Dungeness Power Station information will be passed by Kent Police to Sussex Police Force Command and Control.
- G27. **NB. It is important that no technical information about radiological emergencies is divulged to the media by Council Officers.**
- G28. For any incidents related to Dungeness, enquiries should be passed to the Media Briefing Centre at the Local Emergency Centre located at Kent Police HQ, Maidstone (see ESCC Generic Emergency Plan for more information).

### **Serious Gas, Electricity and Water Emergencies**

- G29. Major leaks of gas or water or major electricity failures will normally be reported to Sussex Police who have the call-out contact numbers of the utility companies. The Police will notify Eastbourne Borough Council and the County Council as necessary.
- G30. The Council might be called upon to assist with temporary road closures, traffic diversions and emergency lighting, accommodation or feeding. Certain premises would be vulnerable to loss of domestic services, with the need to consider the effect on Homes for the Elderly, Hospitals etc. Gas leaks in particular could have a very disruptive effect, with the risk of explosion requiring the evacuation of buildings in the vicinity.

### **Severe Weather Warnings**

- G31. A Severe Weather Warning System has been agreed by the Home Office and the Meteorological Office. The County Director of Transport and Environment is principally responsible for receiving and distributing severe weather warnings across the County. For local authority use, warnings consist of:

- a. **Advisories** – Advisories are issued by 1100 hrs daily as routine and indicate confidence of expected severe or extreme weather. Early and flash warnings supersede advisories when confidence levels are 60% or greater;
- b. **Early warnings** – An early warning of severe weather will normally be issued up to several days in advance whenever the overall risk of widespread disruption in any UK region is 60% or greater; and
- c. **Flash warnings** – Flash warnings of severe weather are issued when confidence of an event reaching specified criteria is above 80%, and should give a minimum of two hours notice. Warnings are issued for every affected county or unitary authority.

G32. Specified criteria of weather and its possible effects are:

Type	Met Office Criteria	Possible Effects
<b>Severe gales</b>	Repeated gusts of 70 mph or more over inland areas.	<ul style="list-style-type: none"> <li>• High-sided vehicles at risk of being blown over</li> <li>• Some trees uprooted</li> <li>• Tiles, slates and chimneys dislodged from some buildings</li> </ul>
<b>Storms</b>	Repeated gusts of 80 mph or more over inland areas.	<ul style="list-style-type: none"> <li>• trees uprooted</li> <li>• Tiles, slates and chimneys dislodged from many buildings; some structural damage</li> </ul> <p>Where wind is forecast above 90 mph the following may occur.</p> <ul style="list-style-type: none"> <li>• Collisions whilst driving</li> <li>• Widespread uprooting of trees</li> <li>• Injury due to flying debris</li> <li>• Widespread damage to buildings; some buildings collapse.</li> <li>• Cars blown out of lanes on roads</li> <li>• Widespread removal of branches from trees; many trees uprooted</li> <li>• Tiles, slates and chimneys dislodged from many buildings; some structural damage.</li> </ul> <p>Where wind is forecast above 90 mph the following may occur.</p> <ul style="list-style-type: none"> <li>• Collisions whilst driving</li> <li>• Widespread uprooting of trees</li> <li>• Injury due to flying debris</li> <li>• Widespread damage to</li> </ul>

		buildings; some buildings collapse
<b>Heavy snow</b>	Snow falling at a rate of 2 cm/hour or more expected for at least two hours.	<ul style="list-style-type: none"> <li>• Increased journey times</li> <li>• Minor accidents</li> </ul>
<b>Very heavy snow</b>	Snow falling at a rate of 2 cm/hour or more expected for at least two hours, accumulating to 15 cm or more.	<ul style="list-style-type: none"> <li>• Local routes impassable</li> <li>• Local loss of power and telecommunication lines</li> </ul>
<b>Blizzard</b>	Moderate or heavy snow accompanied by winds of 30mph or more, with visibility reduced to 200 m or less; or drifting snow giving rise to similar conditions.	<ul style="list-style-type: none"> <li>• Major routes impassable</li> <li>• Local loss of power and telecommunication lines</li> </ul>
<b>Severe blizzard</b>	Heavy Snow accompanied by winds of 30 mph or more, reducing visibility to near zero.	<ul style="list-style-type: none"> <li>• Transport infrastructure paralysed</li> <li>• Regional loss of power and communication lines</li> </ul>
<b>Heavy rain</b>	Rain expected to continue for at least two hours and to give at least 15 mm within a three hour period or, following previous heavy rain events, 25 mm/day.	<ul style="list-style-type: none"> <li>• Aquaplaning</li> <li>• Flooding</li> </ul>
	Warning may be triggered by thunderstorms (warnings will state this if expected).	<ul style="list-style-type: none"> <li>• Squally winds or tornadoes may remove roof tiles or chimneys</li> <li>• Power surges</li> </ul>
<b>Fog</b>	Visibility below 50 metres (restricted to heights where major roads occur).	<ul style="list-style-type: none"> <li>• Difficulty identifying distances and speed of movement leading to increased journey times</li> <li>• Road traffic accidents</li> </ul>
<b>Widespread icy roads, glazed frost, freezing rain</b>	<p>When rain falls onto surfaces with temperatures at or below zero; or condensation occurs on surfaces at or below zero; or already wet surfaces fall to or below zero. The ice is usually clear and difficult to distinguish from a wet surface. It usually forms in sheets.</p> <p>Warnings are issued when any depth of ice is expected over a widespread area.</p>	<ul style="list-style-type: none"> <li>• Damage to power and telecommunication lines</li> <li>• Driving difficulties</li> <li>• Difficulty when walking</li> </ul>

## Appendix H: Recovery

### (Extract from the East Sussex Generic Emergency Plan)

#### Key Points

- Local Authority takes the lead
- Impact upon community will vary
- Discuss recovery strategy early on
- Involve the community fully in its own recovery
- Look for a positive improvement to come from the disaster
- Needs to be co-ordinated

#### Introduction

- H1. The consequences of a major incident upon the community may continue long after the response has ended. Although the effects will vary from one incident to another positive action can help to mitigate the impact. Responsibility for leading the recovery rests with local government, although many other agencies can play a useful part.
- H2. The purpose of this section is to provide flexible guidelines that may be used to develop a recovery strategy following a major incident anywhere in East Sussex.

#### Stages of Recovery

- H3. It is likely that 'recovery' will fall into three phases, although they may well overlap:
  - a. **Short Term:** An immediate or reactive phase, part of the response to the incident. It includes debris removal, restoration of power and water supplies etc.
  - b. **Medium Term:** The beginning of a proactive approach. It includes identifying the long-term issues and creating a structure to monitor and address them. This is described in paragraphs H4 and H5.
  - c. **Long Term:** The resolution of the issues, including restoring public confidence. This phase may last for months or even years.

#### Issues to be addressed

- H4. The issues that need to be addressed will vary with the type and severity of the incident, but could include the following:

- a. The community needs to help itself – utilise voluntary groups, community representatives etc. in as many ways as possible, but provide them with support, administrative resources etc.
- b. Information sharing is essential including the issue of regular bulletins.
- c. When disposing of damaged property take care not to throw out items of sentimental value e.g. photographs etc.
- d. Consider a one-stop community resource centre, staffed by county, district and town/parish councils, Benefits Agency, voluntary organisations etc.
- e. Psychological support systems at varying levels – not everybody needs formal counselling.
- f. Fragile relationships will come under greater strain.
- g. People who need to be re-housed could be displaced for a considerable time - may be need for a network to preserve community spirit.
- h. Where long term re-housing is an issue it is essential to quickly identify where people have gone to.
- i. Long term health issues, contamination of houses and gardens etc.
- j. Some people may be uninsured, possibly many more under-insured.
- k. Monitor activities of builders and insurance companies – involve Trading Standards.
- l. VIP visits and media attention can be intense, long lasting and unwelcome. They need to be carefully managed.
- m. Disaster Fund – should it be charitable or non-charitable? Define beneficiaries at an early stage.
- n. Look for a positive improvement to come from the recovery - something which enhances the area or community affected. Redevelopment can be a sensitive issue.
- o. Memorial Services – who should attend?

### **Formulating a Strategy**

- H5. This should be considered early on in an incident, but the timing of its introduction can be difficult. If the response is still in full swing it may be appropriate to limit it to a few key people until the initial pressure eases.
- H6. However, there are some areas that will almost certainly need to be initiated very early on in the incident - aftercare and flood appeal for example. This should not be discouraged but early contact should be made with the organisers to give them the benefit of advice and to ensure that they fit into the wider approach.

- H7. When the response phase is beginning to ease off consider a short workshop involving key responders, councillors, principle voluntary organisations (the local Council for Voluntary Services could be highly beneficial), commercial interests and officers from county, borough/district and parish/town councils.
- H8. From this it can be decided how detailed or formalised the recovery needs to be. If necessary a number of groups can be formed to manage particular subject areas, with agreed terms of reference, membership etc.
- H9. It is suggested that recovery should be a partnership approach as all tiers of local government have important expertise to offer. It is likely that the borough will be best placed to lead as they are local to the community affected. In an incident that involves two or more borough/ districts it might be more appropriate for the county council to take the lead.
- H10. The following groups might be considered, although the list is by no means exhaustive:-
- a. Aftercare – emotional and psychological support.
  - b. Finance – management of disaster appeal and Bellwin claims.
  - c. Restoration – the physical recovery: building work, contamination and health issues.
  - d. Re-Housing – locating evacuees, identifying temporary accommodation and co-ordinating return to homes.
  - e. Information and Consultation – keeping people regularly informed with positive information.
  - f. Business and Employment – applying for development grants and other initiatives to encourage businesses to remain and re-open as soon as possible.
  - g. Prevention – investigating methods of avoiding a reoccurrence, or at least minimising the risk.
  - h. Voluntary Sector – this might be disbanded when roles for the volunteers are identified and they are placed into specific groups.
  - i. The Positive Improvement – when this venture is identified consider establishing a group to develop it.

### **Recording Progress**

- H11. How each group communicates may vary, but it is important that there is contact between them so that wasteful duplication is avoided and nothing is missed. It may be helpful to establish a Recovery Co-ordinating Group, meeting regularly and receiving update reports from each group.

### **Summary**

- H12. The shape and complexity of the recovery process will vary according to the type and seriousness of the incident and the nature of the location

where it occurs. Recovery may be very quick and need little or no support. Conversely it may need to be proactive, highly structured and very resource intensive.

H13. Flexibility in approach is important.

H14. Useful Reference Documents

- a. 'Administration of Appeal Funds' by Roger W. Suddards. Sweet and Maxwell. ISBN 0-421-41660-2
- b. 'Disaster Appeal Scheme' produced by the British Red Cross.
- c. 'Recovery: An Emergency Management Guide' produced by the Home Office. Available on the Home Office website at [www.homeoffice.gov.uk/epd/publications/index.htm](http://www.homeoffice.gov.uk/epd/publications/index.htm)

## Appendix I: List of Associated Plans and Documents

No.	Title	Author	Holder(s)
1.	Pevensey and Normans Bay Flood Plan	ESCC (Inter-agency)	Chief Executive Directors Civil Contingencies Officer and ILOs
2.	East Sussex Generic Emergency Plan	ESCC	Chief Officer Civil Contingencies Officer and ILOs
3.	Sussex Local Authority Rest Centre Plan	SLAEP Group	Housing Civil Contingencies Officer and ILOs
4.	Eastbourne Rest Centre Plan	ESCC/EBC	Housing Civil Contingencies Officer and ILOs
5.	Temporary Mortuary Plan	ESCC	Environmental Health
6.	Health Emergency Plan(s)	NHS	Environmental Health
7.	Oil Pollution	ESCC	Amenities
8.	Eastbourne Pier Seaward Evacuation Plan	Inter agency	Civil Contingencies Officer and ILOs
9.	Bomb Threats Evacuation Procedures	EBC	Civil Contingencies Officer and ILOs
10.	Sussex Major Incident Linking Document, 4 <sup>th</sup> edition	SRF	ILOs and CCO

## **Appendix J: Training and Exercising**

### **Introduction**

J1. The Civil Contingencies Act 2004 (Contingency Planning) Regulations 2005 contains at Reg. 25 the following requirement:

'Every plan maintained by a general Category 1 responder..... must include provision for:-

- a. the carrying out of exercises for the purpose of ensuring that the plan is effective;
- b. the provision of training of:
  - (i) An appropriate number of suitable staff of the general Category 1 responder, and
  - (ii) Such other persons as that general Category 1 responder considers appropriate, for the purposes of ensuring that the plan is effective.'

This Appendix outlines those provisions.

### **Training and Exercises**

#### **J2. Training**

Eastbourne Borough Council shall identify staff that are required for the authority to carry out its functions as a Category 1 responder.

Initial training and regular follow up training shall be implemented in relation to the following tasks:

- a. Incident Liaison Officers
- b. Emergency Control Centre Staff
- c. Rest Centre Staff

Records will be kept of all training and be made available by the Civil Contingencies Officer.

#### **Exercises**

- J3. All Emergency Plans held by the Borough Council are subject to regular exercises and evaluation. Such exercises shall take place by any appropriate means, including tabletop exercises. Any such exercise will include other Category 1 and 2 responder agencies.
- J4. Following any such exercise evaluation, the Plan will be amended as necessary and re-tested.
- J5. Nominated staff will also participate in joint training events organised within East Sussex.