

# Uttlesford District Council

## Response plan for dealing with evacuations or refugee crises from abroad

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### **1.0 Executive Summary:**

This document was put together by the Scrutiny Committee Task Group as a result of the Lebanon Evacuation in July/August 2006 when it became clear that a specific policy was necessary. It is designed to be used as guidance in the event of a similar situation occurring in the future. This should be viewed in conjunction with or in addition to the Emergency Plan to provide contact numbers.

### **1.1 Introduction:**

UDC has a statutory duty to respond to any Humanitarian Crisis arising within its boundaries such as evacuees/refugees arriving at Stansted Airport from abroad. In many cases these people may arrive with nothing more than the clothes they are wearing and whatever they have been able to gather up prior to departure subject to limits specified by the evacuating authority. Their immediate priority requirements will be food, water, accommodation and sanitation.

Uttlesford District Council will assess the need and where necessary, source logistical help elsewhere within Essex to enable UDC to deal with any event. It should be remembered that there is already in existence within Essex a tried and tested support network consisting of other local authorities, health agencies and various voluntary agencies that are able to provide a wide range of services and facilities upon request. Initial contact, at any time of the day or night, is normally made through the Essex County Council Emergency Plans Unit who will act as a 'one-stop shop' co-ordination centre and already have arrangements in place for access to services and facilities.

## **1.2 Synopsis:**

The Scrutiny Committee task group for Operation Highbrow (Lebanon Evacuation) commissioned this document to explore the following phases of response:

- Response
- Stabilisation
- Business as usual

Under each of these headings, a further four sub headings were devised to encompass the sections where help may be needed and was needed during the Lebanese evacuation 2006:

### **Logistics**

- Accommodation
- Travel
- Food
- Heat
- Light
- Money – initial then long term
- State
- Clothing
- Furniture

### **Communications**

- Advocacy
- Information leaflet – print on demand
- Keystone
- Red Cross
- Immigration

### **Benefits & Advice**

- Licence requirements
- CAB
- Money
- Benefits Assistance
- Charitable Help

### **Education, Occupation, Medical & Social Care**

- Job services
- Educational Needs
- Health Needs

# Response

## 2.1 Response (short term):

Category	Sub Category	Method of procurement
Logistics	Accommodation The Red Cross will set up health screening (triage) in order to refer patients to the doctor or the hospital.	<ul style="list-style-type: none"> <li>❑ Drop-in Centre – for victims to drop in and obtain information or advice.</li> <li>❑ Humanitarian Assistance Centre – this is the responsibility of ECC and Essex Social Care but will be set up in conjunction with UDC.</li> <li>❑ Information Centre</li> <li>❑ Media Centre – a site close to the scene which can be used for press briefings.</li> <li>❑ Mass Vaccination Centre</li> <li>❑ Rest Centre (general overnight stay)</li> <li>❑ Stansted Manor Hotel, Radisson Hotel, Hilton Hotel and the Express by Holiday Inn Hotel (accounts are in place).</li> <li>❑ Local B&amp;B's</li> <li>❑ Business Continuity Relocation Site (Swan Meadow Car Park. Portacabins can be used to accommodate victims during an evacuation).</li> </ul>
	Travel	<ul style="list-style-type: none"> <li>❑ Stansted Airport (only for emergencies relating to the airport)*</li> <li>❑ Local Coach and bus companies (not on account)</li> <li>❑ Community Transport (ECC).</li> <li>❑ Taxi Companies (UDC have accounts with Crocus Cars and Five Star Cars)</li> </ul>
	Facilities i.e. Heat, light, generators, tents inflatable shelters.	<ul style="list-style-type: none"> <li>❑ Aire Group Ltd – can provide equipment such as lighting, generators, tents. Please refer to part six of the Business Continuity Plan.</li> <li>❑ Newport depot (UDC) has a supply of portable generators.</li> </ul>
	Clothing	<ul style="list-style-type: none"> <li>❑ Can be provided by the British Red Cross Society</li> </ul>
	Food	<ul style="list-style-type: none"> <li>❑ WRVS*</li> <li>❑ Tesco's Plc.</li> <li>❑ Sainsbury's</li> <li>❑ Waitrose</li> <li>❑ UDC Day Centres</li> </ul>

	Money for evacuees	<ul style="list-style-type: none"> <li>❑ Job Centre Plus has a limited supply of emergency funds/contingency funds which can be provided as a one off <i>petty cash</i> to evacuees who may have no means of access to money.*</li> </ul>
Communications (the Emergency Response Team will set up and manage the Communications Centre).	Communications equipment	<ul style="list-style-type: none"> <li>❑ UDC Emergency Mobiles, Satellite Phone, Depot Radio</li> </ul>
	Advocacy	<ul style="list-style-type: none"> <li>❑ Translators via Language Line</li> <li>❑ Translators from the Police register</li> <li>❑ Translators are available via the Council's database of teachers with language skills.</li> <li>❑ UDC Emergency Plan contains a register of internal staff with language skills.</li> <li>❑ Bell School.</li> </ul>
	Information leaflet	<ul style="list-style-type: none"> <li>❑ Information pack is produce by UDC.</li> <li>❑ To be determined by Silver Control and printed on demand.</li> </ul>
	Call Centre	<ul style="list-style-type: none"> <li>❑ The District Emergency Response Centre is equipped to take calls and logged on an electronic management system (CRM).</li> </ul>
Education, Occupation, medical & Social Care	Medical	<ul style="list-style-type: none"> <li>❑ West Essex PCT can make arrangements for a GP or deliver prescriptions.*</li> <li>❑ MEDICS (Mid Essex Doctors Immediate Care Scheme).</li> </ul>

**\* Contact with these agencies should be made via the Essex County Council Duty Emergency Planning Officer**

# Stabilisation

## 2.2 Stabilisation (medium to long term):

Category	Sub Category	Method of procurement
Logistics	Accommodation	<ol style="list-style-type: none"> <li>1. Temporary portacabin accommodation (please refer to the Business Continuity Plan)</li> <li>2. Student accommodation (student accommodation can be obtained via mutual aid agreements between Essex Local Authorities)*</li> <li>3. Council housing stock</li> <li>4. Hotels/B&amp;B's (refer to the list of rest centres in the Emergency Plan).</li> </ol>
	Travel (travel arrangements should be determined by the quantity of people requiring transport)	<ul style="list-style-type: none"> <li><input type="checkbox"/> Taxi Companies (UDC have accounts with Crocus Cars and Five Star Cars)</li> <li><input type="checkbox"/> Stansted Airport (only for emergencies relating to the airport. The airport duty manager should be contacted to arrange transport)</li> <li><input type="checkbox"/> Local Coach and bus companies (no contracts are in place; please refer to the Yellow Pages).</li> <li><input type="checkbox"/> Community Transport (ECC)*</li> <li><input type="checkbox"/> Book-A-Ride (charity based in Uttlesford who can provide transport for the elderly, isolated or disabled (24-48hrs notice required)).</li> </ul>
	Clothing	<ul style="list-style-type: none"> <li><input type="checkbox"/> British Red Cross *</li> <li><input type="checkbox"/> Salvation Army*</li> <li><input type="checkbox"/> British Aid for Deprived Children</li> </ul>
	Furniture	<ul style="list-style-type: none"> <li><input type="checkbox"/> Want Don't Want (charity: 020 7504 3456)</li> <li><input type="checkbox"/> British Aid for Deprived Children*</li> <li><input type="checkbox"/> Salvation Army*</li> <li><input type="checkbox"/> CVS</li> </ul>
Benefits and advice	Social Support to victims	<ul style="list-style-type: none"> <li><input type="checkbox"/> Social Care: Adult Social Care* <ul style="list-style-type: none"> <li>- Older Peoples Services (37 Fairycroft Road)*</li> <li>- Older peoples Mental Health (37 Fairycroft Road).*</li> <li>- Learning Disability (37 Fairycroft Road)*</li> <li>- Physical &amp; sensory impairment (West Essex Team)*</li> <li>- Children's Department (37 Fairycroft Road).*</li> </ul> </li> <li><input type="checkbox"/> Job Centre Plus*</li> <li><input type="checkbox"/> Citizens Advice Bureau</li> <li><input type="checkbox"/> Self Help Groups</li> <li><input type="checkbox"/> Faith Groups</li> </ul>
	Information to evacuees/Victims	<ul style="list-style-type: none"> <li><input type="checkbox"/> UDC Migrant Worker Welcome Pack</li> <li><input type="checkbox"/> Immigration Service/Embassy (for contacts, please refer to the Emergency Plan).</li> <li><input type="checkbox"/> Local information leaflets (culture, GP's schools, shops, public services etc)</li> <li><input type="checkbox"/> Bus and train routes/timetable (TIC)</li> <li><input type="checkbox"/> UDC News bulletin (details on the current state of the response and plans for recovery).</li> </ul>

		<ul style="list-style-type: none"> <li>□ PCT and healthcare information.</li> <li>□ Citizens Advice Bureau</li> <li>□</li> </ul>
Education, Occupation, medical & Social Care	School and education	<ul style="list-style-type: none"> <li>□ Direct contact with local schools (see Annex 16 of the Emergency Plan).</li> <li>□ Essex County Council Social Care Children's Department.*</li> </ul>
		<ul style="list-style-type: none"> <li>□</li> </ul>
	Job Services	<ul style="list-style-type: none"> <li>□ Job Centre Plus (Braintree/Chelmsford)*</li> <li>□ Temping agencies: Adecco, Reed, Manpower, Hays Montrose and Macdonald &amp; Company (Contact with these agencies should be made via UDC HR department)</li> </ul>

***\* Contact with these agencies should be made via the Essex County Council Duty Emergency Planning Officer***

# Business as usual

## 2.3 Business as usual:

The purpose of this section is not primarily to provide services to evacuees but to facilitate sustainability by means of signposting and providing information.

Category	Sub Category	Method of procurement
Logistics	Accommodation	<ol style="list-style-type: none"> <li>1. Existing Council Housing stock (on average, 0-3 houses are available at any one time)</li> <li>2. Existing Sheltered housing stock (on average, 0-8 sheltered bed-sits are available at any one time).</li> <li>3. Temporary portacabin accommodation (please refer to the Business Continuity Plan)</li> <li>4. Support from other authorities which can be gained through Essex County Council.</li> </ol>
	Travel	<ul style="list-style-type: none"> <li><input type="checkbox"/> Tourist information office (further information can be obtained from Travel Line (Emergency Plan) or at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>)</li> </ul>
	Clothing	<ul style="list-style-type: none"> <li><input type="checkbox"/> British Red Cross*</li> <li><input type="checkbox"/> British Aid for Deprived Children</li> </ul>
	Furniture	<ul style="list-style-type: none"> <li><input type="checkbox"/> Want Don't Want (charity: 020 7504 3456)</li> <li><input type="checkbox"/> British Aid for Deprived Children</li> </ul>
Benefits and advice	Social Support to victims	<ul style="list-style-type: none"> <li><input type="checkbox"/> Social Care: Adult Social Care* <ul style="list-style-type: none"> <li>- Older Peoples Services (37 Fairycroft Road)*</li> <li>- Older peoples Mental Health (37 Fairycroft Road)*</li> <li>- Learning Disability (37 Fairycroft Road)*</li> <li>- Physical &amp; sensory impairment (West Essex Team)*</li> <li>- Children's Department (37 Fairycroft Road)*</li> </ul> </li> <li><input type="checkbox"/> Job Centre Plus*</li> <li><input type="checkbox"/> Migrant self help network to be facilitated by the Council as part of the response.</li> <li><input type="checkbox"/> Citizens Advice Bureau</li> <li><input type="checkbox"/> The Keystone Trust</li> <li><input type="checkbox"/> Crisis Support Team Essex*</li> <li><input type="checkbox"/> Self Help Groups</li> <li><input type="checkbox"/> Faith Groups</li> <li><input type="checkbox"/> CRUSE Bereavement Care*</li> </ul>
	Information to evacuees/Victims	<ul style="list-style-type: none"> <li><input type="checkbox"/> UDC Migrant Worker Welcome Pack</li> <li><input type="checkbox"/> Immigration Service/Embassy (for contacts, please refer to the Emergency Plan).</li> <li><input type="checkbox"/> Local information leaflets (culture, GP's schools, shops, public services etc)</li> <li><input type="checkbox"/> Bus and train routes/timetable (TIC)</li> <li><input type="checkbox"/> UDC News bulletin (details on the current state of the response and plans for recovery).</li> <li><input type="checkbox"/> PCT and healthcare information.</li> <li><input type="checkbox"/> Citizens Advice Bureau</li> <li><input type="checkbox"/> Parish/Town Council</li> </ul>



Education, Occupation, medical & Social Care	School and education	<ul style="list-style-type: none"> <li>❑ Direct contact with local schools (see Annex 16 of the Emergency Plan).</li> <li>❑ Secondary schools</li> <li>❑ Essex County Council Social Care Children's Department.</li> </ul>
	Medical	<ul style="list-style-type: none"> <li>❑ Evacuees to be encouraged to make their own arrangements with their local GP.</li> </ul>
	Job Services	<ul style="list-style-type: none"> <li>❑ Job Centre Plus (Braintree/Chelmsford)*</li> <li>❑ Temping agencies: Adecco, Reed, Manpower, Hays Montrose and Macdonald &amp; Company (Contact with these agencies should be made via UDC HR department)</li> </ul>

***\* Contact with these agencies should be made via the Essex County Council Duty Emergency Planning Officer***

# All Emergency Response Agencies

## 3. **EMERGENCY SERVICES**

### 3.1 **Essex Police**

The primary areas of police responsibility at a major incident are the saving of life in conjunction with the other emergency services; the co-ordination of the emergency services; local authorities; media; and other organisations acting in support at the scene of the incident. The police will also seek to secure, protect and preserve the scene through the use of traffic control and cordons.

Essex is the Police Authority for the Uttlesford District. All 999 calls made within the District are routed through the Force Information Room (FIR) at Police Headquarters at Chelmsford. The police responsibilities, depending upon the type and severity of the incident are to:

- Police the inner and outer cordons; including controlling traffic and establishing the right of access and egress in conjunction with the other emergency services.
  - Inner Cordon  
In conjunction with the Fire Service, provide immediate security of the rescue zone and potential crime scene.
  - Outer Cordon  
Seals of an extensive controlled area surrounding the rescue zone. All access and exit points will be controlled and persons and entry granted only to authorised personnel. The control/command vehicles of the emergency services must be positioned between the inner and outer cordons.
  - Traffic Control  
Deployed at or beyond the outer cordon preventing vehicular access to the area surrounding the scene.
- Implementing evacuation procedures and/or warning the public.
- Requesting Rest Centre/Survivor Reception/Friends and Relatives Centres to be set up and providing Police liaison/support to these centres if required.
- Establishing a Media Centre, arranging press briefings and co-ordinating media statements including the control of press access to the incident site and to any Rest/Survivor Reception and Friends and Relatives Reception Centres.
- The investigation of the incident and obtaining and securing of evidence in conjunction with other investigation bodies where applicable.
- Establishing a Casualty Information Bureau, the collation and dissemination of casualty information and publishing, via the media, telephone numbers for the general public to contact.

- Establishing a Forward Control Point (FCP) in conjunction with all other agencies responding to the incident, using the Bronze, silver and Gold Command structure. (See Part Two – Appendix F: Emergency Services Command and Control Structure).
- The identification of the dead on behalf of HM Coroner and notifying family/friends.
- At the request of the Coroner, instigate, in liaison with LA EHO's, the setting up of body holding areas and the provision, in liaison with Essex County Council's Emergency Plans, of a Temporary Mortuary Facility.
- Implement short-term measures to restore normality after all necessary actions have been taken.

### **3.2 Essex County Fire and Rescue Service (ECFRS)**

ECFRS undertake the primary responsibility for saving of life, fire fighting, chemical spillages, flooding incidents and rescue operations, which, depending upon the type and severity of the incident would include:

- Establishing an inner cordon around the incident site, Liaising with Police on maintaining its security and establishing the right of access and egress with all responding agencies.
- Dispatch an Inter-agency Liaison Officer (ILO) to the scene who, in the first instance, will liaise with other agencies to provide advice to minimise risk and facilitate inter-agency co-ordination. The ILO can conduct site-specific risk and has access to the fire service's existing sources of intelligence to help inform the risk assessments. The ILO can provide information on:
  - Fire service premises information cards.
  - Tactical fire plans.
  - Building fire safety plans.
  - Building risk assessments
  - COMAH and,
  - Other site specific plans.

Advice can also be sought on Hazmat Officers, Scientific Advisors, USAR Advisors, Emergency Planning Officers, Fire Safety Officers, Petrochemical Officers and Marine Officers. The ILO will advise and recommend any amendments and advice they have received.

- Taking appropriate and necessary measures to prevent further loss of life, injury, damage to property and the environment or to lessen its effects.
- Implementing detection and monitoring procedures where radioactive substances are suspected or known to be involved.

- Accessing information available through the Fire Services Scientific Advisors, CHEMET, and taking the appropriate action in respect of toxic, noxious substance releases or the likelihood of explosion.
- Identifying the necessary expertise, manpower, plant and machinery required to deal with an incident and, if applicable, Liaising with the responding agencies to provide additional and/or specialist equipment.
- Establishing the appropriate Health and Safety Procedures for all those operating within the inner cordon.
- Establishing a Forward Control Point (FCP) and liaise with, and disseminate information to, all those agencies responding to the incident and providing, if required, a Liaison Officer at Gold and Silver Command.
- Providing information on the effects and actions taken to safeguard workers at the site of the incident and, if appropriate, the general public within the surrounding area.
- Providing, in liaison with the Police and other responding agencies, information to the media, on the Fire and Rescue Service's response to the incident.

### **3.3 East of England Ambulance Service NHS Trust**

The East of England Ambulance Service NHS Trust has the overall control of the medical response to the incident, which depending upon the type and severity of the incident, could include:

- Alerting receiving hospitals and call out of BASICS Doctors.
- Transporting casualties to the appropriate hospitals.
- Establishing a Forward Control Point and appointing a Medical Incident Officer.
- Assessing the number and condition of casualties and operating a TRIAGE casualty channelling system.
- Establishing an Ambulance Loading and Parking Point.
- Activating the appropriate Voluntary Agencies i.e. Red Cross and St. John Ambulance to provide additional resources.
- Providing, in liaison with the Police and other responding agencies, information to the media on the Ambulance Service's response to the incident.

#### **4. NATIONAL HEALTH SERVICE**

##### **4.1 Hospital Service (NHS Trust)**

Provides hospitalisation and medical arrangements for casualties, which depending upon the number and severity of the injured, could include:

- Alerting other hospitals that provide specialist treatment and medical facilities.
- To assess bed states and capabilities for discharging non-urgent patients to free up extra hospital beds.
- Implementing call in arrangements for off-duty and/or additional agency staff.
- Providing regular information to the Casualty Bureau on the number of fatalities and an up to date casualty state.
- Co-ordinating, if needed, the employment of volunteers i.e. Red Cross and St. John Ambulance.
- Arranging for the necessary blood supplies to be made available.
- Co-ordinating hospital welfare visits and after care through the Health Authority and local GP's.
- Providing, in liaison with the Police and other responding agencies, information to the general public on the medical implications, if any, of the incident.
- Providing, in liaison with the Police and other responding agencies, information to the media, on the medical response to the incident.
- Establishing, if necessary, a Hospital Information/Emergency Control Centre to act as a focal point for the co-ordination of the Hospital's response.

##### **4.2 East of England "Strategic Health Authority" (SHA):**

Operating as part of the Eastern Region Strategic Health Care, in a major incident the health Authority has the responsibility for providing expertise and guidance on the management of incidents involving communicable diseases through water or food, toxic fumes and any deliberate release of chemical or biological substances. This would include:

- Provision of information and guidance on the control and treatment of communicable diseases.
- Provision, in liaison with the Police and other responding agencies, information to the general public on the appropriate hygiene precautions to be taken to prevent any infection spreading.
- Provide, in liaison with the Police and other responding agencies, information to the media, on the work of the Health Authority during the incident.

### 4.3 Primary Care Trusts (West Essex Primary Care Trust)

The West Essex Primary Care Trust is split between three locations (Great Dunmow, Epping Forest (St Margaret's Hospital) and Harlow town centre) and its role is to co-ordinate the local medical response to an incident, which affects the capability of the accident and emergency services from local hospitals such as, the Princess Alexandra Hospital, Harlow, and provides advice and support to General Practitioners. They liaise closely with the Hospital Service on the treatment and care of the injured and would also:

- Assess the best utilisation of the skills and resources of:
  - Nurse Practitioners.
  - Hospital at Home staff.
  - Community Nurses.
  - Health Visitors.
  - Administrative and clerical staff.
  - Address any health issues and the health needs of the local community during and following an incident.
  - To assess the effects of any emergency or contingency measures invoked as a result of any incidents on vulnerable groups e.g. premature babies, dialysis patients, etc. and co-ordinating any immediate response required.
  - Provide, in liaison with the Emergency Services and District Council, community-nursing support at Survivor Reception, Rest Centres and Friends & Relatives Centres.
  - Provide welfare support in conjunction with the appropriate Social Services Unit and the discharging hospitals.
  - Provide, in liaison with the Police and other responding agencies, information to the media, on the work of the Primary Care Trust during the incident.

## 5. ESSEX COUNTY COUNCIL

### **REQUESTS FOR ANY OF THE ABOVE COUNTY PROVIDED SERVICES SHOULD BE MADE INITIALLY THROUGH THE COUNTY EMERGENCY PLANS DUTY OFFICER.**

In a major emergency, it is likely that the level of services and resources required by a District Council will involve the County in a supporting role. This could involve providing suitable premises for Rest Centres, provision of welfare services, transportation, additional manpower, etc.

In the event of an incident affecting more than one District/Borough in the County, the County Council will assume the lead role in co-ordinating the response and prioritising resources.

If deemed appropriate, a Crisis Management Team will be convened to provide an integrated emergency management response to the incident. The team will consist of the Chief Executive (or his/her deputy), Officers from the appropriate Directorates, Liaison Officers from the affected District/Borough, public utilities and voluntary organisations. The team will meet within the County Emergency Response Centre (CERC) at County Hall, Chelmsford. If for some reason this facility is unavailable, the District Emergency Response Centres (DERC) at Chelmsford Borough or Castle Point District Councils would be utilised, to ensure effective co-ordination of actions between all services involved.

**Initial contact with all the County Directorates and their resources can be made through the Essex County Council Emergency Plans Duty Officer system. Contact details are available in Part Two – Annexe 7 of the Master Emergency Plan**

#### **5.1 Emergency Plans Unit**

The Emergency Plans Unit, through its 24-hour Duty Officer system, provides an initial contact with the necessary County services, public utilities, voluntary organisations and government agencies. It is available to respond to requests for assistance from District/Borough Councils and the Emergency Services. If appropriate the Duty Officer will:

- Implement the Local Authority response in relation to specific plans for Nuclear/Industrial incidents, Pipelines, Fluvial Flooding, Rabies, etc., and if required a Temporary Mortuary. *Copies of these plans are available in the DERC.*
- Liase with Directorates within the County Council who have specific responsibilities in an emergency to activate specific plans for providing Transport, Media and Humanitarian Support. These plans form part of the Essex Emergency Response Plan. *A copy of this plan can be found in the DERC.*
- Activate the DERC in order to provide effective co-ordination of all organisations involved in the response.

- Liaise with the Emergency Services and Public Utilities.
- Call-out and provide a Liaison Officer to Essex Police Headquarters – Gold.
- Arrange for additional communications to be provided at specific locations i.e. Rest Centres.
- Activate the provision of County held resources including beds and bedding.
- Provide information on the availability of specialist equipment from the resources database.

## **5.2 Social Services Directorate**

Although the District's Rest Centre Team takes the lead in setting up, equipping and staffing Rest Centres, Essex Social Services can assist at a Rest Centre by dealing with the specific welfare concerns of people made temporarily homeless, especially if those involved are existing clients and/or those with special needs.

Essex Social Services can also provide help with identifying vulnerable members of the community, particularly if their welfare could be affected by a predicted or ongoing emergency situation and will, if required, provide a Liaison Officer to attend the DERC to act as a co-ordinator.

Details of the local arrangements are contained in the Social Services Locality Plan for Uttlesford District Council. *A copy of this plan can be found in the DERC.*

## **5.3 Learning Services Directorate**

### **5.3.1 Education Service**

School premises can generally be made available quickly in the event of an emergency and some have been designated as principal Rest Centres for use within the District.

The use of school premises as Rest Centres in an emergency will normally be arranged by the District Emergency Planning Officer, in conjunction with the Police and the Emergency Plans Duty Officer at Essex County Council, who will consult with the Area Education Officer, or directly with the school if appropriate.

In some instances the provision of food and drink can be made available through the school meals service. In other instances, food will be brought in by the appropriate agencies.

It must be recognised that not all school premises are suitable, in particular primary and Infant schools. The furnishings and toilet/wash facilities are usually only suitable for use by young children and therefore these centres may lack basic facilities that may be required if the Rest Centre is to be used for any length of time. Therefore, the use of Leisure Facilities and local halls should also be considered. Details of these premises and contact details of key holders can be found in *Part Two – Appendix D of this plan.*



### **5.3.2 Library Service**

The Library Service can provide a computer link to all libraries throughout Essex, for use as a focal point to disseminate information to the public during an emergency. Mobile library vans could be utilised as drop-in centres and information points for the affected community.

## **5.4 Environmental Services Directorate**

### **5.4.1 Highways Department**

Is responsible for implementing the clearance, opening and maintenance of highways throughout the County (with the exception of the Motorways and Trunk Roads) and would be expected to provide, within an agreed timescale, the necessary plant equipment and personnel to achieve this. Responsibilities for Highways within Uttlesford, (with the exception of the M11 motorway and the A120 trunk road) is a County Council function. The M11 motorway and the A120 trunk road are the responsibility of the Highways Agency.

### **5.4.2 Passenger Transport**

Has a contractual arrangement with all the major bus and coach companies throughout Essex to provide a 24-hour emergency transportation service as and when required.

### **5.4.3 Trading Standards**

Provide specialist services and advice on food contamination. Trading Standards has the statutory responsibility to control the disposal of toxic waste within the County and is the lead agency within Essex in the response to an incident involving rabies.

## **6. Neighbouring Authorities**

All neighbouring authorities, including Cambridgeshire, Hertfordshire and Suffolk all have an emergency plan, which deals with the LA roles and responsibilities within an emergency response.

Within the boundaries of Essex, there is an agreement, that if possible each authority will provide mutual aid to another if they are involved in a major incident. Details of this arrangement are contained in *Part Two – Appendix E.*

In some instances, it may be necessary to liaise with another authority. Contact can be made with Essex LA's by using either the Call Down list produced by the County Emergency Plans Unit or by contacting the Emergency Plans Duty Officer. The Duty Officer can also provide contact details for Hertfordshire, Cambridgeshire and Suffolk.

Neighbouring Authorities contact details can be found at *Part Two – Annexe 14.*

## **7. Other Organisations**

### **7.1 Parish and Town Councils (Local Councils)**

Local Councils have no statutory role to play in emergency planning. However, they are a valuable source of local knowledge and information. For example, where movement of personnel in transport is to take place, vehicle supervisors will be required to act as guides. Marshals may also be needed at assembly or reception points to assist with crowd control. If Rest Centres have to be opened for homeless persons, the voluntary services will undoubtedly require assistance. Parish Personnel could help with all these tasks. Parishes could also expect to be asked for the use of facilities such as the village hall or welfare centres.

Uttlesford District Council has encouraged each local council to prepare emergency response plans. At the present time, more than half of all local councils have produced their plan. These plans can be found in the DERC.

Parishes have also been encouraged to nominate an emergency advisor as the first point of contact in an emergency. A list of all Parish Emergency Co-ordinators and their contact details are included in Part Two – Annexe 8 of this plan. Contact details for all Parish Clerks are also given.

### **7.2 Local Faith Groups**

The Essex Churches Consultative Committee has produced a plan, which provides contact details of a number of faith organisations within Essex. The plan also details the type and level of responsible they can provide in a major emergency. Contact can be made through the *Essex Emergency Plans Duty Officer*.

## **8. Voluntary Organisations**

There are many local voluntary agencies within Uttlesford District who can provide a valuable service to the community as members of these organisations are trained in various aspects of emergency response. Contact arrangements and details of the assistance/services that they can provide is contained in the Essex Voluntary Forum Directory produced by Essex County Council Emergency Plans Unit and updated on an annual basis. In the first instance, contact and call-out should be made through the Essex County Council Emergency Plans Duty Officer. *A copy of the Essex Voluntary Forum Directory is located in the DERC.*

### **8.1.1 British Red Cross Society (BRCS)**

Can provide a host of trained volunteers available to assist and supplement the resources of the Regional and Essex Health Authorities. The Health Authority has first call on their resources and will normally activate and co-ordinate their response.

The council can request support from the BRCS for assistance at rest centres. They have a range of resources including ambulances and trained personnel, wheel chairs, cloths and other welfare based resources.

### **8.1.2 British Association for Immediate Care Scheme (BASICS)**

Immediate care is the provision of skilled medical help at the scene of an accident, medical emergency or during transportation to hospital. BASICS is a voluntary organisation created by General Medical Practitioners throughout the country who are organised and equipped to provide immediate care 24-hours a day. They have a limited amount of portable medical equipment with which to administer aid to victims, in addition to their general skills in assisting the injured at the scene of an incident. Such assistance would normally be arranged by the emergency services via their own call-out system.

### **8.1.3 Mid-Essex Doctors Independent Care Scheme (MEDICS)**

MEDICS are the local branch of the British Association for Immediate Care Scheme (BASICS). The Essex Ambulance Service in accordance with their major incident procedure activates doctors from this service.

### **8.1.4 Citizens Advice Bureau (CAB)**

Although this organisation does not provide an emergency response, they do have offices in most towns and areas with dense populations. In the event of an incident affecting the local population, contact should be made with the CAB (based in Saffron Walden) as soon as possible to enable the District to disseminate information on the recovery phase of the operation. They can also assist the District Council by providing additional links with the local community and identifying any issues of concern, which need to be resolved during the restoration/recovery phase.

### **8.1.5 Council for Voluntary Service**

The Council for Voluntary Service is an independent and registered charity, which supports the work of voluntary and community groups in the Uttlesford District. The CVS has access to a wide-ranging database of all the voluntary agencies and community groups within the District who may be willing to provide assistance and support in the event of an emergency.

### **8.1.6 CRUSE Bereavement Care**

A voluntary organisation committed to the welfare of people suffering the loss or imminent loss of a close friend or relative. CRUSE can provide a body of trained counsellors to assist casualties, the bereaved and their close friends/relatives.

### **8.1.7 Essex Rover Rescue Services (ERRS)**

A voluntary organisation made up of members of the Essex Land Rover Club. Their aim is to provide back up to the emergency services when the use of 4-wheel drive vehicles would be advantageous. In addition they carry a wide range of emergency equipment and most of their vehicles are fitted with radios, usually on the RAYNET system.

### **8.1.8 RAYNET**

RAYNET is a national organisation that can provide trained radio and communications operators with a range of mobile radio and telephone communications equipment. This can be deployed to areas with communication problems. Official 'User Services' include:

- The British Red Cross Society
- The St. John Ambulance Brigade
- The County Emergency Planning Officer
- The District Emergency Planning Officer
- Any Police Service in the United Kingdom

### **8.1.9 Royal Society for the Prevention of Cruelty to Animals (RSPCA)**

The RSPCA can give valuable assistance in catching, evacuating and safekeeping of animals and birds. They can also assist with the destruction of animals and birds if required.

### **8.1.10 St. John Ambulance**

Provide support to the Ambulance Service and NHS Trust Hospitals. If necessary, and in agreement with the Ambulance Service, members of this organisation can be deployed to a Survivor/Rest Centre to support the Ambulance Service in the delivery of minor first aid.

### **8.1.11 Salvation Army**

Can provide a number of trained counsellors to assist the homeless, casualties and the bereaved. They may also be able to provide limited accommodation and feeding. A mobile refreshment van can also be deployed to assist with feeding personnel at an incident site or within a Survivor/Rest/Reception Centre.

### **8.1.12 The Samaritans**

This organisation can provide a body of trained counsellors to assist the homeless, casualties and the bereaved.

### **8.1.13 Victim Support**

Victim Support is a voluntary organisation working with Essex Police, which offers moral and if appropriate, financial support to the victims of tragedies and disasters.

#### **8.1.14 Women's Royal Voluntary Service (WRVS)**

Can provide a team to support the District Staff in operating a Rest Centre/Friends and Relatives Centre. On call-out they will arrive with sufficient equipment and supplies to produce light refreshments, and will make the necessary arrangements to provide more substantial meals if required. Contact can be made through the Essex County Council Emergency Plans Duty Officer or through Uttlesford's local contacts. See Part Two – Annex 5. Although their main function is to provide refreshments under direction of the Centre Manager they could undertake the following roles:

- Registration
- Hosts
- Provide meals to staff operating the District Emergency Response Centre.

#### **8.2 Individual Volunteers**

In a major emergency, which affects the local community, many individuals will wish to offer their help and support. This could range from physically assisting in the rescue and/or recovery phase, to welfare support for those involved in the emergency operation i.e. accommodation, home baking, laundering, etc.

Whilst local support could be invaluable and should not be discouraged, it will need to be co-ordinated by the Emergency Planning and Response Team who will be expected to take into consideration any legal, insurance, liability and health and safety issues.

Where the volunteer is 'acting on behalf of Uttlesford District Council' they will be covered by insurance in respect of personal injury by the authority's Personal Accident Insurance.

### **9. Central Government**

In July 2001 the responsibility for emergency planning and crisis management moved from the Home Office to the Cabinet Office, under the Civil Contingencies Secretariat (CCS).

#### **9.1. Civil Contingencies Secretariat (CCS)**

The purpose of the CCS is to make the country more effective in planning for, dealing with and learning lessons from emergencies and disasters. The CCS is responsible for taking the immediate lead and then for ensuring that one department is confirmed as the lead government department.

The CCS is also responsible for resolving all cases of doubt so that one department

## 10. Government Agencies

### 10.1 Benefits Agency

The Benefits Agency is responsible for providing financial support to those people directly affected by the emergency and who qualify for State support. They are also responsible for:

- Considering the need to set up a special advice and payment centre(s).
- Advertising the services, indicating out of hour's facilities if appropriate.
- In the event of a relief fund being set up, advising the organisers how relief payments will affect statutory entitlements.

### 10.2 Health & Safety Executive (HSE)

The HSE have certain defined statutory responsibilities for enforcing regulations and investigating industrial accidents. They will, if appropriate:

- Inspect an incident site, including examining all available evidence relating to the condition of plant equipment and machinery.
- Make enquiries relating to working practices and conditions to determine, as far as practicable, the cause of any industrial incident.
- Produce a report detailing the incident and if possible, the probable cause, which can be used as part of any Coroner's Inquest, criminal investigation, prosecution or other official enquiry into the incident.

#### **THE HSE ARE THE ENFORCING AGENCY FOR THE DISTRICT COUNCIL**

### 10.3 Air Accident Investigation Branch (AAIB)

The AAIB have statutory responsibilities for investigating all incidents involving aircraft. In the event of a military aircraft being involved, they will work with the Royal Air Force Investigators. This includes:

- Inspecting the evidence on site relating to the impact area/aircraft position and supervising the recovery of the in-flight data recorders.
- Arranging for the recovery of all aircraft parts from the site, undertaking a full examination of the aircraft and analysis of data from the in-flight recorders.
- Producing a report detailing the incident and if possible, the probable cause, which can be used as part of any Coroner's Inquest, criminal investigation, prosecution or other official enquiry into the incident.

#### **10.4 Environment Agency (EA)**

The EA has primary responsibilities for the environmental protection of water, land and air. It has key responsibilities for maintaining and operating flood defences on rivers and coastlines. This includes:

- Providing and maintaining an agreed level of flood defence systems.
- Taking direct remedial action to prevent and/or mitigate the effects of an incident on the environment.
- Providing and maintaining sufficient telemetry systems to monitor water in the sea, rivers, streams, etc. and predict, as accurately as practicable, the areas likely to flood in a given situation.
- Informing the relevant authorities and issue public warnings to those people in the areas most likely to be affected by tidal or fluvial flooding.
- Offering specialist advice and monitoring the effects of a pollution incident on water, land or in the air and investigating its cause.

The EA also collect evidence for future enforcement or cost recovery. It also plays a major part in the UK Government's response to overseas nuclear incidents.

*There are 3 different Environment Agency areas, which cover the Uttlesford District. To see which parts of the District they cover, see Part Two – Annex 15.*

#### **10.5 Department of the Environment, Food and Rural Affairs**

DEFRA co-ordinates programmes for researching and monitoring the food supply in relation to health issues, both directly, by regulating the industry and indirectly, by informing and advising the public. This includes:

- Monitoring any chemical and nuclear contamination incidents, which have potential food safety implications.
- Ensuring the safe storage and spreading of livestock wastes to prevent river pollution, avoid soil damage and air pollution.
- Preventing nitrates from fertilisers leaking into the groundwater and insuring that all pesticides are used safely and responsibly.
- Protecting the UK's fish stocks and conservation methods including registering all fish farming activities and monitoring these facilities for fish diseases.
- Regulating the discharge of radioactive waste at sea, including pipeline discharges and those from offshore oil and gas operations.

They will also have a key advisory role on the effects of pollution incidents such as oil and chemical spills at sea and approve all oil dispersants for use in UK waters.

## **10.6 Ministry of Defence (MOD)**

The MOD have agreed that in the event of a major incident affecting the population, military aid can be made available to Local Authorities and it can be requested through Military Aid to the Civil Community Arrangements. See MACCA below.

### **10.6.1. Military Aid to the Civil Community (MACCA)**

Military aid will normally only be justified when there is serious danger to life and it can be provided without affecting essential military commitments. If these criteria can be met then the armed forces are authorised to render assistance to LA's in an emergency.

There is a cost implication for assistance provided and depending on the type and scale of the emergency, the application of either No Loss Costs or Full Costs will be applied.

Full explanations of the criteria relating to these charges are outlined in the Essex Emergency Response Plan, a copy of which is available in the DERC.

## **10.7 Highways Agency (HA)**

The Highways Agency is responsible for the maintenance of all motorways and trunk roads in the UK. In the Uttlesford District this responsibility applies to the M11 motorway and the A120 trunk road.

The sphere of responsibility extends from day to day to maintenance to the provision of wintertime gritting and snow clearance. In addition, the HA also employ a team of Patrol Officers who patrol these roads and provide assistance both to the emergency services and to the public in relation to accidents, breakdowns, etc.

## **10.0 Association of British Insurers (ABI)**

The primary purpose of the ABI is to provide the local insurance community with an advisory outlet to the general public following a major incident. The facility would be activated by the ABI, in response to either insurance company or media information, or by request from a LA affected by an emergency. Depending upon the extent and type of damage sustained by private property, an ABI mobile information centre could be provided and used as a focal point for the community to obtain advice on all insurance matters. Requests for assistance from the ABI can also be made through the Essex County Council Emergency Plans Duty Officer.