



# Emergency Plan







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We live in a world where we now have to expect the unexpected and be prepared for the unthinkable. It is the council's responsibility to ensure that we prepare, respond and recover from major incidents and emergencies.

Incidents can take a range of forms, requiring different responses depending on their nature and scale. The purpose of this plan is to assist Angus Council to respond to, or prevent an occurrence escalating into a major incident or emergency, and to enable recovery from that incident.

No plan, regardless of how well it is written, can cope with every potential incident. Under current legislation (the Civil Contingencies Act 2004, and the Contingency Planning Scotland 2005 Regulations) the Local Authority must produce & maintain plans for the purpose of ensuring;

- Prevention of the emergency
- The effects of the emergency are reduced, controlled or mitigated against
- The impact of the emergency on the responders' day-to-day activity is kept to a minimum
- Vital services for the community can be maintained at appropriate levels
- The council can mobilise the functions it needs to deal with the emergency including;
  - Co-ordinating the non emergency service response to an incident
  - Maintaining a full record of events
  - Provision of care & support to those affected – support centres
  - Working in conjunction with the emergency services in dealing with a situation.

Working together is vital for all agencies; ensuring that we all know each others roles and responsibilities will assist the preparation, response and recovery to and from emergencies.

**Please take the time to read and digest this plan, which will help you to contribute to the management of any incident impacting on our community and to support those people affected by an emergency.**



A handwritten signature in blue ink that reads "Richard Stiff".



Issue: 1  
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Issued By: CCT  
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Richard Stiff  
Chief Executive

## Civil Contingencies Act 2004

The Act is divided into three parts;

- Part 1 defines the obligations of certain organisations to prepare for various types of emergencies
- Part 2 provides additional powers for the government to use in the event of a large scale emergency
- Part 3 provides supplementary legislation in support of the first two parts.

## Part 1: Local Arrangements for Civil Protection

Part 1 of the Act places 7 new duties upon Category 1 Responders – (Local Authorities, Police, British Transport Police, Fire and Rescue, Scottish Ambulance Service, National Health Service, Scottish Environment Protection Agency and the Maritime & Coastguard Agency)

- **Risk Assessment** - to assess the risk
- **Emergency Planning** - prepare, plan and exercise for emergencies
- **Business Continuity Management** - undertake Business Continuity Management
- **Warning & Informing** - warn and inform the public (before during and after the incident) in relation to emergencies
- **Co-operation** - increased co-operation
- **Information Sharing** - information sharing between different emergency services and also to non-emergency services that might have a role in an emergency such as utility companies (non-emergency services are defined as 'Category 2 responders' under the Act)
- **Promotion of Business Continuity** - local authorities are required to promote business continuity management to local businesses and voluntary agencies.



## Introduction

- 1.1 This plan has been produced by the Angus Council civil contingencies team and outlines how preparation for, response to and recovery from a major incident or emergency in Angus takes place.

## Aim

- 1.2 The aim of this plan is to provide a framework of contingency measures for the co-ordination and flexible actions by the council and partner agencies to mitigate the effects of a major incident or emergency.

## Objectives

- 1.3 The objectives of this plan are to:
- Assist the council to respond and recover in a planned and co-ordinated manner, to effectively manage and support council services involved in a major incident or emergency of any scale in a way that;
- Delivers optimum care support and assistance to those involved
  - Minimises the consequential disruption to council services
  - Ensures a speedy return to a normal level of service
  - Provides guidance for staff in the assessment and management of major incidents or emergencies, regardless of their nature
  - Meet the councils statutory obligations for emergency planning as detailed in the Civil Contingencies Act, 2004
  - Defines the main functions, roles & responsibilities of the council and all other involved agencies
  - Outlines the management structures during a major incident/emergency
  - Provides a framework for mutual aid assistance from neighbouring authorities, central government and other organisations/agencies and voluntary organisations.

## General

- 1.4 This is the 'generic' major incident/emergency plan for the council. Given the nature of emergencies or major incidents, it will not be possible to set out the actions that will be taken for specific emergencies with the exception of flooding, oil pollution, major accident hazard pipeline and animal diseases which are separate plans. (See Part 2 reference Flooding)
- 1.5 This plan, based on the principles of integrated emergency management defines the functions and actions of the council and emergency services at a major incident or emergency. It also notes the roles of other organisations, including the utility companies, the military and central government. There are many serious incidents which do not meet the criteria for an emergency but would still require a co-ordinated effort from the services/agencies involved. On these occasions there would be benefits in utilising relevant parts from this plan to maintain the co-ordinated approach it provides.
- 1.6 Every incident has its own unique features, this plan is therefore a guide. It offers a framework for those involved in responding to an emergency or major incident.
- 1.7 Experience has taught us that there are many seemingly harmless sets of circumstances that can, if not dealt with quickly, turn into a major incident or emergency.
- 1.8 This plan is produced in conjunction with the Tayside Strategic Co-ordinating Group (Tayside SCG) Emergencies Manual 'The Joint Approach'. Further information may be found in this document which is available on the council's intranet.





# Part 1

## Major Incidents/ Emergencies

# Section 2 Emergencies/ Major Incidents

## Definition

- 2.1 Emergency - An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK (CCA 2004).
- 2.2 Major Incident – Any event causing or threatening death or injury, damage to property, the environment, or disruption to the community, which cannot be dealt with by the emergency services and local authorities as part of their normal day to day activities.
- 2.3 Although there are many different types of major incidents or emergencies, the following basic objectives are similar on each occasion.  
These are to;
- Save life
  - Prevent the incident from worsening
  - Relieve suffering
  - Protect the environment
  - Protect property
  - Help with criminal and judicial investigation, public, technical, or other inquiries
  - Restore stability with the objective of restoring normality as soon as possible.

## Stages

- 2.4 A major incident/emergency has four phases;
- The initial response
  - The consolidation phase
  - The stabilisation and recovery phase
  - Restoring normality.

An investigation into the cause of the incident will normally be part of the process.

- 2.5 The degree of involvement of each of the partner organisations may vary depending on the type of incident.

## Levels of Command and Co-ordination

- 2.6 It is important to understand the roles of others, and to ensure the integration of plans and procedures, in order to achieve an effective response to a major incident or emergency.

There are three levels of command and co-ordination which exist when responding to a major incident or emergency. These are:

**Operational Command;** the front-line level of command. The 'doer' managing front line operations (**Bronze**).

**Tactical Command;** determines priorities in allocating resources, plans and co-ordinates tasks and overall response, obtains resources (**Silver**).

**Strategic Command;** formulates policies, provides resources, prioritises demands, determines media policy and considers the future (**Gold**).

The National standard command and control systems of Gold, Silver & Bronze will be used when responding to any Chemical, Biological, Radiological and Nuclear (CBRN) incident.



## Declaring the Incident

- 2.7 An officer of any rank of one of the emergency services can declare an emergency or major incident if they feel the criteria in paragraph 2.1 or 2.2 has been met. It may be that, what is a major incident/emergency to one of the emergency services or council may not be to another. Despite this each of the emergency services and council services will attend with an appropriate response which will be outlined in their own organisation's plans.

## Notification

- 2.8 The Police will usually notify the council of a major incident/emergency requiring council involvement. Information may, however be received from other sources. Notification should be via the duty officer pager. Notification procedures are in place for all agencies.

## Keeping Records

- 2.9 Minutes and a record of decisions made of all meetings connected with the major incident/emergency must be taken. These should be used to monitor progress, help set priorities and assist with decision making. A log of events should be started as soon as notification is received of the incident. Sample forms can be found in Section 9.20.
- 2.10 There may be a formal inquest, inquiry or criminal trial into or resulting from the cause of the emergency or major incident. Senior officers and managers will need to account for their actions and justify why they made decisions. As a result, any records minutes of meetings and electronically-stored records will be invaluable and must be released in any further proceedings.

## Warning and Informing the Public

- 2.11 The timely provision of relevant information, warnings and advice is a crucial part of the effort to promote and foster resilient communities therefore a duty has been placed on category 1 responders under the Act. There are three distinct aspects of communicating with the public.

- **Raise public awareness before an emergency** – informing and educating the public about risks and preparedness
- **Providing public warning at the time of an event** – alerting members of the community whose immediate safety may be at risk
- **Informing and advising the public about the nature of a continuing event and**
  - The immediate actions being taken by responders to minimise the harmful effects on human or animal health and welfare, the environment or property
  - The actions taken by responders to assist recovery
  - The actions people can take to minimise the impact of the emergency
  - How people can obtain further information
  - Notify people of the end of the emergency and return to normal arrangements.  
(*Preparing Scotland*)

It is vitally important that the arrangements made by individual responders complement those of their partners and are integrated with the overall management arrangements.



# Section 2 Emergencies/ Major Incidents

## Warning & Informing the Public (continued)

Co-ordinated public warnings, advice and media services will enhance public safety and promote confidence and reassurance within the affected community. All media statements etc should be made using public relations within the council. A lead responder, who will co-ordinate the media response, will be identified during the major incident/emergency.

Further information regarding co-ordination of the media response can be found in section seven of this document.

Information on warning and informing the public and the media response is also contained within the Tayside Strategic Co-ordinating Group, Guidance On Media Reponse And Warning And Informing The Public.



# Section 3 Functions and Actions

## Category 1 Responders

### General

- 3.1 The emergency services will usually provide the initial response, supported by the council, utilities and voluntary organisations. Their main priority is to save life.

### Angus Council

- 3.2 The main functions & actions of the council during the response to a major incident or emergency are to;
- Provide support to the community and those affected
  - Work in partnership with the emergency services
  - Co-ordinate the activities of their services
  - Co-ordinate the activities of voluntary agencies and utilities
  - Maintain continued normal service
  - Media statements in consultation with police media as per Tayside SCG media guidance
  - Provide resources to help deal with and reduce the effects of the incident
  - Provision of support centres
  - Provision of accommodation for those rendered homeless due to the incident
  - Provision of premises for use as a media centre
  - Provision of premises to be used as temporary mortuary.
  - Lead the return to normality
  - Prepare and implement strategies for recovery

### Lead Local Authority

- 3.3 The response to an emergency or major incident may involve more than one local authority. The chief executives from the affected authorities will need to agree who will become the lead local authority. It is likely;
- If the major incident/emergency is located within the Angus Council boundaries, Angus Council would be the lead local authority, with support from surrounding councils
  - For incidents involving two or more areas, chief executives from those areas will in consultation with the emergency services decide which authority would be the lead.



# Section 3 Functions and Actions

## Category 1 Responders

### Council Emergency Centre

- 3.4 If a major incident or emergency has been declared, the affected local authorities may open a council emergency centre (CEC) the functions of which include;
- To co-ordinate the overall council response
  - To provide support for senior staff and council services working with the emergency services on site
  - To prepare to take over the co-ordinating role from the police and make arrangements to deal with the longer term consequences of the situation
  - To provide a focus to ensure elected members are kept fully informed of developments
  - Maintain the necessary liaison with external agencies including central government departments
  - Direct initiatives regarding the issuing of warnings and advice to the community including help lines and information lines
  - To issue press statements in respect of the council's response to the emergency through the public relations officer.

In addition to the council services represented at the CEC, there may also be a requirement for specialist advice from liaison officers eg Scottish Environment Protection Agency, Emergency Services; NHS Tayside (including Public Health); Military; Scottish Water, Gas and Electricity suppliers etc. In many cases this liaison may be achieved by telephone contact however in certain circumstances a presence in the CEC may be more appropriate.

3.5 A council incident officer may be sent to the Incident Control Point to liaise with the emergency services.

3.6 The Council Emergency Centre for Angus is located in the ground floor Training Suite (A, B, and C) and the Board Room, Angus House, Orchardbank Business Park, Forfar. Council staff can find supplementary information and prompt cards etc, in part 3 which will be added shortly entitled Council Emergency Centre, and also on the intranet. In the event of a large scale incident the Tayside SCG may be activated. The Council Emergency Centre will work in conjunction with the SCG.

### Elected Members

3.7 Elected members will have a continuing role during any major incident or emergency.

In the event of a major incident/emergency the chief executive will inform the appropriate elected member and the leader of the council.

Briefings to elected members of actions undertaken by the council will be supplied via the chief executive, public relations officer and or civil contingencies manager/officer. Further information and regular updates will be available via the CEC (if operational) chief executive, and or the civil contingencies manager/officer.

During the disaster recovery process, in consultation with the emergency management team, elected members will assist with disaster appeal funds, memorial services, VIP visits etc.



# Section 3 Functions and Actions

## Category 1 Responders

### Council Services

- 3.8 The following services will have specific functions during a major incident or emergency.

### Chief Executive's

#### Civil Contingencies Team

- Co-ordinating council services and voluntary organisations
- Activating the council's response to evacuation of residents from properties, temporary provision of accommodation, care of people and belongings
- Advisor to the chief executive
- Dissemination of information
- Undertake the role of council liaison officer
- Activation and staffing CEC (if required)
- Seeking mutual aid assistance from neighbouring local authorities (if required).

### Public Relations

- The public relations manager, Angus Council, will co-ordinate the councils media response, in conjunction with other partner agencies.

### Social Work & Health

- Responsibility for management of support centres
- Assessing the needs of those affected
- Support and advice to people affected by major incident or emergencies
- Assisting in the longer-term recovery process
- Provide member of staff to represent Social work within the CEC (if activated)
- Part of the support centres management team.

### Education

- Provision of premises to be used as a support centre during a major incident or emergency (school)
- Provide catering, including provision of catering staff (Tayside Contracts)
- Provide a member of staff to represent education in the CEC
- Part of the support centres management team.



# Section 3 Functions and Actions

## Category 1 Responders

### Neighbourhood Services

- Provide member of staff to represent the service at the CEC (if activated).

### Community Services

#### Sports & Countryside

- Provision of premises to be used in the event of a major incident or emergency as a support centre (leisure centre etc)
- Part of the support centre management team.

#### Direct Services

- The provision of domestic and commercial waste collections
- Street cleaning
- Waste disposal including items affected by flooding.

### Housing

- Primarily responsible for the eventual return of residents to their homes
- Provide and maintain a list of suitable council accommodation, hotels and guest houses within their council area
- Part of the support centre management team
- Responsible for the rehousing of the temporarily homeless and will include provision of contingency measures to cater for individual households at short notice.

### Infrastructure Services

- Provide member of staff to represent the service at the council emergency centre

### Environmental & Consumer Protection

- Monitoring of public health and drinking water
- Advice and information to people affected by flooding
- Enforcement Issues, Trading Standards
- Pollution control.

### Roads

- Prioritise resources depending on the scale of the incident
- Maintain and manage the roads network (excluding the A90 which is managed by BEAR Scotland) traffic management and diversions
- Alleviate flooding of roadways caused by choked or overwhelmed culverts, landslides etc
- Instruct Tayside Contracts to undertake work as required and provide resources such as staffing, plant, equipment and sandbags
- Liaise with Scottish Water re water provision, drainage and sewage
- Liaise with relevant council services and external agencies
- Mitigate the consequences of flooding and any follow up operations

# Section 3 Functions and Actions

## Category 1 Responders

### Police

- 3.9 The main functions & actions of the Police during the response to a major incident/emergency are;
- To alert other emergency services and local authorities
  - Activate and Co-ordinate those responding at and around the scene
  - Identification of and request for support requirements
  - Implementation of evacuation procedures
  - Establishment of a casualty bureau
  - Maintenance of law and order
  - Notification of relatives
  - Protect and preserve the scene, oversee any criminal investigation or accident inquiries
  - Collect and pass on information about casualties
  - Identify and arrange for the removal of the deceased
  - Traffic management.

### Fire and Rescue

- 3.10 The main functions actions of Fire and Rescue during the response to a major incident/emergency are;
- Control fires
  - Rescue trapped casualties
  - Advise on the safety of personnel of all agencies involved within the inner cordon
  - Gather information and carry out hazard assessments
  - Assist the ambulance service to rescue casualties
  - Provide assistance with evacuation procedures
  - Assist the police with the recovery of bodies
  - Pump out flooded properties
  - De-contamination of staff and those working on site when available
  - De-contamination of members of the public in support of the ambulance service if available to do so.

### NHS Tayside Public Health

- 3.11 The main functions of public health during the response to a major incident/emergency are;
- Co-ordinate the necessary health services, public health, health protection and other scientific advice to input into the strategic management of the incident
  - Agree clear public health messages via strategic command to be given to the public and incident responders
  - Provide medical teams
  - Provide medication and prescribed medication.

### Scottish Ambulance Service

- 3.12 The main functions of the Scottish Ambulance Service during the response to a major incident/emergency are;
- Provision of immediate care for the injured and their transport to hospital
  - Mobilisation of further NHS resources if required
  - Implementation of casualty clearing stations
  - Identification of receiving hospitals
  - Provision of on site medical assistance
  - Provide focal point for all NHS and medical resources
  - Prioritise casualties for treatment evacuation and transport
  - Provide communication system for NHS and relevant voluntary organisations
  - Rescue and evacuation of casualties from inner cordon when deemed safe to do so
  - De-contamination of members of the public, casualties and staff.



# Section 3 Functions and Actions

## Category 1 Responders

### Receiving Hospitals

- 3.13 The main functions & actions of the receiving hospitals during the response to a major incident or emergency are;
- Provide and control a clinical response for managing a large number of casualties
  - Maintain hospital services so patients can be cared for in a routine way
  - Liaise with the emergency services, other receiving hospitals, supporting hospitals and other agencies
  - Keep records of casualties by working with the police.

### SEPA (Scottish Environment Protection Agency)

- 3.14 SEPA has the responsibility and is the regulator for water, land and air. These responsibilities cover direct action to;
- Protect and improve the environment
  - Provide a flood warning system including hydrology
  - Provide a flood warning system
  - Oversee in the event of pollution incidents
  - Prevent or deal with effects of an incident relating to the environment
  - Provide specialist advice including chemistry, ecology, environmental regulations, quality control and planning
  - Give warnings to those likely to be affected
  - Monitor the effects and investigate the cause of the incident.

### Maritime and Coastguard Agency

- 3.15 The main functions of the Maritime & Coastguard Agency during the response to a major incident or emergency are;
- To co-ordinate the activities of all search and rescue facilities engaged in a maritime incident
  - To co-ordinate the response in respect of counter pollution and salvage (devolved responsibility from the Secretary of State Representative (SOSREP))
  - Inform shore authorities of any major offshore incidents and maintain liaison throughout operations
  - Assist and support other emergency services and agencies engaged in a response to an incident outside the maritime environment.



# Section 3 Functions and Actions

## Category 2 Responders and Other Organisations

### Category 2 Responders

#### Utility Companies

- 3.16 The utility companies, gas, water, electricity and phone companies will play a central role in responding to a major incident/emergency, particularly during the recovery phase.

#### Scottish Water

- 3.17 The main functions & actions of Scottish Water during the response to a major incident or emergency are;

- Manage surface water that enters their drainage systems
- Work in partnership with the council and emergency services to alleviate any flooding of foul sewers and the impact of this flooding
- Maintain water supply and drainage infrastructure
- Repair any flood damaged mains and deal with any flooding caused by bursts
- Manage the storage and release of flood water supply reservoirs
- Liaise with SEPA, local authorities and the emergency services during a flood event.

### Other Organisations

#### Government Departments and Agencies

- 3.18 Central governments may have a role to play in responding to a major incident/emergency. This may be an active role where for example, local services ask for specialist advice or help from central government departments or the main source of information lies at this level. In this case a lead government department will be nominated to;
- Co-ordinate the activities of central government
  - Co-ordinate how information is collected so ministers can be briefed
  - Act as the focal point of contact through the lead local authority, between local strategic co-ordinating groups and central government.

#### Voluntary Organisations

- 3.19 There are a large number of voluntary agencies who are able to offer support during a major incident/emergency. These will be activated by the council. In addition, the first aid agencies St Andrews First Aid and British Red Cross may be contacted by the Scottish Ambulance Service if additional first aid resources are required. The Ambulance Service may also contact doctors from the British Association for Immediate Care (BASICS) to provide skilled medical support at the scene. (See section 6 for further details)



### Military Aid to the Civil Community

3.20 There are special arrangements for calling in the military, predominantly the Army, in times of crisis. Military aid will normally only be justified when there is a serious danger to life and can be provided without affecting essential military commitments. Assistance may be rendered to the council and emergency services in the following circumstances;

- In cases where life is threatened
- Natural disasters and other emergencies
- Routine assistance.

Activation will be in conjunction with the chief executive via the military liaison officer or, if unavailable, the nearest service unit.



# Section 4 Practical & Emotional Support

## Categories

- 4.1 In the aftermath of a major incident/emergency many people will be affected. They may be survivors, evacuees, relatives or responders. Many of these people will require support during and immediately after the incident. Some may require a higher level of emotional support over many years.
- 4.2 People involved in the incident may be unhurt, injured, evacuees or have died. Some may be witnesses or even suspects and carry evidence or dangerous substances on their clothing.

## Survivors

- 4.3 All survivors from the scene must go through the casualty clearing station to be medically assessed.

## Survivors who are Unhurt

- 4.4 The fire and rescue service are responsible for the removal of unhurt casualties from the inner cordon. Survivors may be witnesses and after they have been medically assessed they may be taken to a survivors reception centre provided and staffed by Angus Council where the police may need to gather information for the casualty bureau and statements for the ongoing inquiry.

## Injured Survivors

- 4.5 The fire and rescue service along with the ambulance and medical services, will rescue the injured and remove them from the scene as quickly as possible.  
  
Police documentation teams will record the names and details of the injured at accident & emergency and send these to the casualty bureau.

## Mass Casualties

- 4.6 A mass casualty incident is 'an incident where the number of casualties overwhelms routine arrangements'. In this instance, mutual aid and perhaps help from the government will be activated.

## Evacuees

- 4.7 The fire and rescue service will advise on the need to evacuate an area because of environmental or structural dangers.
- 4.8 The police will evacuate people from the danger area and move them to an identified assembly point. The police will give the council advanced notice of the possibility of an evacuation arising. The council will activate the required support centre/s and will arrange transport for evacuees if necessary.



# Section 4 Practical & Emotional Support

## Deceased

- 4.9 The Ambulance Incident Officer will task a doctor to pronounce death if necessary.
- 4.10 Bodies & body parts will not be moved without authorisation from the Procurator Fiscal.
- 4.11 Bodies may be taken to a body holding area and then to a temporary mortuary.

## Temporary Mortuary

- 4.12 When a disaster occurs which involves large numbers of fatalities, the police will treat the incident as a criminal offence until proven otherwise. Normal mortuary facilities may be unable to handle a large number of additional post mortems and the procurator fiscal, in consultation with the police may open a temporary mortuary.

Local authorities are responsible for identifying suitable buildings for this use, however in Tayside this has been achieved through a multi-agency working group and this is detailed within the Tayside SCG Mass Fatalities Plan.

The temporary mortuary is established to assist in the process of identifying the deceased. This is achieved through comparison of ante and post mortem information which is then passed to the Casualty Bureau for processing.

## Casualty Bureau

- 4.13 The purpose of Casualty Bureau is to provide a central contact and information point for all records and data relating to persons who have, or are believed to have, been involved in an incident.

It has four fundamental tasks:

- Inform the investigation process
- Trace and identify people involved in the emergency
- Reconcile missing persons
- Collate accurate information.

This will involve:

- Receiving enquiries from the general public and recording missing persons reports
- Recording details of survivors, evacuees, the injured and deceased, including their whereabouts
- Formulating a comprehensive list of missing persons
- Collating data to assist in the identification of all persons involved
- Liaising with the ante mortem team
- Informing enquirers (by the most appropriate method) of the condition and location of these persons.

(UK Resilience Recovery Guidance - Humanitarian Aspects)



## Introduction

- 5.1 In the event of a major incident or emergency there may be a need to activate and set up a support centre/s i.e evacuation centre, rest centre, reception centre, and friends & relatives reception centre. The council has responsibility for opening and managing the centres and will have pre-identified suitable premises for this purpose. Voluntary agencies are available to support the council.
- 5.2 There is a possibility that one type of centre evolves into another. For example, a survivor reception centre may become a rest centre. (For further details see Part 3)

## Survivor Reception Centre

- 5.3 Short stay with no overnight accommodation required;
- Police and/or the civil contingencies team would co-ordinate
  - A secure area providing warmth, shelter, first aid, refreshments and information
  - All relevant council services would be alerted to the situation.

## Evacuation Centre

- 5.4 Requiring day areas, no overnight accommodation required;
- Civil contingencies manager/officer would co-ordinate services
  - All facilities required with the exception of sleeping areas.

## Rest Centre

- 5.5 A rest centre may be needed for people who have been evacuated from their homes, providing the following;
- Civil contingencies manager/officer would co-ordinate services
  - Day and night accommodation
  - Security, welfare
  - Communication
  - Catering
  - Medical facilities – first aid, assistance with any medication issues (NHS Tayside may provide medical support if necessary and access to pharmacy services )
  - Information
  - Regular updates
  - Advice – Citizens Advice Bureau, Association of British Insurers.

## Friends and Relatives Reception Centre

- 5.6 Large numbers of people will travel to the incident scene or to meeting points if they believe friends and family have been involved in an emergency. A reception centre for friends and relatives will be established by the council. This may be located in the same building as the survivor reception centre. Access to the centre will be controlled to prevent those inside being disturbed by uninvited media representatives or onlookers.



## Humanitarian Assistance Centre (HAC)

- 5.7 The purpose of a HAC is to;
- Act as a focal point for information and assistance to bereaved families and friends of those missing, injured or killed, survivors, and to all those directly affected by, and involved in, the emergency.
  - Enable those affected to benefit from appropriate information and assistance in a timely, co-ordinated manner
  - Where necessary, facilitate the gathering of forensic samples
  - Offer access to, and guidance on, a range of agencies and services allowing people to make informed choices according to their needs
  - Ensure a seamless multi agency approach to humanitarian assistance in emergencies that should minimise disruption and avoid gaps.

## Information Leaflets

- 5.8 There are a number of information leaflets available for distribution in a support centre which could help explain reactions to a disaster and signpost people to where they can get help. Some good leaflets include the NHS Coping With The Stress Of A Major Incident  
<http://www.ukresilience.info/publications/nhstrauma.pdf> and various leaflets produced by Disaster Action  
<http://www.disasteraction.org.uk>

## Diversity Issues

- 5.9 The people affected by emergencies and those who subsequently need to be accommodated in a support centre, will come from a wide variety of backgrounds. During an emergency situation, faith and culture usually become more pronounced and important to individuals, therefore it is vital that due consideration is given to those needs. There may also be particular religious requirements relating to medical, hygiene, diet and places for prayer and concerns about how bodies are handled and when funeral arrangements can be made. Faith communities within the area will be available. Contact should be made via the civil contingencies manager/officer, or the council liaison officer.

## Translator and Interpreter Services

- 5.10 The council have arrangements in place with Applied Solutions to provide a translator and or interpreter service during working hours. This service is accessed via access-line and requires a pin and language code. Any requests for interpreters or translators should be made via the council liaison officer/civil contingencies manager, civil contingencies officer. An alternate to this is listed below;  
Language Line 0800 1692879



## Vulnerable Persons

5.11 Within the Civil Contingencies Act 2004, the particular needs of vulnerable persons are recognised. The general definition of vulnerable persons is; people present or resident within the area known to local responders who, because of dependency or disability, need particular attention during emergencies. In terms of the Act, vulnerable persons are defined as those;

- Under the age of 16. Particular attention should be paid therefore to schools, nurseries, childcare centres and medical facilities.
- Inhibited in physical movement, whether by reason of age, illness (including mental illness), disability, pregnancy or other reason. Attention should be paid to hospitals, residential homes and day centres likely to be housing any of the aforementioned people and a means of accessing records for those residents in the community whose address is recorded or lists held by health services, the council and other organisations.
- Visually or hearing impaired people. The means of accessing these people during an emergency, or when one is likely, should be considered.

5.12 Resources and specialised equipment can be accessed via British Red Cross, The Royal Society for the Blind and Social Work and Health.



# Section 6 Support from the Voluntary Sector

## General

- 6.1 Major incidents/emergencies can overstretch the resources of the emergency services and council. The value of support from the voluntary sector has been shown on many occasions.

## Care and Support

- 6.2 Activities include;
- Staffing support centres
  - Catering
  - Providing clothing
  - Medical loan
  - Social care, comfort and companionship
  - Providing advice on entitlements, grants, loans and claims
  - Providing support and comfort for those involved.
- 6.3 Voluntary organisations include;
- WRVS
  - St Andrews First Aid
  - British Red Cross
  - Salvation Army
  - Citizens Advice Bureau.

## Social and Psychological Aftercare

- 6.4 Activities include;
- Befriending
  - Providing psychological first aid
  - Providing longer term support.
- 6.5 Voluntary organisations include;
- Samaritans
  - CRUSE – bereavement care
  - Salvation Army
  - Victim Support
  - British Red Cross
  - WRVS.

## Communications

- 6.6 Activities include;
- Providing radio communications
  - Providing vehicles
  - Acting as messengers.
- 6.7 Voluntary organisations include;
- Radio Amateurs' Emergency Network (RAYNET).

## Medical Support

- 6.8 Activities include;
- Providing skilled medical support
  - Providing transport, and first aid at support centres
  - Carrying out auxiliary roles in hospitals.
- 6.9 Voluntary organisation include;
- British Association for Immediate Care (BASICS)
  - St Andrews First Aid
  - British Red Cross.

## Documentation

- 6.10 Activities include;
- Tracing people – nationally and internally
  - Logging
  - Providing computer support (where available).
- 6.11 Voluntary organisations include;
- British Red Cross
  - WRVS
  - Salvation Army.



# Section 6 Support from the Voluntary Sector

## Disaster Appeals

### 6.12 Activities include:

- Set up an Appeal Fund on behalf of the council
- Liaise with banks etc
- Provide temporary trustees
- Set up telephone donation lines or websites for credit card donations
- Manage donations arriving via post.

### 6.13 Voluntary organisations involved;

- British Red Cross.



# Section 7 Public Information and Warnings

## Communicating During Incidents

- 7.1 It is essential that as many members of the general public as possible are aware of a threat to their area to enable achievable preventative measures to be implemented thus minimising the impact on the community.
- 7.2 The principal means of disseminating information to the public will be by the broadcasting media. In conjunction with partner organisations the public relations manager would decide on the nature and extent of information to be passed to the media for onward transmission to the general public. The civil contingencies manager/officer would liaise with the public relations manager during any developing situation.

## What Information is Needed and When?

- 7.3 The public needs to know:
- The basic details of the incident - what, where, when, who, why and how
  - The implications for their health and welfare and where they can access additional support
  - Advice and guidance (eg stay indoors, symptoms, preparing for evacuation) and reassurance.
- 7.4 The public wants to know:
- Other practical implications such as the effect on traffic, power supplies, telephones, water supplies, etc
  - The helpline number
  - What is being done to resolve the situation.

## Warning Methods

- 7.5 The methods available to deliver urgent information to members of the public are extremely varied depending on the availability of power supplies and or phone lines. The risk to life and health of those providing and receiving the warning should be considered prior to the warning being issued, ie emergency services personnel being exposed to hazardous chemicals while carrying out door to door warnings.

Some warning methods include:

- Using loudhailers or other amplified means to relay information
- Media announcements both radio and television
- Electronic message boards, city centre, shopping centres, sports venues, railways, airports, motorway or roadside, etc
- Door to door
- PA announcements in public buildings, shopping centres, sports venues, transport systems, etc
- Automated telephone/email/text/fax messages to subscribers
- Site sirens.

## Contacts Information

- 7.6 Contact information is contained within the Emergency Planning Duty Officer Manual which is available to relevant personnel.



## The Media

- 7.7 During a major incident or emergency, the requirements of the media for fast, early and accurate information will cause extreme pressure on all agencies involved. The pressure will be immediate, sustained and will be exacerbated by the sheer numbers of media arriving at the scene almost immediately, continuing to gather for the duration of the incident.
- 7.8 The Tayside SCG Communications and Media Guide has been produced to provide guidance for a multi-agency integrated response to the media in the event of a major incident or emergency and to ensure all responding agencies work together in a co-ordinated and constructive manner.

Good working relations with the media will help to provide;

- Positive coverage of the incident and the agencies involved
- A swift and powerful way of giving the public information
- An opportunity to correct misinformation and stop rumours.

## Media Liaison Point

- 7.9 The media liaison officer will activate and manage the media liaison point in consultation with the media co-ordinator. The purpose of the media liaison point is to provide information and support to the media. The location of this centre should be cascaded to media personnel as soon as possible. Ideally the centre should be close enough to provide a view of the incident, unless there are operational reasons that would prevent this.

## Media Co-ordinator

- 7.10 The public relations officer/press officer of the lead agency will be the media co-ordinator for the duration of the incident. In most cases this will be the police.

## Media Centre

- 7.11 The council may be requested to open a media centre depending on the scale and location of the incident. The centre will provide working accommodation for media personnel, a news conference and briefing area, facilities for monitoring television, radio and newspapers and a press office with communication equipment.

## Media Access

- 7.12 As a matter of course representatives of the media should be allowed access to the incident as soon as possible. However, such access must not be allowed to interfere with the management of the emergency and any media given access must be escorted and supervised throughout the visit.



# Section 7 Public Information and Warnings

## Media Access to Support Centres

- 7.13 Access to rest centres/survivor reception centres/evacuation centres will only be authorised by the centre managers. However, occupants of the centre may wish to speak to the media independently and this should be accommodated.
- 7.14 No access will be granted to the friends & relatives reception centre but friends & relatives may wish to speak to the media independently and away from the centre and arrangements should be made accordingly.
- 7.15 No access will be granted to the temporary mortuary.

**Requests for media statements should be forwarded to the public relations managers. No statement should be given by Angus Council Employees without consultation with the public relations officer.**

## VIP visits

- 7.16 During a major incident or emergency, senior politicians or members of the Royal Family may wish to visit the scene. These visits place extra strain on the operation in terms of security, public order, increased media attention and an interruption to normal rescue functions. The police will carry out any planning for these visits, in consultation with the media liaison officer, police protection officers, and representatives from all responding agencies.





# Part 2

## Response and Actions

**Part 2** Response and Actions





# Response and Actions

## Flooding

Flooding

# Section 8 Response and Actions Flooding

## Aim

- 8.1 To provide a framework of contingency measures for the co-ordination and flexible response by the council and partner agencies to mitigate the effects of flooding emergencies.

## Objectives

- 8.2 Principal objectives of this section are;
- To develop operational guidelines for council services
  - Implement measures for a co-ordinated response in flood alleviation
  - To identify the council's response on receipt of a flood alert in accordance with the River South Esk and Brothock Water, flood warning schemes developed by the hydrology section of SEPA.

## Background

- 8.3 Localised flooding could arise as a result of;
- Adverse weather conditions, severe storms and melting snow, choked or overwhelmed road culverts, drains, sewers and landslides
  - Collapse or failure of flood prevention works

This could lead to the following;

- Rivers bursting their banks and overtopping
- Inundation of properties
- Release of large volumes of water from containment areas, burst pipes and domestic supplies
- Disruption to transport routes, roads and railways; isolation of farms and villages.

## Management of Flooding

- 8.4 SEPA are the flood warning authority in Scotland. Hydrologists/flood warning duty officers use weather forecasts, rainfall data and river level data from SEPA's monitoring network, to make daily assessments of the likelihood of flooding. Flood warning groups exist to assist with this process and are in place for the River South Esk, Brechin and surrounding areas.
- 8.5 Tayside SCG have developed a Flood Response Plan which provides a framework for the multi-agency response to flooding situations within the Tayside SCG area. This plan will be available on the Council intranet.

## Types of flooding

- 8.6 **Fluvial** - Flooding originating from a watercourse eg river, streams, burns. Normally caused when the river channel capacity is exceeded and water overtops the banks.

**Pluvial** - Flooding caused by rainfall of varying intensities and durations exceeding the rate in which it can drain away. This can be due to blocked drains, underlying ground conditions, or the sheer volume of water causing 'flash' flooding in areas not prone to normal flooding. It is therefore difficult to predict where this flooding is likely to take place.

**Groundwater** - Flooding due to a significant rise in the water table, normally as a result of prolonged and heavy rainfall over a sustained period of time.



# Section 8 Response and Actions

## Flooding

**Drainage Flooding** - Flooding as a result of surcharging drainage systems, where the capacity of the system to discharge runoff has been exceeded.

**Infrastructure Flooding** - Flooding due to a collapse/failure of man made infrastructure.

**Coastal** - Flooding occurs when seas rise above the level of the coast, water levels exceed the normal tidal range and flood onto the low lying areas that define the coast line. This can occur due to four physical elements;

- Predicted astronomical tide; expected sea water level due to the gravitational effects of the sun and the moon
- Storm surge residual; elevated sea level caused by the combined effect of low pressure and persistent, strong winds, most effective over a shallow marine water body eg North Sea basin. Strong winds create a drag force over the sea surface, pulling water up towards the shallower shoreline or estuary. The low atmospheric pressure can further contribute to this elevation of the sea
- Wave effects; a function of both wind strength and open water length. As a result of high winds, waves can also be associated with low pressure systems which cause storm surge effects as described above.
- Local bathymetric effects; topographic funneling due to the force of a large volume of open sea water into a restricted coastal embayment. eg estuary (Firth of Forth), tidal basin (Montrose Basin) or sea loch (Loch Fyne), which will elevate water levels locally.

**Coastal flood watch service** -

Issued by SEPA flood warning duty officers, based on the information received from the Met Office, Storm Tide Forecasting Service. This uses a model to forecast sea levels around the coast based on predicted tides and weather conditions. When the predicted sea levels suggest a risk of flooding, flood watches are issued, localised flooding may occur within the next 12 to 24 hours (one or two tidal cycles). Further information can be found on the SEPA website and the floodline information service on 0845 988 1188 press option 1 and enter appropriate quick dial code (The East Coast of Scotland from Peterhead to Berwick-Upon-Tweed 0645), [http://www.sepa.org.uk/flooding/flood\\_warning/coastal\\_flooding.aspx](http://www.sepa.org.uk/flooding/flood_warning/coastal_flooding.aspx)

### Minor Flooding

8.7 Roads will activate any flood prevention measures as follows;

- Staff will assess, supervise and relay any relevant information to the civil contingencies manager/officer/duty officer and police
- Contact Tayside Contracts to arrange any flood defence measures, ie placement of sandbags.

### Serious Flooding

- When flooding predictions indicate that flooding may be serious a CEC will be established
- If flooding is widespread throughout the area the chief executive may take the decision to enlist the assistance of neighbouring authorities and outside agencies
- Tayside SCG may be activated if required.



# Section 8 Response and Actions Flooding

## Owners Responsibilities

- 8.8 The primary responsibility of safeguarding land or property from the effects of natural hazards rests with the landowner. Their responsibilities include;
- To ensure appropriate insurance is in place for their property
  - To reduce risk and damage to property
  - To work in partnership with community groups for the co-operation and sharing of information regarding flooding events.

## Preventative Assistance During Flood Emergencies

- 8.9 This response tends to be one of two types;
- Cleaning existing drainage systems to increase capacity and dissipate floodwater – cleaning of culverts, gullies, off lets, ditches etc
  - Providing temporary flood barriers; usually in the form of sandbagging, but occasionally earth/turf cuttings to form a barrier and divert flood water from buildings/roads.

## Flood Areas

- 8.10 Many areas surrounding the River South Esk & Brechin, River North Esk and the Brothock Water, Arbroath are susceptible to flooding. Global and climatic changes are contributing to additional bouts of heavy rain increasing the risk of likelihood of flooding events. Currently there are two flood-warning schemes operational within Angus, covering the River South Esk and the Brothock Water, Arbroath.

The hydrology section of SEPA has installed monitoring systems that will provide several hours warning of impending flooding. An informal arrangement exists with SEPA for the River North Esk.

## Flood Risk Assessment

- 8.11 The flood risk assessment is done in conjunction with information gathered from the hydro electric operators regarding the release of water from various water catchments and retention dams.



# Section 8 Response and Actions

## Flooding

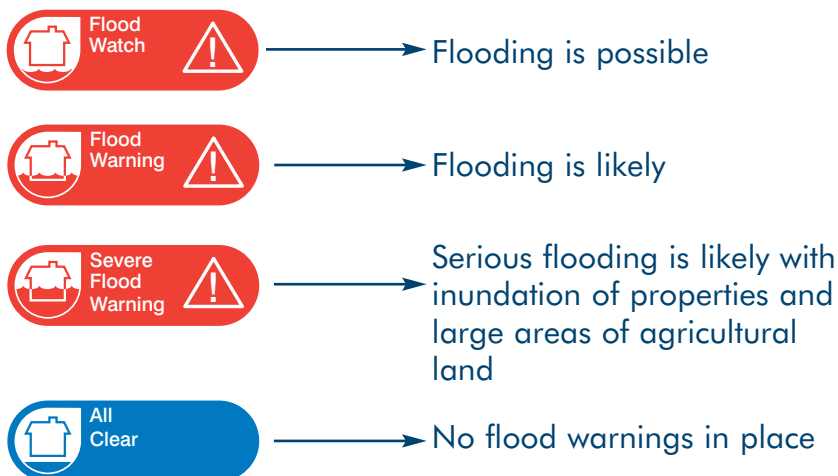
### Flood Monitoring

8.12 Flood monitoring is undertaken by SEPA. There are 30 flow-monitoring stations throughout the catchments of the rivers Tay, Almond, Isla, Earn and Esk. Four of these stations are linked to a base station in the agency's headquarters. Information is transmitted to the office every morning where it is assessed and processed for use in routine activities. If flood warning levels are reached at any of the 30 stations the instruments are programmed to contact the base station in Perth. When an alarm is received, hydrology staff will monitor the river levels throughout the catchments.

### Flood Warning Systems

8.13 SEPA hydrologists will issue flood warnings to Tayside Police, who in turn will notify all agencies listed in the system, including Angus Council. The message from the police will include the type of warning and the name of the area likely to be affected.

### The Types of Warning Issued are as Follows



# Section 8 Response and Actions Flooding

## Method of Contact

8.14 In the event of extensive flooding affecting communities, the method of contact is as follows:

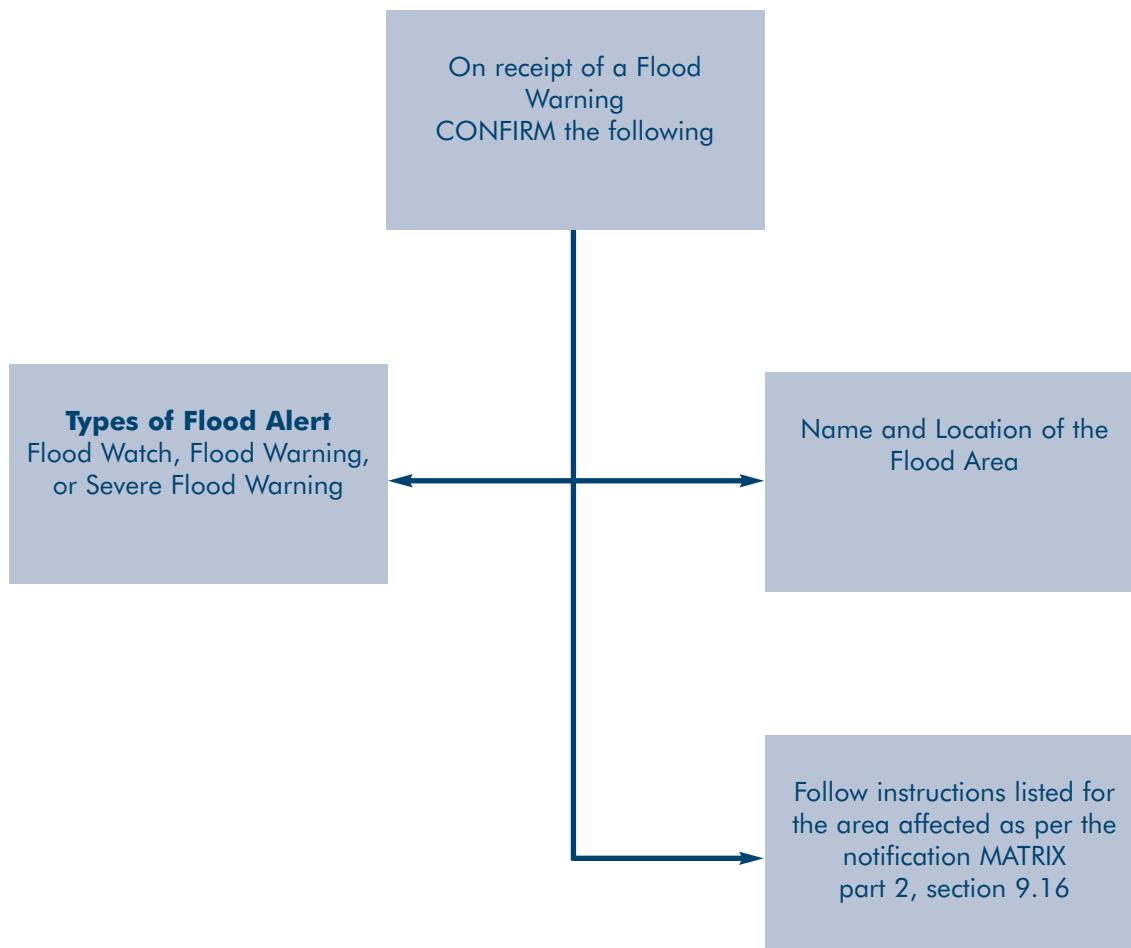
Contact Group	Warning issued by	Notes
Local Residents	Tayside Police/SEPA through floodline	Flood Warning Groups contacted by Tayside Police
Business Flood Warnings	Tayside Police or SEPA	Prior identification due to risk area
Schools	Civil contingencies staff Angus Council	If within a flood risk area
Social Work & Health	Civil contingencies staff Angus Council	Social Work & Health staff will cascade information to care homes and establishments who care for vulnerable people and have been identified as being within a risk area. Social Work and Health have procedures in place for evacuation and relocation if required.
Council Premises	Civil contingencies staff Angus Council	All relevant premises within the flood risk area



# Section 8 Response and Actions


## Flooding

### 8.15 Action to be taken by Council Services on receipt of a flood alert



# Section 8 Response and Actions Flooding

## 8.16 Guidance for Emergency Planning Duty Officer for Issue of Flood Watch – River South Esk

	
<ul style="list-style-type: none"> <li>• Flooding is possible and the situation could worsen</li> <li>• Low level warning - issued at as civilised time as possible</li> <li>• Issued to farmers and residents of rural areas of the Southesk</li> <li>• Some gardens in River Street are at risk of flooding if levels reach 19.5m</li> <li>• Approx 24 hours before Brechin is likely to be affected</li> <li>• Infrastructure Services (Infra S)- roads to check sandbags (quantity, condition)</li> </ul>	
<b>Action to be taken by the Emergency Planning Duty Officer as follows contact</b>	
Tayside Police	To confirm type of alert and location of flood area (only if pager call is received from the police)
SEPA	Out of hours flooding mobile for detailed assessment of situation and possible future developments
Roads (Infrastructure Services)	To advise of situation and discuss action to be taken
Housing (Neighbourhood Services)	To advise flood watch has been issued
Tayside Fire & Rescue	To advise flood watch has been issued
Scottish Water	To advise flood watch has been issued

**Enter details of type of warning, area involved and summary of conversations  
EP Action Log/Sitrep (EP1)**




Issue: 1  
Issue Date: Sept '09  
Issued By: CCT  
Review Date: Sept '10

# Section 8 Response and Actions

## Flooding

### 8.17 Guidance for Emergency Planning Duty Officer for Issue of Flood Warning – River South Esk

	
<ul style="list-style-type: none"> <li>Flooding is now expected, issue warning immediately severe flooding possible within a few hours contact CCM/O</li> </ul>	
<ul style="list-style-type: none"> <li>Minor flooding in low lying areas in Brechin such as the Inch (if levels have reached approx 20.35m) may have already started</li> </ul>	
<ul style="list-style-type: none"> <li>Pre-identified properties in River Street may be prone to flooding extending to their back doorway (if levels have reached 20.42m)</li> </ul>	
<ul style="list-style-type: none"> <li>Residents advised to move carpets, furniture away from ground level</li> </ul>	
<ul style="list-style-type: none"> <li>Roads will;                             <ul style="list-style-type: none"> <li>Activate Tayside Contracts to install stage 1 flood defences at pre-identified properties located in River Street</li> <li>Arrange the distribution of sandbags to River Street and surrounding areas</li> <li>Inspect the flooded area and assess water levels</li> <li>Erect road signs &amp; road diversions</li> <li>Liaise with Scottish Water where supply of sewage system is involved</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>If conditions are predicted to deteriorate, and the alert level is expected to go to Severe Flood Warning, emergency response staff and premises used for support centres should be put on standby. In these circumstances the CCM/O will co-ordinate the response</li> </ul>	
<ul style="list-style-type: none"> <li>Social Work &amp; Health and housing should check databases for addresses of householders who may require assistance (Evacuation)</li> </ul>	
<b>Action to be taken by the Emergency Planning Duty Officer as follows contact</b>	
SEPA	Out of hours flooding mobile for detailed assessment of situation and possible future developments
CCM/O	To update
Tayside Police	To discuss alerting householders to the possibility of flooding to their properties
Roads	Advise of situation and discuss action to be taken
Social Work & Health, housing	Update information and if conditions are predicted to deteriorate, discuss deployment of emergency response staff
Education, community services	Advise of situation and discuss action to be taken including, if predictions indicate a deterioration in conditions, putting the premises used for support centres on standby
Tayside Fire and Rescue	To advise warning has been issued
Scottish Ambulance Service	To advise warning has been issued
Scottish Water	To advise warning has been issued




Issue: 1  
Issue Date: Sept '09  
Issued By: CCT  
Review Date: Sept '10

**Enter details of type of warning, area involved and summary of conversations EP Action Log/Sitrep (EP1)**

# Section 8 Response and Actions Flooding

## 8.18 Guidance for Emergency Planning Duty Officer for Issue of Severe Flood Warning – River South Esk

	
<ul style="list-style-type: none"> <li>The civil contingencies manager/officer will co-ordinate the response.</li> </ul>	
<ul style="list-style-type: none"> <li>Severe flooding is expected unless change in weather Issue warning immediately contact CCM/O</li> </ul>	
<ul style="list-style-type: none"> <li>Council services should finalise preparations for preventative measures etc</li> </ul>	
<ul style="list-style-type: none"> <li>Properties used for support centres require to be opened</li> </ul>	
<ul style="list-style-type: none"> <li>Emergency response teams should be activated</li> </ul>	
<ul style="list-style-type: none"> <li>High risk to premises in River Street and surrounding area</li> </ul>	
<ul style="list-style-type: none"> <li>B957 between Glencoull Mill and Tannadice is at risk of flooding and closure</li> </ul>	
<ul style="list-style-type: none"> <li>Unclassified road from Baldoukie Smithy to Justinhaugh Bridge, West of Murthly is at risk of flooding and closure</li> </ul>	
<ul style="list-style-type: none"> <li>Where considered necessary, arrange for an assessment of the area to identify problems etc with dept/agency dealing with the situation ie Tayside Fire and Rescue, SEPA, and roads</li> </ul>	
<ul style="list-style-type: none"> <li>Be prepared to liaise with roads – other council services when necessary</li> </ul>	
<ul style="list-style-type: none"> <li>Police to evacuate householders from River Street and surrounding area</li> </ul>	
<b>Action to be taken by the Emergency Planning Duty Officer as follows contact</b>	
CCM/O	Update and discuss further action
SEPA	Out of hours flooding mobile for detailed assessment of situation and possible future developments
Police	To discuss advising householders severe flooding to their properties is likely, and action to be taken including probable evacuation
Roads	To advise of situation and discuss action to be taken
Social Work & Health, housing	Update information and if conditions are predicted to deteriorate, discuss deployment of emergency response staff
Education, community services	To advise severe warning has been issued and to arrange for the opening of premises used for support centres. CCM/O
Tayside Fire and Rescue	To advise severe warning has been issued
Scottish Ambulance Service	To advise severe warning has been issued
Scottish Water	To advise severe warning has been issued




Issue: 1  
Issue Date: Sept '09  
Issued By: CCT  
Review Date: Sept '10

**Enter details of type of warning, area involved and summary of conversations  
EP Action Plan Log/Sitrep (EP1)**

# Section 8 Response and Actions

## Flooding

### 8.19 Guidance for Emergency Planning Duty Officer for Issue of Flood Warning - Brothock Water, Arbroath

	
<ul style="list-style-type: none"> <li>• Issue this warning immediately</li> </ul>	
<ul style="list-style-type: none"> <li>• Council services need as much time as possible to alert householders and carry out preventative measures</li> </ul>	
<ul style="list-style-type: none"> <li>• Flood risk in the harbour may be exacerbated by high tides</li> </ul>	
<ul style="list-style-type: none"> <li>• Some flooding of culverts and bridges will occur</li> </ul>	
<ul style="list-style-type: none"> <li>• If conditions are predicted to deteriorate, and the alert level is expected to go to severe flood warning, emergency response staff and premises used for support centre should be put on standby</li> </ul>	
<ul style="list-style-type: none"> <li>• Contact Education and request they advise Inverbrothock &amp; Warddykes Primary Schools that there may be flooding in the Hercules Den area</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Warning conditions specified above are expected to develop approx 4 hours after warning issued.</b></li> </ul>	
<b>Action to be taken by the Emergency Planning Duty Officer as follows contact</b>	
Advise CCM/O	That warning has been issued
SEPA	Out of hours flooding mobile for detailed assessment of situation and possible future developments
Police	To discuss alerting householders to the possibility of flooding to their properties and action to be taken
Roads	To advise of situation and discuss further actions
Social Work & Health, housing	Update information and if conditions are predicted to deteriorate, discuss actions including putting emergency response staff on standby & checking databases for householders who may need assistance (evacuation). Request Social Work advise Ark Housing Association that warning has been issued
Education & community services	Advise of situation and discuss action to be taken including, if conditions are predicted to deteriorate, putting premises used for support centres on standby
ECP	To advise warning has been issued:- NOTE only during working hours
Tayside Fire and Rescue	To advise warning has been issued
Scottish Water	To advise warning has been issued.


**Enter details of type of warning, area involved and summary of conversations  
EP Action Plan Log/Sitrep (EP1)**



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# Section 8 Response and Actions Flooding

## 8.20 Guidance for Emergency Planning Duty Officer for Issue of Severe Flood Warning - Brothock Water, Arbroath

	
<ul style="list-style-type: none"> <li>• Flooding of a significant number of properties is possible</li> <li>• Arrange for a detailed assessment of the area to identify any problems</li> <li>• Be prepared to assist roads if required and liaise with other council services</li> <li>• Properties used for support centres need to be opened</li> <li>• Emergency response teams should be activated</li> <li>• Warning conditions are expected to develop approx 2 hours after warning has been issued</li> </ul>	
<b>Action to be taken by the Emergency Planning Duty Officer as follows contact</b>	
Advise CCM/O	That severe warning has been issued
SEPA	Out of hours flooding mobile for detailed assessment of situation and possible future developments
Police	To discuss alerting householders to the possibility of flooding to their properties within 2 hours and action to be taken – including evacuation of householders
Roads	Advise of situation and discuss any further action to be taken
Social Work & Health, housing	Update information and if conditions are predicted to deteriorate, discuss actions including putting emergency response staff on standby & checking databases for householders who may need assistance (evacuation). Request Social Work advise Ark Housing Association that warning has been issued
Education/community services	To advise severe warning has been issued and to open support centre
Tayside Fire & Rescue	To advise severe flooding alert had been received
Scottish Water	To advise warning had been received
Scottish Ambulance Service	To advise warning has been received

**Enter details of type of warning, name of area involved and summary of conversations with the above in EP Action Plan Log/Sitrep (EP1)**





# Response and Actions

Care and Support  
of People

# Section 9 Response and Actions

## Care and Support of People

### Services Facilities and Suggested Staffing Levels

9.1 Not all of the undernoted areas will require to be activated during a major incident/emergency. The needs of those involved in or affected by the incident (ie evacuees, survivors, friends & relatives) will determine what type of support centre will be activated and what resources and staffing levels will be required.

The number of staff required within these areas will depend largely on the numbers of those involved. Suggested staffing levels are as follows;

Reception and Registration Areas	
Role	Requirements
Receptionists	1 per 30/40 (evacuees, survivors friends & relatives)
Registration officer	1 per centre
Registration staff	1 per 20 (evacuees, survivors friends & relatives). Duties include collection of and assistance with completion of self registration cards and input of details on IT system for registration
Admin/clerical staff	Minimum of 4 per centre including; scribe for centre manager. Duties include general clerical, administration duties, and supporting registration staff with registration procedures.

Rest Area and Auxiliary Facilities	
Role	Requirements
Social Work & Health officer	1 per 60 residents
Voluntary agencies	1 team per 60 residents for refreshments. 1 team per 60 to assist in collection and completion of self registration cards (if required)



# Section 9 Response and Actions

## Care and Support of People

### Services Facilities and Suggested Staffing Levels

Relocation Unit	
Role	Requirements
Senior housing officer	1 per unit
Housing officer	1 per 30 (evacuees, survivors friends & relatives)

Social Support and Advice Unit	
Role	Requirements
Social support & advice officer	1 per unit
Social Work & Health officer	1 per 4 (evacuees, survivors friends & relatives)
This unit should be located in a separate room or quiet corner to ensure privacy the social support & advice officer will be responsible for this area.	

Assistance may be required from additional Social Work & Health, specialist counsellors and volunteers eg clergy and citizens advice bureau plus other specialists such as Department of Work and Pensions and council legal and finance personnel.

Services instructions should include the appointment of key support staff necessary to meet the departmental commitment at each designated centre.



# Section 9 Response and Actions

## Care and Support of People

### Information

- 9.2 Up to date information regarding the situation and state of homes etc, access to tv/radio and newspaper coverage and an information point established within the main day area should be available to evacuees.

### Kit Contents

- 9.3 7 x support centre staff prompts for key officers staff ID badges
- 2 x NCR pads procedure logs (EP 1) & 8 message/memo (EP 2)
  - Blue file containing - instructions on completing forms etc
  - Staff overtime record (EP 3) x 40
  - Incurred expenditure (EP 4) x 40
  - 40 health & safety staff, volunteer and evacuee signing in and out sheets (EP 5 & EP 6)
  - Self registration cards in bundles of 100, & resident ID badges
  - Evacuees information leaflets & location signs
  - Pens, pencils, markers pens, paper clips, notepads, clipboard, clips, tie labels.

**Kits are held by the janitorial staff/facilities managers**

### Location of Emergency Kits

- 9.4 The emergency kits are located in the undernoted premises. The janitorial staff /facilities managers will ensure the posters displayed within the schools and leisure facilities are kept up to date. Any changes to the location will be forwarded to the CCT and posters updated accordingly. In addition the CCO/CLO has a full kit which will be brought to the relevant centre during the incident.

### Premises

- **Arbroath**  
Academy, High School, Saltire Leisure Centre, Sports Centre
- **Brechin**  
High School, Leisure Centre
- **Carnoustie**  
High School
- **Forfar**  
Academy, Lochside Leisure Centre
- **Kirriemuir**  
Websters High School
- **Monifieth**  
High School
- **Montrose**  
Sports Centre, Montrose Academy.

### Reserve Kits

- 9.5 Reserve supplies for the kits are located within the undernoted social work & health premises. These should **only be** used when no other kit is available or supplies in the kits are low.

Monifieth Office, Reception Area  
Fairlie House, Community Alarm, Control Room  
The Gables, Back Office  
St Drostan's, Main Office  
Lunan Park, Resource Centre Office  
Wirren House, Office  
Seaton Grove, Office  
Camus House, Office



# Section 9 Response and Actions

## Care and Support of People

### Selection of Premises

9.6 Main criteria for selection is as follows;

**Location**

Out with immediate area of incident

**Availability**

Available at short notice

**Size**

Accommodate and feed large numbers of people

**Accessibility**

All areas both internally and externally must be fully accessible

**Facilities**

Shower facilities (washing), toilets

**Parking**

Parking for staff and evacuees if possible

**Communication**

Telephone facilities including service area for mobile phones

**Resources**

Tables, chairs, office equipment.

### Resources

9.7 Most council services have resources of staffing and equipment which can be utilised in an emergency.

Designated premises which have been selected because they match the above criteria will not have essential items such as bedding, and groceries for light refreshments etc. These therefore must be obtained from other sources. However there may be a need to utilise other premises depending on the nature and extent of the incident or emergency. Therefore arrangements require to be flexible.

### Documentation

9.8 Official forms for use in a support centre have been prepared and can be found in the support centre kits. A sample of each form and instructions on their use can be found in Section 9.19-9.29.

EP1 CEP Log	NCR Pad
EP2 Message memo	NCR Pad
EP3 Staff overtime	Pink paper
EP4 Incurred expend	Yellow paper
EP5 Health and safety Fire Log staff & volunteers	Green paper
EP6 H&S Evacuees fire log	Blue paper

### Designated Premises

9.9 **Arbroath**  
Saltire Leisure Centre, Arbroath  
Academy, Arbroath High School,  
Arbroath Sports Centre

**Brechin**  
Brechin Leisure Centre,  
Brechin High School

**Carnoustie**  
Carnoustie High School,  
Carnoustie Leisure Centre

**Forfar**  
Lochside Leisure Centre.  
Forfar Academy

**Kirriemuir**  
Webster's Sport Centre,  
Webster High School

**Monifieth**  
Monifieth High School

**Montrose**  
Montrose Sports Centre,  
Montrose Academy



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# Section 9 Response and Actions

## Care and Support of People

### Storage of Household Effects

- 9.10 Housing, currently have arrangements with professional storage companies to store household effects.

### Alternative Accommodation

- 9.11 Provision of alternative accommodation will be co-ordinated by the council's homeless persons officer. In addition, housing maintains lists of hotels and bed and breakfast establishments.

### Beds & Blankets

- 9.12 The civil contingencies team have a limited supply of foil blankets.



# Section 9 Response and Actions

## Care and Support of People

### 9.13 General Equipment Required (for guidance only)

#### Reception

- Tables and chairs
- Self-Registration cards
- Wirebaskets, filing trays
- Pens
- Blue folder from centre kit
- Information leaflets
- Telephone directory
- Bins

#### Main Day Area

- Chairs, tables, games, pens
- Refreshments, tea urn, coffee, bins
- Public address system
- Entertainment items ie books, games, pens
- Blankets (if required)
- Information boards, flipcharts,
- TV video recorder

#### Registration Area

- IT equipment, printers
- Pens
- Tables, chairs
- Paper
- Files/trays
- Coloured labels

#### Quiet Area

- Comfy chairs
- Tables

#### Refreshment Area

- Tables and chairs
- Bins
- Cutlery etc
- Coffee, tea, sugar, milk, urns, juice

#### Sleeping Area

- Pillows, sleeping bags/blankets & sheets etc
- Beds/mattresses

#### First Aid Room

- First aid equipment\*
- Blankets\*
- Hot and cold running water
- Ordinary waste sacks
- Bed, trolley bed\*
- Chairs tables
- Clinical waste sacks\*

\* Red Cross and/or St Andrews if activated will supply.

#### Washrooms and Lavatories

- Soap, toothpaste, shampoo etc
- Toilet rolls
- Chairs and tables
- Towels
- Cleaning materials
- Baby changing facilities

#### Childrens' Play Area

- Toys, games, books
- Soft mats
- TV



# Section 9 Response and Actions

## Care and Support of People

### Directional Information & Signs

- 9.14 Pre printed signs for each of the premises listed have been provided. They are stored with the Emergency kits in a large brown envelope.

The Contents of each set are as follows;

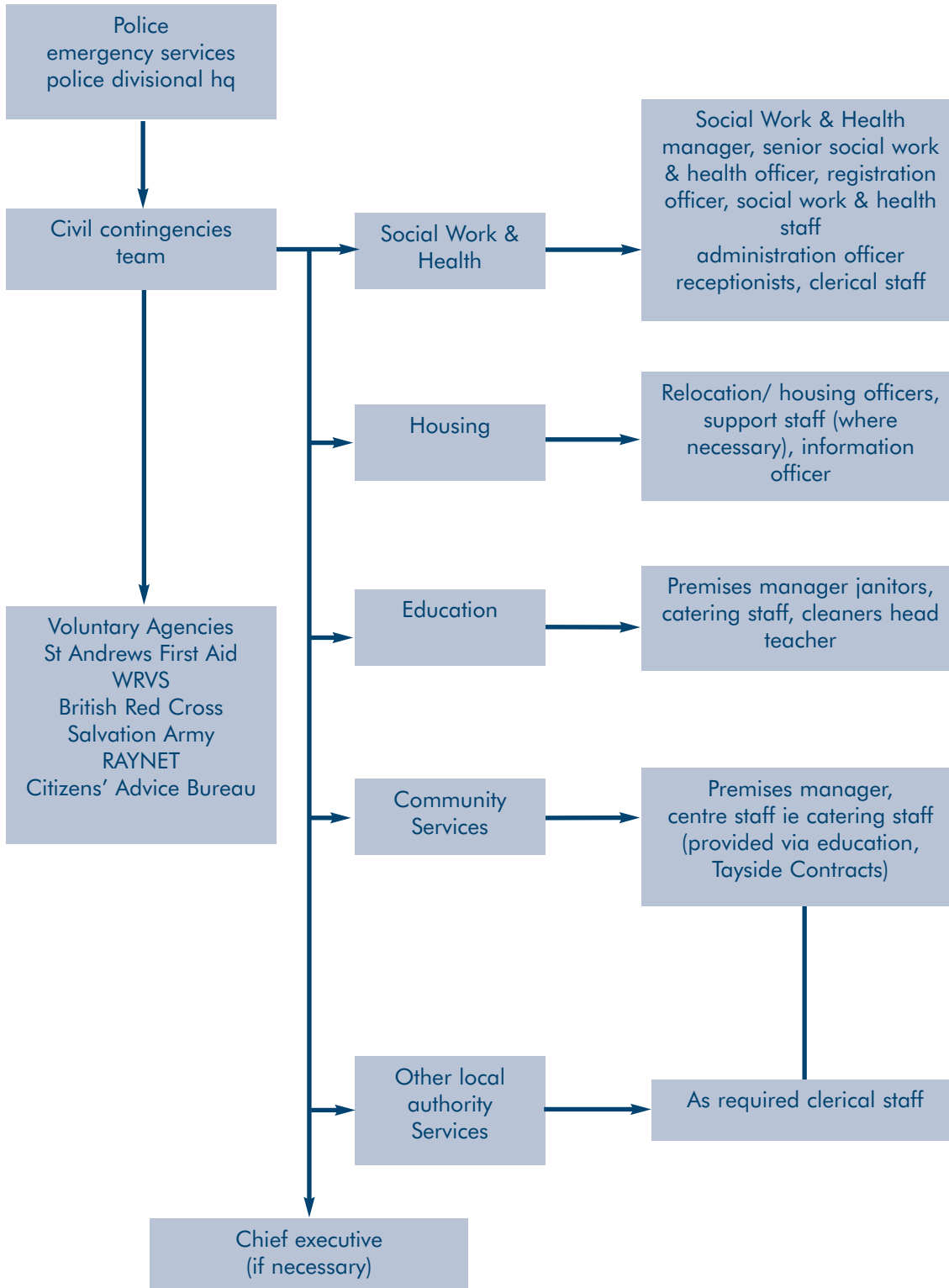
Sign	Qty	Size	Location
Rest Centre	1	Large	External
Entrance	1	Large	External
Parking Area	1	Large	External
Arrows	12	Large	Internal
Dining Area	2	Large	Internal
Toilets	3	Large	Internal
Toilets Ladies & Gents	1 Each	Large	Internal
Female & Male Showers	1 Each	Small	Internal
Day Area	1	Small	Internal
Sleeping Area	2	Small	Internal
Quiet Area	1	Small	Internal
First Aid	1	Small	Internal
Store	2	Small	Internal
Reception	2	Large	Internal
Registration	2	Large	Internal
Social Support & Advice	1	Small	Internal
Relocation	1	Small	Internal
Children's Play Area	1	Small	Internal
Information	1	Small	Internal
Nursing Mothers	1	Small	Internal
Refreshments	1	Small	Internal
Centre Manager	1	Large	Internal
Admin Area	1	Small	Internal
Clothing	1	Small	Internal
Police	1	Small	Internal
Staff Room	1	Small	Internal
Smoking Area	1	Small	Internal



# Section 9 Response and Actions

## Care and Support of People

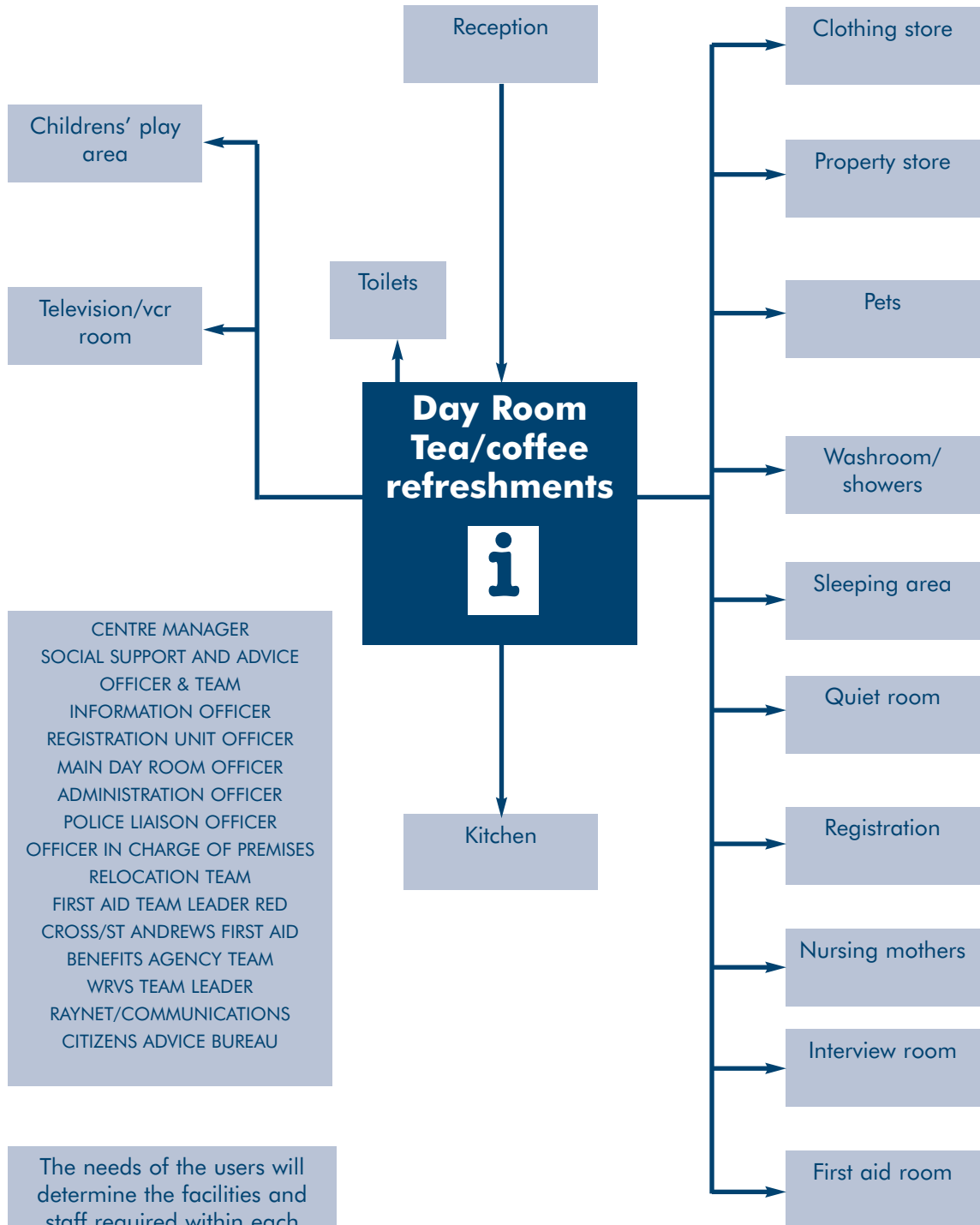
### 9.15 General Callout and Co-ordination Chart



# Section 9 Response and Actions

## Care and Support of People

### 9.16 Support Centre Facilities



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# Section 9 Response and Actions

## Care and Support of People

### 9.17 Departmental Procedures for Activating a Support Centre

<b>CIVIL CONTINGENCIES TEAM</b> <b>On receipt of call, confirm &amp; action the following;</b>	
• Type of centre required ie evac, ERC, F&R	
• Details of those requiring assistance; numbers, age group, any other identified needs	
① Contact Education/community services to discuss most appropriate premises and request they alert the catering staff and initiate action to make premises available	
① Contact Social Work & Health, housing and media/public relations officer to advise of the situation and to discuss their requirements	
① Contact voluntary agencies (If required)	
① Advise the chief executive of the following; (a) details of the incident and in particular involvement of the council (b) proposals re establishment of a support centre and if necessary the council emergency centre with contact information (d) proposals for joint meetings, initial public information release	
• Deploy a council liaison officer (CLO)/council incident officer(CIO) to scene of incident if required taking maps, EP File, EP1 EP2 and mobile communication	
• CCM/O to proceed to CEC if established taking EP file, EP1, EP2 and mobile communication	
• Record initial decisions/actions taken in EP Action Log/Sitrep (EP1). Maintain incident log book throughout incident and prepare a situation report for chief executive at specified intervals (EP1)	
• Liaise with all appropriate council services throughout incident keeping them advised of situation and inquiring if further assistance is required and respond if necessary	

# Section 9 Response and Actions

## Care and Support of People

### 9.17 Departmental Procedures for Activating a Support Centre

<b>SOCIAL WORK &amp; HEALTH</b> On receipt of callout confirm and action the following	
• Approximate numbers requiring accommodation	
• Location, address and if available telephone number/s of selected support centre. Type of support centre required ie evacuation, rest centre etc	
① Contact and deploy staff designated for support centre duty	
• Liaise with staff at the support centre throughout incident and arrange for additional staff if necessary	
• Liaise with housing and education, police Incident officer and CCM/O at suitable intervals throughout incident	
• Maintain a duty roster and arrange shift work if necessary	
• Report situation to director of social work & health at suitable intervals	
• Stand down staff at termination of incident	

<b>CATERING SERVICES</b> On receipt of callout confirm and action the following	
① Contact the appropriate 'area officer' instructing them to callout and deploy kitchen supervisor and staff to the selected support centre	
• Arrange for additional supplies of food, utensils and assistance if required	
• If requested arrange for feeding of personnel involved at the site of the incident	
• Liaise with centre manager and kitchen staff at support centre throughout the incident	
• Report progress/situation to director of education at regular intervals	
• Maintain a duty roster and arrange for shift work if necessary	
• Stand down staff at termination of incident	



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# Section 9 Response and Actions

## Care and Support of People

### 9.17 Departmental Procedures for Activating a Support Centre

<b>EDUCATION</b> <b>On receipt of callout confirm and action the following</b>	
<ul style="list-style-type: none"> <li>Type of premises required ie ERC evacuees/ survivors/friends &amp; relatives reception centre</li> </ul>	
<ul style="list-style-type: none"> <li>Confirm with CCT accessibility/suitability/availability and location of premises</li> </ul>	
<ul style="list-style-type: none"> <li>☎ Contact officer in charge of premises. Initiate opening and setting up. Agree utilisation of telephones, provision of additional lines. Discuss arrangements for relocation of pupils</li> </ul>	
<ul style="list-style-type: none"> <li>☎ Contact catering staff to arrange appropriate emergency catering arrangements</li> </ul>	
<ul style="list-style-type: none"> <li>Maintain a duty roster and arrange shift work if necessary</li> </ul>	
<ul style="list-style-type: none"> <li>Liaise with staff at the support centre throughout incident and arrange for additional staff if necessary</li> </ul>	
<ul style="list-style-type: none"> <li>Liaise with Social Work &amp; Health, housing and the CCT throughout incident, and provide additional staff and resources if required</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure director of education is kept fully informed of situation. Update at regular intervals</li> </ul>	
<ul style="list-style-type: none"> <li>Be prepared to initiate opening of additional centres if circumstances dictate</li> </ul>	
<ul style="list-style-type: none"> <li>Stand down staff at termination of incident</li> </ul>	



# Section 9 Response and Actions

## Care and Support of People

### 9.17 Departmental Procedures for Activating a Support Centre

<b>COMMUNITY SERVICES</b> On receipt of callout confirm and action the following	
• Type of premises required ERC evacuees/ survivors/friends & relatives reception centre	
• Confirm with CCT accessibility/suitability/availability and location of premises	
⌚ Contact officer in charge of premises. Initiate opening and setting up. Agree utilisation of telephones & additional lines. Discuss arrangements for relocation of users	
⌚ Arrange for the provision of meals etc if necessary (Education, CCM/O)	
• Maintain a duty roster and arrange shift work if necessary	
• Liaise with staff at the support centre throughout incident and arrange for additional staff & resources if necessary. Liaise with social work & health, housing and the CCT throughout incident	
• Ensure the head of community services is kept fully informed. Update at regular intervals	
• Be prepared to initiate opening of additional centres if circumstances dictate	
• Stand down staff at termination of incident	

<b>HOUSING</b> On receipt of callout confirm and action the following	
⌚ Contact and deploy housing staff designated for support centre duty	
• Maintain a duty roster and arrange shift work if necessary	
• Liaise with staff at the support centre throughout incident and arrange for additional staff if necessary	
• Arrange for storage of furniture and household effects and confirm security arrangements of vacated premises	
• Liaise with social work & health, education and the CCT throughout incident	
• Report situation to head of housing and update at regular intervals	
• Stand down staff at termination of incident	



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# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>EMERGENCY PLANNING DUTY OFFICER CHECKLIST</b>	
<b>On receipt of call, confirm &amp; action the following</b>	
• Name of person in charge	
• Police control room co-ordinating the incident and the senior officer in charge	
• Telephone number	
• Nature of incident	
• Location	
• Time & date of incident	
☎ Contact CCM/O CCT will co-ordinate incident	
• Details of those requiring assistance; numbers, age group, any other identified needs	
• Likely timescale	
☎ Contact education /community services to discuss most appropriate premise and request they alert the catering staff and initiate action to make premises available	
• Likely timescale for the opening of the centre	
• Location of assembly point for those requiring assistance	
• Rendezvous point	Yes/No
• Specific approach route details	
• Are there any transport requirements details	Yes/No
• Are there any specific transport requirements, accessibility for disabilities details	Yes/No
• Time of arrival for transport	
☎ Contact Social Work & Health, housing and media/public relations officer to advise of the situation and to discuss their requirements	
☎ Contact voluntary agencies (If required)	
<b>REMEMBER TO START LOG OF EVENTS</b>	
Type of support centre	
Emergency rest centre	Yes/No
Survivor reception centre	Yes/No
Friends & relatives reception centre	Yes/No



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>CENTRE MANAGER</b>	
<b>On receipt of callout confirm and action the following</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire, flood, traffic incident, storm etc) scale and complexity	
• Precise location/address of incident	
• Time of incident	
• Details of those requiring assistance; numbers, age group, special needs groups	
• Location of centre/s	
• Approximate timescale	
• Rendezvous point	Yes/No
Obtain any special instructions re access and proceed to designated support centre	Yes/No
Staffing requirements	
Have staff been contacted	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
Type of support centre	
Emergency rest centre	Yes/No
Survivor reception centre	Yes/No
Friends & relatives reception centre	Yes/No



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>CENTRE MANAGER (CM)</b>
<b>Responsible For</b>
The co-ordination of all activities within the centre and its overall operation. He/she must ensure adequate staffing at all times and liaise as necessary with officers/leaders in charge of other services and agencies
<b>Duties Include</b>
<ul style="list-style-type: none"> <li>• Liaising with the officer in charge of premises re provision of adequate facilities ie furniture, extra resources and essential utilities (heat &amp; light)additional telephone/communication facilities</li> <li>• Arranging for the provision of additional communication resources such as mobile telephone</li> <li>• Ensuring delivery of emergency equipment eg beds &amp; bedding</li> <li>• Briefing of staff at the centre</li> <li>• Convening regular briefing meetings with centre management team</li> <li>• Liaising with appropriate departmental senior officers at the CEC</li> <li>• Liaising with SSPCA for temporary custody of domestic animals brought to the centre</li> <li>• Ensuring any medical or dietary requirements of evacuees are met</li> <li>• Ensuring all documentation is completed correctly and maintained</li> <li>• Liaising with police re control of parking, security, casualty bureau and media matters</li> <li>• Conducting centre management team meetings</li> <li>• Ensuring the CEC (if operational) if not CCM/O is fully advised and updated regularly</li> <li>• Maintaining a log – nominating log keeper</li> <li>• Liaising with council liaison officer at centre (If operational if not CCM/O)</li> <li>• Identifying the need for an interpreter or translator in the event foreign nationals are involved (although a member of the group of those affected may be able to act as an interpreter it may be prudent to appoint a interpreter from outside) consideration should be given to the content and information that the interpreter may have to translate and their suitability to undertake this role. There should also be clear guidelines as to the procedure if evidence is passed that relates to the incident/emergency especially if there is an ongoing inquiry</li> <li>• Identification as to the need to appoint a sign language interpreter</li> </ul>

# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>CENTRE MANAGER (CM)</b> <b>On Arrival confirm the following:</b> <b>Keep a log of events as they occur (FORM EP1)</b>	
• Contact number/s for support centre	Yes/No
• All dept/agencies are present	Yes/No
• Staff availability	Yes/No
• All facilities and utilities are available	Yes/No
• Layout	Yes/No
• Capacity of centre	Yes/No
<ul style="list-style-type: none"> <li>• Locate support centre kit arrange for signage etc to be erected</li> <li>• Liaising with police re control of parking, security, casualty bureau, and media matters</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure all documentation is completed correctly &amp; maintained throughout the incident (see section 10.18)</li> </ul>	
<ul style="list-style-type: none"> <li>• Keep staff briefed throughout the incident</li> <li>• Liaise with appropriate departmental senior officers at the centre</li> <li>• Brief all senior officers/team leaders and provide appropriate operational prompt cards (see section 10.18)</li> <li>• Conduct centre management team meetings</li> </ul>	
<ul style="list-style-type: none"> <li>• Arrange additional social work &amp; health staff for staffing social support and advice unit if required</li> </ul>	
<ul style="list-style-type: none"> <li>• Liaise with the officer in charge of premises re provision of adequate facilities furniture, extra resources and essential utilities (heat and light) telephone</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure all staff have tabards and/or ID badges</li> </ul>	
<ul style="list-style-type: none"> <li>• Contact council liaison officer (CLO) (if operational if not contact CCM/O) with initial report and any requests for assistance resources, staffing, voluntary agencies and information</li> </ul>	
<ul style="list-style-type: none"> <li>• Liaise with CLO/CCM/O to determine progress of incident. Keep CLO/CCM/O/CEC informed of developments, and numbers of evacuees in the centre. If numbers exceed expectation contact to organise additional centres</li> <li>• Contact CLO/CCM/O/CEC to requests attendance of media liaison officer for all media matters (All staff within the centre must refer media to CM)</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure evacuees are receiving adequate and appropriate information</li> </ul>	
<ul style="list-style-type: none"> <li>• Prepare situation report containing details of numbers of evacuees within the centre and those who have been relocated</li> </ul>	
<ul style="list-style-type: none"> <li>• Supervise staff activities in providing services and ensure adequate support is available</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure adequate supplies of food and drink for evacuees and staff (Requests FORM EP2)</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure staff within the centre have sufficient breaks</li> </ul>	
<ul style="list-style-type: none"> <li>• At conclusion of incident conduct a 'hot debrief' and prepare an initial report</li> <li>• Inform all agencies of 'stand down' at the end of the incident</li> <li>• Collate incident report from lead officers and prepare official report of incident along with any identified recommendations, amendments and problems</li> <li>• Ensure all staff assist in returning the centre to original layout at end of incident</li> </ul>	



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>SOCIAL SUPPORT AND ADVICE OFFICER</b>	
<b>On receipt of callout confirm and action the following:</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire, flood, traffic incident, storm etc) scale and complexity	
• Precise location, address of incident	
• Time of incident	
• Numbers of those requiring assistance	
• Location of centre/s confirm	
• Approximate timescale	
• Obtain any special instructions re access and proceed to designated centre	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
• Type of support centre	
• Emergency rest centre	Yes/No
• Survivor reception centre	Yes/No
• Friends & relatives reception centre	Yes/No
<b>Responsible for</b>	
<ul style="list-style-type: none"> <li>Ensuring sufficient staffing levels of Social Work &amp; Health and other appropriate specialists eg department of social services/finance, specialist counsellors, and voluntary groups eg clergy, samaritans, citizens advice bureau etc if additional assistance is required for counselling and advice purposes</li> </ul>	
<ul style="list-style-type: none"> <li>General running of the social support and advice area within the centre</li> </ul>	
<ul style="list-style-type: none"> <li>Supervision of all social work &amp; health and volunteers working within the social support and advice area</li> </ul>	
<ul style="list-style-type: none"> <li>Keeping the centre manager advised of the situation and bringing any problems to his/her attention</li> </ul>	
<ul style="list-style-type: none"> <li>Participation as a member of the centre management team attending briefing meetings as necessary</li> </ul>	
<ul style="list-style-type: none"> <li>Preparation of report of incident with any recommendations for revision of plans protocols and procedures</li> </ul>	



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

#### **SOCIAL SUPPORT & ADVICE OFFICER (contd)**

**On arrival confirm the following:**

**Keep a log of events as they occur (FORM EP1)**

- Report to centre manager & confirm location of area and requirements
- Setup social support & advice area
- Attend briefing meetings
- Report progress, updates, any issues to CM at regular intervals - EP1
- Attend centre management team meetings as required
- Contact centre manager if voluntary assistance is required e.g citizens advice bureau, clergy, samaritans
- Request updates from all staff within the area
- Arrange confidential interviews for evacuees (on social work & health related matters) if required and ensure onward referral if necessary
- Assist with tidying up of premises before departure
- Liaise with admin and registration officers on progress of evacuees through registration progress
- Assist with returning premises to normal at the end of the incident
- At end of incident submit a brief report to the CM



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>REGISTRATION OFFICER</b>	
<b>On receipt of callout confirm and action the following:</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire, flood, traffic incident, storm etc) scale and complexity	
• Precise location/address of incident	
• Time of incident	
• Numbers of those requiring assistance;	
• Location of centre/s confirm	
• Approximate timescale	
• Obtain any special instructions re access and proceed to designated support centre	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
• Type of support centre	
• Emergency rest centre	Yes/No
• Survivor reception centre	Yes/No
• Friends & relatives reception centre	Yes/No
<b>Responsible for</b>	
• General running of the reception and registration areas within the centre	
• Ensuring sufficient staffing levels to carry out reception and registration procedures efficiently	
• Liaising with administration officer and Social Work & Health officer to ensure that all residents have been registered and copies of the survivor/evacuee forms are passed to the police at the centre for forwarding to police head quarters or if established, the casualty bureau	
• Liaising with the council's IT adviser regarding the computer based registration system (if operational)	
• Ensuring staff have adequate breaks	
• Ensuring self registration cards are collected, residents ID cards are given and numbers transferred from self registration card to residents ID cards	
• The self registration cards should be taken to the IT registration area (if operational)	
• Participation as a member of the centre management team attending briefing meetings as necessary	



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

**REGISTRATION OFFICER (contd)**  
**On arrival confirm the following:**  
**Keep a log of events as they occur (FORM EP1)**

Report to centre manager & confirm location of area requirements, re furniture supplies etc

- Setup area
  - Liaise with police and administration officer and agree procedures for forwarding casualty bureau forms to the casualty bureau.
  - Brief reception and registration staff on procedures for registration of evacuees (see section 10 for further information)
  - Ensure staff are available to assist with completion of self registration
  - Liaise with main day room officer
  - Liaise with administration officer
  - Liaise with administration officer and day room officer re numbers within the support centre and alert centre manager in the event of possible over occupancy
- Attend briefing meetings including centre management team meetings
  - Request regular updates from staff in the area to assess overall situation
- Ensure records have been saved on disc and periodically saved on the main computer (unless computers have been networked or web system is in use)
  - Report progress, updates, any issues to CM at regular intervals - EP1
- Ensure all evacuees have been registered on the IT system and that all registration cards have been completed & collected.
  - Ensure self registration cards have been counted, filed alphabetically, and confirm all names have been entered onto the database
  - Once all evacuees are registered and casualty bureau information has been forwarded discuss the following with the CM
  - Closure of the area
  - Transfer of completed forms
  - Further utilisation of staff including self
  - Replenishment of centre kits
- Assist with returning premises to normal at the end of the incident
  - Ensure reception and registration areas have been cleared before departure
  - At end of incident submit a brief report to the CM



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>DAY ROOM OFFICER/DEPUTY CENTRE MANAGER</b>	
<b>On receipt of callout confirm and action the following:</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire, flood, traffic incident, storm etc) scale and complexity	
• Precise location/address of incident	
• Time of incident	
• Numbers of those requiring assistance	
• Location of centre/s confirm	
• Approximate timescale	
• Obtain any special instructions re access and proceed to designated centre	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
• Type of support centre	
• Emergency rest centre	Yes/No
• Survivor reception centre	Yes/No
• Friends & relatives reception centre	Yes/No
<b>Responsible for</b>	
• General running of the main/day area within the centre and the general care of centre residents. Supporting the centre manager and deputising when required	
• Ensuring sufficient staffing levels to meet & greet evacuees on arrival and provide information on facilities and refreshments	
• Supervision of all staff working within the area including those from voluntary agencies ie WRVS	
• Liaising with administration and registration officers to ensure that all residents have been registered	
• Monitoring numbers of evacuees within the centre to pre warn centre manager of overcrowding	
• Ensuring staff have adequate breaks	
• Liaising with the information officer ensuring residents are kept fully informed of the situation and any developments	
• Passing on any relevant information from the centre manager	
• Participation as a member of the centre management team attending briefing meetings as necessary	



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

#### **DAY ROOM OFFICER/DEPUTY CENTRE MANAGER (contd)**

##### **On Arrival Confirm the following:**

##### **Keep a log of events as they occur (FORM EP1)**

- Report to centre manager & confirm location of area requirements, re furniture supplies etc
- Setup area
- Brief staff
- Liaise with registration officer re registration procedures
- Attend briefing meetings including centre management team meetings
- Request regular updates from staff in the area to assess overall situation
- Ensure directional signage has been correctly situated
- Report progress, updates, any issues to CM at regular intervals
- Liaise with registration officer and administration officer re numbers within the support centre and alert centre manager in the event of possible over occupancy
- At the end of the incident ensure main/day room is tidied; and that any personal effects left are passed on to the police
- Compile a brief report for centre manager



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>ADMINISTRATION OFFICER</b> <b>On receipt of callout confirm and action the following:</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire, flood, traffic incident, storm etc) scale and complexity	
• Precise location/address of incident	
• Time of incident	
• Numbers of those requiring assistance; numbers	
• Location of centre/s confirm	
• Approximate timescale	
• Obtain any special instructions re access and proceed to designate centre	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
• Type of support centre	
• Emergency rest centre	Yes/No
• Survivor reception centre	Yes/No
• Friends & relatives reception centre	Yes/No
<b>Responsible for</b>	
• Organisation of administration tasks within the support centre	
• Ensuring sufficient staffing levels to carry out admin tasks	
• Liaising with registration officer re registration and any assistance that may be required	
• Ensuring evacuee forms are passed to the police at the centre for forwarding to police head quarters or if established, the casualty bureau	
• Ensuring reception area forms are kept up to date and staff are briefed appropriately re roles and responsibilities	
• Ensuring staff have adequate breaks	
• Ensuring assistance is available to residents if required to complete self-registration cards	
• Distribution of memos faxes forms to relevant officers and areas within the support centre	
• Ensuring administration resources ie paper, pens, forms ink for printers are sufficient and highlighting any shortages via memo EP2 to CM	
• Liaising with registration officer and day room officer re numbers within the support centre and alert centre manager in the event of possible over occupancy	
• Participation as a member of the centre management team attending briefing meetings as necessary	



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>ADMINISTRATION OFFICER</b> <b>On Arrival Confirm the following:</b> <b>Keep a log of events as they occur (FORM EP1)</b>
<ul style="list-style-type: none"> <li>• Report to centre manager &amp; confirm location of area requirements, re furniture supplies etc</li> </ul>
<ul style="list-style-type: none"> <li>• Locate &amp; brief admin/clerical staff on procedures roles etc</li> </ul>
<ul style="list-style-type: none"> <li>• Setup area</li> <li>• Liaise with lead officers within the centre to identify necessary internal distribution of incoming faxes and messages</li> </ul>
<ul style="list-style-type: none"> <li>• Liaise with registration</li> </ul>
<ul style="list-style-type: none"> <li>• Attend briefing meetings including centre management team meetings</li> </ul>
<ul style="list-style-type: none"> <li>• Request regular updates from staff in the area to assess overall situation</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure relevant paperwork is distributed to relevant services, agencies and areas</li> </ul>
<ul style="list-style-type: none"> <li>• Report progress, updates, any issues to CM at regular intervals - EP1</li> <li>• Ensure administration resources ie paper, pens, forms ink for printers are sufficient and highlight any shortages via memo EP2 to CM</li> <li>• Monitor numbers within the support centre and alert centre manager in the event of possible over occupancy</li> </ul>
<ul style="list-style-type: none"> <li>• At the end of the incident ensure main/day room is tidied; and that any personal effects left are passed on to the police</li> <li>• Compile a brief report for centre managers</li> </ul>



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>OFFICER IN CHARGE OF PREMISES</b>	
<b>On receipt of callout confirm and action the following:</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire, flood, traffic incident, storm etc) scale and complexity	
• Precise location/address of incident	
• Time of incident	
• Numbers of those requiring assistance	
• Location of centre/s confirm suitability and availability	
• Ensure heating, lighting, electricity, gas, and other services are in working order	
• Approximate timescale	
• Obtain any special instructions re access and proceed to designated centre	Yes/No
• Staffing requirements • Have staff been contacted	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
• Type of centre	Yes/No
• Emergency rest centre	Yes/No
• Survivor reception centre	Yes/No
• Friends & relatives reception centre	Yes/No
<b>Responsible for</b>	
• The physical opening of the building and the provision of services such as heat, light, water etc, any necessary office equipment and supplies required including the official emergency centre kit provided by the civil contingencies team	
• Any administrative arrangements (eg cancelling evening classes etc) relevant to making the premises, or part thereof, available for emergency purposes	
• Providing any available staff to assist in the running of the centre, eg registration, preparation of notice boards and directional signs, car parking and attendants etc, at the request of the centre manager (CM)	
• Liaising with the catering inspector with regard to the provision of refreshments, emergency feeding arrangements, etc	
• Supervision of health and safety issues, within the building	
• Participation as a member of the centre management team attending briefing meetings as necessary	



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

#### **OFFICER IN CHARGE OF PREMISES**

**On arrival confirm the following:**

**Keep a log of events as they occur (FORM EP1)**

- Contact designated staff
- Arrange opening of premises, arrange to have centre area available ie cancel classes
- Provide official centre kit & signage
- Provide assistance with setting up of centre as demonstrated in centre plan and place directional signs
- Ensure heating, lighting, electricity, gas, and other services are in working order
- Liaise with housing, Social Work & Health and catering staff re requirements for equipment and staff
- Attend briefing meetings
- Report progress to centre manager at regular intervals
- Report progress to director of education/head of community services
- At end of incident submit a brief report to the centre manager
- Return centre kit to CCT for replenishment
- Arrange for premises to be secured and tidied when no longer needed



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>RELOCATION OFFICER</b>	
<b>On receipt of callout confirm and action the following:</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire, flood, traffic incident, storm etc) scale and complexity	
• Precise location/address of incident	
• Time of incident	
• Numbers of those requiring assistance	
• Location of centre/s confirm	
• Approximate timescale	
• Obtain any special instructions re access and proceed to designated support centre	Yes/No
• Staffing requirements • Have staff been contacted	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
• Type of support centre	
• Emergency rest centre	Yes/No
• Survivor reception centre	Yes/No
• Friends & relatives reception centre	Yes/No
<b>Responsible for</b>	
• Establishment and running of the relocation area within the centre	
• Liaising with police re information to householders on security arrangements for premises/houses vacated as a consequence of the incident & recording any subsequent relocation to temporary or alternative accommodation (FORM EP6)	
• Advising evacuees on the short-term storage/security of household effects from vacated premises	
• Providing evacuees with information re condition of their homes, advice and assistance in rendering them habitable, and the allocation of more permanent accommodation if necessary	
• Keeping head of housing or appointed representative fully advised of the situation	
• Providing staff to help with registration procedures if requested by centre manager	
• Liaising with Social Work & Health and finance officers re procedures associated with financial support for people affected by the incident	
• Ensuring documentation is completed correctly	
• Preparation of report of incident with any recommendations for revision of plans protocols and procedures	
• Participation as a member of the centre management team attending briefing meetings as necessary	



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# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

#### **RELOCATION OFFICER (continued)**

#### **On Arrival Confirm the following:**

#### **Keep a log of events as they occur (FORM EP1)**

- Report to centre manager & confirm location of relocation unit
- Setup relocation unit
- Liaise with centre team and assess likely scale of homelessness situation
- Attend briefing meetings
- Report progress to CM at regular intervals and keep departmental management advised
- Advise housing manager of situation and arrange for additional staff if required
- Liaise with the CM to gather information re evacuees returning to own homes
- Provide evacuees with information concerning condition and possible return to their homes
- Arrange interviews with evacuees regarding accommodation needs
- Make arrangements for evacuees to be provided with temporary accommodation short or long term as appropriate
- Progress contact of external agencies ie benefits agencies
- Attend centre management meetings
- Assist with returning premises to normal at the end of the incident
- At end of incident submit a brief report



# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

#### CATERING SUPERVISOR

**On arrival confirm the following:**

**Keep a log of events as they occur (EP1 Form)**

- Liaise with centre manager to confirm numbers requiring feeding, & type of catering ie hot meals or snacks
- Setup area
- Check water supply and arrange through centre manager/officer in charge of premises to contact the water authority if necessary
- Check existing catering facilities, equipment, food stock etc, contact catering inspector, for additional supplies. (EP2 form. to be handed to centre manager)
- Check staffing numbers If more staff members needed contact catering inspector
- Discuss possible use if volunteers
- Attend briefing meetings as required - Report progress, updates, any issues to centre manager at regular intervals
- Attend centre management team meetings as required
- Request updates from all staff within the area
- At end of incident submit a brief report to the centre manager
- Ensure area is tidy, secure equipment and arrange return of any additional equipment

# Section 9 Response and Actions

## Care and Support of People

### 9.18 Key Staff Prompt Cards

<b>INFORMATION OFFICER</b> <b>On receipt of callout confirm and action the following:</b>	
• Identity of caller and telephone number	
• Nature of emergency (eg fire/flood/traffic incident/storm etc) scale and complexity	
• Precise location/address of incident	
• Time of incident	
• Location of centre/s confirm	
• Approximate timescale	
• Obtain any special instructions re access and proceed to designated centre	Yes/No
<b>REMEMBER TO START LOG OF EVENTS</b>	
<b>Responsible for</b>	
• Establishing and managing the information point	
• Liaising with the centre manager re method of display for information, content, suitability and relevance	
• Confirming validity of information	
• Preparation of report of incident to centre manager with any recommendations for revision of plans protocols and procedures	
• Participation as a member of the centre management team attending briefing meetings as necessary	
<b>On arrival confirm the following:                      Keep a log of events as they occur. (FORM EP1)</b>	
• Report to centre manger and confirm location of information area(s) and set up	
• Attend briefing meetings	
• Report progress to centre manager at regular intervals and keep departmental management advised	
• Update information displayed regularly (during busy times note specific times for updates ie every 10-30 mins) • Ensure all staff and users of the support centre are informed of this • If there are no further updates available, note this on the information board giving time when further updates would be available • Liaise with centre manager and police liaison officer for updated information concerning the ongoing incident and any other relevant information. Ensure centre manager is consulted before display of new or updated information • Prepare a log of actions, decisions and information noting time, date and source (Form EP1)	
• Attend centre management meetings • Assist with returning premises to normal at the end of the incident. Submit a brief report to the centre manager	



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# Section 9 Response and Actions

## Care and Support of People

### 9.19 Procedure and Forms

#### EP1 (pad) Civil Emergency Procedure Log

The purpose of this form is to record all significant events relevant to the incident. The log keeper assigned to the centre manager should maintain the log. The information recorded on (EP1) combined with the collated information from (EP2) will form the basis for the situation report (EP1) and daily returns to the council emergency centre (should this be operational) or CCT. This log must be completed correctly at the time of the occurrence.

#### Suggested headings for inclusion in the situation report.

Background and overview of incident  
Assessment of situation- any issues  
Progress report  
Projection of further action to be taken  
Resources, supplies (Specialised equipment) - (EP2)  
Emergency feeding requirements (including staff) - (EP2)

#### EP2 (pad) Message/Memo Form

This form will be utilised by staff members in charge of each area to record requests for resources and pass on important messages. It can be counter signed and actioned by the centre manager for forwarding to the appropriate control point ie CEC or CCT. The information recorded on EP2 will be collated by the centre manager and included in the situation report.

Forms EP1 and EP2 can be used in any of the support centres and council emergency centre. When completing these forms **ERC, CEC, SRC, F&R, EVACRC, HAC** should be circled accordingly or **other** written with relevant details. The completed SITREP (EP1) should be submitted to the appropriate directors/chief officers on a daily basis or on request. Normally, SITUATION REPORTS (EP1) will be required by the council emergency centre (CEC) to prepare for morning and afternoon briefings to the Chief Executive/Emergency Management teams and should reach the CEC by 9am and 3pm. A third return should reach the CEC by 9pm for evaluation and information of the night shift.



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# Section 9 Response and Actions

## Care and Support of People

### EP3 (pink) Staff Overtime

Overtime payments to staff should be dealt with in accordance with normal departmental procedures. However, it will be helpful to record the names of staff involved and the duration of overtime worked by each individual. The records should be maintained by the most senior officer present from each participating service at THE TIME OF THE EXPENDITURE and the completed form passed for collation, authorisation and signature of the centre manager.

### EP4 Incurred Expenditure (yellow)

A record of identifiable expenditure incurred in connection with the establishment of support centre functions. This will include additional items not available at the designated premises or available through other council services at no cost. eg groceries for refreshments, hire of equipment in addition to any items purchased especially for this occasion. The record will serve as a cross reference.

### EP5 Health and Safety Regulations Fire Log Staff and Volunteers

This form should be placed on the main desk or kept in the file on the main desk. On arrival (and departure) all staff and volunteers must sign in and out of the centre. Staff should be issued with name badges and identification tabards before proceeding to the centre manager for further instruction briefing.

### EP6 Health and Safety regulations Fire Log Evacuees

This form should be placed on the main desk or kept in the file on the main desk. This form serves as a record of evacuees movements, and combined with the IT or manual registration system can be used for fire log purposes. Evacuees must complete this form at the support centre recording arrival and departure times. On departure from the centre (temporarily or permanently) evacuees must leave their ID badge. If evacuees return to the centre **they must be given their original id number**. Evacuees must record their information in the box they originally completed on entering the centre. If there is no available spaces within the box, carry forward the information and note cfwd and the page number.

**All completed forms should be stored in the plastic pockets situated at the front of each section of the blue folder, contained within the emergency kit.**



# Section 9 Response and Actions

## Care and Support of People

### Reception and Registration

#### Registration Recording

It is essential to maintain a record of everyone within the centre for safety purposes. This includes council staff, volunteers, and evacuees etc.

#### Arrival at the Centre – Evacuees should be;

- Greeted and asked if they need anything, directed towards the front reception area and asked to sign the H&S (form EP6)
- Issued with self registration card the number of which should be transferred to form EP6 under residents ID and given an information leaflet (one per household)
- Directed towards the refreshment area where refreshments will be served
- Asked to complete the self registration card as soon as possible (assistance should be given if required).

#### Self Registration Cards

Cards are coloured and numbered sequentially in bundles of 100, this will give an immediate running total of numbers of evacuees in the centre.

Any self-registration cards, which are void through mistakes etc, should be returned to the main desk with 'void' written on them.

Staff are requested to ensure evacuees have read and understood the data protection information and agreed to their personal contact details being stored on the database. The yes/no box at the bottom of the card must be circled by the evacuees and their initials placed in the box provided.

Please ensure that evacuees complete if necessary the information on the reverse of the card.

Once cards are completed and collected the evacuee etc should be given a resident's ID badge and the number transferred from the registration card onto the ID badge. Collected cards should be taken to IT administration staff and details from the cards entered into the database.

The information recorded on the cards and on the database will provide appropriate details to enable relevant council services to have available any resources, assistance, special requirements (ie medication, diet) for evacuees and to provide the casualty bureau with essential information.

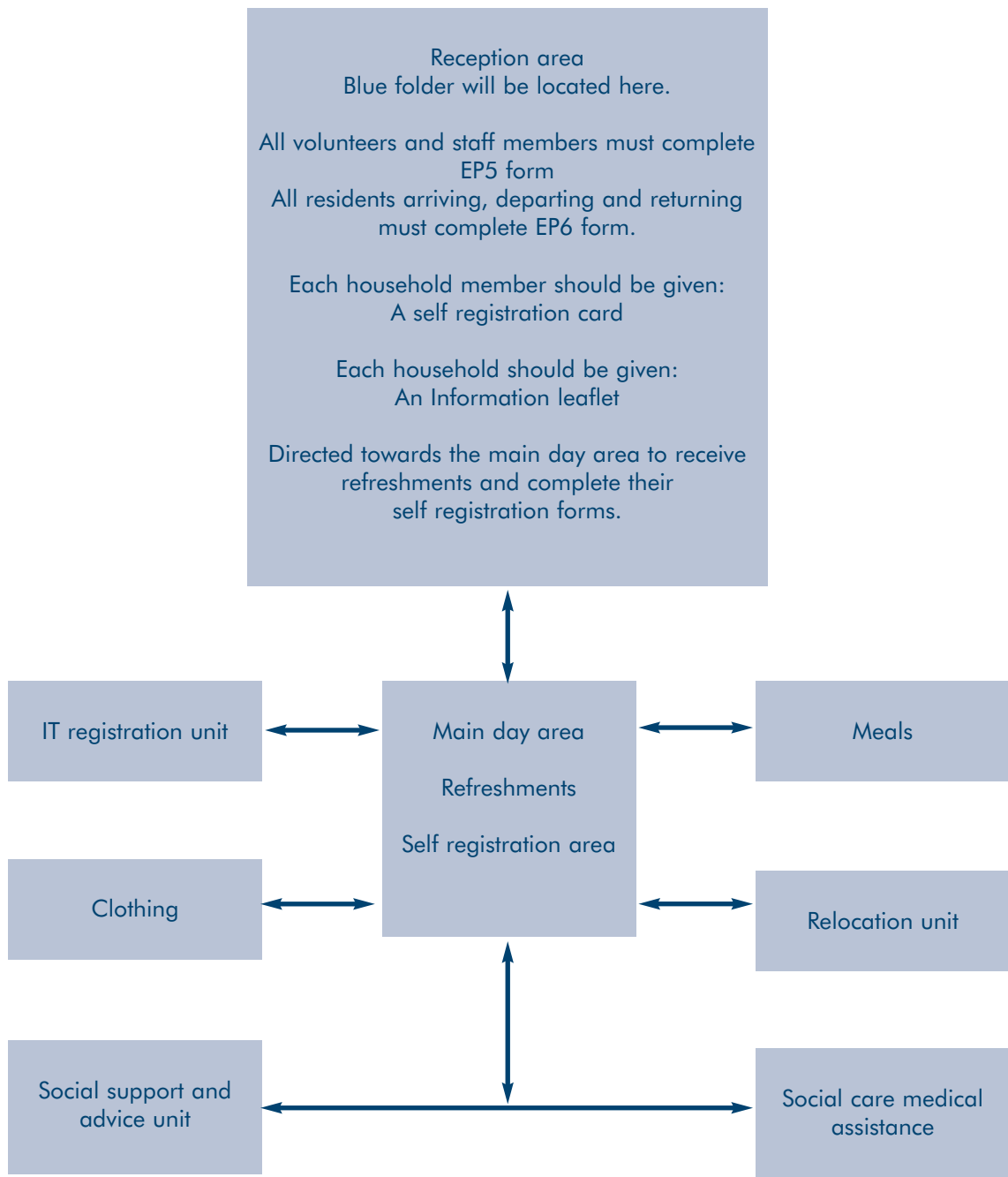


# Section 9 Response and Actions

## Care and Support of People

### Reception and Registration

#### 9.27 Reception Area



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# Section 9 Response and Actions

## Care and Support of People

### IT Centre Registration Procedures

The purpose of this system is to record details of each member of the household including relationship, vehicle details, any special needs they may have such as medication, diet, cultural or any pets brought to the centre. In addition the system includes information required by the housing officers based at the centre for relocation purposes.

Once details of each household member have been entered, these details will be saved in the machine and four copies printed administration registration form, Social Work & Health registration form, housing registration form, casualty bureau forms.

All printed forms must be collated and distributed to the relevant areas within the centre.

### Casualty Bureau Survivor/Evacuee Form

It is possible that in a number of incidents the police casualty bureau may not be set up at the start, but even in those circumstances it is imperative that the survivor/evacuee form be completed from the outset so that it will be available in the event of activation of the casualty bureau at a later time, as the relative information cannot be gained retrospectively.


- The computerised version of the form is automatically printed when the details of the household member is entered. Complete accuracy is paramount as regards details such as spelling of names, date of birth and telephone numbers.
- A separate form is required for each person within the household
- Once completed the forms should be collated by the administration area and sent via the administration officer to the police liaison officer who will forward to the casualty bureau.





# Section 9 Response and Actions

## Care and Support of People



### Emergency Procedure Message/Memo Form (EP2)

Please write firmly on hard surfaces to produce legible copy

No: **0001**

ERC/CEC/SRC/F&R/HAC/EVACRC ( *please circle* )

<b>From</b> Name:..... Designation:..... Service/Organisation:.....	<b>To</b> Name: ..... Designation:..... Service/Organisation:.....
--	---

**Method of Transmission:**  
 Fax     Phone     E-Mail     By Hand

Subject:.....Date:.....Time:.....

**Message Text:**

Sample

Signature of originator:.....

Action taken:	Notes:
<b>Method sent</b> Fax <input type="checkbox"/> Phone <input type="checkbox"/> E-Mail <input type="checkbox"/> By Hand <input type="checkbox"/>	
Signature:	
Time Sent::	







# Section 9 Response and Actions

## Care and Support of People

NOTE: To ensure that accurate information can be given to relatives enquiring about your circumstances, it would be helpful if you could complete this card as quickly as possible. Staff are available to assist if required.

### Registration

Card No/Residents ID

Full Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Date of Birth: Male / Female (please circle)

Tel: Mob: \_\_\_\_\_

The information you provide to staff will be held under the Data Protection Act 1998. The information will be treated as confidential and will only be shared with other agencies as stated on the leaflet/poster provided to you. Have you read and understood the information provided to you regarding the Data Protection Act 1998?

YES / NO (Please circle as appropriate and insert initials in the following box.)

Please complete information on reverse of card as appropriate

Dietary Requirements: \_\_\_\_\_

Medical Conditions: \_\_\_\_\_

Medication: \_\_\_\_\_

Do you have your medication with you? YES/NO – If no please INFORM staff as soon as possible so that arrangements can be made with your Doctor.

GP Name: \_\_\_\_\_

Address: \_\_\_\_\_

Religion: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Pets Location: \_\_\_\_\_

Pet Type: \_\_\_\_\_

Conditions of House (if relevant) \_\_\_\_\_

Vehicle: \_\_\_\_\_

Model: \_\_\_\_\_

Colour: \_\_\_\_\_

Registration: \_\_\_\_\_

Location: \_\_\_\_\_



# Section 10 Briefing and Debriefing

## Briefing

### 10.1 Purpose of which is to;

- Pass on vital information to team members procedures, practices, regulations, safety, command and control structure
- Informs teams of what, where, when, how
- Motivate the team
- Integrate team members – build team relationship
- Preparation
- Information re incident, timescale, numbers involved needs of evacuees
- Communications

### 10.2 What does the team need to know?

- Who everyone is
- Introductions
- Identification
- Management structure (command)
- Incident
- Name
- Incident information
- Operational practices
- Health & safety guidance
- Roles & responsibilities
- Shifts
- Areas of responsibility
- Roles & location of areas/units
- Location of resources and facilities
- Protocols which are appropriate to the incident
- Communication structure
- Emergency procedures (calling for emergency assistance)
- Evacuation procedures

## Debriefing

### 10.3 Purpose of which is to;

- Provide an opportunity to evaluate efficiency, to learn from experience gained and also offers a source of information to assist in future planning, training and exercising.

10.4 Debriefing is not an end in itself but an essential ingredient of the incident management process.

10.5 Procedures should be in place to ensure that information during the debrief session is shared, recorded and acted upon focusing on safety issues and any lessons learned.

10.6 This process can be best achieved by a series of debriefings at all levels within all agencies involved and concluding with a multi-agency debrief. There are several types of debrief of which some are listed below.

**Critical Incident Debrief** - Is a highly effective early intervention for those who have experienced a traumatic event. It should be carried out by someone who is trained in this

**Hot Debrief** - Is carried out immediately after the event, or between shifts if teams are changing a quick overview of issues, problems, health & safety and thanks (a useful way of capturing instant reactions which may not be revealed by the cold debrief).



# Section 10 Briefing and Debriefing

**Single Service Debriefing** - Is carried out within your own organisation or service and offers an opportunity for internal issues to be discussed. This should be carried out as soon after the incident as practicable and everyone involved should be given the opportunity to contribute

**Multi-Agency Debriefing** - Process should culminate in a multi-agency forum which includes not only the emergency services but also any other agency which may have assisted in the overall response. It is important that each service is represented by personnel actually involved in operations, as it will be necessary to give first hand accounts of events.

Depending on the scale and nature of the emergency it may be advantageous to hold joint debriefings for specific levels of command, eg Incident Control Team (tactical level) and/or for personnel deployed on tasks requiring multi-agency involvement. Such meetings should, of course, be a pre-cursor to the final multi-agency debriefing and should add to the content.

NB: Facts emerging from the debriefings should be documented and lessons identified and learnt, should then be shared with all.



# Section 10 Briefing and Debriefing

<b>BRIEFING</b>	
<b>Introduction/Information</b>	<ul style="list-style-type: none"> <li>• Introduction to team members and yourself</li> <li>• Health &amp; safety – everyone signed in</li> <li>• Information re incident, timescale, numbers involved, likely needs of service users etc</li> <li>• Management structure – within centre and if activated link to council emergency centre if not link to CCM/O</li> <li>• Welfare - Including shifts, breaks, meals – for staff and service users etc each area officer needs to allocate breaks etc to own team</li> <li>• Location of toilets, eating &amp; break areas resources &amp; facilities etc</li> <li>• Co-ordination</li> <li>• Location of areas/units</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>• Reception</li> <li>• Registration – self registration cards, resident ID</li> <li>• IT System</li> <li>• Documentation – Forms EP1, EP2, EP3, EP4, EP5 EP6</li> <li>• Communications – EP2 Message memo form</li> <li>• Log – EP1</li> <li>• Emergency procedures – evacuation, fire alarm</li> <li>• Incident log</li> <li>• Health &amp; safety forms</li> </ul>
<b>Operational Orders Protocols</b>	<ul style="list-style-type: none"> <li>• Roles &amp; responsibilities</li> <li>• Briefing</li> <li>• De-briefing</li> <li>• Media</li> <li>• Smoking</li> <li>• Pets</li> <li>• Issues</li> <li>• Child protection</li> <li>• Confidentiality</li> <li>• Emergency procedures – evacuation, fire alarm</li> <li>• Data protection</li> <li>• Information to service users</li> <li>• Updates</li> <li>• Briefing</li> <li>• Debrief</li> <li>• Responsible for your own H&amp;S and welfare, realise your limitations, if you need a break ask for one</li> </ul>
<b>Questions</b>	<ul style="list-style-type: none"> <li>• Any Questions?</li> </ul>



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**Summarise key points within the briefing and ensure everyone has a clear understanding and is confident about their role and what is expected of them.**

# Section 10 Briefing and Debriefing

<b>DEBRIEF</b>	
<b>Always start and end on a positive note. Suggested Headings - Agenda (always start and end on a positive note)</b>	
<b>Thanks</b>	<ul style="list-style-type: none"> <li>• For their professionalism, commitment, hard work support, team work, co-operation etc</li> <li>• Update any relevant information</li> </ul>
<b>Call out</b>	<ul style="list-style-type: none"> <li>• Positives &amp; negatives</li> <li>• Lessons learned</li> <li>• Recommendation</li> </ul>
<b>Response/initial actions</b>	<ul style="list-style-type: none"> <li>• Positives &amp; negatives</li> <li>• Lessons learned</li> <li>• Recommendations</li> </ul>
<b>Communication Internal &amp; External</b>	<ul style="list-style-type: none"> <li>• Positives &amp; negatives</li> <li>• Lessons learned</li> <li>• Recommendations</li> </ul>
<b>Issues Information</b>	<ul style="list-style-type: none"> <li>• Positives &amp; negatives</li> <li>• Lessons learned</li> </ul>
<b>Staffing Resources Systems</b>	<ul style="list-style-type: none"> <li>• Positives &amp; negatives</li> <li>• Lessons learned</li> <li>• Improvements</li> <li>• Recommendations</li> </ul>
<ul style="list-style-type: none"> <li>• Not all the headings need to be used for every debrief</li> <li>• The methods of debriefing personnel involved in a major incident/emergency may vary within each individual service. It will, however, be beneficial to debriefing if consideration is given to the following.</li> <li>• Debrief as soon after the incident as is practicable</li> <li>• Everyone involved should be given an opportunity to contribute to debriefing at some stage and in some form.</li> </ul>	

**Ensure that any lessons learned have been recorded and forwarded to service manager.**



ABI	Association of British Insurers
BRCK	Brothock
CAB	Citizens Advice Bureau
CCM	Civil contingencies manager
CCO	Civil contingencies officer
CCRF	Civil Contingency Reaction Force
CCT	Civil contingencies team
CEC	Council emergency centre
CEH	Centre for Ecology and Hydrology
CEP	Civil emergency procedure
CM	Centre manager
COSLA	Convention of Scottish Local Authorities
DEFRA	Department of Environment, Food & Rural Affairs
DOH	Department of Health
DOE	Department of Environment
DSS	Department of Social Security
EC	Evacuation centre
ERC	Emergency rest centre
F&R	Friends & relative reception centre
MACC	Military Aid To The Civil Community
NPPG7	National Planning Policy Guidance 7
PR	Public relations
SCG	Strategic Co-Ordinating Group
SE	South Esk
SEC	Survivor evacuation centre
SEPA	Scottish Environment Protection Agency
SPP7	Scottish Planning Policy 7
SUDS	Sustainable Urban Drainage System
SRC	Survivors reception centre



## Flood Prevention (Scotland) Act 1961

This act empowers a local authority to repair and maintain appropriate Flood Prevention schemes, where they exist, within their area. In Angus this includes the following;

Barry Burn, Carnoustie  
Brothock Water, Arbroath  
Gairie Burn, Kirriemuir

Where a flood prevention scheme does not exist, the Act empowers a Local Authority to carry out operations of the following descriptions

- Cleansing, repairing & otherwise maintaining in a due state of efficiency of  
Any watercourse,  
Any barrier, embankment or other work for defence against flooding  
Apparatus ancillary to any such work or any watercourse
- The management or operation of any work apparatus mentioned in the foregoing paragraph. Where a scheme exists, it can authorise improvements beyond maintenance involving the alteration, reinstatement, removal of any work or apparatus; the construction or provision of any new water course or any new work or apparatus; and the reinstatement of land damaged by operations carried out under the Act and the execution of works for the protection of land against damage likely to be caused by such operations. The Act excluded any expenditure on works, apparatus etc on agricultural land.

Financial assistance given under this section shall take the form of grants the terms and conditions of which shall be such as the Secretary of State considers appropriate to the circumstances of the particular emergency or disaster concerned.

## Flood Prevention and Land Drainage (Scotland) Act 1997

An act to amend the Flood Prevention (Scotland) Act 1961 in relation to flood prevention measures to be taken by local authorities; to repeal section 11(2) of the Land Drainage (Scotland) Act 1930 and section 8(2) of the Land Drainage (Scotland) Act 1941 and for connected purposes.

## Local Government & Planning (Scotland) Act, 1982

Section 21 of this Act transfers the power for provision of Flood Warning Schemes from local authorities (as per Section 21 of Agriculture Act 1970) to River Purification Boards. Therefore the hydrology section of the Scottish Environment Protection Agency has powers to provide and operate flood-warning systems within the Angus area.

## Local Government & Housing Act, 1989

Section 155 - Emergency Financial Assistance to Local Authorities states 'In any case where an emergency or disaster occurs involving destruction of or danger to life or property and as a result the local authorities incur expenditure on taking immediate action to safeguard life or property the Secretary of State may establish a scheme for the giving of financial assistance in respect of that expenditure.



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## Bellwin Scheme

The Bellwin Scheme is activated at the discretion of the government minister concerned and is the prime source of funding to offset expenditure arising out of an emergency. Grant is paid at a rate of 85% of eligible expenditure above the threshold that is currently fixed by the Government based on the Council Tax income of each council. Full details are contained in Scottish Government Finance Circular.

## Local Government (Scotland) Act, 1973

**Section 84** 'Emergencies and Disasters' gives the Council powers to take immediate action where an emergency or disaster either threatens or has occurred.

**Subsection (1)** sets out the powers available. It also empowers the Council to incur expenditure necessary to implement actions to alleviate or eradicate the effects of the emergency or disaster. **Prior consent of the Secretary of State is NOT required for this expenditure.**

**Subsection (2)** defines the role of Central Government.

**Subsection (3)** emphasises that the power conferred by section 84 is in addition to, not in derogation of, any power conferred on a Council by any other enactment. Powers under specific legislation relating to individual services should still be used where appropriate.

## Preparing Scotland

The Scottish guidance on Preparing for Emergencies.

## Civil Contingencies Act 2004

Establishes a legislative framework for civil protection on the UK. The Contingency Planning (Scotland) Regulations 2005 describe how the provisions of the Act are to be implemented. Both place clear responsibility on those organisations with a part to play in preparing for response to emergencies. The Act places 7 duties on Category One Responders;

- Risk Assessment
- Emergency Planning
- Business Continuity Management
- Promotion of Business Continuity Management to local business and voluntary agencies
- Information Sharing
- Co-operation
- Warning & Informing the Public.

## Tayside Strategic Co-ordinating Group

Preparing Scotland, the Scottish Guidance on Preparing for Emergencies has been issued by the Scottish Government with a greater emphasis being placed on all eight strategic groups across Scotland (based on police force areas) of which the Tayside Strategic Co-ordinating group is part, to co-operate and share information. The Tayside Strategic Co-ordinating group consists of Angus Council, Dundee City Council, Perth & Kinross Council, Scottish Ambulance Service, Tayside Police, Tayside Fire and Rescue, National Health Service, Maritime & Coastguard Agency, Scottish Environment Protection Agency. The basic principle applied in Scotland and the UK is of local management of incidents. Eight regional groups throughout Scotland, led by the chief constable and local authority chief executives, make detailed plans for all types of incidents in their area. These plans are exercised regularly and all groups have experience of dealing with different types of emergencies.

