



RESILIENCE

Emergency Plan

September 2023

Distribution List

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Foreword

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 and 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 and community groups; ensuring that we all know each other's roles and responsibilities will assist the preparation, response and recovery to and from emergencies.

Please take the time to read and understand 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.



Margo Williamson
Chief Executive

Legislation

Civil Contingencies Act 2004 - *The central piece of legislation affecting our preparation, response and recovery to and from an emergency or major incident.*

The Civil Contingencies Act 2004

The Act is divided into three parts;

- Part 1 defines the obligations on 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.

Key Points to Note from Part 1 of the Act

The Act separates responders into two categories and places obligations on each category.

Category 1 Responders - Organisations that will be involved in the majority of incidents.

Local Authorities, Police Scotland, British Transport Police, Scottish Fire and Rescue Service, Scottish Ambulance Service, National Health Service, Scottish Environment Protection Agency and the Maritime & Coastguard Agency.

Category 2 Responders - Organisations that will be involved in some incidents.

Utility companies, communication companies, rail, air and harbour operators, NHS Services and the Health and Safety Executive.

The duties and obligations of responders are separated into seven areas.

- **Risk Assessment** – *Category 1 Responders must assess the risk.*
- **Emergency Planning** – *Category 1 Responders must prepare, plan and exercise for emergencies.*
- **Business Continuity Management** – *Category 1 Responders must undertake Business Continuity Management.*
- **Warning & Informing** – *Category 1 Responders must warn and inform the public (before during and after the incident) in relation to emergencies.*
- **Co-operation** – *Category 1 and 2 responders must work together in preparation for and during any emergency.*
- **Information Sharing** – *Category 1 and 2 Responders must share information to ensure a co-ordinated and effective response and recovery.*
- **Promotion of Business Continuity** - *Local Authorities are required to promote business continuity management to local businesses and voluntary agencies.*

Part 1

Emergencies and Major Incidents

Section 1 Introduction

Aims and Objectives - *This plan has been produced by the Angus Council Resilience Service and outlines how Angus Council will prepare for, respond to and recover from an emergency or major incident.*

1.1 Aim

To provide a framework of contingency measures for the co-ordination of flexible actions by Angus Council and partner agencies in order to mitigate the effects of an emergency or major incident.

1.2 Objectives

To assist Angus Council to respond and recover in a planned and co-ordinated manner and to mitigate the effects of an emergency or major incident 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 emergencies or major incidents, regardless of their nature.
- Meets the council's statutory obligations for emergency planning as detailed in the Civil Contingencies Act, 2004.
- Defines the main functions, roles and responsibilities of the council and all other agencies that may be involved.
- Outlines the management structures during a major incident or emergency.
- Provides a framework for mutual aid assistance from neighbouring authorities, central government and other organisations and/or agencies.

Every incident has its own unique features, making this plan a guide and offering a flexible framework for those involved in responding to an emergency or major incident. The plan takes a "generic" approach when detailing actions to be taken, with the exception of oil pollution, MAHP (Major Accident Hazards Pipelines) and animal diseases, which have separate plans.

The plan defines the functions and actions of Angus Council and the partnership organisations including the emergency services, NHS (National Health Service), SEPA (Scottish Environment Protection Agency) and the MCGA (Maritime and Coastguard Agency), at an emergency or major incident and is based on the principles of integrated emergency management. It also notes the roles of other organisations, including the voluntary sector, utility companies, the military and central government.

Many serious incidents do not meet the criteria for an emergency or major incident but still require a co-ordinated approach. This plan can be utilised as required, to maintain a co-ordinated approach.

Finally, this plan is produced in conjunction with the Tayside LRP (Local Resilience Partnership) and associated plans, which are held on the Resilience Direct portal. Agencies that require access to these plans will have access to Resilience Direct via their own organisations.

Section 2 Emergencies and Major Incidents

Definitions

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).*

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.*

2.1 Objectives

There are many different types of emergency and major incidents, however the response to them all have similar objectives. These objectives can be summarised as:

- **TO SAVE LIFE.**
- **PREVENT THE INCIDENT FROM WORSENING.**
- **RELIEVE SUFFERING.**
- **PROTECT THE ENVIRONMENT.**
- **PROTECT PROPERTY.**
- **HELP WITH CRIMINAL AND JUDICIAL INVESTIGATION AND WITH PUBLIC, TECHNICAL OR OTHER INQUIRIES.**
- **RESTORE STABILITY WITH THE OBJECTIVE OF RESTORING NORMALITY AS SOON AS POSSIBLE.**

2.2 Stages of an Emergency or Major Incident

A major incident or emergency has four phases;

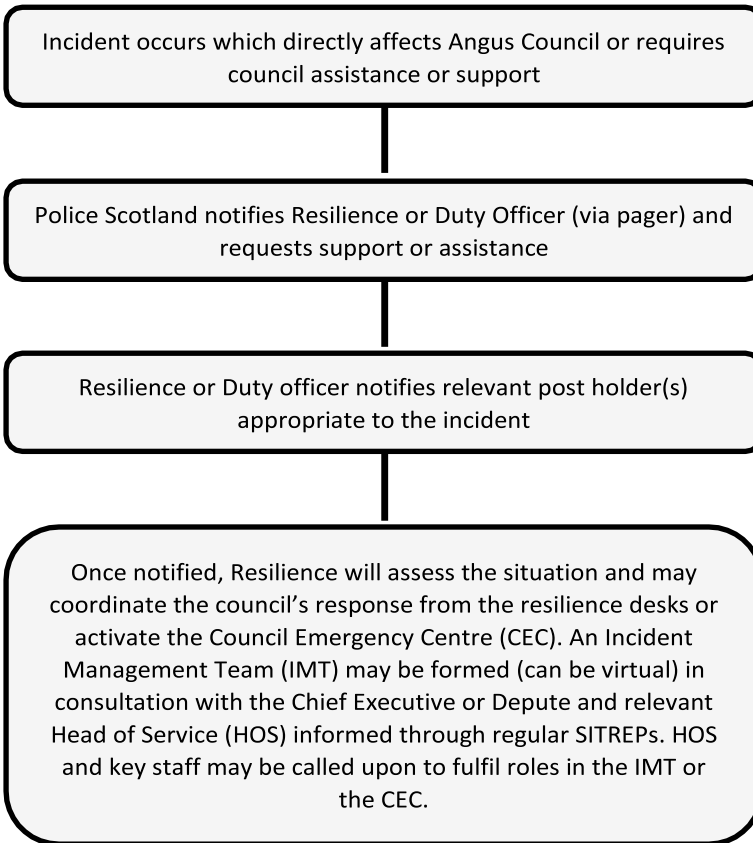
- The initial response.
- The consolidation phase.
- The stabilisation and recovery phase.
- Restoring normality.

The degree of involvement of each of the partner organisations may vary at each phase depending on the type of incident. An investigation into the cause of the incident will normally form part of the process as well.

2.3 Incident Trigger and Escalation

The triggering of incidents differs slightly depending on whether the incident originates internal or external to the council.

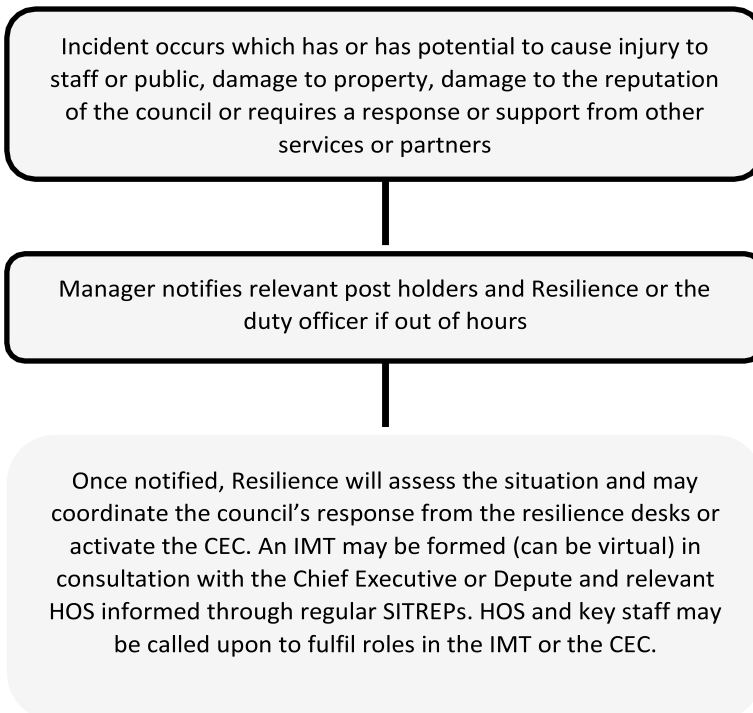
External Incident



Normally Police but could be any partner organisation. Other relevant partners will also be informed including the Tayside Resilience Partnership (LRP) to initiate LRP coordination.

Out of hours the Duty Officer Manual provides prompts and guidance for minor incidents with advice to alert the resilience manager or officer if the situation warrants it.

Internal Incident



Resilience will request support from external partners as necessary and may notify the LRP with a view to initiating a tactical group.

2.4 Levels of Command and Co-ordination

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 an emergency or major incident.

There are three levels of command and co-ordination. This structure is understood by all responders and broadly followed within all organisations.

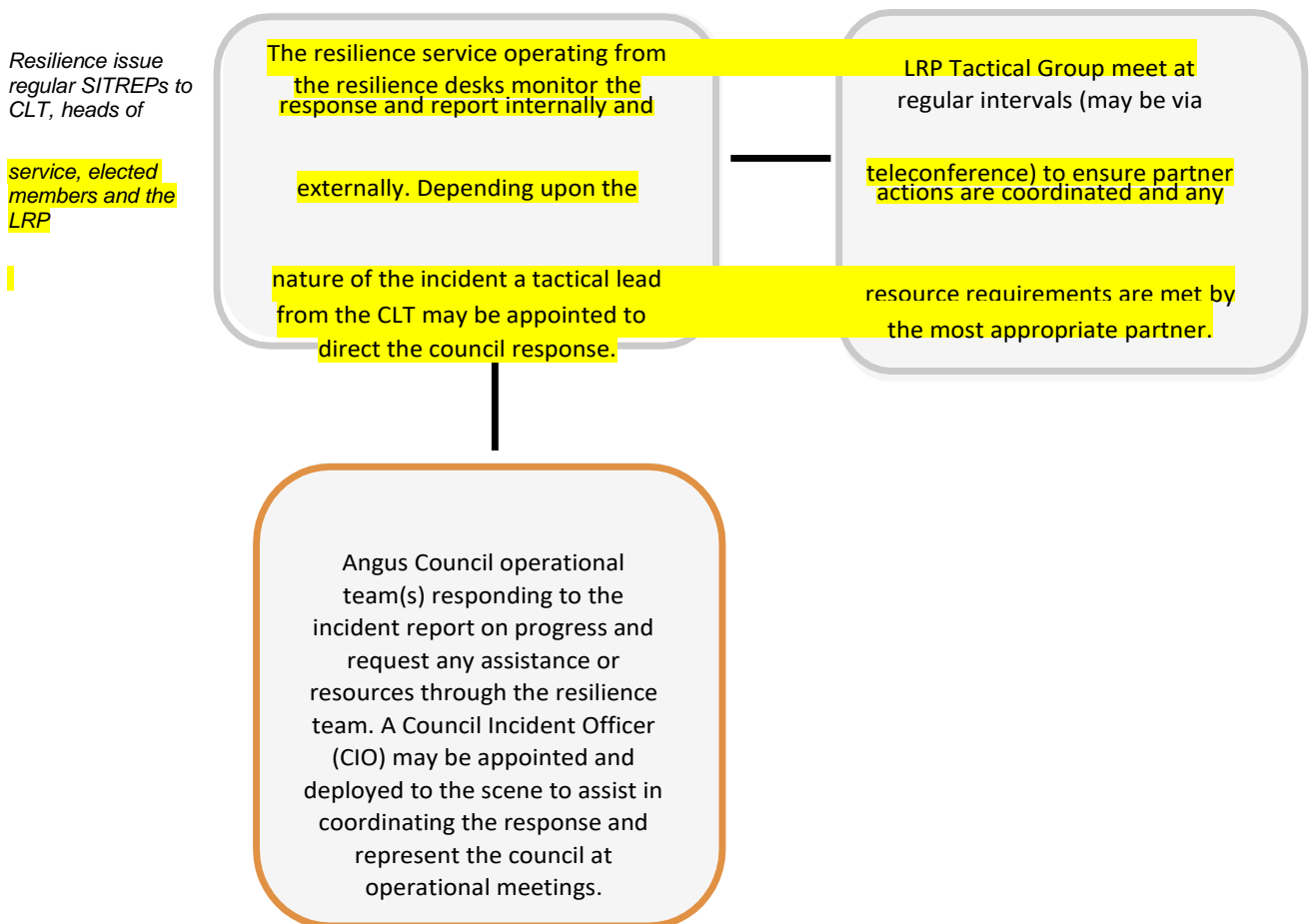


Integration between responders - *It is vitally important that the arrangements made by individual responders complement those of their partners and are integrated with the overall management arrangements.*

Angus Council Command and Control

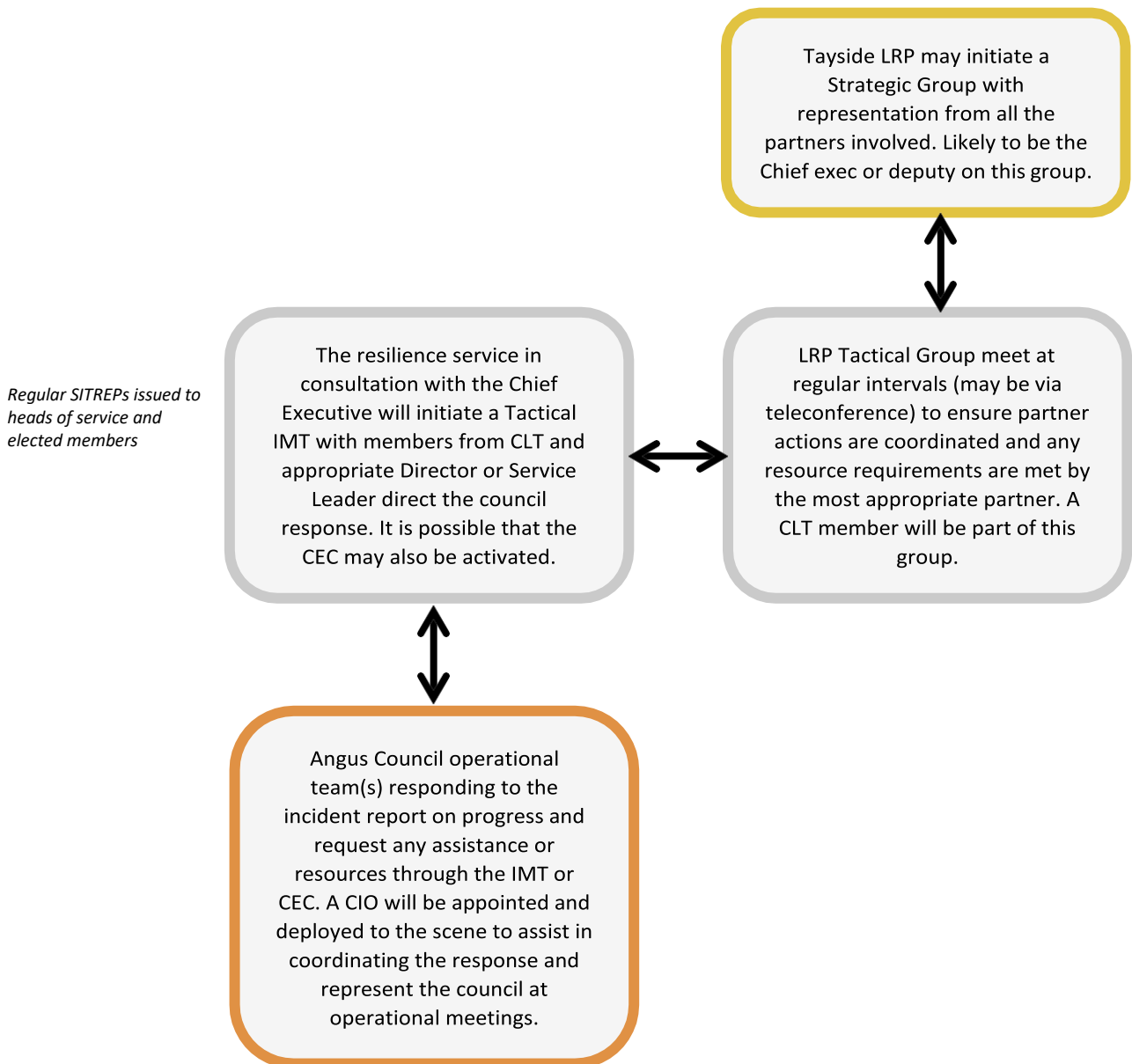
Small Scale Incident Command and Control

Small scale internal or external incidents involving Angus Council and possibly external partners which may have the potential to or have caused actual injury, property damage or reputational issues can be responded to without significant disruption to business as usual for the council. A major incident may have been declared by a partner but the effects on Angus will not be as significant.



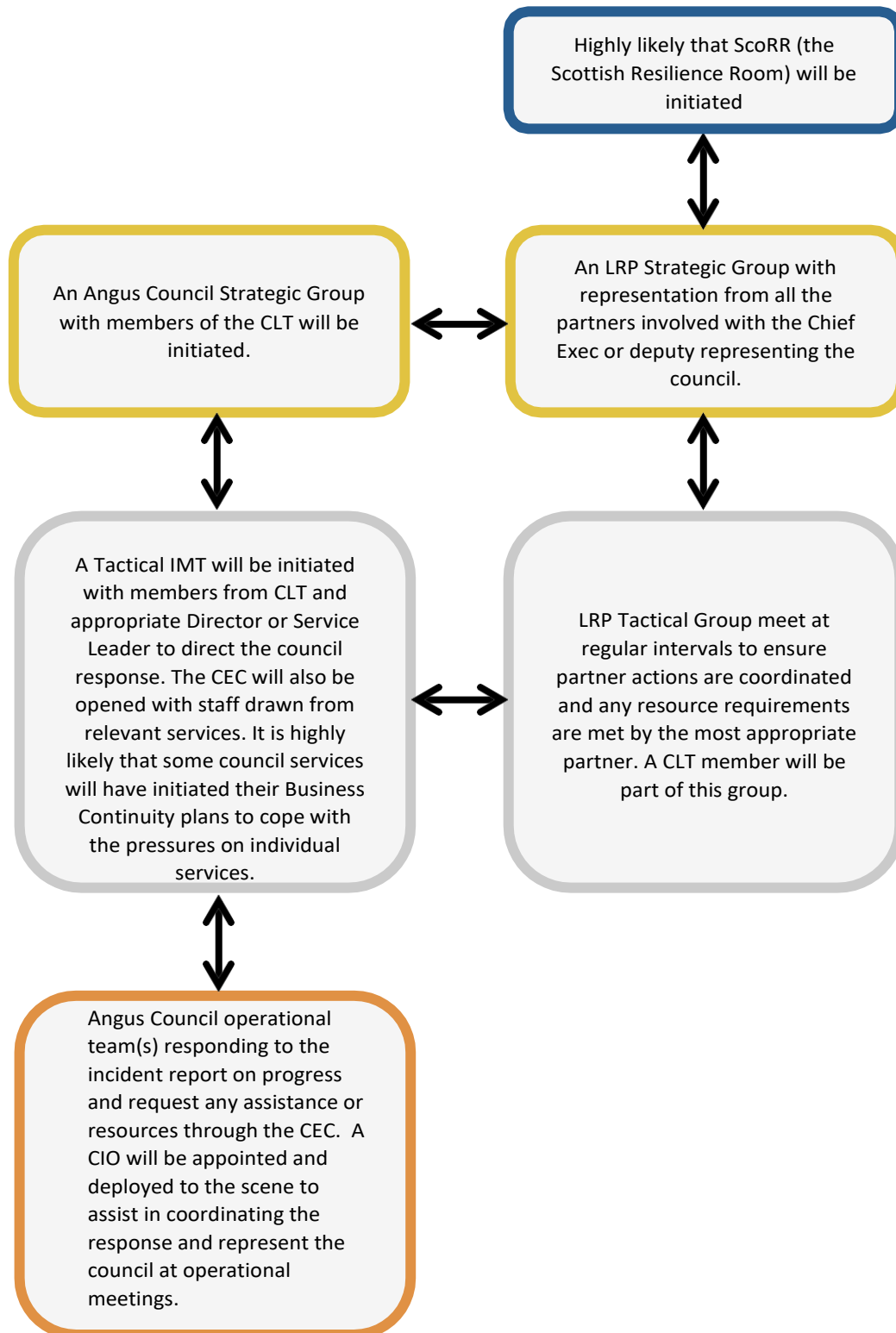
Medium Scale Incident Command and Control

Internal or external incidents involving Angus Council and external partners which have a greater potential or have actually resulted in injury, property damage or reputational issues and require a greater amount of resources to resolve. Such incidents may result in some disruption to business as usual for the council and may have required some services to invoke their Business Continuity Plans. The council or one or more of our partners may have declared a major incident.



Large Scale Incident Command and Control

Internal or external incidents involving Angus Council and external partners which are highly likely to cause or have actually resulted in injury, property damage or reputational issues and require a large amount of resources to resolve. Such incidents will result in disruption to business as usual for the council; it is highly likely that some Business Continuity Plans will have been invoked. The council and one or more of our partners will have declared a major incident.



2.5 Declaring an Emergency or Major Incident

Any category 1 responder can declare an emergency or major incident, if an assessment is undertaken that meets the criteria outlined in section 2, page 12. More usually one or more of the category 1 responders will discuss and agree this after a dynamic risk assessment, based on the scale, consequences and impact of the emergency. Once declared, all other category 1 responders will initiate an appropriate response in accordance with their individual organisational plans.

2.6 Record Keeping

A log of events should be opened upon notification of the incident and minutes of all meetings connected with the situation must be taken including records of all decisions made. These records will monitor progress, help set priorities and assist with the decision-making process. Sample forms can be found in section 10.30, page 102 - 106.

In the event of a formal inquest, inquiry or criminal trial following on from the event, senior officers and managers may need to account for their actions and justify decisions made. Therefore, any records, including electronic documents and any minutes taken at meetings may be required for such further proceedings.

2.7 Warning and Informing the Public

Co-ordinated public warnings, advice and media services will enhance public safety, promote confidence, provide reassurance and foster resilient communities. Therefore, timely provision of relevant information, warnings and advice is a vital part of the response as well as a duty placed upon category 1 responders under the CCA.

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 – 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.
- Identifying where people can obtain further information.
- Notifying people of the end of the emergency and return to normal arrangements.

Section 3 Functions and Actions

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

In order to maintain strict co-ordination of communications, all media responses will be co-ordinated by the lead responder. Within the council this will be the responsibility of the Communication Service. Further information regarding media response can be found in section 7, page 36 as well as the Tayside Local Resilience Partnership Guidance on Media Response and Warning and Informing the Public.

3.1 Functions and Actions of the Council

The main functions and actions of the council during the response to a major incident or emergency are to;

- Provide support to the community and those affected.
- Provision of a council incident officer to the scene.
- 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 services.
- Media statements in consultation with police media as per the Tayside LRP guidance.
- Provide resources to help deal with and reduce the effects of the incident.
- Care and support of people.
- 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.

3.2 Lead Local Authority

Angus Council will normally assume the role of lead local authority if the emergency or major incident is wholly or predominately located within the Angus Council boundaries whilst utilising support from surrounding councils as necessary. Should the situation involve two or more areas, chief executives from those areas will agree the role of lead authority in consultation with other partners.

3.3 Council Emergency Centre

The majority of incidents will be co-ordinated from the resilience service desks or agile meeting room however more complex emergencies or major incidents may require the activation of the Council Emergency Centre (CEC). The CEC may also operate as a virtual hub, with command and co-ordination via the resilience team.

Co-ordination of emergencies or major incidents, regardless of where from will involve the following functions to lesser or greater degree depending upon the scale or intensity of the incident;

- Co-ordination of the overall council response.
- Provision of support to senior staff and council services working with the emergency services at the scene.
- Preparations to assume the co-ordinating role from the police and make arrangements to deal with the longer term consequences and recovery.
- Provision of a focal point to ensure elected members are kept fully informed of developments.
- Suitable liaison with external agencies including central government departments.
- Direction of initiatives for the issuing of warnings and advice to the community including help lines and information lines.
- A central point of issue for council media statements on the response to the emergency through the communications manager or officer.

In addition to the council services represented at the CEC, there may also be a requirement for specialist advice from liaison officers such as the Scottish Environment Protection Agency (SEPA), the Emergency Services, NHS Tayside (including Public Health), the Military, Scottish Water, Scottish 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.

Angus CEC (Council Emergency Centre) – Will be located on the ground floor of Angus House, Orchardbank Business Park, Forfar. The CEC will encompass Training Suites A, B and C. For smaller incidents room F2 on the second floor of Angus House can be used. The CEC can also be set up virtually.

A separate plan is in place for the activation and set up of the council emergency centre. Information is also held on Resilience Direct

In the event of a major incident or large scale emergency incident, the Tayside LRP (Local Resilience Partnership) will have been activated. The CEC will work in conjunction with the LRP.

3.4 Elected Members

In the event of an emergency or major incident, elected members and the leader of the council will be kept informed by the chief executive or through SITREPs (situation reports) issued by the resilience service.

Briefings to elected members of actions will be undertaken by the chief executive, communications manager or officer and/or the risk, resilience and safety manager or officer. Further information and regular updates will be available via the CEC (if operational), the chief executive, (or depute), director and/or the risk, resilience and safety manager or officer.

During the recovery process, elected members will assist with appeal funds, memorial services, VIP visits etc. in consultation with the resilience service.

3.5 External and Internal Communication

During any emergency or major incident effective communication between the scene, the CEC, resilience service and partners is vital.

Interoperability Airwave handheld radios are available from Police Scotland Emergency Planning Advisor (EPA) via the resilience team.

Mobile phones will likely be the main source of communication, although during some situations the amount of activity can make their use difficult. To ensure access, certain key personnel have been issued with Mobile Telecommunications Privileged Access System (MTPAS) enabled SIM Cards.

Mobile Telecommunications Privileged Access System – MTPAS - ensures that emergency services, public utility, local authorities and other responders will have priority access to the mobile network during emergencies when the system is likely to be overwhelmed.

It is likely this will only be invoked during large scale emergencies and therefore it should not be relied upon to provide a solution to signal or communication issues.

Hazards at the scene could limit the safe use of radio and mobile communication. Confirmation must be sought from the senior Scottish Fire and Rescue Service (SFRS) Officer at the scene before using any electronic means of communication – including Airwave terminals.

A BT “Meet Me” teleconferencing facility is also available for virtual meetings via the resilience service or other services with accounts. Microsoft teams should be used where possible.

The media and social media can also be used to warn and inform the public. The council operates a Facebook account www.facebook.com/anguscouncil and a Twitter account @anguscouncil.

Internal information will also be made available on the front page of the internet and intranet sites with links to appropriate documents and websites.

3.6 Angus Council – Individual Service Responsibilities

Roles and responsibilities are allocated to services within the council based on their routine functions.

Resilience Service

- Co-ordinating council services and voluntary organisations.
- Supporting silver and gold incident management teams.
- Work in conjunction with the Local Resilience Partnership.
- Activating the council's response to the evacuation of residents and the temporary provision of shelter and care of people and belongings.
- Advice to Chief Executive, strategic directors and elected members.
- Dissemination of information.
- Allocate the role of a Council Incident Officer (CIO) if required.
- Activation and staffing of the CEC if required.
- Seeking mutual aid from neighbouring local authorities where necessary.
- Out of hours' emergency planning duty officer arrangements

Communications

- Co-ordination of the Council's media response with partner agencies.
- Warning and informing the public.
- Use of social media and information to the Angus Council website.
- Advice and guidance on communication matters to the Chief Executive, executive team and other services as required

Children and Families, Health and Social Care Partnership

- Management of support centres.
- Care and support of people.
- Assessing the needs of those affected.
- Support and advice to those affected.
- Assisting in the longer-term recovery process.
- Provide representatives for the CEC (if activated).
- Part of the support centres management team.
- Liaison with the resilience service as necessary.

Schools and Learning

- Provision of premises to be used as a support centre (schools).
- Provide catering, provision of catering staff via Tayside Contracts.
- Provide representatives for the CEC (if activated).
- Part of the support centres' management team.
- Liaison with the resilience service as necessary.

Waste Operations

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

Environmental and Consumer Protection

- Provide representatives for the CEC (if activated).
- Monitoring of public health of people affected by flooding in conjunction with NHS advice and information.
- Enforcement issues, trading standards.
- Health and safety (external issues).
- Food hygiene.
- Pollution control.

Housing

- Coordination of the eventual return of residents to their homes.
- Provide and maintain a list of suitable council accommodation, hotels and guest houses.
- Part of the support centres management team.
- Responsible for the re-housing of temporarily homeless residents and provision of contingency measures for individuals.

Technical and Property Services (Roads & Property)

- Prioritise resources depending on the scale of the incident.
- Maintain and manage the roads network (excluding those managed by BEAR).
- 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 on water provision, drainage and sewage.
- Liaise with relevant council services and external agencies.
- Mitigate the consequences of flooding and any follow up operations.
- Prioritise resources for council properties.
- Provision of clerk of works.

Angus Alive

- Provision of premises to be used as a support centre (leisure centre etc.).

3.7 Other Category 1 Responders

Police Scotland

The main functions & actions of the Police during the response to an emergency or major incident are;

- Preservation of life and property.
- Public Safety.
- Maintenance of law and order.
- Co-ordination of the incident and multi- agency partners
- To alert other emergency services and local authorities.
- Respond to the scene of an emergency.
- Identification of and request for support requirements.
- Implementation of evacuation procedures.
- Establishment of a casualty bureau (if required)
- Notification of information to 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.

SFRS (Scottish Fire and Rescue Service)

The main functions and actions of SFRS when responding to an emergency or major incident are;

- Control fires.
- Rescue trapped casualties.
- Advise on the safety of all agencies 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 if required.
- Water rescue.
- Fire risk assessment.

NHS Tayside Public Health

The main functions of Public Health during the response to an emergency or major incident are;

- Co-ordinate health services, public health, health protection and other scientific advice to the strategic management of the incident.
- Agree public health messages to the public and incident responders.
- Provide medical teams.
- Provide medication and prescribed medication.
- Chair of Scientific Technical Advice Cell. (STAC)

SAS (Scottish Ambulance Service)

The main functions of SAS during the response to an emergency or major incident are;

- Provision of immediate care for the injured and their removal to hospital.
- Mobilisation of further NHS resources if required.
- Implementation of casualty clearing stations.
- Identification of receiving hospitals.
- 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 safe to do so.
- De-contamination of members of the public, casualties and staff.
- Provision of Special Operations Support Teams (SORT).
- Co-ordination of voluntary agencies at casualty clearing stations.

Receiving Hospitals

The main functions of the receiving hospitals are to;

- Provide and manage the clinical response to large numbers of casualties.
- Maintain hospital services to patients.
- Liaise with the emergency services and with other receiving hospitals and agencies.
- Maintaining records of casualties in conjunction with the police.

SEPA (Scottish Environment Protection Agency)

SEPA is the regulator and has responsibility for the protection of water, land, and air in Scotland and include responsibilities to;

- Protect and improve the environment.
- Provide a flood warning system including hydrology.
- Provide a flood warning system to members of the public.
- 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.
- Provision of joint forecasting with the Met Office for flood risk.

□ **Maritime and Coastguard Agency**

The main functions of the Maritime and Coastguard Agency in response to an emergency or major incident 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 the other emergency services and agencies engaged in the response.

3.8 Category 2 Responders

□ **Utility Companies**

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

□ **Scottish Water**

The main functions and actions of Scottish Water during the response to an emergency or major incident 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.

3.9 Other Organisations

□ **Government Departments and Agencies**

Central and Scottish governments may be involved in an emergency or major incident where the scale and consequences warrant their involvement or when specialist support is requested by the responders. Where this is the 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 for the lead local authority, the local strategic co-ordinating groups and central government.

Further information regarding the reporting process for Scottish Government is contained within the generic emergency multi-agency response arrangements (Scotland) and available on the Resilience Direct portal.

□ **Voluntary Organisations**

There are a large number of voluntary agencies available to offer support during an emergency or major incident able to be activated by the council or other responders. For example, the first aid agencies, St Andrews First Aid and the British Red Cross may be contacted by the Scottish Ambulance Service if additional first aid resources are required for support centres for example.

Additionally, The British Red Cross can provide a range of services to the local authority, including helplines, logging, medical loan and transport. Water rescue and fire victim support vehicles are also available.

Royal Voluntary Service (RVS) and Salvation Army can also provide a range of services related to care and support of people. The Salvation Army have a mobile catering capability for use during a response to an incident.

The local authority has a list of voluntary agencies, within the emergency contacts directory and the LRP maintains an asset register.

There are also several community resilience groups in Angus, who work in support of their local communities and Angus Council. The resilience service has activation details for all of the groups.

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**

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 it 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 and Police Scotland via the Military Liaison Officer or, if unavailable, the nearest service unit.

□ **Met Office**

The Met Office as Category 2 responder, provides a number of services to help authorities prepare for, and respond to, emergencies. The weather can be the cause of an emergency and/or have a major influence on its impact, such as in chemical releases, nuclear incidents, large fires or biological hazards, including Foot and Mouth Disease.

Legislation supporting the Civil Contingencies Act 2004 states that Category 1 responders must have regard to the Met Office's duty to warn the public, and provide information and advice, if an emergency is likely to occur or has taken place. This duty includes issuing severe weather warnings and plume predictions, together with tidal alerts (provided by the Flood Forecasting Centre).

Advice is available from teams of Met Office forecasters, specialist scientists and advisors on the interpretation and impact of the weather during any emergency.

A UK-wide team of Public Weather Service Advisors also assist in the development and maintenance of risk registers, inputs to exercise and planning processes and attend incident command and control centres.

In addition, the Met Office provides dedicated forecasts and warnings to Category 1 responders. For example in addition to the National Severe Weather Warning Service, they provide SEPA with detailed rainfall forecasts and warnings for assessing the risk of flooding.

□ **Community Resilience Plans and Groups**

Some communities have developed local groups and response plans utilising local knowledge and facilities. Where these exist, they should be fully utilised and engaged with.

The resilience service will advise where these groups exist and their capabilities.

Section 4 Practical and Emotional Support

4.0 Categories of Affected People

An emergency or major incident may involve survivors, evacuees, relatives or responders who require support during and immediately after the incident. Some may require a higher level of emotional support over many years.

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.

4.1 Survivors

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

4.1.1 Survivors who are Unhurt

The removal of all survivors from the inner cordon is the responsibility of the SFRS. Unhurt survivors will be moved to a Survivors Reception Centre staffed by various organisations including Angus Council where they will be medically assessed before Police Scotland gather information for the Casualty Bureau (if activated) and any statements for the ongoing inquiry.

4.1.2 Injured Survivors

The SFRS along with the SAS and other 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 the appropriate accident & emergency department(s) before sending them to the Casualty Bureau (if activated).

4.2 Mass Casualties

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 and this will co-ordinated via the LRP.

4.3 Evacuees

The SFRS will advise on any requirement to evacuate an area due to environmental or structural dangers.

Police Scotland will complete the evacuation from the danger area and move people to an identified assembly point. Advance notice of the potential for such evacuation will be given to the council by the police wherever possible.

Angus Council will activate the required support centre(s) and will arrange transport for evacuees if necessary.

4.4 Deceased

The Ambulance Incident Officer will task a doctor to pronounce death if necessary.

Bodies and body parts will not be moved without authorisation from the Procurator Fiscal.

Bodies may be taken to a body holding area and then to a temporary mortuary.

4.5 Temporary Mortuary

Should the incident involve large numbers of fatalities it will be treated as a criminal investigation by the police until proven otherwise. Normal mortuary facilities may be unable to handle the large numbers and the Procurator Fiscal in consultation with the police may open a temporary mortuary.

Local authorities are responsible for identifying suitable locations for use as temporary mortuaries and in Tayside this is detailed in the Tayside LRP Mass Fatalities Plan, which is held on resilience direct.

A key role of the temporary mortuary is to assist in the process of identifying the deceased and this includes the sharing of ante and post mortem information with the Casualty Bureau.

4.6 Casualty Bureau

The Casualty Bureau may be activated depending on the exact nature of the incident; its purpose 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. 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)

4.7 Needs of Responders

All organisations have statutory duties to specifically train staff for the roles they will undertake and to look after their health, safety and wellbeing whilst at work and this includes psychological support and occupational health services are in place for each organisation, should post incident support be required.

Section 5 Support Centres

5.0 Introduction

In the event of an emergency or major incident there may be a need to activate and set up a support centre or centres. The overarching term Support Centre covers Evacuation Centres, Rest Centres, Reception Centres, Friends & Relatives Reception Centres and Humanitarian Assistance Centres. The council has responsibility for opening and managing such centres and have pre-identified suitable premises for this purpose. Voluntary agencies are available to support the council.

There is a possibility that one type of centre evolves into another. For example, a Reception Centre may become a Rest Centre. For further details see Part 3.

5.1 Survivor Reception Centre

Short stay with no overnight accommodation required;

- Police and/or resilience will co-ordinate.
- A secure area providing warmth, shelter, first aid, refreshments and information.
- All relevant council services would be alerted to the situation.

5.2 Evacuation Centre

Requiring day areas, no overnight accommodation required;

- The risk, resilience and safety manager or officer will co-ordinate.
- All facilities required with the exception of sleeping areas.

5.3 Rest Centre

A rest centre may be needed for people who have been evacuated from their homes, providing the following;

- The resilience manager or officer will 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.

5.4 Friends and Relatives Reception Centre

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.

5.5 Humanitarian Assistance Centre (HAC)

A humanitarian assistance centre may be established in order to provide co-ordinated support for people affected by an emergency or major incident; it supports all of those people directly affected by the situation including survivors, the bereaved, families, friends and the relatives of those affected by, and involved in, the situation.

The purpose of a HAC is to;

- Act as a focal point for gathering and disseminating information and advice.
- Provide a single point of access to services and support offered by all of the agencies caring for people.
- Allow people to make informed choices according to their needs.
- Ensure a seamless multi-agency approach to care for people to minimise duplication and avoid gaps in provision.
- Ensure that support is provided by those best able to meet people's needs.
- Monitor individual and community needs and where necessary gather evidence to assist investigations and identification processes.

5.6 Information Leaflets

There are a number of information leaflets available for distribution in a support centre, which detail the various services available. Specifically, publications regarding support from Ready Scotland - Coping With The Stress Of A Major Incident is available at <http://www.readyscotland.org/media/1370/information-leaflet-coping-with-stress-february-2017.pdf> and various other leaflets produced by Disaster Action <http://www.disasteraction.org.uk> are available.

5.7 Diversity Issues

Those affected by emergencies and who may need to be accommodated in a support centre, will come from a wide variety of backgrounds and it is often the situation that faith and culture become more pronounced and important to individuals, it is therefore vital that due consideration is given to these needs. There may also be particular religious requirements relating to medical, hygiene, diet and places for prayer along with concerns about how bodies are handled and when funeral arrangements can be made. Faith communities within the area will be available to advise and assist.

Contact should be made via the resilience manager or officer, or to the CIO (if allocated).

5.8 Translator and Interpreter Services

The council have arrangements in place with Applied Solutions to provide translator or interpreter service during working hours. This service is accessed via Accessline and requires a pin and language code. Any requests for interpreters or translators should be made via the resilience manager or officer, the Emergency Planning duty officer on call or through the CIO at the scene.

Alternatively use of the Language Line on 0800 1692879 can be made.

5.9 Vulnerable Persons

The particular needs of vulnerable persons are recognised within the Civil Contingencies Act 2004. Such vulnerable persons are defined as;

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 CCA, 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 therefore be paid to hospitals, residential homes and day centres likely to be housing such 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.

Resources and specialised equipment can be accessed via the British Red Cross, The Royal Society for the Blind and internally through People (Social Services).

Section 6 Support from the Voluntary Sector

6.0 Introduction

Emergencies and Major Incidents can overstretch the resources of the Emergency Services and/or the Council and therefore the valuable support from the voluntary sector has been shown on many occasions.

6.1 Care and Support

Organisations such as the Royal Voluntary Service (RVS), St Andrews First Aid, British Red Cross, the Salvation Army and the Citizens Advice Bureau can offer care and support by providing staffing for support centres, catering, providing clothing, loaning medical equipment, providing social care, comfort and companionship and by providing advice on entitlements, grants, loans and claims, all of which provide support and comfort for those involved.

6.2 Social and Psychological Aftercare

Organisations such as the Samaritans, CRUSE – bereavement care, Salvation Army, Victim Support, British Red Cross and the RVS all offer services including aftercare for social and psychological issues and offer support such as befriending, psychological first aid and longer term support. In addition, arrangements are in place via the NHS to offer services to people affected by emergencies who may have longer term needs.

6.3 Communications

Voluntary organisations such as the Radio Amateurs' Emergency Network (RAYNET) can provide communication assistance radio communications, provision of vehicles and acting as messengers. Tayside 4 x 4 group also have the capability to support with communications.

6.4 Medical Support

Voluntary organisations such as the British Association for Immediate Care (BASICS), St Andrews First Aid and the British Red Cross can offer skilled medical support, transport, and first aid at support centres as well as auxiliary roles in hospitals.

6.5 Documentation

Organisations such as the British Red Cross, the RVS and the Salvation Army can provide assistance such as tracing people (nationally and internationally), logging of incidents and where available by providing computer support.

6.6 Disaster Appeals

The British Red Cross can provide assistance in setting up an Appeal Fund on behalf of the council, liaison with banks, providing temporary trustees, setting up telephone donation lines or websites for credit card donations as well as managing donations arriving via post.

6.7 The British Red Cross

In particular, the British Red Cross offers a breadth of services in emergencies and major incidents and is a valuable resource to call upon.

A brief summary of their services is shown here, more up to date information can be found on their website www.redcross.org.uk

- First Aid including enhanced skills and defibrillation.
- Loan of medical equipment including wheel-chairs.
- Logistical and administration assistance.
- Catering including refreshments for responders and the public including meals for Emergency Rest Centres.
- Clothing and bedding.
- Emotional support skills.
- Disaster support lines and appeal schemes.
- Multilingual support and limited interpretation services.
- Restoring family links.
- Signposting to other services and support.

In addition, they have access to Support vehicles which can offer smaller scale support within the vehicle including refreshments and shower facilities. Volunteer responders are also Airwave radio trained and equipped.

The contribution from the Red Cross during the response and recovery phase of any incident should not be under-estimated.

Section 7 Public Information and Warnings

7.0 Communicating During Incidents

It is essential that members of the general public are aware of an emergency or major incident occurring in their area in order that they are able to avoid the area or put any preventative measures in place to minimise the impact on the community.

As well as the traditional means of utilising the broadcasting media the use of social media can play a key role in warning and informing the public. The communications manager will decide on the nature and extent of information to be passed to all media for onward transmission to the general public.

The risk, resilience and safety manager and or officer will liaise with the communications manager or officer during any developing situation.

7.1 What Information is needed and when?

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 (e.g. stay indoors, symptoms, preparing for evacuation) and reassurance.

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.

7.2 Warning Methods

The methods available to deliver urgent information to members of the public vary depending on the availability of power supplies 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, for example; emergency services personnel being exposed to hazardous chemicals while carrying out door to door visits. Warning methods could include:

- Using loudhailers or other amplified means to relay information.
- Media announcements, using radio, television and social media.
- Electronic message boards at city centres, 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.

7.3 Contact Information for Council Services and Departments

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

7.4 The Media - *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 and an opportunity to correct misinformation and stop rumours.*

During an emergency or major incident, the requirements of the media for fast, early and accurate information will cause extreme pressure on all the agencies involved. The pressure will be immediate, sustained and will be exacerbated by the sheer numbers of media arriving at the scene almost immediately and continuing to gather for the duration of the incident.

The Tayside LRP Communications and Media Guide has been produced to provide guidance for a multi-agency integrated response to the media in the event of an emergency or major incident and to ensure all responding agencies work together in a co-ordinated and constructive manner.

7.5 Media Liaison Point

The Communication Service will activate and manage the media liaison point. 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.

7.6 Media Co-ordinator

The communication 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.

7.7 Media Centre

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.

7.8 Media Access

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 personnel given access must be escorted and supervised throughout the visit.

7.9 Media Access to Support Centres

Access to rest centres, survivor reception centres or 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.

No access will be granted to the friends & relatives reception centre but friends and relatives may wish to speak to the media independently away from the centre and arrangements should be made accordingly.

No access will be granted to the temporary mortuary.

Requests for media statements should be forwarded to the communications service manager or officer. **No statement should be given by Angus Council Employees without consultation with the communications service**

7.10 VIP Visits

During an emergency or major incident VIPs such as 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

Section 8 Response and Actions

Flooding

8.1 Aim

The aim of this section of the plan is 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.

8.2 Objectives

Principal objectives of this section are to:

- Identify the council's response on receipt of a flood action level message, or flood warning for specific rivers from the SEPA
- Co-ordinate council services, by assessing priorities and actions in conjunction with partner agencies in responding to and supporting recovery from a flood event

8.3 Background

Localised flooding could occur as a result of:

- Adverse weather conditions, severe storms and melting snow, choked or overwhelmed road culverts, drains, sewers and landslides
- The collapse or failure of flood prevention works

This could lead to;

- 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

8.4 Management of Flooding

SEPA are the flood warning authority in Scotland. Hydrologists, flood warning duty officers and the Met Office forecasters, use weather forecasts, rainfall data and river level data from SEPAs monitoring network, to make daily assessments (+4 days) of the likelihood of flooding. Flood guidance statements are issued daily, which illustrate the risk and impacts from rainfall and the likelihood of flooding occurring, therefore allowing advance planning and preparation to be considered.

A number of council services have a role in preparing for and responding to flooding. This is outlined in the actual plan, with associated actions at each stage of a flood action level message or warning being issued. Operational plans are also in place for specific services e.g. roads, in terms of the

priorities and actions that are aligned to each stage of the flood action level and or flood warning.

Tayside Local Resilience Partnership has developed a flood response plan which provides a framework for the multi-agency response to flooding situations within the Tayside area. This plan illustrates the roles and responsibilities of all partner agencies, and aligns to the council emergency plan, and in particular flooding. However, for the purposes of Angus Council, this plan covers the response and actions of specific services to enable an integrated response and co-ordination by the resilience manager or officer.

8.5 Types of flooding

Fluvial - flooding originating from a watercourse e.g. river, streams, burns. Normally caused when the river channel capacity is exceeded and the river 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, although across Angus there are known "hotspot" areas (based on historical data) which are prone to flooding, some of which can create significant issues.

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.

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

Infrastructure Flooding – flooding due to manmade infrastructure failure.

Coastal - flooding can occur 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. Coastal flooding can be caused by extremely high tide levels, overtopping and wave surge.

8.6 Owners Responsibilities

The primary responsibility of safeguarding land or property from the effects of natural hazards rests with the landowner. These responsibilities include;

- Ensuring appropriate insurance is in place for their property
- Reducing risk and damage to property
- Working in partnership with community groups for the co-operation and sharing of information regarding flooding events

8.7 Preventative Assistance during Flood Emergencies

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.

8.8 Flood Areas

Flood warning areas which have been identified by SEPA as susceptible to flooding, are illustrated in the form of flood warning maps which are included for reference relevant to each of the specific rivers within this plan. Watercourses that are inspected for flood risk by the council are as follows:

- North Esk – includes the West Water, Cruick Water and Luther Water
- South Esk – includes Noran Water and Prosen Water and Lemno Burn
- Lunan Water
- Dean Water
- River Isla – upper catchment
- Brothock Water
- Elliot Water
- Barry Burn
- Dighty Water
- Lochty Burn.

It should be noted that there are other watercourses/small burns etc., which are known to the roads teams. These will be checked as routine, and in particular, where previous issues have been highlighted and the same principals will be adopted in supporting any response to a specific community. Further detailed information is included in the roads operational plan.

8.9 Flood Warning Messages and What They Mean

SEPA gathers data from a network of rainfall, river and coastal monitoring stations throughout Scotland. These stations are linked to SEPA offices and the information they produce (combined with historical flood information and weather forecasts from the Met Office) allows SEPA Hydrology staff to predict the likelihood and timing of flooding. When they are confident that flooding is forecast, they will issue **flood warning messages** direct to customers through the Floodline direct warning service, as well as publish the information on the recorded telephone and [website service](#).

In areas where a formal flood monitoring scheme does not operate, SEPA works with the Met Office to examine weather forecasts and will issue a **Flood Alert message** for a wider geographical area, normally matching local authority boundaries.

Once a **Flood Action Level message or Flood Warning** has been issued to local authorities and the emergency services, further analysis and discussion is undertaken to allow key decisions and actions to be triggered as noted within respective plans and procedures, in advance of any flooding. Warnings are also issued via the Floodline recorded information system and on the [SEPA live flood updates page](#).




The symbols with supporting information are noted below.

8.10 Vulnerable People

Vulnerable people may be identified prior to or in the event of a response to a flooding incident. In the event of evacuation support would be provided by Police, Fire, Angus Council and the voluntary sector. Information will be available from a number of sources (internally and externally) and a full assessment will be undertaken to ensure priorities and associated actions are in place.

8.11 Schools as Rest Centres

Outside school operating hours school facilities managed by Tayside Contracts can be opened by calling the relevant caretaker or janitor. On call duty emergency officers carry a contacts list for each school should it be required.

Message	How Much Warning Will It Give You?	What Does It Mean And What Action Should You Take?	When Is It Issued?
 <p>FLOOD ALERT FLOODING IS POSSIBLE. BE PREPARED.</p>	<p>This is a general flood alert issued up to 24 hours in advance of expected river and coastal flooding.</p>	<p>Flooding is expected. Flood Alerts are early warning messages about possible flooding. They prompt you to remain alert and vigilant and provide you with time to make early preparations for potential flooding. Flood Alerts are issued for geographically representative areas, usually matching Local Authority boundaries.</p> <p>This allows responders preparation time to consider likely impacts and consequences.</p>	<p>Generally 9am-5pm, 7 days a week. However, in exceptional circumstances, alerts may be issued outside these hours.</p>
 <p>FLOOD WARNING FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.</p>	<p>Issued 3-6 hours for each specific river in advance of expected flooding. But it may not be possible to give 3 hours' notice in areas prone to rapid flooding or when water levels have escalated quicker than expected.</p>	<p>Flooding is imminent. Immediate action is required as per the actions noted for each specific river in the council areas. Measures to protect people and property are required.</p>	<p>24 hours a day.</p>
 <p>SEVERE FLOOD WARNING SEVERE FLOODING. DANGER TO LIFE.</p>	<p>Whenever severe flooding is likely to cause significant risk to life, destruction of properties or local communities.</p>	<p>Flooding is imminent and could pose a risk to life and cause significant disruption to essential services, such as water and electricity supplies.</p>	<p>24 hours a day.</p>
<p>No longer in force messages/Improving conditions.</p>	<p>Issued when warnings and alerts are no longer in force.</p>	<p>No further flooding is currently expected for your area. Flood waters may still be around but you can start the clean-up process.</p>	<p>24 hours a day.</p>

8.12 Flooding Prompt Cards

RIVER NORTH ESK – LOGIE MILL

ACTION LEVEL - NORTH ESK LOGIE MILL (TRIGGER 3.0 metres)	
The Action Level will be received through flood warning alert from SEPA for Dundee & Angus	
Flooding is now possible and the situation could worsen.	
Please refer to the flood map and list of properties on page 8.	
ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	<p>In office hours or out of hours' flooding mobile for detailed assessment and analysis. Information should be ascertained in relation to the following:</p> <ul style="list-style-type: none"> • ANTICIPATE - forecasting, likelihood and impacts in relation to flood warning being issued. • PREPARE - timescales. <p>After discussion with SEPA there are two options:</p> <ol style="list-style-type: none"> 1. If no further flooding is expected this Flood Action Level is for information and noting – call to Roads for update and minimal action. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 2. If further flooding is expected Information should then be cascaded as noted below based on the likelihood and impact analysis and associated timescales provided by SEPA.
Contact Roads	<p>Advise of update and discuss either option 1 or 2: OPTION 1 – for information and minimal action. OPTION 2 - deployment and the following actions should be undertaken.</p> <p>PREPARE AND RESPOND</p> <ul style="list-style-type: none"> • Assessment of river should be undertaken at known “hotspots and vulnerable householders” which are noted* and preparation of resources should commence. • Arrange the deployment and distribution of sandbags. • Preparation for the erection of road signs & road diversions. • Escalation of internal arrangements within Roads should be considered in terms of support for roads supervisor, including receiving of and prioritisation of calls, particularly out of hours.
Contact Resilience Manager/Officer	<p>OPTION 1 – no contact required. OPTION 2 -advise of the updated information; flooding is expected and therefore Resilience Manager/Officer will contact relevant partners re the activation of tactical coordination at an early and suitable stage.</p> <ul style="list-style-type: none"> • Immediate action is discussion with Police Scotland and or Scottish Fire & Rescue in relation to multi-agency coordination if forecasting predicts deterioration. • Consideration of activation of council tactical arrangements using BT teleconferencing. (Set agenda, three minute brief and membership attached at appendix 1) • Consideration of activation of water rescue assets and voluntary sector support. • Scottish Government awareness via tactical arrangements.
People & Health and Social Care Partnership	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby for support centre (if required)</p>
Housing	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby.</p>
Tayside Contracts (Schools) & or Angus Alive	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby for support centre.</p>
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG .	

RIVER NORTH ESK - LOGIE MILL



FLOOD WARNING

FLOODING IS EXPECTED - IMMEDIATE ACTION REQUIRED

FLOOD WARNING – FLOODING IS EXPECTED (3 – 6 HRS)

IMMEDIATE ACTION REQUIRED

Flood Warning will be received as a pager call and also by email to the emergency1 mailbox. The warning will be issued prior to 3.3 metres being reached.

Widespread flooding is now expected and immediate action is required.

Properties at Marykirk North & south side Logiemill & Craigo, the railway line and cottages at Marymill may be affected; properties are listed under the flood warning map on page 8.

Water near top of embankment top Law of Craigo, several properties at risk of being inundated; evacuation advised.

Water near top of embankment at Logie Mill.

Properties used for emergency centres that are on standby should be opened.

ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER

Contact SEPA	<p>In office hours or out of hours' contact flooding mobile for detailed assessment and analysis. Information should be ascertained in relation to the following;</p> <ul style="list-style-type: none"> • ANTICIPATE - forecasting, likelihood of further deterioration and impacts. • PREPARE - timescales. • RESPOND – action. <p>After the situational awareness from SEPA and analysis of the information:</p> <ol style="list-style-type: none"> 1. ANTICIPATE the response required based on forecasting and information; escalate the response if required. 2. PREPARE by contacting relevant services and agencies to update 3. RESPOND by escalating the response as required.
Contact Resilience Manager/Officer	<p>To advise of the updated information; likely that Resilience Manager/Officer will now be co-ordinating and working in partnership with tactical partners.</p> <ul style="list-style-type: none"> • Continued coordination of council response and use of BT teleconferencing. • Attendance at multi-agency tactical coordination – preferably teleconference in relation to situational awareness and subsequent actions. • Activate voluntary agencies if required.
Contact Roads	<p>Advise of update and associated actions.</p> <ul style="list-style-type: none"> • Escalate arrangements as necessary. • Review priorities, assess resource requirements and activate as required. • Participation in tactical teleconferences as required.
People & Health and Social Care Partnership	<p>Update and escalate as required including evacuation of residents, transport and support staff.</p>
Housing	<p>Update and escalate as required, including provision of support staff.</p>
Tayside Contracts (Schools) & or Angus Alive	<p>Update and escalate as required, including provision of premises and support staff.</p>
Police Scotland	<p>Ensure continued liaison via multi-agency response; note have a key role in warning, supporting and initiation of evacuation.</p>
Contact Scottish Water	<p>Brief as necessary; include for tactical coordination arrangements.</p>
Scottish Fire & Rescue	<p>Ensure continued liaison via multi-agency response; key role in provision of assets in response to flooding and water rescue.</p>
<p>Enter details of type of warning, and summary of actions and decisions made in ACTION LOG.</p>	

RIVER NORTH ESK – EDZELL



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED

LOW LEVEL WARNING FOR AGRICULTURAL LAND WHICH IS AT RISK OF FLOODING	
Warning will be received as a pager call with supplementary information in the message.	
Warning is issued directly to farmers and residents via SEPA.	
Some flooding of the Scottish Water Treatment Works may occur – pollution potential as noted.	
ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	If further information is required contact SEPA either in office hours or out of hours' flooding mobile for general assessment and update and forecasting analysis.
Contact Roads	To advise of warning checks in area as necessary.
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG	

RIVER NORTH ESK – INCHBARE



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED

LOW LEVEL WARNING FOR AGRICULTURAL LAND WHICH IS AT RISK OF FLOODING	
Warning will be received as a pager call with supplementary information in the message.	
Warning is issued directly to farmers and residents via SEPA.	
B966 may be affected by flooding.	
Be aware of properties which may be affected and as noted on page 11.	
ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	If further information is required contact SEPA either in office hours or out of hours' flooding mobile for general assessment and update and forecasting analysis. <i>*Only if advised by SEPA that there is the potential for evacuation should Fire and or People (Social services) be contacted.</i>
Contact Roads	To advise of warning and to activate checks in area as necessary.
<i>*Contact Scottish Fire & Rescue</i>	<i>If evacuation required.</i>
<i>* People & Health and Social Care Partnership</i>	<i>Advise of current situation and place staff and resources on standby for support as required. Use of Premier Inn (if necessary) should be considered before opening a support centre.</i>
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG	

RIVER SOUTH ESK – BRECHIN

Since the completion of the Brechin FPS (Flood Protection Scheme) this section is under review whilst new data is being collected in order to set new action and warning levels.

ACTION LEVEL - BRECHIN (TRIGGER forecasted levels in excess of 2.8m)	
The Action Level will be received through flood warning alert from SEPA for Dundee & Angus	
Flooding is now possible and the situation could worsen.	
The FPS is designed to protect against levels in excess of 2.8m; however whilst data is being collected for recalibration of the Action Level SEPA will continue to use this level.	
Once issued, an active update to the general flood alert will be issued to raise public awareness of the risk.	
Flood warning map and list of properties noted on page 16 – 21 (for information only at this stage.)	
ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	<p>In office hours or out of hours' flooding mobile for detailed assessment and analysis. Information should be ascertained in relation to the following:</p> <p>ANTICIPATE - forecasting, likelihood and impacts in relation to flood warning being issued. PREPARE - timescales.</p> <p>After discussion with SEPA there are two options:</p> <p>If no further flooding is expected this Flood Action Level is for information and noting, and a check as necessary at River Street – call to Roads for update and minimal action. OR If further flooding is expected information should then be cascaded as noted below based on the likelihood and impact analysis and associated timescales provided by SEPA.</p>
Contact Roads	<p>Advise of update and discuss either option 1 or 2: OPTION 1 – for information and minimal action. OPTION 2 - deployment and the following actions should be undertaken.</p> <p>PREPARE AND RESPOND Assessment of river should be undertaken at known “hotspots” and preparation of resources should commence. Preparation for the erection of road signs & road diversions. Liaison with Scottish Water as necessary for technical assistance. Escalation of internal arrangements within Roads should be considered in terms of support for roads supervisor, including receiving of and prioritisation of calls, particularly out of hours.</p>
Contact Resilience Manager/Officer	<p>OPTION 1 – no contact required. OPTION 2 - advise of the updated information; flooding is expected therefore resilience manager/officer will contact relevant partners re the activation of tactical co-ordination at an early and suitable stage. Immediate action is discussion with Police Scotland and or SFRS in relation to multi-agency co-ordination if forecasting predicts deterioration. Consider activation of council tactical arrangements using teleconferencing. (Agenda, 3 minute brief and membership attached at appendix 1)</p>
People & Health and Social Care	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby for support centre.</p>
Housing	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby.</p>
People (Education) & or Angus Alive	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby for support centre.</p>
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG .	

RIVER SOUTH ESK – BRECHIN



FLOOD WARNING

FLOODING IS EXPECTED IMMEDIATE ACTION REQUIRED

FLOOD WARNING – FLOODING IS EXPECTED IN BRECHIN IMMEDIATE ACTION REQUIRED	
Flood Warning will be received as a pager call and also by email to the emergency1 mailbox.	
Widespread flooding is now expected and immediate action is required.	
If conditions are predicted to deteriorate, emergency response staff and premises used for support centres should be put on standby. This will be based on the forecasting and analysis from SEPA and in conjunction with multi-agency partners. In these circumstances resilience manager/officer will co-ordinate the response.	
Properties used for emergency centres that are on standby should be opened.	
Emergency response teams on standby should be activated.	
Evacuation should be considered depending on the forecasting information.	
People Directorate (Social Services) and housing services should check databases for addresses of householders who may require additional support and assistance.	
ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	<p>In office hours or out of hours' contact flooding mobile for detailed assessment and analysis. Information should be ascertained in relation to the following:</p> <p>ANTICIPATE - forecasting, likelihood of further deterioration and impacts. PREPARE - timescales. RESPOND – action.</p> <p>After the situational awareness from SEPA and analysis of the information;</p> <p>ANTICIPATE the response required based on forecasting and information; escalate the response if required. PREPARE by contacting relevant services and agencies to update. RESPOND by escalating the response as required.</p>
Contact Resilience Manager/Officer	<p>To advise of the updated information; likely that resilience manager/officer will now be co-ordinating and working in partnership with tactical partners. Continued co-ordination of council response and use of BT teleconferencing. Attendance at multi agency tactical co-ordination – preferably teleconference in relation to situational awareness and subsequent actions. Activate voluntary agencies if required.</p>
Contact Roads	<p>Advise of update and associated actions. Escalate arrangements as necessary. Review priorities, assess resource requirements. Participation in tactical teleconferences as required.</p>
People & Health and Social Care Partnership	Update and escalate as required including evacuation of residents, transport and support staff.
Housing	Update and escalate as required, including provision of support staff.
Tayside Contracts (Schools) & or Angus Alive	Update and escalate as required, including provision of premises and support staff.
Police Scotland	Ensure continued liaison via multi-agency response; note have a key role in warning, supporting and initiation of evacuation.
Contact Scottish Water	Brief as necessary; include for tactical co-ordination arrangements
Scottish Fire & Rescue	Ensure continued liaison via multi-agency response; key role in provision of assets in response to flooding and water rescue.
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG .	

RIVER SOUTH ESK – BRECHIN



SEVERE FLOOD WARNING

SEVERE FLOODING. DANGER TO LIFE.

SEVERE FLOOD WARNING – DANGER TO LIFE	
THIS WARNING WILL ONLY BE ISSUED IN AGREEMENT WITH THE STRATEGIC CO-ORDINATING GROUP	
Danger to life – full assessment required by council services and multi-agency partners. Actions based on those noted at flood warning.	
Flood warning map and list of properties noted on page 16 – 21	
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG .	

RIVER SOUTH ESK – FINAVON & TANNADICE (UPSTREAM OF BRECHIN)



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

LOW LEVEL WARNING FOR AGRICULTURAL LAND WHICH IS AT RISK OF FLOODING	
Warning will be received as a pager call with supplementary information in the message.	
Warning is issued directly to farmers and residents via SEPA.	
Some roads are predicted to be affected by flooding: B957 between Glenpool Mill and Tannadice (2.55 metres) and the unclassified road from Baldoukie Smithy to Justinhaugh Bridge, west of Murthill.	
Flood warning map and list of properties noted on page 23 - 25	
ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	If further information is required contact SEPA either in office hours or out of hours' flooding mobile for general assessment and update and forecasting analysis.
Contact Roads	To advise of warning, checks on river as necessary and response to road closures/signage as required.
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG	

**RIVER SOUTH ESK – KINNAIRD, ARRATS’ MILL & BRIDGE OF DUN
(DOWNSTREAM OF BRECHIN)**



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED

LOW LEVEL WARNING FOR AGRICULTURAL LAND WHICH IS AT RISK OF FLOODING	
Warning will be received as a pager call with supplementary information in the message.	
Warning is issued directly to farmers and residents via SEPA.	
Flood warning map and list of properties noted on page 27-28	
ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	If further information is required contact SEPA either in office hours or out of hours’ flooding mobile for general assessment and update and forecasting analysis.
Contact Roads	To advise of warning, checks on river as necessary.
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG	

BROTHOCK WATER – ARBROATH

ACTION LEVEL – (ARBROATH TRIGGER 1.1)	
Flood action level will be received as a pager call when levels reach 1.1 at Arbroath Gauging Station.	
Flooding is now possible and the situation could worsen.	
Flood warning map and list of properties noted on pages 32 - 49	
ACTIONS TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER	
Contact SEPA	<p>In office hours or out of hours' flooding mobile for detailed assessment and analysis. Information should be ascertained in relation to the following</p> <ul style="list-style-type: none"> • ANTICIPATE - forecasting, likelihood and impacts for flood warning being issued. • PREPARE - timescales. <p>After discussion with SEPA there are two options: OPTION 1 - If no further flooding is expected this Flood Action Level is for information and noting and perhaps checks at Colliston and culverts - call to Roads to update and minimal action. OPTION 2 - If further flooding is expected information should then be cascaded as noted below based on the likelihood and impact analysis and associated timescales provided by SEPA.</p>
Roads	<p>Advise of update and discuss either option 1 or 2: OPTION 1 – for information and minimal action. OPTION 2 - deployment and the following actions should be undertaken. PREPARE AND RESPOND</p> <ul style="list-style-type: none"> • Assessment at specific locations to be undertaken at Colliston, Brothock Bridge, Hercules Den and culverts at known “hotspots” and preparation of resources should commence. The flood warning map and list of properties are noted on pages • Arrange the deployment and distribution of sandbags as necessary and surrounding areas. • Preparation for the erection of road signs & road diversions. • Liaison with Scottish Water as necessary for technical assistance. • Escalation of internal arrangements within Roads should be considered in terms of support for roads supervisor, including receiving of and prioritisation of calls, particularly out of hours.
Contact Resilience Manager/Officer	<p>OPTION 1 – no contact required. OPTION 2 -advise of the updated information; flooding is expected therefore Resilience Manager/Officer will contact relevant partners (at an appropriate time) re the activation of tactical coordination at an early and suitable stage</p> <ul style="list-style-type: none"> • Immediate action is discussion with Police Scotland and or Scottish Fire & Rescue in relation to multi-agency coordination if forecasting predicts deterioration. • Consideration of activation of council tactical arrangements using BT teleconferencing. (Set agenda, three minute brief and membership attached at appendix 1) • Consideration of activation of water rescue assets and voluntary sector support. • Scottish Government awareness via tactical arrangements.
People & Health and Social Care Partnership	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby for support centre. Identification of vulnerable people from the SWH database should be undertaken including contact with Ark Housing,</p>
Housing	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby.</p>
Tayside Contracts (Schools) & or Angus Alive	<p>OPTION 1 – no contact required. OPTION 2 – advise of current situation and place staff and resources on standby for support centre. Warnings should be issued to Warddykes and Inverbrothock Primary Schools in relation to potential flooding at Hercules Den.</p>
Enter details of type of warning, and summary of actions and decisions made in ACTION LOG	

BROTHOCK WATER – ARBROATH



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

FLOOD WARNING – FLOODING IS EXPECTED IN ARBROATH (3 – 6 HRS)

IMMEDIATE ACTION REQUIRED

Warning will be received as a pager call and also by email to the emergency1 mailbox. Warning will be issued **prior to the river level reaching 1.4 metres.**

Widespread flooding is now expected and immediate action is required.

Arrange for a detailed assessment of the areas to identify any problems.

Some flooding of culverts will occur particularly at Hume Street, Brothock Bridge, and Old Shore Road.

Flood risk in the harbour may be exacerbated by high tides. (refer to Arbroath Coastal Flood Warning)

Flooding of a significant number of properties is possible including; Arbroath - Dens Road, Guthrie, Port, Hume, Street, Lindsay St, Panmure Street, Burnside Drive, Brothock Bridge, East Grimsby, Marketgate, Old Shore Head and Letham Grange.

Flood warning map and list of properties noted on pages 32-49

Emergency response teams on standby should be activated.

Properties used for emergency centres that are on standby should be opened.

Evacuation should be considered depending on the forecasting information.

People (Social Services) and housing services should check databases for addresses of householders who may require additional support and assistance.

ACTION TO BE TAKEN BY THE EMERGENCY PLANNING DUTY OFFICER

<p>Contact SEPA</p>	<p>In office hours or out of hours' contact flooding mobile for detailed assessment and analysis. Information should be ascertained in relation to the following:</p> <ul style="list-style-type: none"> • ANTICIPATE - forecasting, likelihood of further deterioration and impacts. • PREPARE - timescales. • RESPOND – action. <p>After the situational awareness from SEPA and analysis of the information;</p> <ol style="list-style-type: none"> 1. ANTICIPATE the response required based on forecasting and information; escalate the response if required. 2. PREPARE by contacting relevant services and agencies to update 3. RESPOND by escalating the response as required.
<p>Contact Resilience Manager/Officer</p>	<p>To advise of the updated information; likely that Resilience Manager/Officer will now be co-ordinating and working in partnership with tactical partners.</p> <ul style="list-style-type: none"> • Continued coordination of council response and use of BT teleconferencing. • Attendance at multi-agency tactical coordination – preferably teleconference in relation to situational awareness and subsequent actions. • Activate voluntary agencies if required.
<p>Contact Roads</p>	<p>Advise of update and associated actions.</p> <ul style="list-style-type: none"> • Escalate arrangements as necessary. • Review priorities, assess resource requirements and deploy as required. • Participation in tactical teleconferences as required.
<p>People & Health and Social Care Partnership</p>	<p>Update and escalate as required including evacuation of residents, transport and support staff.</p>
<p>Housing</p>	<p>Update and escalate as required, including provision of support staff.</p>
<p>Tayside Contracts (Schools) & or Angus Alive</p>	<p>Update and escalate as required, including provision of premises and support staff.</p>
<p>Police Scotland</p>	<p>Ensure continued liaison via multi-agency response; key role in warning, supporting and initiation of evacuation.</p>
<p>Contact Scottish Water</p>	<p>Brief as necessary; include for tactical coordination arrangements</p>
<p>Scottish Fire & Rescue</p>	<p>Ensure continued liaison via multi-agency response; key role in provision of assets in response to flooding and water rescue.</p>
<p>Enter details of type of warning, and summary of actions and decisions made in ACTION LOG.</p>	

BROTHOCK WATER – ARBROATH



SEVERE FLOOD WARNING

SEVERE FLOODING. DANGER TO LIFE.

SEVERE FLOOD WARNING – DANGER TO LIFE

THIS WARNING WILL ONLY BE ISSUED IN AGREEMENT WITH THE STRATEGIC CO-ORDINATING GROUP

Danger to life – full assessment required by council services and multi-agency partners. Actions based on those noted at flood warning.

Enter details of type of warning, and summary of actions and decisions made in **ACTION LOG**.

ARBROATH COASTAL



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

FLOOD WARNING

There are three types of warning for Arbroath Coastal. The warning when issued should specify the type.

1. High still water levels alone
2. Overtopping alone
3. Combination of over topping and still water level

Examples of messages are noted below:

Still water level flooding

High tides are forecast to for Arbroath later today properties in harbour area including Seagate, Fishmarket Quay and Shore may be affected. Kings Drive and Victoria Park and low lying sections of A92 in Elliott may also be impacted.

Overtopping

This may lead to spray and wave overtopping in the harbour area. Areas likely to be impacted include Seagate, Shore and Fish market Quay.

Flood warning maps and list of properties noted on page 52

Enter details of type of warning, and summary of actions and decisions made in **ACTION LOG.**

BROUGHTY FERRY COASTAL



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

FLOOD WARNING

Coastal warnings issued for Broughty Ferry, also affect a small part of Monifieth. This site does not have an overtopping element and would only ever be for high tide levels.

Enter details of type of warning, and summary of actions and decisions made in **ACTION LOG.**

8.13 Agenda Template

Agenda Template

Team Name:

Department: All

Note: Meetings need to be minuted with key decisions accurately recorded and actions clearly allocated to individuals.

- 1 Introduction
- 2 Matters for immediate attention
- 3 Set/confirm objectives
- 4 Matters arising/action log (only subsequent meetings)
- 5 Service updates - all relevant services*

- 6 Partnership updates (Local Resilience Partnership)

- 7 Communications **All**
 - * Internal
 - * Cross Team
 - * External (warning and informing and media release)
 - * Elected Members

- 8 Key actions and priorities

- 9 AOCB **All**

Date and time of next meeting

*** Not all services will be needed – this will depend on the scale of the event.**

Membership

Chair (depending upon level of IMT: Strategic (Gold) – Chief Executive or deputy,
Tactical (Silver) – Director or Service Leader of most relevant service.

Resilience Service
Communications

Technical & Property Services
(Roads & Property)
Housing
Waste
Schools & Learning (if applicable)
Children & Young People and Angus Health and Social Care
Partnership (if Applicable)
Angus Alive (If Applicable)

Other Advisors/Agencies as Required

Environmental and Consumer Protection
Tayside Contracts
Utilities
Voluntary sector

8.14 Three Minute Briefing Template

The purpose of this form is to encourage individuals and groups to structure briefings and other information sharing opportunities around; **What?**, **Now what?**, and **So what?** format

What? (e.g. What is the current situation? What information is known, or unknown?)

Now What? (e.g. What does that mean? How can the situation be interpreted?)

So What? (e.g. What can this lead to? What can happen next? What do we need to consider for the future?)

Section 9 Response and Actions

Pandemic Flu

9.0 Pandemic Flu

The following matrix of actions has been developed in support of the World Health Organisation (WHO) five phases model, the UK Alert Levels and the Scottish Government Framework. It details the phased response should a pandemic occur.

It should be noted that the relationship between the phases in the matrix is not static; actions will move in response to the developing situation.

9.1 Pandemic Flu Matrix

Pandemic Flu Matrix
<p>This Matrix was developed to identify and summarise the main issues and organisational actions Angus Council needs to consider at five key points in its preparations for and subsequent management of Pandemic Influenza. The five key points set out in this MATRIX echo the phases identified by the World Health Organisation (WHO) and the United Kingdom Alert Levels with consideration to the Scottish Government framework. The relationship between key points and actions is not static and will be subject to change dependent on the severity of the situation.</p>
<p>Key Point 1 (WHO Phase 1-2, UK Alert Level Nil) Inter-Pandemic (Preparatory Phase)</p>
<p>Resilience Working Group Plan dormant preparatory work only.</p> <ul style="list-style-type: none">• Ongoing multi-agency liaison.• Identify and agree role and responsibilities at each Alert Level.• Liaison with NHS Tayside on appropriate advice and information for employees.• Liaison with LRP Communications and Media Sub Group.• Raise organisational awareness via briefings, workshops and exercises <p>Council Management Team Determine and agree arrangements to :</p> <ul style="list-style-type: none">• Support needs of community.• Support Educational needs.• Support Political / LA Committee needs.• Inform and support staff.• Identify cremation and burial capacity.• Ensure business continuity arrangements are established in key service areas. <p>Service Managers</p> <ul style="list-style-type: none">• Identify essential / core services.• Identify employee priority groups.• Review business continuity arrangements. <p>Communications Determine and agree actions in respect of media facilitation and in warning and informing the general public.</p>

Pandemic Flu Matrix continued

Key Point 2

(WHO Phases 3,4,5, UK Alert Level 1)
Enhanced

Resilience Working Group

- Maintain multi-agency liaison at local level.

Review arrangements for:

- Business continuity.
- Priority groups of workers.
- Provision of anti-viral medication.
- Cremation and burial capacity.
- Media liaison and warning and informing the public.
- Informing and supporting employees.
- Supporting community needs.
- Supporting educational needs.
- Supporting Political / LA Committee functions.

At WHO Phase 5

- Activate Incident Management Team (IMT) (Enhanced Alert Level)
- Establish Emergency Co-ordination Arrangements (Council Emergency Centre (if required)
- Alert Senior Management via regular situation reports, briefings, etc.
- Implement employee awareness raising, briefing and training sessions as required.

Key Point 3

(WHO Phase 6 – UK Alert Levels 1-4)
Pandemic

Resilience Working group

- Implement Generic Emergency Plan.
- Continue multi-agency liaison at local level –resilience, communications and EHO representation at LRP Working Group Pandemic Influenza Meetings.
- Activate and Maintain IMT (Declared Status).
- Activate and maintain Emergency Centre.
- Liaise with Scottish Government and others at national level.
- Attend and support multi-agency (LRP) groups and meetings.
- Maintain organisational awareness via on-going briefings / Sit. Reps.

Incident Management Team

- Monitor absence impact on services.
- Monitor employee priority groups for anti-viral medication.
- Prepare Vaccination Centres for activation when vaccine becomes available.
- Monitor cremation and burial capacity.
- Maintain media liaison and provide warning and information to the public.
- Maintain procedures to inform and support staff.
- Maintain support to the community.

Service Managers

- Monitor absence levels.
- Implement business continuity plans.

Pandemic Flu Matrix continued

Key Point 4 (WHO Phase 6) Inter-Wave

Preparation for Vaccination.

- Revise priority vaccination groups (Key Workers).
- Prepare employee information on vaccination.
- Prepare for activation of vaccination centres.
- Prepare public information on vaccination.

Review in advance of second wave

- Debrief and review plans and procedures.
- Maintain multi-agency liaison at local level.
- Maintain Emergency Co-ordination arrangements (CEC).
- Maintain IMT at Enhanced Level.
- Re-instate non-essential services subject to resource and employee availability.

When/if second wave is declared move back to Key Point 3

Key Point 5 (WHO Phase 1) End of Pandemic

- Lead multi-agency liaison at local level on Recovery issues.
- Maintain IMT to progress Recovery issues.
- Maintain co-ordination arrangements.
- Reinstate Council Services.
- Liaise with Scottish Government and others at national level.
- Attend and support LRP multi-agency groups and meetings.
- Maintain organisational awareness via briefings / Sit. Reps.
- Participate in and facilitate multi-agency and council wide debriefs.
- Review Business Continuity Plans and Council Generic Emergency Plan.

Section 10 Response and Actions

Care and Support of People

10.0 Emergency Homelessness

If residents have to be evacuated immediately the emergency services will often utilise the nearest suitable safe building as a temporary measure; should the situation continue for a longer period the local authority may be required to provide more appropriate support. The numbers of evacuees and the exact circumstances of the situation will dictate the level of support and the make up any Support Centre but whatever is required the resilience manager or officer should be contacted in order to co-ordinate the activation.

10.1 Voluntary Agencies

Voluntary agencies can be invaluable in providing emergency support in such circumstances and early consideration should be given to their involvement. In particular, the Red Cross can provide excellent support services at short notice.

10.2 Small Numbers of Evacuees (Around 8)

The council has an account with Premier Inn to provide short term emergency accommodation for small numbers of evacuees. This can be organised by liaising with the on call housing officer via Accessline and quoting the account number held by resilience and included in the on call duty officer manual.

10.3 Designated Premises

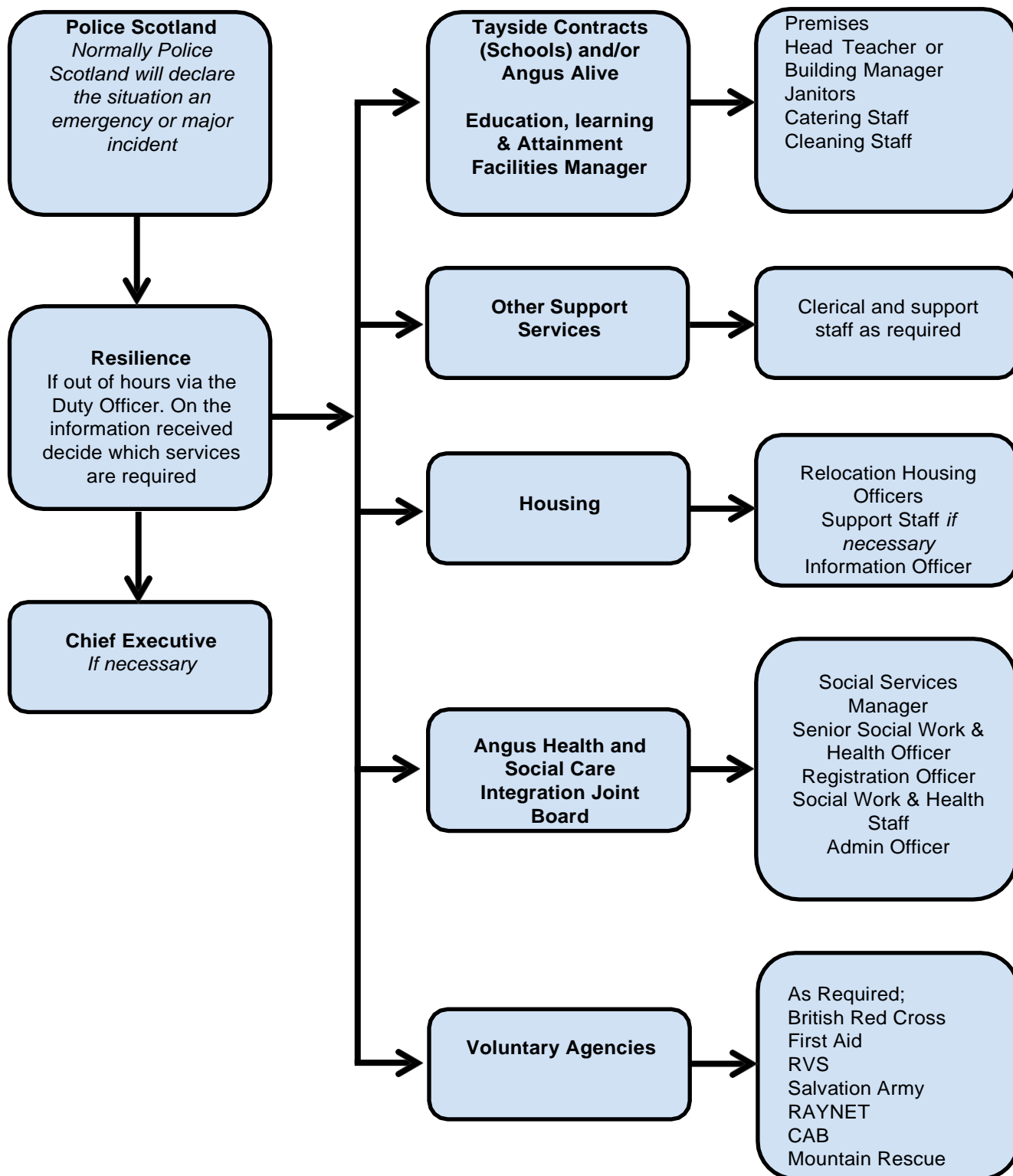
For larger numbers a support centre may be more appropriate, details of which can be found in Part 1 Sect 5 of this plan. Suitable premises have been identified and prepared for this purpose.

Designated Premises	
Area	Premises
Arbroath	Saltire Leisure Centre, Arbroath Academy, Arbroath High School, Arbroath Sports Centre
Brechin	Brechin Community Campus
Carnoustie	Carnoustie High School, Carnoustie Leisure Centre
Forfar	Forfar Community Campus
Kirriemuir	Webster's Sport Centre, Webster's High School
Monifeith	Monifieth High School
Montrose	Montrose Sports Centre, Montrose Academy

10.4 Activation Process

During normal working hours the Resilience team will be notified directly of the requirement for a support centre via the police. Out of hours this will usually be via the duty officer. The following process outlines the activation process.

10.5 Overview of the Support Centre Activation Process



10.6 Rest Centres

Rest Centres are potentially the most complex form of Support Centre and will require the greatest amount of resources and support from the Council.

Not all the areas will be required in every situation, the resources and staffing will dictated by the demands of the individual emergency or major incident. The following figures are therefore a guide to aid planning and preparation.

Reception And Registration Areas		
Role	Suggested Staffing Level	Duties
Receptionist	1 per 30 to 40 evacuees, survivors, friends and relatives.	
Registration Officer	1 per centre.	
Registration Staff	1 per 20 evacuees, survivors, friends and relatives.	Collection and assistance with completion of registration cards and input of details on to IT system for registration.
Admin/Clerical Staff	Minimum of 4 per centre.	Scribe for centre manager, general clerical and administration duties and support to registration staff with registration procedures.

Rest Area And Auxiliary Facilities		
Role	Suggested Staffing Level	Duties
Angus Health and Social Care Integration Joint Board (Social Services) Health Officer	1 per 60 residents.	
Voluntary Agencies	1 team per 60 residents.	Refreshments.
Voluntary Agencies	1 team per 60 residents.	Assist with collection and completion of self-registration cards (if required).

Relocation Unit		
Role	Suggested Staffing Level	Duties
Senior Housing Officer	1 per unit.	
Housing Officer	1 per 4 evacuees, survivors, friends and relatives.	

Health and Social Care Partnership - Support And Advice Unit		
Role	Suggested Staffing Level	Duties
Angus Health and Social Care Integration Joint Board (Social Services) Support & Advice Officer	1 per unit.	
Angus Health and Social Care Integration Joint Board (Social Services) Health Officer	1 per 4 evacuees, survivors, friends and relatives.	
<i>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.</i>		
<i>Assistance may be required from additional Angus Health and Social Care Integration Joint Board (Social Services) specialist counsellors and volunteers such as religious leaders, CAB or specific organisations such as legal and financial or Department for Work and Pensions.</i>		
<i>Services instructions should include the appointment of key support staff as necessary to meet to specific commitment of each designated centre.</i>		

10.7 Information Available to Evacuees

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.

10.8 Centre Kits - held by the janitorial staff/facilities managers

Centre Kits Content List		
ITEM	QUANTITY	NOTES/COMMENTS
Support Centre Staff Action Cards	7	For key officers staff ID badges.
Coloured wrist bands	300	
NCR pads procedure logs (EP1)	2	
Message/memo pads (EP2)	8	
Blue file	1	Instructions on completion of forms etc.
Staff Overtime Record (EP3)	40	Pink paper.
Incurred expenditure (EP4)	40	Yellow paper.
Health & Safety Signing in and Out Sheets (EP5)	40	For Staff and Volunteers. Green paper.
Health & Safety evacuees Fire Log (EP6)	40	Blue paper.
Pens, pencils, markers, paper clips, note pads	As required.	

10.9 Location of Emergency Kits

Emergency kits are located in the following premises;

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

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 resilience manager and posters updated accordingly. In addition, resilience has a full kit which can be brought to the relevant centre during the incident.

10.10 Selection of Premises

The main criteria for selection are 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, internal and external must be fully accessible
- Facilities - shower facilities, toilets
- Parking - parking for staff and evacuees if possible
- Communication – telephone and power for mobile phones
- Resources - tables, chairs, office equipment

10.11 Resources

Staff and equipment will be made available from most council services with essential items such as bedding and groceries etc. sourced on activation of the centre. All arrangements need to be flexible as the situation develops.

The Resilience Manager and the Resilience Officer each hold a council credit card for emergency incident use.

10.12 Storage of Household Effects

Household effects may be stored under arrangements co-ordinated by Housing Services if required.

10.13 Alternative Accommodation

The Homeless Persons Officer can arrange emergency accommodation. Alternatively, Housing Services can arrange hotel or bed and breakfast accommodation.

10.14 Beds and Blankets

Resilience has a limited supply of emergency blankets.

10.15 General Equipment Required – *For guidance only*

Reception

Tables and chairs
Wrist bands
Blue Folder – from centre kit
Telephone directory
Self-Registration cards
Pens
books etc.
Information leaflets
Bins

Main Day Area

Tables and chairs
Flipcharts, pens etc.
Information boards
TV and DVD player
Refreshments
Entertainment items –games,
Blankets (if required)
Bins
Public address system

Registration Area

Tables and chairs
Pens
Files/trays
IT equipment including printers
Paper
Coloured Labels

Quiet Area

Comfortable chairs
Tables

Refreshment Area

Tables and chairs
Crocery and cutlery etc.
Bins

Sleeping Area

Beds/mattresses
Coffee, tea, juice
Bedding

First Aid Room

Tables and chairs
Ordinary waste sacks
Hot and cold running water
*Bed/trolley bed
*Clinical waste sacks
*First aid equipment
*Blankets

Washrooms and Lavatories

Tables and chairs
Soap, toothpaste, shampoo etc.
Cleaning materials
Towels
Toilet Rolls
Baby Changing Facilities

**Supplied by the Red Cross or St Andrews if activated.*

Children's Play Area

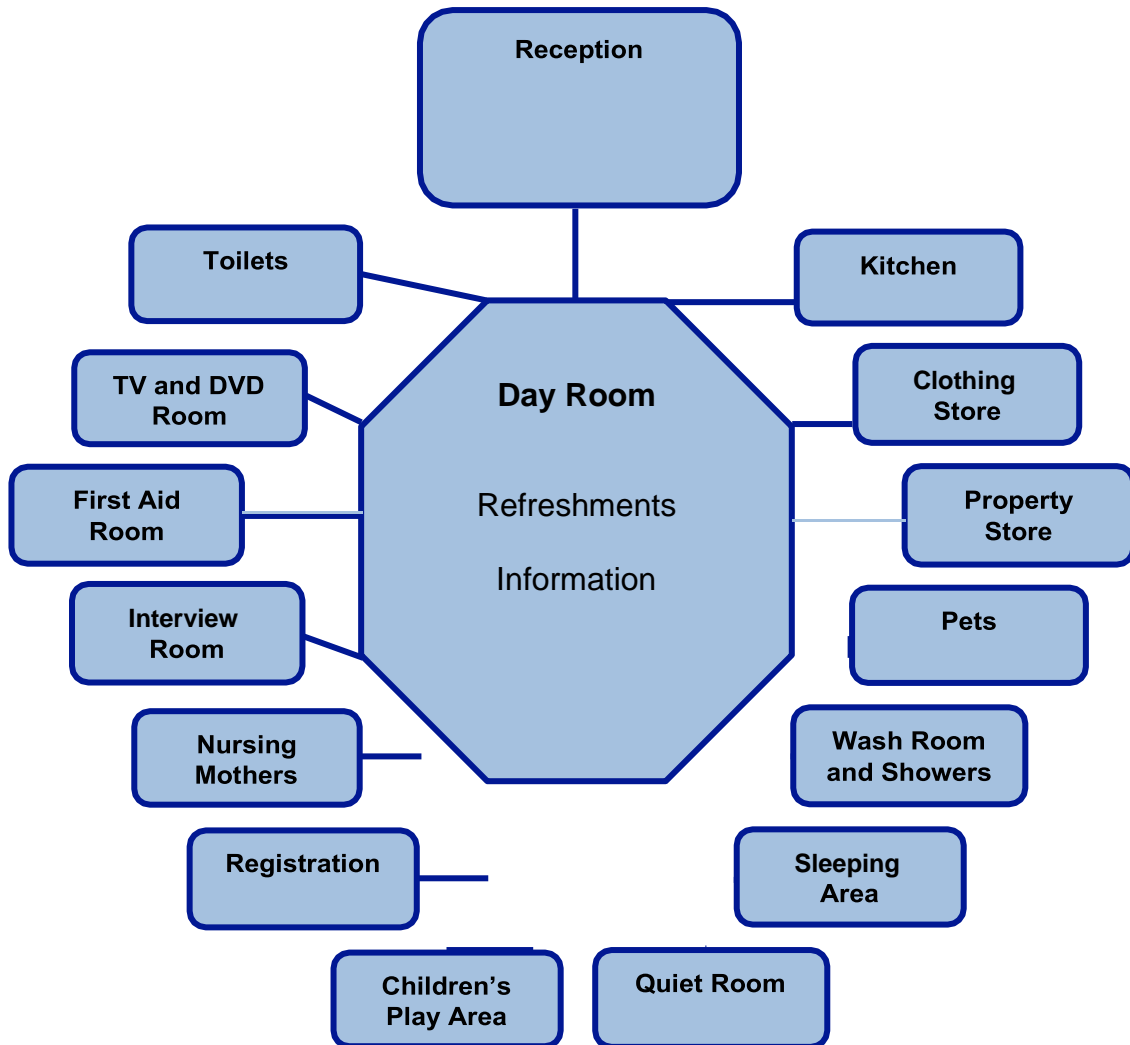
Toys, Games, Books
Soft Mats
TV, DVD Player

10.16 Directional Information & Signs

Pre-printed signs for each of the premises listed have been included in each emergency kit as follows;

Directional Information Signs			
Sign	Quantity	Size	
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

10.17 Support Centre Facilities Overview



STAFF	
Centre Manager	Social Support & Advice Officer and Team
Information Officer	Registration Unit Officer
Main Day Room Officer	Administration Officer
Police Liaison Officer	Officer in Charge of Premises
Relocation team	Red Cross
RVS Team	Benefits Agency Team
CAB	RAYNET/Communications Team

The needs of the users will determine the facilities and staff required within each Support centre, for example; an evacuation centre will not require overnight accommodation.

10.18 Support Centre Registration Process

Evacuees to a support centre may be distressed, shocked and tired so it is vital that the initial arrival in the centre is completed efficiently and with minimum delay.

Registration staff should be positioned immediately in front of the entrance with enough room to process arrivals without blocking further access.

Each registration officer will be allocated registration sheets (example below) with a batch of registration numbers, coloured wristbands (examples below), marker pens, an Emergency Procedure Action Log/SITREP (EP1) pad, resident registration cards and a selection of pens.

As evacuees arrive they will be recorded on the initial registration sheet and the number allocated clearly written on the wristband before it is attached to the individual's wrist. If more than one staff member is booking residents in then each officer should be allocated a batch of numbers to avoid duplication. Family or carer group members should be allocated consecutive numbers wherever possible and group numbers recorded in the appropriate column on the registration sheet and on the wristband. This is especially important for children and adults requiring additional support as it links group members and carers together

All residents should be asked if they have any immediate issues requiring urgent attention before proceeding to the support centre and a yes/no recorded on the registration sheet. Details of any actual issue or requirement should not be recorded on the sheet but as a log entry using Form EP1 and passed to the relevant council service or team for support and action. Only the EP1 log reference number, date and time should be referenced on the registration sheet.

Evacuees requiring specific welfare needs and support should be referred to the Angus HSCP where transfer to suitable accommodation such as day care or residential centres may be considered more appropriate.

Before proceeding in to the centre each evacuee should be given a registration card with the registration number from the sheet entered in to the Card Number/ID Number box and asked to complete the card at their earliest convenience.

Once the bulk of the evacuees have arrived officers will assist the evacuees to complete the registration cards and collect all the completed cards for entry in to the database of evacuees which forms the return to the Casualty Bureau (if required).

Residents subsequently leaving and re-entering the support centre through the single entry and exit point should be booked in and out using their individual wrist numbers and the residents booking in/out form (EP6).

10.19 Initial Registration Form

Agreed prefix for the centre to precede the registration number

SUPPORT CENTRE LOCATION	Springfield High School	PREFIX	SHS	DATE	xx/xx/xxxx	WRISTBAND COLOUR	YELLOW
-------------------------	-------------------------	--------	-----	------	------------	------------------	--------

NAME OF REGISTRATION OFFICER	Joe Blogs	PAGE No	1
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No	FIRST NAME	SECOND NAME	ADDRESS & CONTACT MOBILE No	OTHER GROUP REGISTRATION NO(s) IMMEDIATE ISSUES	ANY
001	William	Simpson	12 The Street, Anytown, Angus DD8 1XX 07123 456789	002, 003 and 004 No issues	
002	Mary	Simpson	12 The Street, Anytown, Angus DD8 1XX 07123 456789	001, 003 and 004 Log entry xx.xx.xxxx	
003	Jimmy	Simpson	12 The Street, Anytown, Angus DD8 1XX. 07123 456789	001, 002 and 004 No issues	
004	Jane	Simpson	12 The Street, Anytown, Angus DD8 1XX. 07123 456789	001, 002 and 003 No issues	
005	Andrew	Burns	10 The Road Anytown, Angus DD8 1YY 07123 789012	No issues	

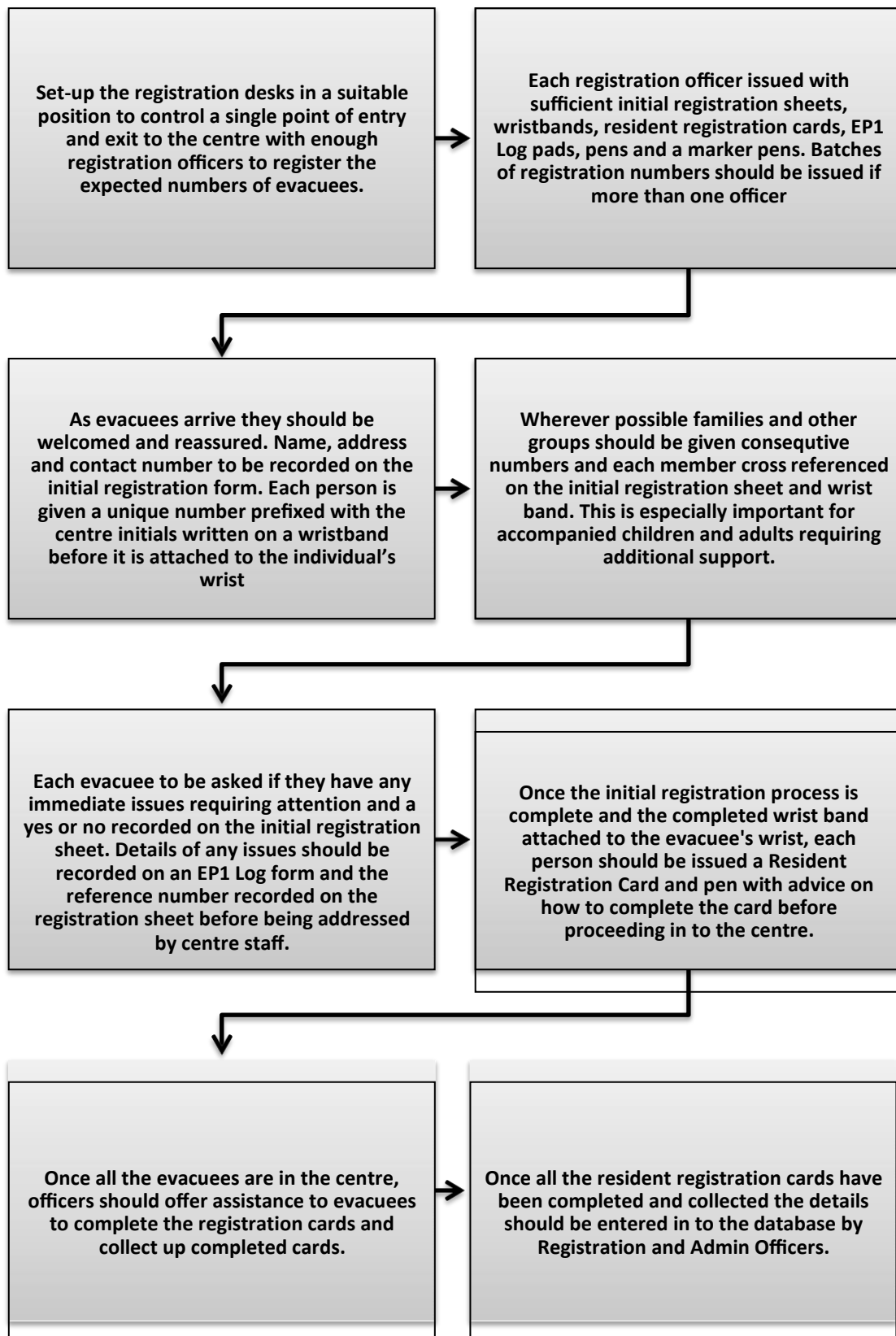
Each registration officer allocated a sequence of numbers – 001-099, 100-199 etc.

Cross reference to other group or family members if necessary and record any log reference numbers for any immediate issues

10.20 Evacuee Wrist Bands

SHS 001 GROUP 002, 003, 004
SHS 002 GROUP 001, 003, 004
SHS 003 GROUP 001, 002, 004
SHS 004 GROUP 001, 002, 003
SHS 005

10.21 Overview of the Initial Registration Process



10.22 Prompt Cards – On Call/Resilience Procedures for Activating a Support Centre

Emergency On Call/Resilience Rest Centre Activation On receipt of callout confirm and action the following;	
Name and contact number for the person coordinating the incident at the scene	
Name and contact number for the officer at the control centre (if applicable)	
Nature of incident Location Time & date of incident	
Likely timescale	
Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Details of those requiring assistance; numbers, age group, any other identified needs	
Specific transport requirements, accessibility for disabilities (if required). Include time of arrival for transport	
REMEMBER TO START A LOG OF EVENTS	

Emergency On Call/Resilience Rest Centre Activation

MORE THAN 8 EVACUEES

Arrange for the premises to be opened
Angus Alive (leisure centres), Tayside Contracts (schools & community hubs)

Contact resilience manager/officer to help co-ordinate the incident

Location of Centre(s)

Likely timescale for the opening of the centre(s)

Location of assembly point for those requiring assistance

Location of rendezvous point (if required)

Specific approach route details (if required)

Contact services to advise of the situation and discuss their requirements:
 Angus Health and Social Care Integration Joint Board (Social Services). Housing.
 Communications Officer. Voluntary agencies (If required).

Advise the Chief Executive of the following;
 Details of the incident and in particular involvement of the council
 Proposals on the establishment of a support centre and if necessary the Council Emergency Centre (CEC) with contact information
 Proposals for joint meetings, initial public information release

Deploy a Council Incident Officer (CIO) to scene of incident (if required). *Ensure the officer is in possession of maps, EP File, EP1 EP2 and mobile communication.*

Resilience manager/officer to proceed to Resilience Office or CEC (if established).

Record initial decisions/actions taken in EP Action Log/SITREP (EP1).
Maintain incident log book throughout incident and prepare SITREP 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

10.23 Prompt Cards – Health and Social Care Partnership – Procedures for Activating a Support Centre

Social Services On receipt of callout confirm and action the following;	
Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Approximate numbers requiring accommodation	
Location, address and if available telephone number/s of selected support centre	
<input type="checkbox"/> Contact and deploy staff designated for support centre duty	

Social Services Responsibilities;
Liaise with Angus Health and Social Care Integration Joint Board (Social Services) staff at the support centre throughout the incident and arrange for additional staff if necessary
Liaise with Housing, People (Education, learning & Attainment), the Police Incident Officer (PIO) and the resilience manager/officer at suitable intervals throughout the incident
Initiate a duty roster and arrange shift work if necessary
Report situation to the head of Angus Health and Social Care Integration Joint Board - Social Work & Health at suitable intervals
Stand down staff at termination of incident

Social Support And Advice Officer
On receipt of callout confirm and action the following;

<p>Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i></p>	<p><input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC</p>
<p>Identity of caller and telephone number</p>	
<p>Nature of incident Location Time & date of incident</p>	
<p>Details of those requiring assistance; numbers, age group, special needs groups</p>	
<p>Location of Centre(s)</p>	
<p>Likely timescale for the opening of the centre(s)</p>	

Obtain any special instructions concerning access and proceed to designated centre

REMEMBER TO START LOG OF EVENTS

Social Support & Advice Officer Responsibilities;

On arrival report to the Centre Manager & confirm location of area and requirements

Setup social support & advice area

Attend briefing meetings

Report progress, updates, any issues to the Centre Manager at regular intervals - EP1

Attend centre management team meetings as required

Contact the Centre Manager if voluntary assistance is required e.g. citizens advice bureau, clergy, Samaritans

Ensuring sufficient staffing levels of Social Work & Health and other appropriate specialists e.g. Health and Social Care Partnership, finance, specialist counsellors, and voluntary groups e.g. clergy, Samaritans, citizens advice bureau etc. as required for counselling and advice purposes

General running of the Social Support and Advice area within the centre

Supervision of all Health and Social Care Partnership and volunteers working within the Social Support and Advice area

Keeping the Centre Manager advised of the situation and bringing any problems to his/her attention

Participation as a member of the centre management team attending briefing meetings as necessary

Preparation of post incident report with any recommendations for revision of plans protocols and procedures

Receive and action regular updates from all Social Support and Advice staff within the area

Arrange confidential interviews for evacuees (on social work & health related matters) if required and ensure onward referral if necessary

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 Centre Manager

10.24 Prompt Cards – Catering Services Procedures for Activating a Support Centre

Catering Services On receipt of callout confirm and action the following;	
Location, address and if available telephone number/s of selected support centre.	
Approximate numbers requiring accommodation	
<input type="checkbox"/> Contact the appropriate 'area officer' instructing them to callout and deploy kitchen supervisor and staff to the selected support centre.	
<input type="checkbox"/> Arrange for additional supplies of food, utensils and assistance if required.	
<input type="checkbox"/> If requested arrange for feeding of personnel involved at the site of the incident.	

Catering Services Responsibilities;
On arrival, set food preparation area: <ul style="list-style-type: none"> Check water supply and arrange through Centre Manager or Officer in charge to contact the water authority if necessary Liaise with centre manager to confirm numbers requiring feeding and types of meals required. Check existing catering facilities, equipment, food stock etc. and contact the Catering Inspector to order additional supplies if necessary using Form EP2 handed to the Centre Manager. Check staffing numbers, if more staff members are needed contact the management chain and inform resilience via Centre Manager Discuss possible use of volunteers
Initiate a duty roster and arrange for shift work if necessary
Liaise with Centre Manager and kitchen staff at support centre throughout the incident
Participation as a member of the centre management team attending briefing meetings as necessary
Request updates from all staff within the catering area and pass any necessary information to the Centre Manager
Report progress/situation to Head of People (Education) at regular intervals
At the end of the incident submit a brief report to the Centre Manager
Assist with returning premises to normal at the end of the incident
REMEMBER TO START LOG OF EVENTS
Stand down staff at termination of incident

10.25 Prompt Cards – Schools and Learning Procedures for Activating a Support Centre

People (Schools and Learning) On receipt of callout confirm and action the following;	
Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Location, address and if available telephone number/s of selected support centre	
<input type="checkbox"/> If out of hours, the Tayside Contracts contact as per the contact register will open the premises.	
<input type="checkbox"/> Contact catering staff to arrange appropriate emergency catering arrangements.	
<input type="checkbox"/> Initiate a duty roster and arrange shift work if necessary.	

People (Schools and Learning) Responsibilities;
Liaise with staff at the support centre throughout incident and arrange for additional staff if necessary.
Liaise with Health and Social Care Partnership, Housing and the resilience manager/officer throughout incident, and provide additional resources if required.
Ensure the Head of Schools and Learning is kept fully informed of situation via regular updates
Be prepared to initiate opening of additional centres if circumstances dictate.
Stand down staff at termination of incident

10.26 Prompt Cards – Centre Manager, Deputy Manager and Day Room Officer Procedures for Activating a Support Centre

Centre Manager On receipt of callout confirm and action the following;	
Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Identity of caller and telephone number	
Nature of incident Location Time & date of incident	
Details of those requiring assistance; numbers, age group, special needs groups	
Location of centre(s)	
Likely timescale for the opening of the centre(s)	
Location of assembly point for those requiring assistance	
Location of rendezvous point (if required)	
Specific approach route details (if required)	
Specific transport requirements, accessibility for disabilities (if required). Include time of arrival for transport	
Staffing requirements	
<input type="checkbox"/> Contact Staff	
Remember To Start Log Of Events	

Centre Manager**On arrival at the centre confirm and action the following;**

Contact number(s) for support centre	
<input type="checkbox"/> All departments and agencies are present	Any issues:
<input type="checkbox"/> Staff availability	Any issues:
<input type="checkbox"/> All facilities and utilities are available	Any issues:
<input type="checkbox"/> Layout	Any issues:
Capacity of centre	
<input type="checkbox"/> Locate Support Centre Kit and arrange for signage to be erected and posted	
<input type="checkbox"/> Discuss and agree procedures for the control of parking, security, casualty bureau, and media matters with the police	
<input type="checkbox"/> Ensure all documentation is complete and maintained (see section 10.18)	
<input type="checkbox"/> Brief staff on the current status of the incident and procedures to be followed	
<input type="checkbox"/> Brief all senior officers/team leaders and provide appropriate operational prompt cards (see section 10.18)	
<input type="checkbox"/> Arrange additional Health and Social Care Partnership staff for staffing Social Support and Advice unit if required	
<input type="checkbox"/> Ensure all staff have tabards and/or ID badges	
<input type="checkbox"/> Contact CIO (Council Incident Officer) if operational otherwise contact resilience manager or officer with initial report and any requests for assistance resources, staffing, voluntary agencies and information	
<input type="checkbox"/> Ensure evacuees are receiving adequate and appropriate information	
<input type="checkbox"/> Prepare situation report (SITREP) containing details of numbers of evacuees within the centre and those who have been relocated	

Centre Manager Responsibilities;

The co-ordination of all activities within the centre and its overall operation. Ensure adequate staffing at all times and liaise as necessary with officers/leaders in charge of other services and agencies

The provision of adequate facilities such as (but not restricted to) furniture, beds and bedding, extra resources and essential utilities (power, heat and light) additional telephone/communication facilities, in liaison with the officer in charge of the premises

Briefing of staff at the centre and conducting centre management team meetings

Convening regular briefing meetings with centre management team

Liaising with appropriate departmental senior officers at the CEC (if operational)

Liaising with SSPCA for temporary custody of domestic animals brought to the centre

Ensuring any medical or dietary requirements of evacuees are met

Ensuring all documentation is completed and maintained correctly

Liaising with police for the control of parking, security, casualty bureau and media matters

Conducting centre management team meetings

Ensuring the Council Emergency Centre (CEC) (if operational) or the resilience manager or officer is fully advised and updated regularly

Maintaining a log – nominating log keeper

Liaising with the CIO at centre (If operational and if not the resilience manager or officer)

Supervise staff activities in providing services and ensure adequate support is available

Ensure adequate supplies of food and drink for evacuees and staff (Requests FORM EP2)

Ensure staff within the centre have sufficient breaks

Liaise with CIO or the resilience manager or officer to determine progress of incident and to report any developments and numbers of evacuees in the centre. If numbers exceed expectation contact resilience manager or officer to organise additional centres.

Contact the resilience manager or officer to request attendance of media liaison officer for all media matters (all staff within the centre must refer media to the communications manager/officer)

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 an 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. Ensure that clear guidelines are agreed with the police regarding the procedure if evidence is passed that relates to the emergency or major incident especially if there is an ongoing inquiry.

Identification as to the need to appoint a sign language interpreter

At the conclusion of the incident:

- Conduct a 'hot debrief' and prepare an initial report
- Inform all agencies of 'stand down' at the end of the incident
- Collate incident report from lead officers and prepare official report of incident along with any identified recommendations, amendments and problems

Day Room Officer/Deputy Centre Manager
On receipt of callout confirm and action the following;

<p>Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i></p>	<p><input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC</p>
<p>Identity of caller and telephone number</p>	
<p>Nature of incident Location Time & date of incident</p>	
<p>Details of those requiring assistance; numbers, age group, special needs groups</p>	
<p>Location of Centre(s)</p>	
<p>Likely timescale for the opening of the centre(s)</p>	
<p>Obtain any special instructions concerning access and proceed to designated centre.</p>	
<p>Remember To Start Log Of Events</p>	

Day Room Officer/Deputy Centre Manager Responsibilities;

On arrival, report to the Centre Manager and confirm location within premises and any requirements such as furniture etc.

Setup area, brief staff and liaise with registration officer(s) to agree registration procedures

Ensure directional signage has been correctly situated

Management of the main/day area and general care of centre residents

Ensuring sufficient staffing levels to brief evacuees and provide information on facilities and refreshments

Supervision of all staff working within the area including those from voluntary agencies

Liaising with administration and registration officers to ensure that all residents have been registered

Monitor numbers in with other centre officers and alert centre manager in the event of possible over occupancy

Ensuring staff have adequate breaks

Keeping residents informed of any developments and passing on information from the centre

Participation as a member of the centre management team and attending briefing meetings as necessary

Request regular updates from staff in the area to assess overall situation

On completion, ensure the main/day room is tidied and any abandoned personal effects are passed on to the police

At the end of the incident submit a brief report to the Centre Manager

10.27 Prompt Cards – Housing Services Procedures for Activating a Support Centre

Housing Services On receipt of callout confirm and action the following;	
Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Identity of caller and telephone number	
Nature of incident Location Time & date of incident	
Details of those requiring assistance; numbers, age group, special needs groups	
Location of Centre(s)	
Likely timescale for the opening of the centre(s)	
<input type="checkbox"/> Contact and deploy housing staff designated for support centre duty	
Remember To Start Log Of Events	

Housing Services Responsibilities;
Initiate 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 People (Social Services and Education) and Health and Care Partnership and the resilience manager/officer throughout incident
Arrange for storage of furniture and household effects and confirm security arrangements of vacated premises
Report situation to head of housing and update at regular intervals
Stand down staff at termination of incident

Relocation Officer
On receipt of callout confirm and action the following;

<p>Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i></p>	<p><input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC</p>
<p>Identity of caller and telephone number</p>	
<p>Nature of incident Location Time & date of incident</p>	
<p>Details of those requiring assistance; numbers, age group, special needs groups</p>	
<p>Location of Centre(s)</p>	
<p>Likely timescale for the opening of the centre(s)</p>	
<p><input type="checkbox"/> Ensure staffing and equipment requirements have been assessed and staff have been contacted</p>	<p>Comments/issues</p>
<p>Obtain any special instructions concerning access and proceed to designated centre</p>	

Remember To Start Log Of Events

Relocation Officer Responsibilities;
On arrival, report to the Centre Manager and confirm location within premises and any requirements such as furniture etc.
Establishment and running of the relocation area within the centre
Setup relocation unit and brief staff
Liaise with centre team and assess likely scale of homelessness situation
In liaison with the police, inform householders on security arrangements for premises/homes vacated and 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 on the condition of their homes, advice and assistance in returning them to a habitable condition and the allocation of more permanent accommodation if necessary
In liaison with the Centre Manager keep evacuees advised in relation to returning to their own homes
Providing evacuees with advice and assistance when returning to their homes
Arrange interviews with evacuees regarding accommodation needs
Keeping head of housing or appointed representative fully advised of the situation and requesting additional staff if required
Providing staff to assist with registration procedures if requested by Centre Manager
In liaison with Health and Social Care Partnership and with Finance Officers, ensure evacuees are given support with any financial issues resulting from the incident
Ensuring documentation is completed correctly
Participation as a member of the centre management team attending briefing meetings as necessary
Report progress to Centre Manager at regular intervals and keep departmental management advised
Assist with returning premises to normal at the end of the incident
At end of the incident submit a brief report to the Centre Manager
Stand down staff at termination of incident

10.28 Prompt Cards – Registration and Administration Officers Procedures for Activating a Support Centre

Registration Officer(s) On receipt of callout confirm and action the following:	
Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Identity of caller and telephone number	
Nature of incident Location Time & date of incident	
Details of those requiring assistance; numbers, age group, special needs groups	
Location of Centre(s)	
Likely timescale for the opening of the centre(s)	
Obtain any special instructions concerning access and proceed to designated centre	
Remember To Start Log Of Events	

Registration Officer(s) Responsible for;
On arrival report access the Support Centre Equipment Box – the exact location of all kits is available from Resilience. Make contact with the Centre Manager and agree registration area layout and any equipment and furniture requirements. The registration area should ensure a single point of entry and exit.
Each officer must have suitable amounts of: pens, EP1 log pads, initial registration sheets, resident registration cards and wrist bands. Batches of numbers should be allocated to each officer to avoid duplication of numbers.
The single point of entry and exit is to be staffed at all times to ensure all staff and evacuees are booked in and out and maintain an accurate record of who is in the centre at
Once all the expected evacuees have been registered and welcomed in to the centre, officers should collect all completed resident registration cards and assist evacuees to complete cards where necessary.
Once all the resident registration cards have been collected the details are to be entered in to the database. Officers should notify Resilience once this is complete in case the Casualty Bureau requires the information.
Once the resident registration cards have been entered in to the database they should be filed alphabetically and returned to Resilience once the centre closes.
Request any additional paperwork or equipment via Resilience. Once the centre is closed a list of any replenishment required for the centre kit is to be passed to Resilience.
Assist with returning premises to normal at the end of the incident.
At end of the incident submit a brief report to the Centre Manager to include any suggestions to improve the registration process for future incidents.

Administration Officer On receipt of callout confirm and action the following;	
Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Identity of caller and telephone number	
Nature of incident Location Time & date of incident	
Details of those requiring assistance; numbers, age group, special needs groups	
Location of Centre(s)	
Likely timescale for the opening of the centre(s)	
Obtain any special instructions concerning access and proceed to designated centre.	
Remember To Start Log Of Events	

Administration Officer Responsibilities;

On arrival, report to the Centre Manager and confirm location within premises and any requirements such as furniture etc.

Locate & brief admin/clerical staff on procedures, roles and responsibilities

Setup area, liaise with lead officers within the centre and agree necessary internal distribution of incoming faxes and messages

Organisation of administration tasks within the support centre

Ensuring sufficient staffing levels to carry out admin tasks

Liaising with registration officer on registration and providing assistance if required

Ensuring evacuee forms are passed to the police at the centre and the casualty bureau (if required)

Ensuring reception area forms are kept up to date and administration staff are briefed on roles and responsibilities

Ensuring staff have adequate breaks

Ensuring assistance is available to residents if required to complete self-registration cards

Distribution documents to relevant officers and areas within the support centre

Ensuring administration resources such as paper, pens, forms and computer consumables are maintained and highlighting any shortages via memo (EP2) to the centre manager

Monitor numbers in with other centre officers 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

Requesting regular updates from staff in the area to assess overall situation

Reporting progress, updates and any issues to the Centre Manager at regular intervals (EP1)

On completion, ensure any abandoned personal effects are passed on to the police

Assist with returning premises to normal at the end of the incident

At end of the incident submit a brief report to the Centre Manager

Stand down staff at termination of incident

Officer In Charge Of Premises
On receipt of callout confirm and action the following;

<p>Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i></p>	<p><input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC</p>
<p>Identity of caller and telephone number</p>	
<p>Nature of incident Location Time & date of incident</p>	
<p>Details of those requiring assistance; numbers, age group, special needs groups</p>	
<p>Location of Centre(s)</p>	
<p>Likely timescale for the opening of the centre(s)</p>	
<p><input type="checkbox"/> Ensure staffing and equipment requirements have been assessed and staff have been contacted.</p>	<p>Comments/issues</p>
<p><input type="checkbox"/> Arrange opening of premises ensure centre is available by requesting the cancelation of any classes or meetings.</p>	<p>Comments/issues</p>

Obtain any special instructions concerning access and proceed to designated centre.

Remember To Start Log Of Events

Officer In Charge Of Premises Responsibilities;

<input type="checkbox"/> On arrival ensure heating, lighting, electricity, gas, and other services are in working order	Comments/issues
Provide assistance with setting up of centre as demonstrated in centre plan and ensure directional signs are placed correctly	
The physical opening of the building and the provision of services such as heat, light, water etc. and any necessary office equipment and supplies required including the official emergency centre kit provided by the Resilience team	
Liaising with the Catering Officer to ensure 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	
Report progress to Centre Manager at regular intervals	
Report progress to Head of People (Education)	
Return centre kit to resilience for replenishment	
Arrange for premises to be secured and tidied on completion	
At end of incident submit a brief report to the Centre Manager	

Information Officer
On receipt of callout confirm and action the following;

Type of centre required: <i>SRC: Survivor Rest Centre. EVAC: Evacuation, ERC: Emergency Rest Centre, F&R: Friends & Relatives Reception Centre, HRC: Humanitarian Assistance Centre</i>	<input type="checkbox"/> SRC <input type="checkbox"/> EVAC <input type="checkbox"/> ERC <input type="checkbox"/> F&R <input type="checkbox"/> HAC
Identity of caller and telephone number	
Nature of incident Location Time & date of incident	
Details of those requiring assistance; numbers, age group, special needs groups	
Location of Centre(s)	
Likely timescale for the opening of the centre(s)	
<input type="checkbox"/> Ensure staffing and equipment requirements have been assessed and staff have been contacted	Comments/issues
Obtain any special instructions re access and proceed to designated centre	

Remember To Start Log Of Events

Information Officer Responsibilities;

- On arrival, report to Centre Manager and confirm location of information area(s) and set up
- Establishing and managing the information point
- In liaison with the Centre Manager, agree method of display for information, content, suitability and relevance
- Monitor and confirm validity of information
- Participation as a member of the centre management team attending briefing meetings as necessary
- Assist with returning premises to normal at the end of the incident
- At end of the incident submit a brief report to the Centre Manager

10.29 Procedures and Forms

EP1 (pad) Civil Emergency Procedures Log – *To record all significant events relevant to the incident.*

A Log Keeper assigned to the Centre Manager should maintain a log of events and decisions on the EP1 combined with the collated information from the EP2. This is the basis for the situation report (SITREP) and daily returns to the Council Emergency Centre (CEC, should this be operational) or the resilience manager or officer.

Suggested headings for inclusion in the situation report;

- Background and overview of incident
- Assessment of situation including 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 - *To record requests for resources and pass on important messages.*

EP2 requests for resources must be counter signed and actioned by the Centre Manager and passed to the CEC or Resilience for action. Information recorded on EP2 will be collated and included on the SITREP by the Centre Manager.

EP1 SITREP

Once complete, the SITREP (EP1) should be submitted to the appropriate directors/chief officers on a daily basis or on request. A complete SITREP (EP1) should reach the CEC (if activated) or the resilience manager/officer by 0900hrs and 1500hrs each day to inform the twice daily Chief Executive/Emergency Management briefings, a third return should be submitted 2100hrs Night Shift information.

EP3 Staff Overtime (pink)

Overtime payments to staff should be dealt with in accordance with normal departmental procedures. However, names of the staff involved and the overtime worked by each individual should be maintained by the senior officer from each participating service based at the centre at THE TIME OF THE EXPENDITURE. Once complete, EP3 should be passed to the Centre Manager for collation, authorisation and signature.

EP4 Incurred Expenditure (yellow)

EP4 is 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 such as groceries for refreshments and hire of equipment in addition to any items specially purchased for this occasion.

EP5 Health and Safety Regulations Fire Log Staff and Volunteers

The EP5 form records all staff and volunteers movements in and out of the centre to comply with fire regulations; it should be kept 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 and briefing.

EP6 Health and Safety regulations Fire Log Evacuees

The EP6 form serves to record evacuee movements in and out of the centre and should be kept on the main desk or kept in the file on the main desk. Evacuees must wear their ID wrist bands at all times in the centre and only return them when permanently leaving the centre. If evacuees subsequently return to the centre they must be given their original ID number.

10.30 Casualty Bureau Survivor/Evacuee Form

A casualty bureau may not be activated by the police at the outset of every emergency or major incident nevertheless a survivor/evacuee form must be completed at registration in anticipation of Casualty Bureau activation as retrospective information may not be possible. The details recorded on the form are entered in to the Evacuees Spreadsheet for retention log purposes and in case the casualty bureau requests them.

A separate form is required for each person within the household and completed forms retained for reference and the retention log.

10.30 Sample Forms



Emergency Procedure Action Log/Sitrep (EP1)

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

No: 0001

Name of Officer:.....

Emergency Job Designation:.....

Department/Service:..... Day:..... Date:.....

Time	Action/Comments

Signature of Logkeeper:

Date & Time:



Emergency Support Centre Staff Overtime RECORD – EP Form 3

Name of centre _____

Date	Pay No	Name	Hrs From (24 hour clock)	Hrs To (24 Hour clock)	Financial Code

Signature of officer _____

Use both sides of the sheet



Emergency Support Centre Incurred Expenditure Record – EP Form 4

Name of centre _____

Date	Item	Qty	Approved By	Supplier	Price	Financial Code

Signature of officer _____

Use both sides of the sheet

Residents Registration Card

Dietary Requirements: _____
 Medical Conditions: _____
 Medication: _____



Emergency Support Centre Health and Safety Regulations – Fire Log EP 5

Staff and Volunteer List

Page No. of

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

Name of centre

Date

Name	Organisation	Time In	Time Out	Time In	Time Out	Time In	Time Out	Comments

Use both sides of the sheet



Emergency Support Centre Health and Safety Regulations – Fire Log EP 6

Evacuees/Friends & Family/Householders/Survivors

Page No. of

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

Name of centre

Date

Name	Residents ID No	Time Out	Time In	Time Out	Time In	Time Out	Relocated To

Use both sides of the sheet

Section 11 Briefing and Debriefing

11.0 Briefing

During any emergency or major incident it is vital to keep the staff members involved up to date with the situation and organised briefings are the most effective way to achieve this. In general, the purpose of a briefing is to;

- Pass on vital information to team members, including procedures, practices, regulations, safety, and command and control structures
- Inform teams of what, where, when and how the situation is developing
- Motivate the team
- Integrate team members – build team relationships
- Preparation for any changes in the situation
- Information concerning the timescale of the incident, numbers involved and needs of evacuees
- Communication details

Initial briefings should include all the following information, any subsequent briefings should include any updates and changes to this information;

- Who everyone is.
- Introductions.
- Identification.
- Management structure (command).
- Nature of the incident.
- Incident information.
- Operational practices.
- Health & safety guidance.
- Roles and responsibilities.
- Shifts.
- Areas of responsibility.
- Roles and 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.

11.1 Debriefing

Once the situation is concluded a debrief should be completed in order to evaluate efficiency, learn from experience and to gather information to assist in future planning, training and exercising. Debriefing is not an end in itself but an essential ingredient of the incident management process.

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. This is best achieved by a series of debriefings at all levels within all agencies and concluding with a multi-agency debrief.

There are several types of debrief of which some are listed below.

Hot Debrief - Carried out immediately after the event or between shifts if teams are changing. It should include a quick overview of issues, problems, health & safety and thanks. Hot debriefs are a useful way of capturing instant reactions which may not be revealed in cold debriefs.

Single Service Debriefing - Carried out within your own organisation or service offering 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 - The process of debriefing 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 or major incident it may be advantageous to hold joint debriefings for specific levels of command, e.g. 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.

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

11.2 Briefing Guide

Briefing	
Introduction and Information	<p>Introduction to team members and yourself</p> <p>Health & safety – everyone signed in</p> <p>Information re incident, timescale, numbers involved, likely needs of service users etc.</p> <p>Management structure – within centre and if activated link to council emergency centre or the resilience manager or officer.</p> <p>Welfare - Including shifts, breaks, meals – for staff and service users etc. each area officer needs to allocate breaks etc. to own team</p> <p>Location of toilets, eating & break areas resources & facilities etc.</p> <p>Co-ordination</p> <p>Location of areas/units</p>
Documentation	<p>Reception</p> <p>Registration – self-registration cards, resident ID</p> <p>IT System</p> <p>Documentation – Forms EP1, EP2, EP3, EP4, EP5 EP6</p> <p>Communications – EP2 Message memo form</p> <p>Log – EP1</p> <p>Emergency procedures – evacuation, fire alarm</p> <p>Incident log</p> <p>Health & safety forms</p>
Operational Orders Protocols	<p>Roles & responsibilities</p> <p>Briefing</p> <p>De-briefing</p> <p>Media</p> <p>Smoking</p> <p>Pets</p> <p>Issues</p> <p>Child protection</p> <p>Confidentiality</p> <p>Emergency procedures – evacuation, fire alarm</p> <p>Data protection</p> <p>Information to service users</p> <p>Updates</p> <p>Briefing</p> <p>Debrief</p> <p>Responsible for your own H&S and welfare, realise your limitations, if you need a break ask for one</p>
Questions	Any Questions?

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.

11 .3 Debriefing Guide

Debriefing	
Thanks	As appropriate. Cover the attitude, commitment, hard work, mutual support, team work, co-operation etc. Update any relevant information.
Call out	What went well and what can be improved. Lessons identified and any recommendations
Response/initial actions	What went well and what can be improved. Lessons identified and any recommendations
Communication Internal	What went well and what can be improved. Lessons identified and any recommendations
Issues Information	What went well and what can be improved. Lessons identified and any recommendations
Staffing Resources Systems	What went well and what can be improved. Lessons identified and any recommendations

Not all the headings need to be used for every debrief. The methods of debriefing personnel involved in an emergency or major incident may vary within each individual service. It will however, be beneficial to debrief as soon after the incident as is practicable and everyone involved should be given an opportunity to contribute to debriefing process at some stage and in some form.

Ensure that any lessons identified have been recorded and forwarded to the appropriate service manager.

Section 12 Recovery

Acute Phase + Recovery Phase



Recovery: The process of rebuilding, restoring and rehabilitating the community following an emergency or major incident.

12.0 Recovery

When a significant emergency or major incident occurs within a community there is a need to support the affected personal, family, and community structures and to assist those individuals and communities to manage their own recovery. The Tayside LRP Strategic and Tactical Co-Ordination Plan, **Supporting Communities in Recovery** gives full details of the considerations and components to be included in the recovery phase of an emergency or major incident.

The recovery phase commences as soon as the incident begins and plans and preparations for the effective restoration of day to day activity must be in place from the outset. Whilst the response or acute phase may be relatively short lived the recovery phase may continue for some considerable time in comparison.

12.1 Regional Working Groups

A recovery strategy will be developed and agreed by the LRP partners involved in the emergency or major incident with identified objectives and milestones. If necessary, Regional Working Groups (RWG's) will be established within each local authority area to ensure the process is maintained across the different services involved so that the recovery is as complete as possible.

A common RWG structure reporting to the LRP will be adopted by all local authorities that ensures the different services the whole of the affected community are included.

12.2 Recovery Priorities

The needs of the affected community should be established as soon as possible and the initial priorities are that no one remains in immediate danger, the numbers of people affected are identified and that disruption to businesses, infrastructure problems and environmental issues are all identified and included in any planning.

12.3 Local Authority Co-ordination during The Recovery

At some point, the greater amount of work will shift from response to recovery and at this point the local authority will assume co-ordination. This point will occur as part of a phased transition and will have been discussed during partnership meetings and a formal handover will be undertaken.

12.4 Declaring the Incident Closed

It may not be possible to return the community to exactly as it was before the emergency or major incident occurred but in essence consultation will identify when a disproportionate amount of time and resources can no longer be justified to overcome the incident and a “new normal” will be established. At this point Regional Working Groups (RWGs) within each affected local authority will declare the incident closed and agencies will deal with any unresolved issues under normal working arrangements.

12.5 Recovery Strategy Overview

Initial Structure of the Regional Working Groups



12.5 Recovery Strategy Overview



Recovery Objectives and Milestones



Once all six objectives and milestones have been satisfied (where applicable) then the incident may be declared closed by the RWG Chair

Glossary

Glossary of Common Abbreviations Used in this Document

ABI	Association of British Insurers
BRCK	Brothock
CAB	Citizens Advice Bureau
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 & Relatives Reception Centre
LRP	Local Resilience Partnership
MACC	Military Aid to the Civil Community
NPPG7	National Planning Policy Guidance 7
NSRRP	North Of Scotland Regional Resilience Partnership
PR	Public Relations
RRP	Regional Resilience Partnership
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

Terms of Reference

Flood Prevention (Scotland Act) 1961

This act empowers a local authority to repair and maintain appropriate flood prevention schemes, where they exist in 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; cleansing, repairing and otherwise maintaining in a due state of efficiency any watercourse, barrier, embankment or other work for defence against flooding and 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.

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.

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.

The 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. A 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 (as amended 2013) describe how the provisions of the Act are to be implemented. The Act and the Regulations place clear responsibility on those organisations with a part to play to prepare for respond to emergencies.

The Act places seven 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 Local Resilience Partnership - LRP

The Tayside LRP, which forms part of the wider North of Scotland Regional Resilience Partnership (NSRRP), consists of Angus Council, Dundee City Council, Perth & Kinross Council, Scottish Ambulance Service, Police Scotland, Scottish Fire and Rescue, National Health Service, Maritime & Coastguard Agency, Scottish Environment Protection Agency.

The Scottish Government guidance on preparing for emergencies (Preparing Scotland) places a greater emphasis on the three Regional Resilience Partnerships and Local Resilience Partnerships to co-operate and share information.

The basic principle applied in Scotland and the UK is of local management of incidents. The three RRP's in Scotland, led by the Assistant Chief Constable and Local Authority Chief Executives, make detailed plans for all types of incidents in their area which are exercised regularly and experience of dealing with different types of emergencies is shared between partners.