

Hampshire County Council

Major Incident Plan

Produced by Hampshire County Council Emergency Planning Unit
Version 1.0, January 2008



Hampshire
County Council

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Foreword

"Rely not on the likelihood of the enemy's not coming, but on our own readiness to receive him."

*Sun Tzu
The Art of War
544 – 496BC*

“It is essential that organisations with a fundamental role to play in ensuring the welfare of the community are prepared to respond effectively and efficiently to protect its members from any emergency. Particular attention needs to be focussed upon the more vulnerable members of society to ensure their safety and well being.

This Plan is the framework for ensuring that Hampshire County Council can respond quickly, effectively and appropriately to any emergency or major incident. It is a comprehensive document outlining the command and control system the County Council will adopt to respond to potential disasters.

To further this, Hampshire County Council will respond and contribute to a wholly integrated multi-agency response to an emergency. This shall ensure a robust, comprehensive and collaborative response from all the organisations involved.

It is crucially important that all organisations and individuals who are likely to be involved in such incidents understand, own and act in accordance with the principle of a multi-agency response.

Acting in accordance with the principles in the Plan will help to make Hampshire safer and more secure for all."

Andrew Smith

Chief Executive
Hampshire County Council

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Distribution List

The Hampshire County Council Emergency Planning Unit is responsible for the distribution of the Hampshire County Council Major Incident and Community Recovery Plans.

Hampshire County Council Printed Versions

No	Plan Holder Job Title	Directorate	Format
1	Leader of the Council		Printed
2	Chief Executive	Chief Executive's	Printed
3	County Emergency Planning Officer	Chief Executive's	Printed
4	Director of Adult Services	Adult Services	Printed
5	Director of Children's Services	Children's Services	Printed
6	County Treasurer	County Treasurer's	Printed
7	Director Environment	Environment	Printed
8	Director IT Services	IT Services	Printed
9	Director PBRs	PBRs	Printed
10	Director Recreation and Heritage	Recreation and Heritage	Printed
11	Head of Corporate Communications	Chief Executive's	Printed
12	Head of Human Resources	Chief Executive's	Printed
13	Head of Legal Practice	Chief Executive's	Printed
14	Head of Chief Executive's Resources	Chief Executive's	Printed
15	Emergency Planning Unit Office Library	Chief Executive's	Printed
16	Emergency Planning Unit CECC Library	Chief Executive's	Printed
17	Members Room	Chief Executive's	Printed
18	Spare	N/A	Printed

District, Borough and City Council Printed Versions

19	Basingstoke and Deane District Council District Emergency Control Centre	N/A	Printed
20	East Hampshire District Council District Emergency Control Centre	N/A	Printed
21	Eastleigh Borough Council District Emergency Control Centre	N/A	Printed
22	Fareham Borough Council District Emergency Control Centre	N/A	Printed
23	Gosport Borough Council District Emergency Control Centre	N/A	Printed
24	Hart District Council District Emergency Control Centre	N/A	Printed
25	Havant Borough Council District Emergency Control Centre	N/A	Printed
26	New Forest District Council District Emergency Control Centre	N/A	Printed
27	Rushmoor Borough Council District Emergency Control Centre	N/A	Printed
28	Test Valley Borough Council District Emergency Control Centre	N/A	Printed
29	Winchester City Council District Emergency Control Centre	N/A	Printed
30	Spare	N/A	Printed

Hampshire County Council Link to Internet Version

Plan Holder Job Title	Directorate	Format
Assistant Director (Performance & Business Management) for Adult Services	Adult Services	Internet
County Manager, Capital Resources	Adult Services	Internet
Capital Resources Officer	Adult Services	Internet
Adult Services Area Director North and East	Adult Services	Internet
Adult Services Area Director South East	Adult Services	Internet
Adult Services Area Director West	Adult Services	Internet
Head of Economic Development	Chief Executive's	Internet
Business Development Manager	Chief Executive's	Internet
Head of News	Chief Executive's	Internet
Deputy Director Education	Children's Services	Internet
Deputy Director Children and Families	Children's Services	Internet
Assistant Director Performance and Resources	Children's Services	Internet
Area Director North and East Children and Families	Children's Services	Internet
Area Director South East Children and Families	Children's Services	Internet
Area Director West Children and Families	Children's Services	Internet
Area Director North and East Education and Inclusion	Children's Services	Internet
Area Director South East Education and Inclusion	Children's Services	Internet
Area Director West Education and Inclusion	Children's Services	Internet
Deputy County Treasurer	County Treasurer's	Internet
Assistant County Treasurer Exchequer Services	County Treasurer's	Internet
Deputy Director Strategy and Resources	Environment	Internet
Assistant Director Highways and Transport	Environment	Internet
Assistant Director Waste and Environment	Environment	Internet
Assistant Director Business Innovation and Support	Environment	Internet
IT Service Delivery Manager	IT Services	Internet
IT Business Solutions Manager	IT Services	Internet
E Government and Corporate IT Manager	IT Services	Internet
Business Services Manager	IT Services	Internet
Head of Hampshire Transport	PBRS	Internet
Projects & Consultancy Manager	PBRS	Internet
Head of Business Services Group	PBRS	Internet
Assistant Director of Operations	PBRS	Internet
Head of Business Services	PBRS	Internet
Head of Architecture	PBRS	Internet
Head of Project Services	PBRS	Internet
Head of Procurement	PBRS	Internet
Head of Quantity Surveyors	PBRS	Internet
Head of Regulatory Services	PBRS	Internet
Head of Property Management	PBRS	Internet
Head of Countryside Services	Recreation and Heritage	Internet
Head of Sports, Community and Outdoor Services	Recreation and Heritage	Internet
Head of Museums and Archives	Recreation and Heritage	Internet
Head of Library and Information Services	Recreation and Heritage	Internet
Head of ITC	Recreation and Heritage	Internet
Head of Risk Management	Recreation and Heritage	Internet
Maritime Director	Recreation and Heritage	Internet
Head of Records Office	Recreation and Heritage	Internet

External Organisations Link to Internet Version

Organisation	Format
Hampshire Constabulary	Internet
Hampshire Fire and Rescue Service	Internet
Southern Central Ambulance Service NHS Trust	Internet
Maritime and Coastguard Agency	Internet
Environment Agency	Internet
Hampshire Primary Care Trust	Internet
Health Protection Agency	Internet
Government Office for the South East	Internet
Highways Agency Area 3	Internet
Armed Services 145 Brigade	Internet
Southern Water	Internet
Basingstoke and Deane District Council Chief Executive	Internet
Basingstoke and Deane District Council District Liaison Officer	Internet
East Hampshire District Council Chief Executive	Internet
East Hampshire District Council District Liaison Officer	Internet
Eastleigh Borough Council Chief Executive	Internet
Eastleigh Borough Council District Liaison Officer	Internet
Fareham Borough Council Chief Executive	Internet
Fareham Borough Council District Liaison Officer	Internet
Gosport Borough Council Chief Executive	Internet
Gosport Borough Council District Liaison Officer	Internet
Hart District Council Chief Executive	Internet
Hart District Council District Liaison Officer	Internet
Havant Borough Council Chief Executive	Internet
Havant Borough Council District Liaison Officer	Internet
New Forest District Council Chief Executive	Internet
New Forest District Council District Liaison Officer	Internet
Rushmoor Borough Council Chief Executive	Internet
Rushmoor Borough Council District Liaison Officer	Internet
Test Valley Borough Council Chief Executive	Internet
Test Valley Borough Council District Liaison Officer	Internet
Winchester City Council Chief Executive	Internet
Winchester City Council District Liaison Officer	Internet
Southampton City Council	Internet
Portsmouth City Council	Internet
Isle of Wight Council	Internet
Dorset County Council	Internet
Christchurch Borough Council via Dorset County Council	Internet
East Dorset District Council via Dorset County Council	Internet
Wiltshire County Council	Internet
Salisbury District Council via Wiltshire County Council	Internet
Waverley Borough Council	Internet
Bracknell Forest Borough Council	Internet
West Berkshire Council	Internet

External Organisations Link to Internet Version Continued

Organisation	Format
Wokingham District Council	Internet
Surrey County Council	Internet
Surrey Heath Borough Council	Internet
West Sussex County Council	Internet
Chichester District Council	Internet
WRVS	Internet
St Johns Ambulance	Internet
Red Cross	Internet
Salvation Army	Internet
RSPCA	Internet
Diocese of Portsmouth	Internet
Diocese of Winchester	Internet
Raynet	Internet

Public Information Copies

Location	Format
Hampshire County Council Emergency Planning Unit Website	Internet

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Section I – General Information

I.1 Definition Of An Emergency

1.1.1 “Emergency” is defined in Part One of the Civil Contingencies Act 2004 as:

“An event or situation which threatens serious damage to human welfare...the environment...or war or terrorism which threatens serious damage to the security of the UK.”

1.1.2 The terminology most commonly used by the Emergency Services to describe such an “Emergency” is a **Major Incident**.

I.2 Introduction

1.2.1 Hampshire County has borders with Dorset, Wiltshire, Berkshire, Surrey and West Sussex. The County has an approximate area of 1,455 square miles (3,769 km²) and the 2001 census gave the population of the administrative county as 1.24 million.

1.2.2 Hampshire County Council (HCC) consists of eight departments:

- Chief Executive’s Department (including Human Resources).
- Adult Services.
- Children’s Services.
- County Treasurers Department.
- Environment Department.
- IT Services.
- Property, Business and Regulatory Services.
- Recreation and Heritage Department.

1.2.3 HCC is a large and complex organisation with premises, staff and resources dispersed across the County.

1.2.4 The implementation of a major incident plan is in accordance with the HCC corporate priorities in support of the population of Hampshire.

- Hampshire Safer and More Secure for All.
- Maximising Wellbeing.
- Enhancing Our Quality of Place.

I.3 Aim

- 1.3.1 The aim of this plan is to provide the integrated management system to implement and manage an effective response and recovery by Hampshire County Council (HCC) to incidents including a Major Incident.

I.4 Objectives

The following objectives support and deliver the HCC corporate priorities:

- 1/ To meet the statutory requirements of the Civil Contingencies Act 2004 (CCA).
- 2/ To ensure a coordinated and integrated response by HCC
- 3/ To ensure the coordination of the Department Emergency Response Plans.
- 4/ To ensure the Strategic objectives outlined in the CCA guidance are achieved (**Appendix A**).
- 5/ To activate an effective emergency management structure for incident response by a large and complex organisation.
- 6/ To ensure effective participation by HCC in the multi-agency response to an incident (**Appendix B**).
- 7/ To ensure a coordinated response in conjunction with the HCC Business Continuity and Risk Management arrangements.

I.5 Requirement To Produce The Plan

1.5.1 The Civil Contingencies Act 2004 (CCA) formalised the response by all agencies and organisations to emergency incidents and in turn built on an integrated response structure that already existed in support of all communities in Hampshire, Portsmouth, Southampton and the Isle of Wight. Part of this formalisation was the introduction of Category 1 and Category 2 Responders.

These are defined as follows:

- Category 1 Responders are the main organisations involved in most emergencies at the local level for example the emergency services.
- Category 2 Responders are those organisations and agencies that are likely to be involved in some emergencies and these could be for example, the utilities, water, power or gas.

A list of all Local Resilience Category One and Two responders is shown in **Appendix C**.

1.5.2 Hampshire County Council (HCC) is a Category One Responder.

1.5.3 This plan is in support of the national arrangements introduced following the implementation of the CCA. The supporting guidance and regulations to the Act set out clear expectations and responsibilities for Category One responders at the local level to ensure that they are prepared to deal effectively with the full range of emergencies from localised Major Emergencies through to Catastrophic Events.

1.5.4 HCC shall provide an effective response and give assistance and advice during an emergency which threatens serious damage to human welfare or to the natural or built environment in the county of Hampshire. The response will vary and/or be proportionate according to the nature and type of the emergency.

1.5.5 In order to fulfil these requirements, HCC has adopted a policy for each department to produce an emergency response plan and provide training for staff in support of these arrangements. This policy will provide resilience across the organisation.

I.6 Scope Of The Plan

1.6.1 This plan is a specific response plan that forms with the Department Emergency Response Plans and departmental business continuity plans the HCC response to Incidents including Major Incidents. It describes the actions HCC will take in response to a major incident or perceived threat that may affect the service.

1.6.2 This plan includes multi-agency coordinating arrangements.

1.6.3 Consideration must be given to the possibility that this plan may be operating in tandem with the Department Emergency Response Plans.

1.6.4 Department emergency planning considerations will need to take account of the responsibilities contained in other existing plans. These plans are listed in **Appendix D**.

1.6.5 Implementation of this plan requires actions in other internal Department documents to be considered when responding to an incident.

I.7 Risk Profile

- 1.7.1 The potential hazards that may affect the communities of Hampshire have been identified, assessed and then ranked according to severity of potential impact and the likelihood of occurrence. The current risk profile for the Hampshire Area is detailed in the Hampshire Local Resilience Forum Community Risk Register.

http://www3.hants.gov.uk/emergencyplanning/cx-emergency_planning-crr.htm

- 1.7.2 Similarly, the current risk profile for Hampshire County Council (HCC) and Departments is detailed in the HCC Corporate Risk Register.

I.8 Sharing Information And The Data Protection Act

- 1.8.1 The Government report identifying lessons from the 7 July 2005 attacks raised an issue related to the management of personal data by local and regional responders. It was apparent that in some parts of the emergency response, the requirements of the Data Protection Act 1998 were either misinterpreted or over-zealously applied. Subsequent reports from the regions have indicated that the London experience in this respect is not unique. As a result, the Cabinet Office has worked with a wide range of stakeholders across government to develop tailored guidance for the emergency community to dispel some of the myths and provide a useful resource to inform future emergency planning, response and recovery.

- 1.8.2 The Data Protection Act 1998 is an important piece of legislation giving confidence to individuals that their personal data will be treated appropriately and that it will not be misused. Its job is to balance individuals' rights to privacy with legitimate and proportionate use of personal information by organisations. In the context of emergency planning – and, in particular, in the aftermath of an emergency – it is important to look at this balance critically and realistically. The public interest is highly likely to mandate the sharing of information to help both immediately affected individuals and the wider community in such circumstances. Emergency responders' starting point should be to consider the risks and the potential harm that may arise if they do not share information. Everybody must work within the law, but in the circumstances set out in the guidance, uncertainty should not be used as an excuse for inaction when it is clearly in the interest of individuals and the public at large to act positively.

- 1.8.3 The HM Government Guidance Document is available on the UK Resilience Website. Data Protection and Sharing - Guidance for Emergency Planners and Responders.

<http://www.ukresilience.info/upload/assets/www.ukresilience.info/dataprotection.pdf>

I.9 Training And Exercises

- 1.9.1 The Civil Contingencies Act 2004 (CCA) requires all plans to include provision for training staff and exercising plans. All plans must contain a training and exercising regime. See **Appendix E**.
- 1.9.2 Exercising tests procedures, not people. Exercises have three main purposes:
- To validate plans.
 - To develop staff competencies and give them practice in carrying out their roles in the plans.
 - To test established procedures.
- 1.9.3 An Exercise schedule is also included in **Appendix E** and will form part of Emergency Response Plan Maintenance.

I.10 Emergency Response Plan Maintenance

- 1.10.1 The maintenance of plans involves more than their preparation. Once a plan has been prepared, it must be maintained for the purpose of ensuring that if an emergency occurs, or is likely to occur, the County Council is able to perform its functions to deal with it.
- 1.10.2 In partnership with the relevant Departments, the HCC Emergency Planning Unit is responsible for managing and coordinating the plan review and maintenance procedure. This will include:
- Version Control.
 - General Updates and Amendments.
 - Updating the Distribution List.
 - Updating the Contacts List.
- 1.10.3 A Plan Maintenance Schedule can be found in **Appendix F**.

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Section 2 - Notification And Activation

2.1 Notification Of An Incident

- 2.1.1 Incidents occur everyday. A normal service response is usually sufficient to deal with most incidents. Hampshire County Council (HCC) Emergency Planning Unit (EPU) receives notification of incidents from the Emergency Services and at times from the Districts and Boroughs. Appropriate resources are then committed and actions taken.
- 2.1.2 The appropriate response may consist of the HCC EPU only, a single department, multi-departments or the entire County Council.
- 2.1.3 Should the incident escalate into a **Major Incident**, then a different response from the County Council may be required.

2.2 Declaration Of A Major Incident

- 2.2.1 Normally one of the emergency services will declare a **Major Incident** and on that basis all other agencies may choose to declare an emergency. Declaration requirements for a Major Incident are contained in **Appendix G**.
- 2.2.2 The HCC Duty Emergency Planning Officer will be contacted by the Emergency Services which in turn will enable all relevant Local Authorities to be contacted/ put on standby as required.

2.3 Plan Activation

- 2.3.1 If the normal management systems of HCC are insufficient to meet the needs of an incident then the decision may be made to activate the Major Incident Plan.
- 2.3.2 For HCC this will be undertaken by the Chief Executive or nominated deputy in consultation with the HCC County or Deputy County Emergency Planning Officer.

2.4 Contact Procedures

- 2.4.1 The HCC EPU is responsible for contacting the members of the HCC Strategic Emergency Management Team (SEMT) and the HCC Tactical Management Group (TMG) as appropriate.
- 2.4.2 The HCC EPU maintains a twenty four hour duty officer roster for the purposes of activating the County Council's resources for an incident or Major Incident.
- 2.4.3 The County Emergency Planning Officer or nominated deputy will use the following to activate the Strategic Emergency Management Team and/ or Tactical Management Group cascade.
- The duty Emergency Planning Officer contacts directory (EPU only).
 - Identified roles, responsibilities and contact lists for departments, within their individual Department Emergency Response Plans (DERP).
- 2.4.4 A flow chart is outlined in **Appendix H** and **J**.
- 2.4.5 Individual HCC departments contacts are responsible for contacting their Department Emergency Management Team members as appropriate and outlined in their DERP.

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Section 3 - Multi- Agency Management Control And Coordination

3.1 Outline Of Major Incident Response

- 3.1.1 When Hampshire County Council (HCC) responds either on its own or in collaboration with other organisations the activity will follow the broad pattern laid out below:
- 3.1.2 **Response Phase** – Encompasses the actions taken to deal with the immediate effects of the emergency. Rapid implementation of arrangements for collaboration, coordination and communication are vital. Response encompasses the effort to deal not only with the direct effects of the emergency itself (e.g. fighting fires, rescuing individuals) but also the indirect effects (e.g. disruption, media interest). **During the Response phase the Police will normally exercise overall coordination.**
- 3.1.3 **Recovery Phase** – Response and recovery are **NOT** two distinct discrete activities and do not occur sequentially. Recovery must be an integral part of the combined response from the very beginning. It addresses the enduring human, physical, environmental, social and economic consequences of emergencies. At the conclusion of the response phase, overall coordination will, in most cases, pass to the local authority with the emergency services, voluntary agencies, private sector and the wider community providing support. This phase could take months or even years. The HCC Community Recovery Plan provides a suggested framework and guidance. **A multi-agency recovery coordination group will provide overall coordination during the Recovery phase.**

3.2 Multi-Agency Incident Response Management Structure

- 3.2.1 The national generic management framework has a common architecture irrespective of the cause or nature of emergencies and allows the emergency services, local authorities and other agencies to work together for common objectives. The framework is flexible and defines the relationships between differing levels of command and management.
- 3.2.2 The framework prescribes that the management of the response to a major emergency will normally be undertaken at one or more of three ascending levels: ***Operational (Bronze), Tactical (Silver) and Strategic (Gold)***. These are defined by their differing functions rather than specific rank, grade or status. **If required, Hampshire County Council may be represented at all three levels.**
- 3.2.3 At the start of any incident for which there has been no warning the ***Operational (Bronze)*** level will be activated first. When the incident has been assessed it may need to be escalated to the next level, ***Tactical (Silver)***. Where an event or situation has an especially significant impact or substantial resource implications, involves a large number of organisations or lasts for an extended duration, then it may be necessary to implement the ***Strategic (Gold)*** level.
- 3.2.4 In broad terms these three levels can be described as:

TERM	MULTI-AGENCY	ROLE
GOLD /STRATEGIC	Strategic Coordinating Group	I think
SILVER/ TACTICAL	Tactical Command	I direct
BRONZE/OPERATIONAL	Operational	I do

3.3 Strategic Coordinating Group (Gold)

3.3.1 Multi-agency group which sets the policy and strategic framework for emergency response and recovery work at a local level.

Sits in a Strategic Command Centre (SCC). See **Appendix K** for location. **Appendix L** shows a possible layout of the SCC.

3.3.2 During the Response phase, Hampshire Constabulary normally adopts the overall coordination role. The SCC structure consists of Cells from different organisations providing advice to the Strategic Coordinating Group (SCG). **It is VITAL the individual cells communicate and cooperate with each other to ensure a truly multi-agency response.**

3.3.3 The Local Authority (LA) Cell consists of representatives from District/ Borough and County. The overall coordination of the cell will be undertaken by the relevant LA. This will depend upon the circumstances and scale of the incident and will require the consensus of all the LAs in the cell.

3.3.4 In cases where an emergency involves more than one District or Borough, or if the incident is of a sufficient scale, consideration needs to be given to the coordination of resources at operational, tactical and strategic levels. This will necessitate discussions between each Chief Executive (or nominee) of the respective authorities involved and Hampshire County Council (HCC) at the earliest stage of the incident. If a multi-agency SCC is established, Chief Executives (or nominees), in consultation with HCC, will decide what resources are allocated to the SCC from each authority to effectively staff the LA cell and commit each authority's resources.

3.3.5 When the Incident enters the Recovery Phase, the overall coordination role will be undertaken by the LA Cell.

3.3.6 A number of options for an LA Strategic Command facility are available depending on the capacity and resources of an Authority. The main need will be for a practical solution which is satisfactory and again effective whilst considering the Business Continuity of the Authority and its normal business.

3.3.7 Options include:

- The LA where the incident is located can merge their Tactical Emergency Control Centre with the Strategic and continue to function satisfactorily including normal Council business.
- The HCC County Emergency Control Centre is set up as an LA Strategic, which would require some key staff travelling from the District involved to attend with members of HCC.
- The use of any suitable offices remote from the LA's main offices that are located in or near the affected community and are considered suitable for purpose.

3.3.8 If it is a cross border incident, the Duty ACPO (Association of Chief Police Officers) Officer for each involved constabulary will discuss the appropriate SCC (GOLD) location. It is possible a cross border incident may result in more than one GOLD command being activated.

3.4 Tactical (Silver)

- 3.4.1 Commonly referred to as SILVER. Multi-agency Tactical level of management introduced to provide overall management of the response. Normally located near the scene of the Incident.
- 3.4.2 Tactical is the level which ensures the actions taken by Operational are coordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency.
- 3.4.3 Actions the policy decisions taken by the Strategic Coordinating Group (SCG).
- 3.4.4 For multiple location incidents, there can be additional Tactical (SILVER) Commands established.

3.5 Operational (Bronze)

- 3.5.1 Commonly referred to as BRONZE. Multi-agency Operational management of 'hands-on' work is undertaken at the incident site or impacted areas. Normally located at the scene of the incident.
- 3.5.2 Responding personnel concentrate on specific tasks within their own areas of responsibility. Individual agencies retain full control of their resources.

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Section 4 - Hampshire County Council Management Control And Coordination

4.1 An Overview For Hampshire County Council

- 4.1.1 During an Incident/ **Major Incident**, Hampshire County Council (HCC) will activate a coordinating and management system which replicates the multi-agency incident response management structure. This is illustrated in Tables 1 and 2 of **Appendix M**.
- 4.1.2 The senior manager responsible for coordinating the incident is the Chief Executive or nominated deputy. This person is in overall charge of the HCC response until they formally hand over responsibility to another Senior Manager or Principal Officer.
- 4.1.3 The strategic command system will be:
- A decision making group drawn from Directors/senior managers in Departments, chaired by the Chief Executive or his nominated deputy.
- 4.1.4 This is known as the Strategic Emergency Management Team.

4.2 Coordinating The Hampshire County Council Response

- 4.2.1 The principal task of the Chief Executive or nominated deputy will be to lead the HCC response to an incident.
- 4.2.2 The Chief Executive, or nominated deputy, in conjunction with the County Emergency Planning Officer or Deputy will determine the nature of the incident and the appropriate level of the HCC response. The County Emergency Planning Officer or Deputy will activate the appropriate HCC management teams as identified in 4.4 to 4.7.

4.3 Convening The Hampshire County Council Strategic Emergency Management Team

- 4.3.1 The Chief Executive, or nominated deputy, in conjunction with the County Emergency Planning Officer or Deputy will determine the nature of the incident and if appropriate convene the HCC Strategic Emergency Management Team. The Chief Executive or nominated deputy will lead this team.
- 4.3.2 If an incident is protracted then this coordinating role will function using a shift system of senior managers from HCC.

4.4 HCC Strategic Emergency Management Team (SEMT)

- 4.4.1 Chaired by the Chief Executive or relevant Director, this team will comprise relevant Directors of Hampshire County Council (HCC) Departments. The role of HCC SEMT is to exercise strategic and coordinated management of the HCC resources and response by:
- Providing representation on a multi-agency Strategic Coordinating Group (SCG) **if established during the response phase.**
 - Assess and initiate the appropriate HCC response.
 - Exercise strategic management of the HCC response.
 - To direct the Tactical Management Group.
 - Participate at the multi-agency SCG **if established for the recovery phase.**
 - Plan for the recovery phase.
 - Liaise with elected members.
 - Oversee business continuity arrangements to maintain critical and where appropriate normal services.
- 4.4.2 A Director or nominated deputy will represent each Department as appropriate on the HCC SEMT.

4.5 HCC Tactical Management Group (TMG)

- 4.5.1 This multi-departmental team is comprised of relevant Assistant Directors and Principal Officers of HCC Departments. If HCC SEMT is sitting it will select the Chair, otherwise chaired by a representative of the most appropriate Department. HCC TMG will exercise tactical management of the County Council response by:
- Ensuring a coordinated multi department response.
 - Enacting the policy decisions made by the HCC SEMT.
 - Coordinating and ensuring effective communication.
 - Managing the departmental response.
 - Providing regular briefings to the HCC SEMT.
- 4.5.2 During an incident, HCC TMG will convene as appropriate e.g. every hour.
- 4.5.3 HCC TMG will normally convene in the HCC County Emergency Control Centre. See **Appendix K** for location. The Duty Emergency Planning Officer will arrange access.
- 4.5.4 An Assistant Director or nominated deputy will represent each Department as appropriate on the HCC TMG.
- .

4.6 HCC Department Emergency Management Teams (DEMT)

- 4.6.1 Each individual Hampshire County Council (HCC) department will set up a DEMT. These are the equivalent of existing Departmental Management Teams (DMTs) except they consist of the key Heads of Department each individual department requires to assist its response or recovery effort. Each DEMT shall be chaired by the relevant Assistant Director or nominated deputy on behalf of the Department Director. Senior managers will join each DEMT as required to ensure the decision makers are kept informed.
- 4.6.2 The purpose of the DEMTs is to ensure that the response actions taken by each department are coordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency. Each DEMT will:
- Activate appropriate departmental/County resources.
 - Determine priority policies for the allocation of limited resources.
 - Identify and coordinate priority tasks.
 - Approve funding for additional resources if required.
 - Ensure the health and safety of personnel.
 - Where appropriate, instigate control measures to protect the public.

TERM	MULTI-AGENCY	HAMPSHIRE COUNTY COUNCIL	ROLE
GOLD /STRATEGIC	Strategic Coordinating Group	Strategic Emergency Management Team	I think
SILVER/ TACTICAL	Tactical Command	Tactical Management Group/ Department Emergency Management Team(s)	I direct
BRONZE/OPERATIONAL	Scene of Incident	Response	I do

4.7 HCC Liaison Teams

- 4.7.1 The HCC Emergency Planning Unit (EPU) will deploy Emergency Planning Officers to the **multi-agency** Tactical Command(s) (SILVER) and Strategic Command(s) (GOLD).
- 4.7.2 DEMTs will identify Department Liaison Officers to assist in the response and recovery to a Major Incident. These Officers will be deployed to work in conjunction with the Emergency Planning Officers to ensure satisfactory liaison at the multi-agency command(s).
- 4.7.3 The Department Liaison Officers will provide specialist advice and guidance on the response capability of the County Council and assist the HCC Liaison Team in maintaining the flow of information between the multi-agency control and the DEMT.
- 4.7.4 The Liaison Team's role includes:
- Representing HCC at the multi-agency tactical meetings.
 - Providing advice and guidance on the response capability of HCC which would include resource availability.
 - Maintaining the flow of information between the multi-agency Tactical Command and the HCC County Emergency Control Centre.
 - Keeping records of policy decisions taken and resources committed.

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Section 5 – The Hampshire County Council Response

5.1 Department Response

- 5.1.1 Pursuant to the requirements of the CCA, Hampshire County Council (HCC) Departments will have a number of responsibilities in their response to an incident. These are related to their day to day work activities and responsibilities. In responding to incidents including **Major Incidents**, HCC departments carry out their normal activities in extraordinary circumstances.
- 5.1.2 Each department has a Department Emergency Response Plan (DERP) that enables it to manage its response to incidents. The plans illustrate how the department's response will link with the HCC Emergency Management Structure. The senior managers responsible for initiating the department response are identified. For some incidents the Duty Emergency Planning Officer may request resources without the need to activate a departmental plan.
- 5.1.3 Each Department Emergency Response Plan details:
- The Department's resources.
 - The Department's role in a major incident.
 - The senior managers' roles and responsibilities when the DERP is activated.
 - The identity of other plans in which County responsibilities are outlined.

5.2 ASSIST

- 5.2.1 There are a number of HCC pre-trained volunteer staff who have agreed to carry out a number of pre-identified roles to support an HCC response.
- 5.2.2 This group of staff is known as ASSIST. Response roles in accordance with the Hampshire & Isle Of Wight Local Resilience Forum Humanitarian Assistance Guidance include:
- Staffing Survivor Reception Centres, Family and Friends Reception Centres, Prepared Rest Centres, and the longer term Humanitarian Assistance Centres. Those with specialist skills in bereavement and counselling may also be requested to support the Police Family Liaison Officers within a Temporary Mortuary and assist with staffing an emergency helpline.
- 5.2.3 The HCC Emergency Planning Unit (EPU) will activate ASSIST by contacting the relevant HCC Department, or ASSIST members directly. Activation details etc are contained in the Duty Emergency Planning Officer Emergency Contacts folder.
- 5.2.4 The HCC EPU will contact the relevant Voluntary Organisations to attend the PRC(s) etc.
- 5.2.5 These resources may be committed during the immediate response before consideration is given to the activation of this plan.
- 5.2.6 A Prepared Rest Centre Team should consist of a manager and approximately six members of staff.
- 5.2.7 One of the Team Manager's key functions is to establish and head a PRC Management Team which will comprise of the building manager, WRVS and any other principal organisations represented at the PRC. The aim of the management team is to ensure that they all work together to ensure that the evacuees are properly cared for.

5.3 Staff An Emergency Helpline

5.3.1 A number of ASSIST members have agreed to staff an Emergency Helpline to provide relevant support for the bereaved and traumatised. This will be in addition to the County Emergency Control Centre support teams identified in 5.4.2.

5.4 HCC County Emergency Control Centre (CECC)

5.4.1 The location of the County Emergency Control Centre is in **Appendix K**.

5.4.2 The voluntary CECC support team will carry out certain roles which will enable the functions below. A list of Roles and Responsibilities is in **Appendix N**.

5.4.3 The functions of the CECC are:

- To be the initial muster and briefing point for those Hampshire County Council (HCC) staff who do not go straight to site.
- To be the briefing point for HCC staff during a Major Incident.
- To provide the facilities to support the HCC Strategic Emergency Management Team (SEMT) and the HCC Tactical Management Group (TMG).
- Provide a working environment for HCC personnel managing and coordinating the tactical response in conjunction with liaison officers from other agencies.
- Coordinate, assess and record information.
- Act as single point of contact for communications with external responding agencies.
- Act as a single point of contact for HCC staff and departments in terms of the incident response.
- Provide a point of reference for deployments, actions and documentation relating to HCC activities when responding to an incident.
- To provide the facilities for the HCC Emergency Helpline.

5.5 The Hampshire County Council Emergency Helpline

5.5.1 In the event of an Incident, HCC the County Emergency Planning Officer or Deputy may decide to set up an Emergency Helpline to help facilitate the warning and informing function.

5.5.2 Depending upon the type or nature of the incident, a management decision will be made at the time by the County Emergency Planning Officer or Deputy in conjunction with the HCC TMG with regard to relevant staffing.

5.5.3 If required, the Helpline may be used to provide an additional humanitarian service as outlined in 5.2 and 5.3.

5.6 Communication And The Media

- 5.6.1 The Civil Contingencies Act 2004 requires a coordinated response to the media when dealing with major incidents and emergencies. All responding agencies must work together. The key communications objective must be to deliver accurate, clear and timely advice to the public so that they feel confident, safe and well informed.
- 5.6.2 Best practice in Hampshire and the Isle of Wight has historically ensured that the media response has been coordinated and this arrangement is formalised by the Hampshire and Isle of Wight Local Resilience Forum Media Plan for major incidents.
- 5.6.3 Hampshire County Council (HCC) internal and external communication arrangements are detailed in the HCC Corporate Communication Plan.
- 5.6.4 The HCC Corporate Communication Team will deploy a Media Officer to support both the HCC Strategic Emergency Management Team (SEMT) and the HCC Tactical Management Group (TMG). Their role will be to:
- Liaise with other responders.
 - Ensure compliance with the Hampshire and Isle of Wight LRF Media Plan and provide advice and information to the HCC SEMT and the HCC TMG.
 - Communicate with local media and communities.
 - With the Chief Executive (or nominee) identify a spokesperson.
 - Arrange press conferences as appropriate.
 - Monitor local radio/television/press.
 - Keep Customer Services units updated with information.
 - Update the HCC website with information.
 - As appropriate, provide a point of contact for the HCC Media Officer at the multi-agency Strategic Coordinating Centre (SCC) and Tactical and Operational commands.
 - Where requested by the HCC SEMT or the HCC TMG, to provide staff and councillor updates.
- 5.6.5 If the SCC or Tactical Command(s) are established, then the Media Team will need to send a representative to the multi-agency media cells at the respective locations.
- 5.6.6 Their role is to assist in the preparation and dissemination of media and public information. They should also ensure the HCC SEMT and the HCC TMG are kept updated on all press releases and the advice and information provided to the public as soon as possible.
- 5.6.7 These arrangements are detailed in the HCC Corporate Communications Plan.

5.7 Role Of Members

- 5.7.1 County Councillors can have a very important role to play in the event of an emergency. Briefed by the Chief Executive's nominee, their role could encompass providing reassurance, information and advice to those affected by the emergency and to feedback on issues of concern affecting the community as a whole.
- 5.7.2 Councillors are asked to refer any requests for information or advice (in addition to the brief they have received) to SEMT and/ or the Corporate Communications management team.
- 5.7.3 Care should be taken to ensure this important activity is in harmony with other Category One responders in the integrated response to or recovery from an incident.

5.8 Financial Record Keeping

- 5.8.1 Responding to an incident will inevitably entail expenditure over and above normal budgets. Some or all costs may be recoverable either from those causing the incident or through the Bellwin Scheme of Emergency Financial Assistance to Local Authorities.
- 5.8.2 It is therefore crucial that all expenditure associated with the response to an incident is clearly identified and recorded. To achieve this it is important the County Treasurer is notified at an early stage to establish a dedicated cost centre and financial controls.
- 5.8.3 Formal financial controls may not be in place from the outset of the incident and therefore it is vital the following information is recorded:
- The expenditure incurred or the services provided.
 - Details of the agency/person requesting the expenditure or service.
 - Person authorising the expenditure.
- 5.8.4 Further details are included in the County Treasurers Department Emergency Response Plan.

5.9 General And Policy Record Keeping

- 5.9.1 Responding to an incident will inevitably entail policy decisions and actions. It is vital these are accurately recorded to protect the corporate reputation of Hampshire County Council (HCC).
- 5.9.2 At all stages and levels, general logs will be kept which will record details such as time, date, events, telephone call details, minutes of meetings and actions etc.
- 5.9.3 In addition, a Policy Log will be kept which will record details of new, initiated and amended policy decisions.

Accurate records will:

- Serve as a true record of events.
- Act as personal aide-memoir.
- Assist decision making.
- Facilitate handovers of responsibility.
- Provide a health and safety record of personnel.
- Help with advice, warning and informing.
- Aid in the compilation of post operational reports and cost capture.
- Be available for both debriefs and subsequent inquiries.

5.10 Recovery Group

- 5.10.1 Early consideration MUST be given to the potential remediation and recovery needs of the affected area which might include Environment Department establishments.
- 5.10.2 The HCC Community Recovery Plan should be consulted when HCC is required to provide relevant expertise and resources to support the work of the multi-agency recovery coordination group.

5.11 Business Continuity

- 5.11.1 The Major Incident Plan is largely concerned with the contribution made by Hampshire County Council to a multi agency response to a major incident affecting the County. In addition however, the County Council is also obliged to maintain its own business continuity plans in order to ensure that it can continue to deliver its emergency and non emergency functions as far as is practicable in the event of an emergency.
- 5.11.2 These business continuity plans are largely generic and will help the council to continue to deliver the most critical aspects of its day to day functions. They are complementary to the other emergency plans prepared by the council and where possible mirror the emergency response structure already in place.

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Section 6 – Government Resources

6.1 Regional And Central Government

6.1.1 Most emergencies in the United Kingdom (UK) are handled at the local level by local responders with no direct involvement by UK central government. However in some instances the scale or complexity of an emergency is such that some degree of UK regional or central government support becomes necessary.

6.2 The Government Office For The South East

6.2.1 The Government Office for the South East (GOSE) is a regional representative for key government departments involved in the management of incidents. It does not replace the Government Liaison Team. It can carry out the following tasks:

- Providing advice and assistance to Strategic Command teams.
- Advising Central Government staffs and Ministers on the nature of the incident.
- Submitting regular progress reports to central staffs as required.
- Advising on the need to notify the Regional Civil Contingencies Committee and Regional Nominated Coordinator.
- Providing additional staff to Strategic Command teams as required.
- Liaising with Government Offices for London, the Eastern Region and the South West Region for the provision of additional resources as required.

6.3 Lead Government Departments

6.3.1 Where the scale or complexity of an emergency is such that some degree of government coordination becomes necessary, a designated Lead Government Department or, where appropriate, a devolved administration, will be made responsible for the overall management of the government response. The UK Capabilities Programme is the core framework through which the Government is seeking to build the UK's resilience to an emergency. The Programme consists of 17 capabilities work streams, each of which is the responsibility of a designated lead department. These work streams are detailed in **Appendix P**.

6.4 Military Assistance

6.4.1 This must follow the agreed procedure. Any request for military assistance shall be passed to the Hampshire County Council County Emergency Planning Officer who will contact the Army at Headquarters 145 (HC) Brigade at Aldershot. Military Assistance may have to be paid for. Further details regarding Military Assistance are detailed in **Appendix P**.

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Section 7 - Stand Down And Post Incident Procedures

7.1 Stand Down Procedures

- 7.1.1 During a Major Incident thought must be given to the eventual end of the response requirement and the return to normality. If the multi-agency Strategic Coordinating Group at GOLD has assembled, they will agree a formal STAND DOWN. Each participating organisation will cascade the STAND DOWN communication to its respective incident response elements.
- 7.1.2 The Hampshire County Council (HCC) Strategic Emergency Management Team (SEMT) will issue the formal STAND DOWN to the responding HCC departments. If SEMT has not been set up, then the HCC Tactical Management Group (TMG) will issue the formal STAND DOWN.
- 7.1.3 HCC SEMT/TMG must ensure the cascade is in place to notify all members of staff within their Department who may be at locations throughout the County, either at the incident or acting as Liaison Officers.

7.2 Post Incident Debriefing (PID)

- 7.2.1 PID is an essential function for two reasons:
- To gather Post Incident feed back from the relevant responders on the implementation of the plan and procedures within it. This will assist with the Post Incident Review process.
 - To enable people to discuss their personal involvement and for managers to identify if further support is required.
- 7.2.2 This process should be carried out as soon as is practicable following an incident. See **Appendix Q** for more details.

7.3 Personal Welfare Support

- 7.3.1 In some instances, it may be appropriate for individuals to supplement debriefing with further welfare support. Two Hampshire County Council (HCC) support functions are available.
- Advice from HCC Occupational Health.
 - Use of the Employee Support Line (ESL).
- 7.3.2 The ESL is a confidential counseling and support service for HCC employees.

7.4 Post Incident Review (PIR)

- 7.4.1 A review of the response to a Major Incident by Hampshire County Council (HCC). Departments and by agents on behalf of HCC will be essential. The PIR provides an opportunity to evaluate efficiency and efficacy, amend and review plans, coordinate and archive logs and reports to assist in ensuing investigation/enquiries.
- 7.4.2 The process will be initiated as soon as is practicable following an incident and be led by the HCC County Emergency Planning Officer in conjunction with the relevant Department(s).
- 7.4.3 The process will be made up of three components:
- Post Incident Debriefing.
 - Analysis of Plan Implementation/ Incident Records Review.
 - Questionnaire/Interview: to learn from participant's insights and perceptions.
- 7.4.4 Key areas of consideration will include:
- Mobilisation of procedures for personnel and equipment.
 - Implementation plans and procedures.
 - Management and coordination of Emergency Response.
 - Management and coordination of Business Continuity arrangements.
 - Timeline of events.
 - Internal and external communications.
 - Stakeholder perception/reaction.
 - The short and long term consequences of the incident.
- 7.4.5 The process will culminate in a report which will identify key lessons learnt including incident cause, reviewed risk analysis, recommendations for future correction/modifications of plans and procedures and emergency management processes, as well as recognise needs for training enhancements.

Appendix A: Strategic Roles Of Response Organisations

Irrespective of the particular responsibilities of organisations and agencies that may be involved with the response to an emergency, the Civil Contingencies Act 2004 guidance suggests they will all work to the following common objectives:

- a) saving and protecting life.
- b) relieving suffering.
- c) protecting property.
- d) providing the public with information.
- e) containing the emergency – limiting it's escalation.
- f) maintaining critical services.
- g) maintaining normal services at an appropriate level.
- h) protecting the health and safety of personnel.
- i) safeguarding the environment.
- j) facilitating investigations and enquiries.
- k) promoting self-help and recovery.
- l) restoring normality as soon as possible; and
- m) evaluating the response and identifying lessons to be learned.

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Appendix B: The Individual Roles Of Responding Agencies In Major Incidents And Emergencies

The Police Service.

Hampshire Constabulary normally coordinate all activities at and around the scene of a land based sudden impact emergency. The number one priority is the saving and protection of life.

After comes the preservation of the scene for evidence unless no further police investigation is required e.g. natural phenomena.

Other responsibilities:

- a) establish and maintain cordons around the scene to ensure that emergency services can safely undertake rescue operations and the protection and care of the public and survivors.
- b) oversee criminal investigation.
- c) process casualty information.
- d) coordinate land based search activities.

Fire and Rescue Service.

The primary role of Hampshire or Isle of Wight Fire and Rescue Service in an emergency is the rescue of people trapped by fire, wreckage or debris.

Other responsibilities:

- a) prevent further escalation of an incident by controlling or extinguishing fires, by rescuing people and by undertaking other protective measures.
- b) dealing with released chemicals or other contaminants in order render the incident safe or recommend exclusion zones.
- c) assist the Ambulance Service with casualty handling and the police with the recovery of bodies.

The Fire and Rescue service is likely to take the lead on health and safety issues for personnel of all agencies working within the inner cordon. Although the NHS is responsible for the decontamination of casualties in practice the Fire and Rescues service will undertake mass decontamination of the general public.

National Health Service.

Ambulance Service.

The Ambulance Service have responsibility for co-ordinating the on-site NHS response and determining the receiving hospitals. If necessary the Ambulance will arrange the attendance of a Medical Incident Officer who will work together to sustain life through effective emergency treatment at the scene, to determine the priority for release of trapped casualties and decontamination in conjunction with the Fire Service.

Hospitals.

Hospitals with Major Accident and Emergency Departments have been designated as potential casualty receiving hospitals. They will also provide mobile medical teams and Medical Incident Officers. Other hospitals will support by taking patient transfers.

Public Health (Health Protection Agency).

The NHS makes public health advice available to the emergency services, NHS organisations and the public on a 24 hour basis. This advice is crucial for the control of communicable diseases and for public health concerns relating to hazards in chemical, biological, radiological and nuclear incidents.

Primary and Community Care Services.

A crucial aspect of NHS response covering a range of health professionals e.g. General Practitioners, community nurses, health visitors, mental health visitors etc.

HM Coroner.

Statutory responsibility to enquire into bodies lying in their district who have met a violent, unnatural or sudden death of unknown cause. They have to determine who has died, how and when and where death came about. Bodies at the scene of an incident should not be moved without the permission of the coroner and only a coroner may order a post mortem or the release of a body.

Maritime and Coastguard Agency.

Consists of separate but integrated branches – includes HM Coastguard and the Counter Pollution and Response Branch. Primary responsibility of HM Coastguard is to initiate and co-ordinate civil maritime search and rescue (and in some cases maritime incidents resulting from an air accident) within the UK search and rescue region. Includes rescue of those in danger on cliffs or shoreline or danger in inland areas due to flooding. The Counter Pollution and Response Branch is responsible for dealing with pollution at sea and, in conjunction with Local Authorities for the shore-line clean up.

Local Authorities.

The principal concerns of local authorities in the aftermath of an emergency are to provide support for people in their area. In the first instance they do so by co-operating closely with the emergency services in the response phase.

However they also have many specific responsibilities of their own. They will use their resources to mitigate the effects of emergencies on people, property and infrastructure and play a key role in coordinating the response from the voluntary sector.

Other responsibilities:

- a) endeavour to continue normal support for the local and wider community throughout any disruption
- b) for mass fatalities, liaise with the coroner on the establishment of temporary mortuaries.
- c) as emphasis move from response to recovery take a leading role in facilitating the rehabilitation of the community and restoration of the environment.
- d) initiate emergency financial assistance (Bellwin).

The Private Sector.

Industrial and commercial organisations, including utilities should be integrated into both planning and command and control structures. This is not limited to those companies nominated under the Civil Contingencies Act 2004 as responders but should also engage the full breadth of organisations identified by the risk analysis process.

The Voluntary Sector.

Can contribute a wide range of activities. When responding to an emergency they will always be under the control of a statutory authority.

Appendix C: Local Resilience Forum Category 1 And Category 2 Responders

Category 1 responders

The Civil Contingencies Act guidance makes these 'core responders' who make the risk assessments, prepare the plans and lead the response to emergencies that occur. They form the lead groups of the Local Resilience Forum and would be represented in the organisational Cells in the Strategic Coordinating Group in the Strategic Command Centre.

Emergency Services:

- Hampshire Constabulary.
- Hampshire Fire and Rescue Service.
- IOW Fire and Rescue Service.
- South Central Ambulance Service NHS Trust.
- IOW Ambulance.
- Maritime and Coastguard Agency.

Local Authorities:

- Hampshire County Council.
- Portsmouth City Council.
- Southampton City Council.
- IOW Council.
- District and Borough Councils.

Health Bodies:

- Primary Care Trusts.
- Acute Trusts.
- Health Protection Agency.

Government Agency:

- Environment Agency.
- Military Services are NOT included but in practice through 145 Brigade and the Naval and RAF liaison officers they are co-opted to the Local Resilience Forum.

Category 2 responders (Co-operating responders rather than lead organisations).

Utilities:

- Electricity, Gas, Water, Sewage telephone service providers.

Transport:

- Network Rail, Train and Airport Operators, Harbour Authorities, and Highways Agency.

Health Bodies:

- Strategic Health Authority (in practice the SHA and the HPA represent the Health bodies on the LRF committees).

Government Agency:

- Health and Safety Executive.

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Appendix D: Site And Hazard Specific Plans

The following plans held by the HCC Emergency Planning Unit and other relevant HCC Departments contain specific response responsibilities for HCC. These plans may be activated and run in tandem with this Major Incident Plan and/ or each other.

Specific responses for:

1. District Emergency Response Plans.
2. District Oil and Chemical Pollution Plans.
3. HCC Oil and Chemical Pollution Plan.
4. National Contingency Plan for Marine Pollution from Shipping and Offshore Installations.
5. COMAH/ MACR (Site Specific Plans).
6. Hampshire Flood Response Plan.
7. Major Hazard Accident Pipelines.
8. HCC Farnborough Air Show Contingency Plan.
9. Hampshire and Isle of Wight Local Resilience Forum Temporary Mortuary Plan.
10. Hampshire and Isle of Wight Local Resilience Forum Humanitarian Assistance Guidance.
11. Generic Notifiable Animal Disease Contingency Plan.
12. PORTSAFE/SOTONSAFE (Port Related Plans).
13. Southampton Airport.
14. Aldermaston Atomic Weapons Establishment.
15. Operation Sassoon (Evacuation Plan).
16. Area 3 Highways Response Plan (Highways Agency).
17. Operation Gridlock (Welfare of Area 3 Highway Network Users).
18. Operation Stack (Welfare of Container Port Users).
19. National Emergency Plan for Fuel.
20. HCC Major Incident Plan.
21. HCC Community Recovery Plan.
22. Adult Services Department Emergency Response Plan.
23. Chief Executive's Department Emergency Response Plan.
24. Children's Services Department Emergency Response Plan.
25. Environment Department Emergency Response Plan.
26. IT Department Emergency Response Plan.
27. Property, Business and Regulatory Department Emergency Response Plan.
28. Recreation and Heritage Department Emergency Response Plan.
29. Treasurer's Department Emergency Response Plan.
30. HCC Corporate Communications Plan.
31. Environment Department Winter Maintenance and Severe Weather Emergency Response Plan.
32. HCC Business Continuity Plans.
33. Basingstoke Canal Emergency Response Plan.

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Appendix E: Training And Plan Validation

- a. A regulatory requirement exists for inclusion in the plan of provisions to be made for training of staff of responding organisations and others named in the plan or who may be mobilised by it.
- b. Training is broadly about raising the awareness of the participants about the emergency situation they may face so they are confident and competent in the procedures and their ability to carry them out. It is important trainees understand the objectives of the plan and their roles and responsibilities in achieving them.
- c. As such, each responding agency named in this plan will be responsible for the training of their own staff in responding to a Major Incident.
- d. Validation of the Hampshire County Council (HCC) Major Incident Plan will be facilitated by an exercise every three years. This will be organised by the HCC Emergency Planning Unit in conjunction with the relevant HCC Departments. Information and feedback from these exercises will be used to identify required amendments to the plan.

Appendix E: HCC Major Incident Plan Training and Exercise Schedule

The schedule below outlines the component training modules that will be delivered by the HCC Emergency Planning Unit to help staff become confident and competent in their emergency response roles. HCC MIP and Community Recovery Plan Training and Exercising will be combined. Additional, externally supplied training will be provided if appropriate.

Role	Job Title	Training Module Overview	Delivery Method	Training Frequency	Plan Validation Exercise	Exercise Frequency
Chief Executive and Strategic Emergency Management Team.	<ul style="list-style-type: none"> ▪ Chief Executive ▪ CEPO ▪ All HCC Directors ▪ Head Of Corporate Communications ▪ Head Of HR ▪ Head Of IT ▪ Nominated Deputies 	<p>Unit 1.0</p> <p>HCC Strategic Level Emergency Planning and Response (SEMT)</p>	1 Hour Training Session	Initial Followed By Refresher Training Every 24 Months Or Fewer	<p>Internal Single Department Strategic Tabletop Or;</p> <p>HCC Multi-Department, Strategic And/ Or Tactical Tabletop With Optional CECC Or;</p> <p>Multi-Agency Exercise (Observer/Player)</p>	Every 3 Years Or Fewer
Chair, Tactical Management Group and Department Emergency Management Teams.	<ul style="list-style-type: none"> ▪ CEPO ▪ All HCC Assistant Directors ▪ All Senior Managers (Section Heads) ▪ Nominated Deputies 	<p>Unit 2.0</p> <p>HCC Tactical Level Emergency Planning and Response (TMG)</p>	1 Hour Training Session	Initial Followed By Refresher Training Every 24 Months Or Fewer	<p>Internal Single Department Tactical Tabletop Or;</p> <p>HCC Multi-Department, Tactical Tabletop With Optional CECC Or;</p> <p>Multi-Agency Exercise (Observer/Player)</p>	Every 3 Years Or Fewer

HCC and Department Liaison Officers.	<ul style="list-style-type: none"> MIP Training Not Required As Will be Covered By Department Emergency Response Plan Training And Exercise 	Unit 3.0 HCC Tactical Level Emergency Planning and Response (HCC Liaison Teams)	1 Hour Training Session	Initial Followed By Refresher Training Every 24 Months Or Fewer	Internal Single Department Tactical Tabletop Or; HCC Multi-Department, Tactical Tabletop With Optional CECC Or; Multi-Agency Exercise (Observer/Player)	Every 3 Years Or Fewer
Telephone/ Customer Contact Centres and Loggers and Plotters.	<ul style="list-style-type: none"> CECC Support Staff Contact Centre Staff ASSIST Members As Required 	Unit 4.0 HCC Tactical Level Emergency Planning and Response (HCC CECC)	1 Hour Training Session / 0.5 Hour Emergency Centre Familiarisation	Initial Followed By Refresher Training Every 12 Months Or Fewer	Call/Contact Centre Exercise Or; Participation In Above Single Or Multi-Department/ Agency Exercise	Every 3 Years Or Fewer
Media.	<ul style="list-style-type: none"> As Defined In The HCC Corporate Communications Plan Training And Exercise Schedule 	Unit 5.0 HCC Tactical Level Emergency Planning and Response (Communications)	1 Hour Training Session / 0.5 Hour Emergency Centre Familiarisation	Initial Followed By Refresher Training Every 24 Months Or Fewer	Media Centre Exercise Or; Participation In Above Single Or Multi-Department/ Agency Exercise	Every 3 Years Or Fewer
Members.	<ul style="list-style-type: none"> Elected Members 	Unit 6.0 HCC Strategic Level Emergency Planning and Response (Members)	1 Hour Briefing Session	Initial Followed By Refresher Training Every 24 Months Or Fewer	N/A	N/A
All Staff Induction.	<ul style="list-style-type: none"> All HCC New Staff Members 	Unit 7.0 HCC Emergency Planning and Response (Staff Induction)	E - Learning	N/A	N/A	N/A

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Appendix F: Major Incident Plan Maintenance Schedule

In partnership with the HCC Departments, the HCC Emergency Planning Unit is responsible for managing and coordinating the plan review and maintenance procedure.

Plan Sections	Review	Review	Review	Signed	Dated
Administration <i>Including:</i>					
▪ Contents Page		Annually			
▪ Distribution List		Annually			
▪ Amendments Page		Annually			
Section 1 – General Information			Every 3 Years		
Section 2 – Notification And Activation	Every 6 Months				
Section 3 – Multi-Agency Management Control And Coordination			Every 3 Years		
Section 4 – HCC Management Control And Coordination			Every 3 Years		
Section 5 – Stand Down And Post Incident Procedures			Every 3 Years		
▪ Appendix A: Local Resilience Forum Category 1 And Category 2 Responders		Annually			
▪ Appendix B: Site And Cause Specific Plans		Annually			
▪ Appendix C: Strategic Roles Of Response Organisations			Every 3 Years		
▪ Appendix D: The Individual Roles Of Responding Agencies In Major Incidents And Emergencies			Every 3 Years		
▪ Appendix E: MIP And Department Emergency Response Plans Training and Exercise Schedule		Annually			
▪ Appendix F: Major Incident Plan Maintenance Schedule		Annually			
▪ Appendix G: Definition Of A Major Incident And Emergency			Every 3 Years		
▪ Appendix H: Hampshire County Council Incident And Major Incident Response		Annually			
▪ Appendix J: Notification And Activation Procedure		Annually			
▪ Appendix K: Location Of Strategic Command Centre And County Emergency Control Centre			Every 3 Years		
▪ Appendix L: Possible Layout Of The Strategic Command Centre		Annually			
▪ Appendix M: Management Control And Coordination		Annually			
▪ Appendix N: Roles & Responsibilities Of HCC Liason Team And County Emergency Centre Staff			Every 3 Years		
▪ Appendix P: Lead Government Department Work Streams			Every 3 Years		
▪ Appendix Q: Post Incident Debriefing			Every 3 Years		
▪ Annex A: List Of Abbreviations		Annually			

Review Of The Major Incident Plan – Is It Fit For Purpose?			Every 3 Years		
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There will be a full review of the HCC Major Incident Plan following each training exercise.

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Appendix G: Definition Of A Major Incident And Emergency

Major Incident.

A major incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the local authority for:

- (a) the initial treatment, rescue and transport of a large number of casualties.
- (b) the involvement either directly or indirectly of large numbers of people.
- (c) the handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the police.
- (d) the need for the large scale combined resources of two or more of the emergency services.
- (e) the mobilisation and organisation of the emergency services, local authorities and subsidiary organisations to cater for the threat of death, injury or homelessness to a large number of people.

For the NHS a major incident is defined as:

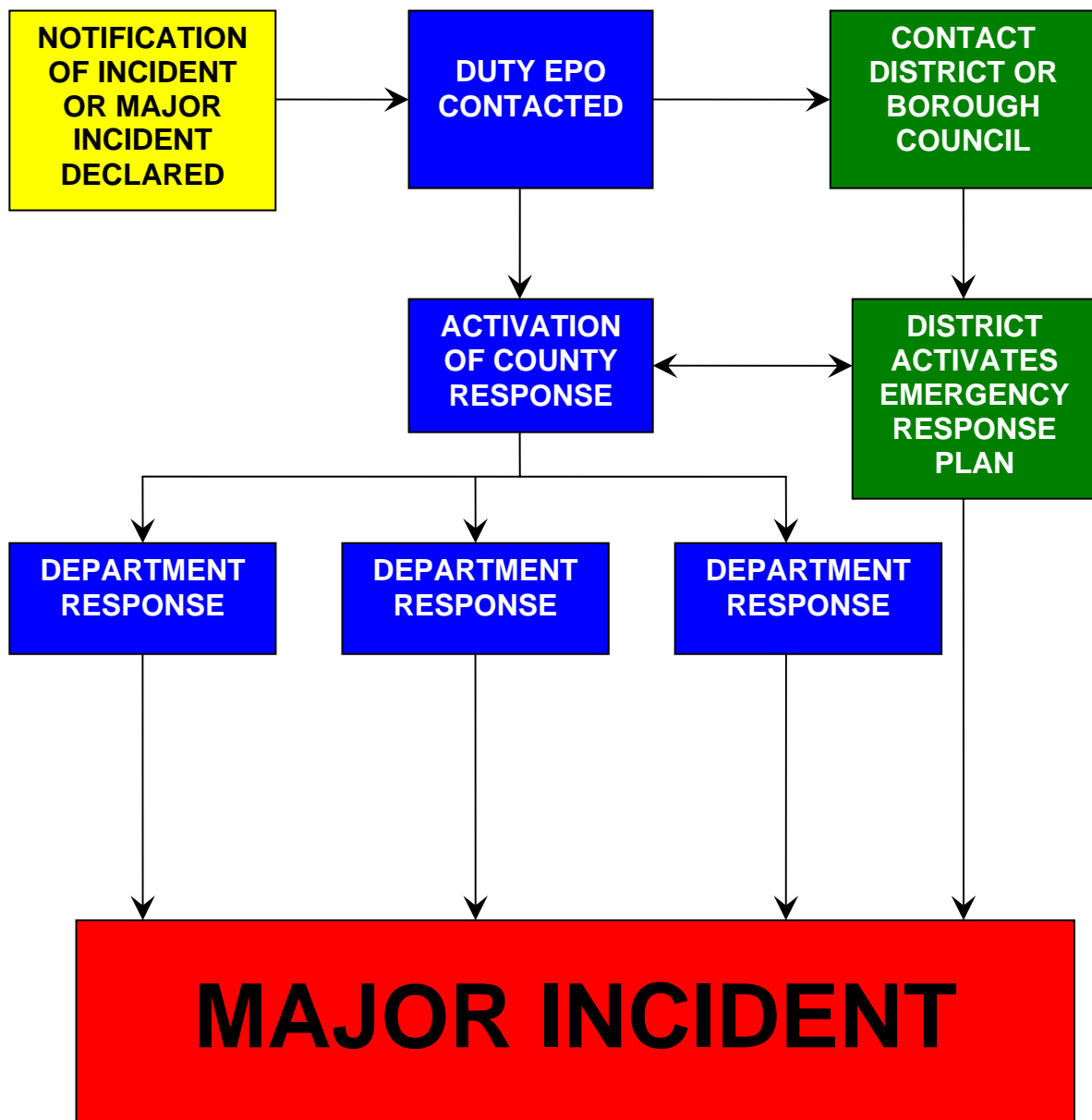
Any occurrence that presents serious threat to the health of the community, disruption to the service or causes (or is likely to cause) such numbers or types of casualties as to require special arrangements to be implemented by hospitals, ambulance trusts or primary care organizations.

An **Emergency** under the Civil Contingencies Act 2004 is defined as:

- an event or situation which threatens serious damage to human welfare in a place in the UK.
- an event or situation which threatens serious damage to the environment of a place in the UK.
- or war, or terrorism which threatens serious damage to the security of the UK.

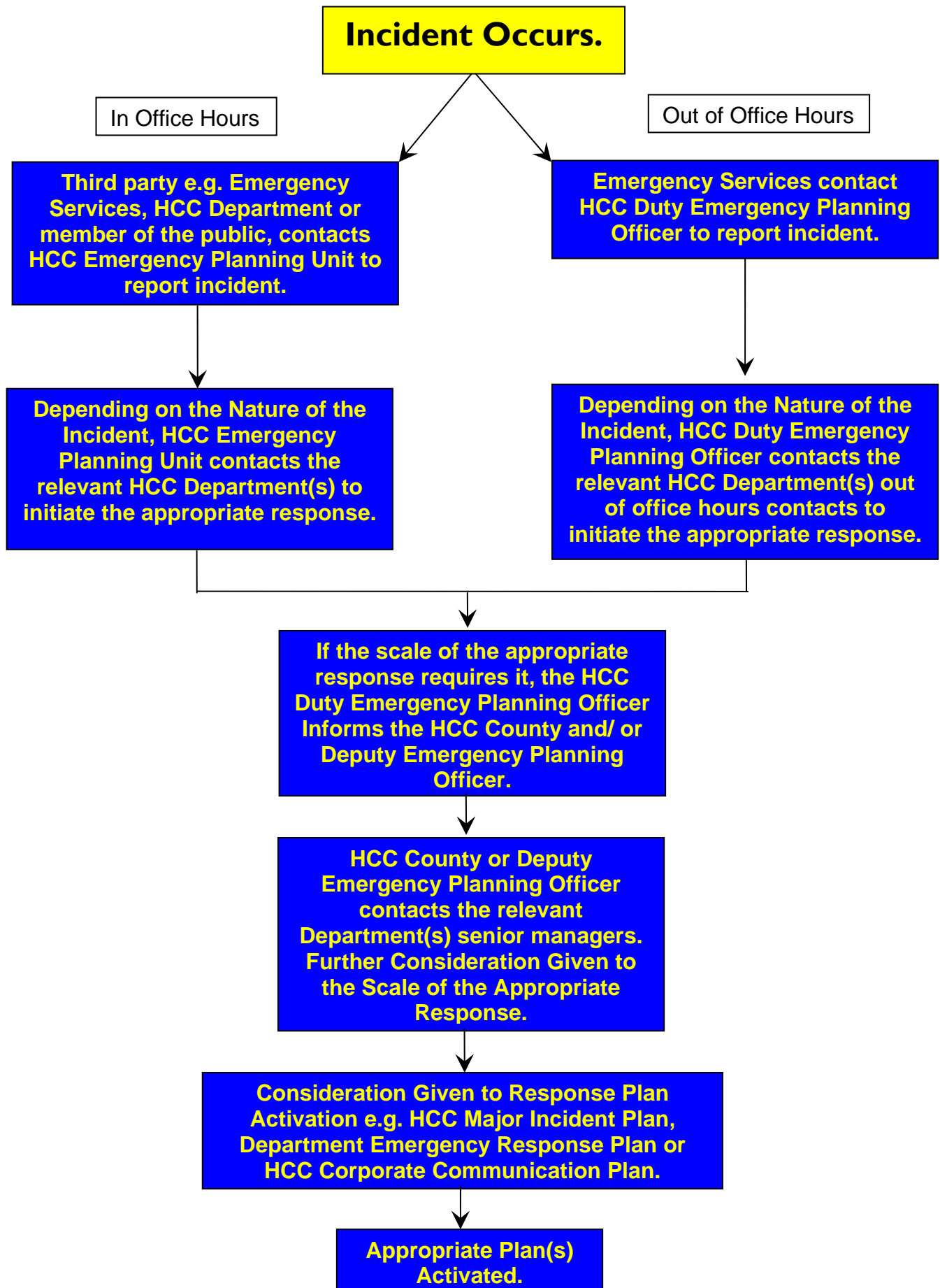
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Appendix H: Hampshire County Council Incident And Major Incident Response

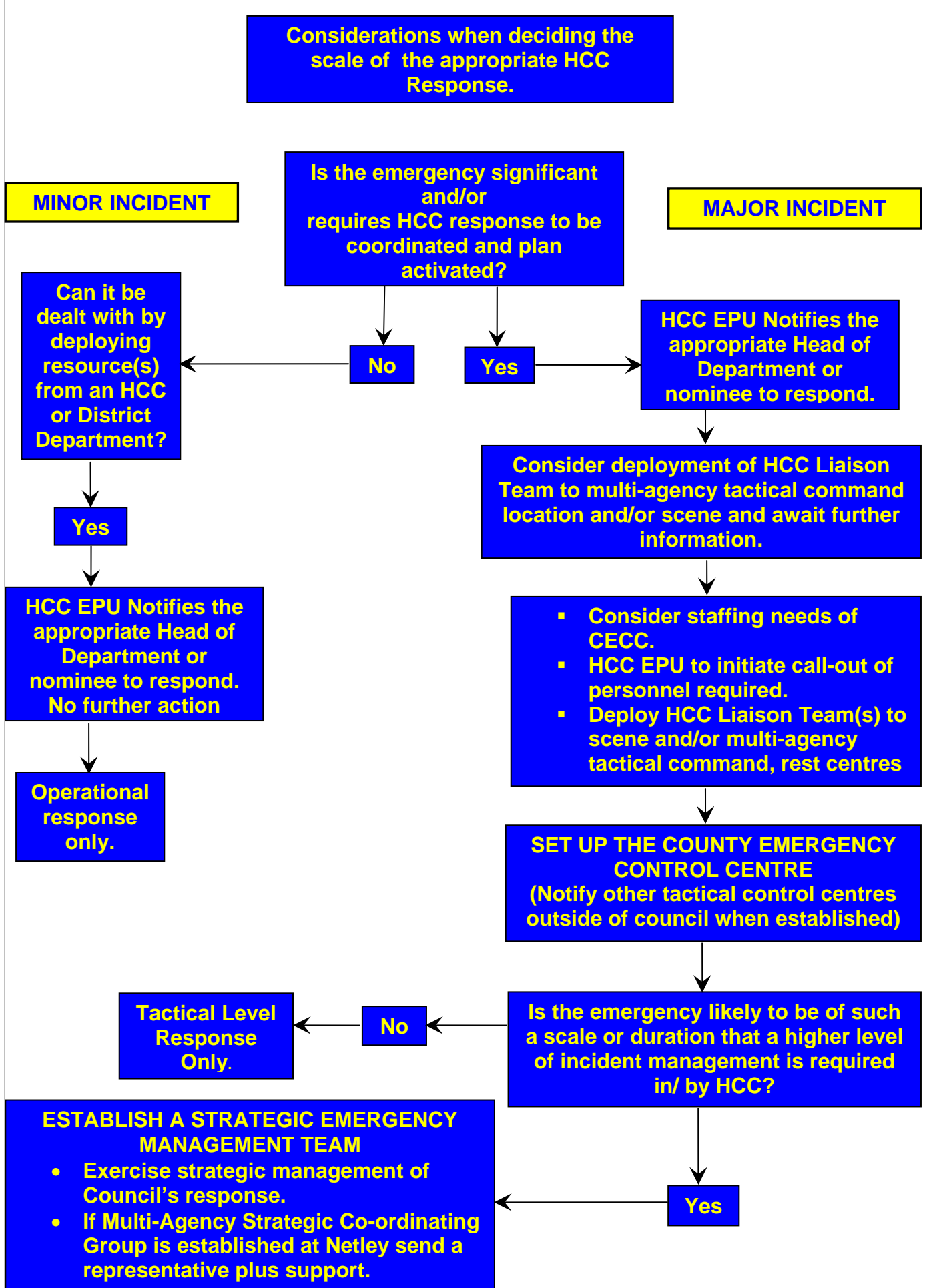


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Appendix J: Notification And Activation Procedure



Appendix J: Activation Procedure Continued



Appendix K: Location Of Strategic Command Centre And County Emergency Control Centre

The **Strategic Command Centre** is normally located at Victoria House, Police Training Headquarters, Netley. The Chief Constable may change this location if required.

The **County Emergency Control Centre** is located in the Hampshire County Council (HCC) Offices, The Castle, Ashburton Court West Basement, Winchester. SO23 8UJ

If this location is compromised, HCC has a reciprocal agreement to use the Winchester City Council Emergency Control Centre. This is located at the Winchester City Council City Offices, Colebrook Street, Winchester. SO23 9LJ

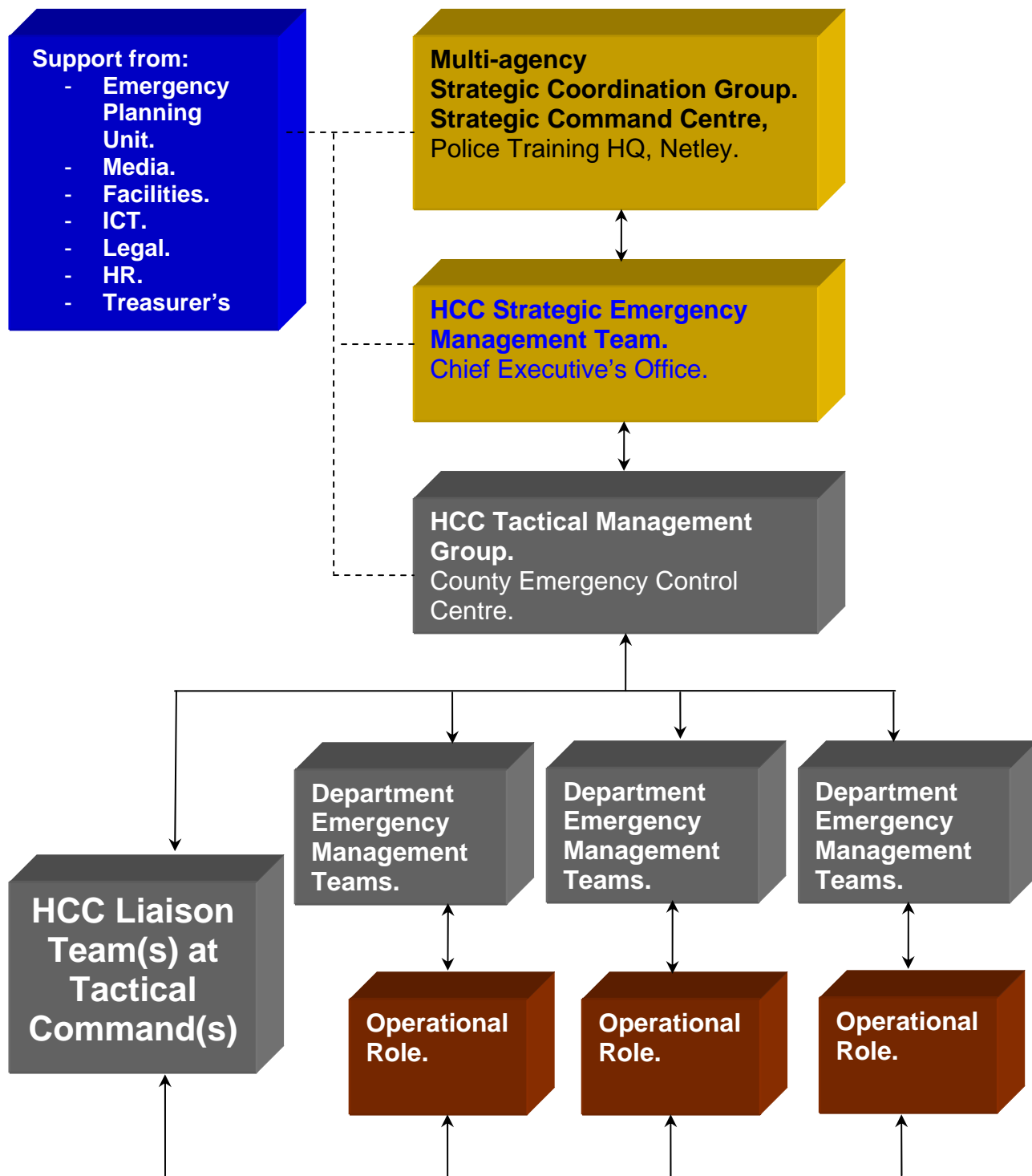
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Appendix M: Management Control And Coordination

Table I: The HCC Emergency Management System



Continued.

Table 2: HCC/ Multi-Agency Major Incident Control And Coordination

This diagram illustrates the links between the Hampshire County Council levels of Control and Coordination and the multi-agency response. It also shows the level of officer required to attend each level in both instances.

<u>HCC ATTENDANCE</u>	INCIDENT RESPONSE	<u>HCC COMMAND AND CONTROL EQUIVALENT</u>
EXECUTIVE AND SUPPORT OFFICER.	<u>STRATEGIC CO-ORDINATING GROUP (GOLD)</u> POLICE FIRE BRIGADE AMBULANCE HAMPSHIRE COUNTY COUNCIL DISTRICTS OTHER AGENCIES - E.A., DEFRA, Utilities	STRATEGIC EMERGENCY MANAGEMENT TEAM. (SEMT).
HCC LIAISON OFFICER(S).	<u>TACTICAL LEVEL COMMAND (SILVER)</u> POLICE. FIRE. AMBULANCE. DISTRICTS AND BOROUGHES OTHER AGENCY LIAISON OFFICERS	TACTICAL MANAGEMENT GROUP (TMG). DEPARTMENT EMERGENCY MANAGEMENT TEAM (DEMT). <u>MANAGEMENT OF DEPARTMENTAL RESPONSES.</u>
MANAGERS/ SUPERVISORS.	<u>OPERATIONAL LEVEL (BRONZE)</u> POLICE. COUNTY/BOROUGH/ DISTRICT COUNCIL. FIRE. AMBULANCE. ETC.	<u>ACTIVITIES</u> - REST CENTRES. - TRANSPORT. - MEDIA.

Appendix N: Roles & Responsibilities Of HCC Liaison Team And County Emergency Centre Staff

Hampshire County Council Liaison Team Members

Liaison Officer(s) will be deployed to the tactical command(s). This is a key role in response management & information flow. The **Liaison Officer** must be fully briefed when deploying to the vicinity of an emergency site & ensure they comply with Health & Safety requirements. Their role includes :

- Represent the County at the tactical multi agency meetings.
- Provide advice & guidance on the response capability (including resource availability) of the District.
- Maintain the flow of information between the multi agency tactical incident control point & the County Emergency Control Centre **Supervisor**.
- Keep records.

County Emergency Control Centre

Roles & Responsibilities

The Coordinator (Emergency Planning Unit Officer)

The Coordinator is responsible for the effective management and deployment of the Council's resources.

The role, if required, is to:

- Manage the County Emergency Control Centre (CECC) tactical response.
- Ensure communications are maintained with the Tactical Management Group, if operating.
- Ensure contact is maintained with HCC Liaison Team(s) deployed to locations and other Council resources responding to the emergency.
- Provide regular briefings to the TMG and CECC staff on the progress of the tactical/operational response.
- Ensure that health and safety considerations are applied to Council staff and contractors.

County Emergency Control Centre

Roles & Responsibilities

Supervisor (Most likely this role will be carried out by an HCC Emergency Planning Officer)

Supervisors are essential to the smooth running of the County Emergency Control Centre (CECC). They should:

- Set up the Emergency Centre & distribute equipment.
- Ensure communications are set up & allocate at least two **Call Operators** with message forms.
- Allocate a **Plotter** & **Logger**.
- Ensure the Multi-agency Tactical Command Centre (if established) is notified the Emergency Centre is operational &/ or Police Control room. Provide telephone & fax numbers to them.
- Oversee staff & processes in the CECC, paying particular attention to the accurate completion of messages, display boards & logs. Also ensure the information flow process is effective.
- Be responsible for the welfare of staff in the CECC, including relief, meals & screen/ stress breaks.

County Emergency Control Centre

Roles & Responsibilities

Call Operator

Call Operators are responsible for dealing with all incoming calls into the County Emergency Control Centre (CECC). The **Call Operator** will:

- Ensure the telephones are in place & have been tested.
- Obtain message pads & pens.
- Answer calls promptly .
- Write directly onto message forms to save time.
- Write legibly & accurately.
- Announce their name followed by “Hampshire County Council Emergency Control Centre, how can I help?”
- Ensure they record the caller’s name, role (if appropriate), location & telephone number.
- Confirm difficult spellings using the phonetic alphabet.
- Confirm the information provided & any locations.
- Ensure the message is timed & dated.
- Ensure the **Supervisor** collects the message promptly.

County Emergency Control Centre

Roles & Responsibilities

Logger

It is important all key decisions are accurately logged with the time they are taken & the rationale. The running log will form the basis for briefings, reviewing decisions, providing feedback & responding to inquiries into the Local Authority's response to the emergency.

The main source for the log will be the formal meetings of the Silver (Tactical) Group or when asked to record key decisions. The **Logger** will:

- Maintain a running log of the key decisions made, when & the rationale behind them.
- Maintain the Message File.

Plotter

Maps & action boards allow key managers to keep track of events & provide an effective briefing tool.

The **Plotter** will work closely with the **Logger**. The **Plotter** will receive information forms from the **Supervisor**. Once the **Plotter** has dealt with these they will be passed to the **Logger**. The **Plotter** will:

- Keep the map(s) up to date with the latest information on the emergency i.e. the scene(s), affected zones, diversions & activated Rest Centres.
- Update the action boards with important information about the emergency, actions required (together with their current status) & tracking the deployment of the Local Authority's resources.

Appendix P: Lead Government Department Work Streams

Structural Work Streams

Central Response (Lead Dept – Cabinet Office)

Aim: to enhance, improve the resilience of and, where necessary, further integrate central Government's crisis management arrangements.

Regional Response (Lead Dept – Communities and Local Government)

Aim: to ensure that the current state of resilience in each of the English regions is fully understood; to identify gaps in resilience; to put plans into place to ensure gaps are filled.

Local Response (Lead Dept – Cabinet Office)

Aim: to ensure sound structures are in place to support a local response to emergencies and disruptive challenges.

Functional Work Streams.

Chemical, Biological, Radiological and Nuclear (CBRN) Resilience (Lead Dept – Home Office)

Aim: to ensure that the country is capable of responding quickly and effectively to deal with and recover from the consequences of incidents involving chemical, biological, radiological or nuclear material, particularly those caused by terrorism.

Site Clearance (Lead Dept – Communities and Local Government)

Aim: clearance removal and disposal of large volumes of rubble and other debris after a catastrophic incident.

Infectious Disease – Human (Lead Dept – Dept of Health)

Aim: to build an effective capability to vaccinate and treat people as part of an emergency response to an infectious disease such as small pox or a 'flu' epidemic.

Infectious Disease – Animal and Plant (Lead Dept – Dept for Environment, Food and Rural Affairs)

Aim: to ensure that plans exist and are regularly tested to respond to and minimise the impact of the spread of infectious diseases.

Mass Casualties (Lead Dept – Dept of Health)

Aim: to build on the current preparedness already in place for dealing with major incidents and mass casualty incidents through the establishment of appropriate UK doctrine and an associated operational framework for the NHS.

Mass Evacuation (Lead Dept – Home Office)

Aim: to ensure UK-wide mass evacuation arrangements are in place in the event of a major disruption following a CBRN or other catastrophic incident.

Assessment of Risks and Consequences (Lead Dept – Cabinet Office)

Aim: to enhance the current capability of the centre to collect, assess and share across Government information concerning the likelihood and impact of challenges with the potential to disrupt UK life or the operation of UK Government.

Warning and Informing the Public (Lead Dept – Government Information and Communications Service)

Aim: to educate the public about current and new threats without causing panic; to develop mechanisms to alert members of the public of the need to take action and to ensure that broadcasters can get timely, accurate and authoritative information to the public in the event of an incident.

Dealing with Fatalities (Lead Dept – **Home Office**)

Aim: to deal with fatalities resulting from catastrophic incident; to identify the dead; to investigate causes of death and to dispose of bodies and body parts in a safe and decent manner.

Maintenance of Essential Services

Health Service (Lead Dept – **Dept of Health**)

Aim: to ensure that plans exist to maintain continued Health Services to England in the event of a catastrophic incident.

Environment (Lead Dept – **Dept for Environment, Food and Rural Affairs**)

Aim: to ensure that plans exist to maintain continued provision of water supplies, food supplies and flood and coastal defence in England in the event of a catastrophic incident.

Transport (Lead Dept – **Dept for Transport**)

Aim: to ensure that plans exist to maintain continued provision of transport services, including public transport and supply chains and freight haulage capacity in England in the event of a catastrophic incident.

Utilities (Lead Dept – **Business, Enterprise and Regulatory Reform**)

Aim: to ensure that plans exist to maintain continued provision of utilities (e.g. gas, telecommunications, and postal services among others) in England in the event of a catastrophic incident.

Financial Services (Lead Dept – **HM Treasury**)

Aim: to ensure that plans exist to maintain continued provision of financial services; market information, telecommunications; physical infrastructure; back up arrangements and the authorities contingency response in England in the event of a catastrophic incident.

Government Office for the South East (GOSE)

The Government Office can provide a useful link to central government during a non-terrorist emergency and they will often be the first place that government departments turn to for a situation report on non-terrorist incidents. The GO are likely to have a role to play in most emergencies that could generate ministerial interest or national/regional press coverage.

Government departments may also use GO's to cascade information and guidance to local responders. The GO's have substantial knowledge and experience of the working of central government and so provide a valuable first port of call for advice and guidance. The response of the GO's will be coordinated through a Regional Resilience Team (RRT).

Cabinet Office

Collective decision making within central government is led by the LGD and delivered through the Cabinet committee system. The Government maintains dedicated crisis management facilities known as COBR (Cabinet Office Briefing Room) and supporting arrangements, which are only activated in the event of a major national emergency. The Prime Minister, Home Secretary or another senior minister will chair key meetings involving ministers, officials and key external stakeholders to cover all aspects of the response and recovery effort. Officials in COBR will identify options and propose advise on the issues on which Ministers will need to focus.

The Cabinet Office leads on warning and informing the public in case of a specific and credible threat that cannot be dealt with using existing local warning provision. There is an Emergency Broadcasting System, under which existing agreements and systems will ensure the rapid dissemination of public warnings through radio and television services, including Ceefax, Teletext and websites.

Government News Network (GNN)

The Government News Network liaise on the Government's behalf with the media, regional stakeholders in government and the public. The Network has a briefing, intelligence and monitoring role in an emergency, acting alongside the Cabinet Office's News Co-ordination Centre. Through the News Distribution Service (NDS), the GNN issue government news releases and media information.

The GNN will send experienced press officers to the scene (at no charge for the first 24 hours) to support local responders and as the incident develops, assistance can range from helping to staff Lead Government Department (LGD) to handling VIP visits.

Health and Safety Executive (HSE)

Ensure that the health and safety of all personnel including the emergency services is protected in the workplace by making sure that risks are properly controlled. HSE regulates the health and safety in nuclear installations, mines, factories, farms, hospitals, schools, offshore gas and oil installations and other workplaces. It also regulates the safety of the gas grid, railways and many other aspects of the protection of both workers and the public.

In addition, its chemical, biological, radiological and nuclear (CBRN) experts can provide relevant specialist or technical advice to support planning for, response to and recovery from emergencies, especially but not exclusively, those events that involve major hazard industrial sites.

Department for Transport

The Department for Transport's objective is to oversee the delivery of a reliable, safe and secure transport system that responds efficiently to the needs of individuals and business whilst safeguarding our environment. They will ensure and maintain continued provision of transport services, including public transport, supply chains and the freight haulage capacity in England in the event of a catastrophic incident.

Department for Work and Pensions

The most significant contribution to emergencies will come from the Health and Safety Executive, which is part of DWP. DWP can also assist with welfare support and benefits for vulnerable groups such as children, pensioners, disabled people with their carers and lone parents, particularly during the recovery phase (consequence management and the restoration of the well-being of communities and individuals).

Department of Business, Enterprise and Regulatory Reform

The DTI is responsible for promoting business success and can provide help during the recovery phase to small businesses and manufacturing. The DTI's energy group also deals with a wide range of energy related matters from its production to supply.

Foreign and Commonwealth Office

The Foreign and Commonwealth Office has links to a network of worldwide diplomatic missions, foreign embassies in the UK and information on international organisations. For incidents involving large numbers of Foreign nationals or where British nationals abroad are affected their assistance should be sought. Where major catastrophes abroad involve significant numbers of people the FCO will consider the provision of exceptional help provided from public funds; setting up public help lines; providing information to those affected and family members.

Home Office

The Home Office are responsible for protecting the UK from terrorism, this primarily being the threat of a chemical, biological, radiological or nuclear attack (CBRN). A Resilience Programme has been developed outlining plans and procedures in relation to a CBRN incident. This covers:

- Identifying the source of the threat.
- Providing advice to victims caught in the area and others worried about contamination.
- Arranging urgent medical attention for casualties.
- Decontamination of victims and the surrounding area.

Met Office

The Met Office provides forecasts, warnings and advice on severe weather all of which can be accessed via their website. In the event of an emergency situation where there is a toxic plume the Fire Service will obtain predictive information from the Met Office through a system called 'CHEMET'.

Department of Environment, Food and Rural Affairs DEFRA

Help create a sustainable food and farming supply chain serving the market and the environment; putting in place systems to reduce risks of animal diseases including Foot and Mouth Disease, Avian Flu etc, and being ready to control them when they occur.

The State Veterinary Service became an Agency of DEFRA in April 2005. The Agency will take the lead in delivering DEFRA policy for the control and eradication of an outbreak of exotic disease. It will be supported by DEFRA, its agencies and its operational partners, together they will ensure that they are able to work effectively on the basis of published plans to deal with an outbreak of exotic animal disease. Ensure continued provision of water supplies, food supplies and flood and coastal defence in England in the event of a catastrophic incident.

Military Agencies

The key principles which provide the basis of the work for the Ministry of Defence are:

- Defending the United Kingdom and its interests.
- Strengthening international peace and security.

The Ministry of Defence work closely with other departments, with the private and voluntary sectors in the UK, and with our allies abroad, to integrate the military, diplomatic, economic and social components of crisis resolution. They play a key role as part of wider society making a contribution in the regions and providing support in civil emergencies.

The Armed Forces' national structure, organisation, skills, equipment and training can be of benefit to the civil authorities in managing the response to and recovery from emergencies. This support is governed by the Military Aid to the Civil Authority (MACA) arrangements. However, it should be made clear that the Armed Forces maintain no standing forces for MACA tasks and hence cannot make a commitment that guarantees assistance to meet specific emergencies.

The Armed Forces should be called upon only as a last resort, and responding agencies should not base plans or response upon assumptions of military assistance.

MACA is subdivided into 3 categories:

- Military Aid to other Government Departments (MAGD).
- Military Aid to the Civil Power (MACP).
- Military Aid to the Civil Community (MACC).

Military Aid to the Civil Community (MACC) is the provision of unarmed military assistance to the civil authorities when they have an urgent need for help to prevent or deal with the aftermath of a natural disaster or incident.

Civil sponsors, either by carrying out special projects of significant social value to the community or by attaching individual volunteers full-time for specific projects.

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Appendix Q: Post Incident Debriefing

People react to incidents in many different ways. Staff can find it helpful if they are brought together soon after a major incident, to discuss what happened. This process of debriefing may have two functions:

- to establish the details of what happened and learn from the operational response.
- to provide emotional help by defusing and limiting potential post incident trauma and stress experienced by individual employees.

Therefore, as soon as it is practicable after a major incident, managers will facilitate Post Incident Debriefing in a group format for operatives involved in incident response, whilst being sensitive to individual needs.

Trauma Support.

In some instances, it may be appropriate for individuals to supplement debriefing with counseling and support. The Employee Support Line (ESL) is a confidential counseling and support service for HCC employees that provides face to face counseling throughout the county. The service is free for staff and currently is available during office hours.

An introduction to and summary of the aims of Critical Incident Debriefing (CID)

Critical Incident Debriefing is a phased intervention implemented immediately following a major incident such as war zone trauma, civilian disaster, terrorist incident or natural disaster. The aim of immediate implementation of CID after such an event is to specifically prevent or limit the onset of Post Traumatic Stress Disorder (PTSD) following exposure to such an incident.

Critical Incident Debriefing or Psychological Debriefing, (the terms are used interchangeably) is ideally carried out two to three days after an incident, but within one month. Anecdotal evidence suggests however that a debrief such as this can be beneficial even many years after an event.

The most common model employed by debriefers is the Mitchell and Dyregrove model. This consists of a seven-stage process which people are guided through by the debriefer/s.

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Annex A: List Of Abbreviations

CCA	Civil Contingencies Act 2004
CECC	County Emergency Control Centre
COBR	Cabinet Office Briefing Rooms
DCLG	Department of Communities and Local Government
DEFRA	Department for Environment, Food and Rural Affairs
DEMT	Department Emergency Management Team
DERP	Department Emergency Response Plan
EA	Environment Agency
EPU	Emergency Planning Unit
GO	Government Office
HA	Health Authority
HCC	Hampshire County Council
HFRS	Hampshire Fire and Rescue Service
HO	Home Office
HPA	Health Protection Agency
HSE	Health and Safety Executive
LA	Local Authority
LRF	Local Resilience Forum
MACA	Military Aid to the Civil Authority
MCA	Maritime and Coastguard Agency
MoD	Ministry of Defence
PCT	Primary Care Trusts
SCG	Strategic Coordination Group
SEMT	Strategic Emergency Management Team
SHA	Strategic Health Authority
TMG	Tactical Management Group