

RUNNYMEDE BOROUGH COUNCIL



CIVIL CONTINGENCIES PLAN

2006

(This published copy of the plan does not include personal and confidential information)

Foreword

Although Runnymede is a relatively safe place to live and work, and although major incidents are fortunately rare, we do have to be prepared for emergencies. We can look back over the last few years and identify events that have directly affected us here in Runnymede, such as the fuel crisis, and flooding. Our area is potentially vulnerable from major transport accidents due to the road, rail and air infrastructure which crosses our Borough and to problems caused by severe weather. We, along with others, need also to plan for the possibility of a terrorist incident, whether here or nearby.

It is important that we know what we would do if an incident occurred. This plan sets out the responsibilities of our staff and how they relate to those of our professional partners in the emergency services, the County Council, the health service and other agencies. It also recognizes the important role to be played by voluntary organizations. With joint training and exercises we can be sure that together we can react quickly to protect the residents, businesses and the environment of our Borough.

Tim Williams

Chief Executive Officer, Runnymede Borough Council

April 2006

Distribution List

External Distribution

Organisation	Job Title
Surrey County Council	Chief Executive
Surrey County Council Emergency Planning Unit	County Emergency Planning Officer
Surrey County Council Adults and Community Care	Operations Manager
Surrey County Council Local Director	Local Area Director for North West Surrey
Surrey County Council Local Transportation Service	Local Transportation Director
Surrey County Council Local Education Authority	North West Local Education Officer
Surrey Police	North West Surrey Divisional Commander
Surrey Police	Emergency Planning Officer
Surrey Fire and Rescue	Emergency Planning Officer
Surrey Ambulance Service	Emergency Planning Officer
Health Protection Agency	Health Emergency Planning Advisor
North Surrey Primary Care Trust	Emergency Planning Manager
Surrey and Sussex Health Protection Unit	Consultant in Communicable Disease Control
Environment Agency	Flood Warning Team Leader
North West Surrey Primary Care Trust	Emergency Planning Officer

Runnymede Borough Council Internal Distribution

Job Title
Chief Executive
Director of Administration and Leisure
Director of Finance
Director of Housing and Community Services
Director of Technical Services
Chief Internal Auditor
Information Systems Manager
Head of Law
Assistant Director of Finance (Accountancy & Payments)
Head of Engineering
Head of Planning
D.S.O. Manager
Head of Policy
Personnel Officer
Head of Committee Services
Head of Leisure Services
Principal Building Services manager
Office Manager
Head of Community Services
Communications Officer
Procurement Manager
Chief Executive's Secretary
Community Safety Manager
Head of Environmental Protection
Principal Engineer
Building Control Manager

Voluntary Organisations

Organisation	Job Title
WRVS	Emergency Services Manager
St John Ambulance	Deputy Commissioner
British Red Cross	Surrey Branch
RAYNET	County Controller Group 863
	Faith Issues Adviser

Incident Liaison Officers

Organisation	Name
Runnymede Borough Council Technical Services	:
Runnymede Borough Council Technical Services	:
Runnymede Borough Council Technical Services	:
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Chapter One

1.1. Introduction to plan

Disasters can occur within the community as unexpected or sudden events. Contingency planning ensures that we can respond to them quickly and effectively whilst reducing the chances of errors resulting from decisions taken under crisis conditions.

This plan sets out the procedures for activation of the Borough Contingency Management Team (BCMT) who will lead the borough council's response to a major incident. It is prepared for the guidance of Borough Council Officers, who may be required to provide additional services to meet the demands of a major peacetime emergency, in order to minimise the impact of an event on the community, protect lives, the environment, and ensure continuity of service provision.

While it is recognised that no two incidents will ever be exactly the same, there are consequences that are likely to be generated by any type of major incident regardless of the cause. As such this is a generic plan that sets out the management structure that will be established to deal with any type of incident arising within the borough without being too prescriptive. It also outlines roles and responsibilities, key issues and considerations as well as containing aide memoire checklists and essential contact details. Specific plans have been developed by the borough for severe weather and flooding incidents, the activation of rest-centres as well as business continuity, and are available from the Borough Contingency Planning Liaison Officer (BCPLO).

In addition appropriate training is vital to ensure those involved during an incident are capable of adapting their normal role to an emergency situation. Joint agency training will also enable officers from different organisations to practise working alongside one another as well as clarifying roles and responsibilities.

It is recognised that the Borough Council regularly responds to routine emergencies or incidents without requiring the assistance of supporting agencies. This plan is not intended to replace these existing arrangements but details the procedures and co-ordinating arrangements that will be required to generate a **multi-agency response to a major incident**. This plan has been developed on a worst case scenario basis and can be scaled down accordingly.

1.2. Contingency Plans

The plan is complementary to other plans across the county including;

1.2.1. Specific Local plans

- Runnymede Business Continuity
- Runnymede Welfare and Housing
- Runnymede Operations and Logistics
- Runnymede Flooding
- Runnymede Communications

1.2.2. County plans

- The Surrey Major Incident Plan (SMIP)
- The County Emergency Scheme (CES)
- The Surrey Fire and Rescue Service Operational Orders
- The County Emergency Plan (CEP)
- The Surrey Ambulance Service NHS Trust Major Accident and Civil Disaster Standing Orders
- The NHS South London and Surrey Consortium Emergency Plan
- North and North West Surrey PCT's
- Surrey Adults and Community Care Service Emergency Scheme
- The Environment Agency Flood Warning Procedures

1.2.3. Specific incident plans

- The joint services protocol for chemical, biological, radiological and nuclear incidents (CBRN).
- Major Accident Hazard Pipeline Plan (MAHP)
- The Surrey Temporary Mortuary Plan

- Radiation Emergencies and Public Information Preparedness Plan (REPPIR)
- Surrey Major Incident Communications Plan
- Surrey Faith Plan
- Gridlock Plan

1.3. Aim

The aim of this plan is to provide appropriate guidance for the deployment and co-ordination of the Borough's services and resources in the event of a major incident.

1.4. Definition of an emergency

Although all incidents are different, they can usually be defined by one of the following scales:

1.4.1. Routine Incident

An incident that threatens to cause disruption in the Borough but which can be dealt with under 'normal' working conditions.

1.4.2. Minor Incident

An incident in which temporary arrangements are required to cope with a specific situation but which can be resolved by local action involving a limited number of agencies.

1.4.3. Major Incident

An incident in the community arising with or without warning, threatening or causing death, injury or serious disruption a significant number of people, property or the environment, **in excess of that which can be dealt with by the public services operating under normal conditions**, and requiring the special mobilisation and organisation of those services and the deployment of local authority staff and resources.

1.5. Declaration of a major incident

A major incident may be declared by an officer of any rank of one of the emergency services or emergency planning representative from the Health Service or County Council who considers that the criterion defined above has

been satisfied. Even if an incident is not considered major by all of the responding agencies, each of the emergency services and local authorities will attend with an appropriate response outlined in their own organisation's major incident procedure manuals. This is even if they will be employed in a stand-by capacity and not directly involved in the incident.

1.5.1. Notification

When a major incident is declared, the declaring agency will immediately notify all of its professional partners who will activate their emergency response procedures. This is particularly important in the case of local authorities who will need to initiate their call out procedures and place their own staff, voluntary organisations and utilities on standby to enable them to provide support to the emergency services when required.

1.6. Phases of an emergency

1.6.1. The initial response phase

The Response Phase will involve the protection of life, property and the environment and will be primarily the responsibility of the Emergency Services (i.e. Police, Fire and Ambulance Services), supported as necessary by borough services and resources and other agencies.

1.6.2. Consolidation

The Emergency Services will consolidate procedures and measures implemented in the initial response whilst the Local Authority and others begin to play an increasing role by providing a wide variety of support, resources and services on request.

1.6.3. The recovery phase

Appropriate aftercare and welfare of persons seriously affected by the emergency and the restoration and maintenance of services normally available to the public. During this phase primary responsibility will shift from the Emergency Services to the Borough Council and other agencies.

1.6.4. Restoration of normality

Those seriously affected by the emergency will receive aftercare and welfare support. The environment will be restored and services normally available to the public gradually reinstated. At this stage the Local Authority and other agencies will have assumed primary responsibility from the Emergency Services.

Chapter Two

2.1. The role of responding organisations in an emergency

Details of the roles and responsibilities of the various responding organisations are contained in the Surrey Major Incident Plan (SMIP).

In summary, the priority for the emergency services will be

- To alert the other emergency services and local authorities
- The saving of life in conjunction with other emergency services

2.1.1. The role of the Local Authority

The local authority will take on a number of roles in response to a major incident

- The borough council will be expected to send an Incident Liaison Officer (ILO) to the scene to facilitate communications and respond to requests for support, as well as co-ordinating the response of any responding volunteers
- Provide a representative at the strategic co-ordinating group, Gold
- As time goes on, emphasis will switch from response to recovery and the local authority will be handed the lead by the police as they facilitate both the physical and psychological rebuilding of the local community and the environment
- Provide the focus for the local community offering support and advice and acting as the major co-ordinating body for matters concerning the incident over the days, weeks, months and possibly years that follow.

2.1.2. Lead authority

In the event of an incident involving more than one Borough or District the Chief Executives of the affected area should nominate a lead authority or define responsibility for co-ordination of the major incident response. It is likely that in such a case the role would be assumed by the County Emergency Planning unit.

In summary the main roles of the Local Authority are to

- Provide support for the emergency services
- Assist people in distress
- Co-ordinate the activities of the various elements of local authorities and other agencies
- In consultation with the Police, release information to the media and advice to the public
- Maintain and restore local authority services
- Rebuild the physical and social infrastructure of the local community

The activities that the borough council may be expected to engage in are

- Supporting the emergency services
- Setting up and managing rest-centres for those made homeless by an incident
- Setting up and managing friends and relatives and survivor reception centres
- Emergency feeding
- Removal of debris
- Building control and professional advice on safety of structures
- Distributing sand bags
- Setting up help lines
- Releasing information to the public and media
- Offering advice and support to the local community
- Establishing disaster funds or charitable trusts to collect and manage money donated in response to an incident
- Facilitating memorial funds
- Providing community leadership in the days, weeks, months and years that follow a major incident

2.2. Other organisations that can provide support

In addition to the statutory authorities there are a number of other organisations that can provide support.

2.2.1. Voluntary organisations and volunteers

There are a large number of voluntary groups which can contribute to the response during an emergency and which may be contacted by the local authority. Exceptions are the St John Ambulance and the British Red Cross, which will be alerted by the Ambulance Service. Surrey County Council Emergency Planning Unit holds contact details for the voluntary agencies in Surrey.

It should be noted that, in an emergency people who do not belong to voluntary organisations will also wish to help and will offer their services. Arrangements will need to be made by the local authority to co-ordinate their activity if their support is required.

As a guide, the following support can be given by the voluntary sector, contact details can be found in the A-Z, P34-38: (*CONFIDENTIAL*)

TYPE OF SUPPORT	VOLUNTARY BODY	ACTIVITY
Welfare	<ul style="list-style-type: none"> • Women's Royal Voluntary Service (WRVS) • Salvation Army • Citizens Advice Bureau 	<ul style="list-style-type: none"> • Staffing reception and Rest Centres • Feeding • Provision of clothing • Advice on entitlements, grants, loans and claims • Support and comfort of victims and evacuees
Social and Psychological Aftercare	<ul style="list-style-type: none"> • Samaritans • CRUSE – bereavement care • Salvation Army • Surrey Trauma Support Service 	<ul style="list-style-type: none"> • Befriending • Counselling • Provide longer term support
Medical Support	<ul style="list-style-type: none"> • British Red Cross • St John Ambulance 	<ul style="list-style-type: none"> • First aid at Survivor Reception Centre • Transport, first aid and administration at Rest Centres • Welfare support to the community
Communications	<ul style="list-style-type: none"> • Radio Amateurs Emergency Network (RAYNET) 	<ul style="list-style-type: none"> • Providing emergency communications • Providing vehicles • Providing messengers

2.2.2. Other Local Authorities / Mutual Aid:

Emergencies are not restricted by administrative boundaries. As such the Borough Contingency Management Team should consider the resource needs of neighbouring authorities both in terms of what the other authorities may require and how this assistance could be reciprocated in an emergency. Staff resources could include front line staff such Call Centre Staff in addition to Heads of Service or Directors depending on the scale of the emergency. Equipment may also be required. Resources should be made readily available on a good will basis whilst ensuring the position of Runnymede Borough Council is not compromised in an emergency. Any requests for assistance should be directed to the Chief Executive.

A list of near neighbouring authority contacts is included in the A-Z, p34-p38.
(Confidential)

2.2.3. The faith community

Surrey is a multi-cultural county with a diversity of faith groups. It is essential that the varying needs of these groups are represented and considered with sensitivity as part of the welfare response to any incident. A network of trained individuals from Surrey's faith community can be accessed should the need arise. The faith emergency plan can be activate by contacting the County Emergency Planning Unit.

2.3. Command control and co-ordination

Co-ordinating groups will be established in order to ensure the response to an incident is effectively managed. This will take place at the following three levels

2.3.1. Operational Command (Bronze)

This is the front line level of command for each of the emergency services at the scene or scenes of a major incident. Each service will nominate operational commanders who will control and deploy the resources available within a sector or specific role, and implement the decisions of the tactical commander.

2.3.2. Tactical Command (Silver)

Tactical command determines priorities in allocating resources, plans and co-ordinates when a task will be undertaken and obtains resources as required. Tactical commanders should not become involved with the activities at the scene but concentrate on the overall general management. They will normally be located close to the scene.

2.3.3. Strategic Command (Gold)

Strategic command of the major incident will be co-ordinated by the Police. They will normally establish a Strategic Co-ordinating Group to which the other emergency services and local authorities will send senior officers who have the appropriate authority to agree upon policy and strategic direction for managing the incident. The Police will chair strategic group meetings at which the priorities for future actions by each of the agencies will be agreed and strategies formulated. At these meetings strategies for managing media issues and the release of information to central and local government agencies may need to be discussed. Gold is generally established at the Police headquarters Mount Browne.

The chief executive will establish close liaison with the Police and a Local Authority representative from either the district or county will be asked to attend Gold Control.

Annexes to this chapter

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Chapter Three

3.1. Runnymede Borough Council roles and responsibilities and contingency management structure

The main Borough Council tasks and responsibilities when responding to a major incident will include, in no particular order

- Supporting the emergency services on request
- Sending a liaison officer to the scene of an incident
- Additional staffing of the Safer Runnymede Control Centre as required in support of the management of an incident
- Communication of relevant information with co-responding agencies
- Assisting people in need
- Administering emergency accommodation and feeding if required and longer term accommodation for those made homeless
- Identifying and providing one or more relative handling centres if required
- Provision of a public information service in liaison with the lead emergency service and other responding agencies
- Establishment of a media centre if required
- Maintaining and restoring local authority services
- Facilitating the physical and psychological reconstruction and rehabilitation of the local community

3.2. The Borough Contingency Management Team

The Borough Contingency Management Team (BCMT) will provide the strategic direction and leadership for the Borough council's response to a major incident. Alongside co-ordinating the overall borough response, the management team will also ensure that the council continues to meet its statutory responsibilities during an emergency by maintaining normal delivery of services wherever possible.

The BCMT will consist of the Chief Executive, the Directors or nominated deputies, the Borough Contingency Planning Liaison Officer and anyone else the management team may deem necessary to assist their response to an emergency. This will however vary depending on the nature of the incident and may also include representatives from external organisations such as Surrey County Council Adults and Community Care Service, the utilities or the emergency services.

3.2.1. Functional working

While no two incidents will ever be exactly the same, there are functions that will be generic to any incident. These broad functional areas have been identified as information / communications, operations, logistics and welfare. They will be used to form the basis of the borough management structure in an emergency with roles and responsibilities aligned to each functional group (*see annexe 1, page 27*).

The borough co-ordinator and deputy co-ordinator will also play a significant role setting the overall strategy for managing the emergency and ensuring the separate activities for each cell are joined up and co-ordinated.

This is a logical way of managing any emergency. It will ensure that each functional area is given sufficient consideration and those resources and skills can be utilised most effectively, avoiding duplication of effort. Not only does the approach facilitate a more flexible and integrated internal response by encouraging individuals from different directorates to work alongside one another within a particular group, with other authorities also adopting a similar approach across the region it assists cross border working and the provision of mutual aid.

3.2.2. Roles and Responsibilities of functional groups

The broad roles and responsibilities of the three functional groups and their lead officer are outlined in *annexe 1, page 27*, as are those of the borough co-ordinator and deputy. Depending on the nature and scale of the emergency it may be more appropriate for a different group to pick up an activity that would not normally be part of their remit. Some cross over will also be unavoidable, however it is expected that the responsibilities identified within each group will be led and co-ordinated by the officer responsible for that specific cell. Those involved will have to work closely together to ensure that communications do not break down and a cohesive response is achieved. The borough will also be expected to maintain provision of normal services wherever possible in line with the Borough's business continuity plan.

3.3. Specific roles and responsibilities

The roles and responsibilities of the functional area leads are outlined below. These lists should be used as a guide only and are by no means exhaustive.

3.3.1. Borough Emergency Co-ordinator (Chief executive or nominated deputy)

- Lead and co-ordinate the borough response to an incident
- Assign the deputy co-ordinator and other functional leads
- Formalise and maintain liaison with the emergency services and county emergency planning unit
- Ensure the emergency control centre is adequately staffed and supplied
- Ensure Borough council employees are notified of the situation and kept abreast of any developments
- Facilitate strategy meetings
- Represent, or arrange for representation, of the Borough council at Gold command if required
- Make available appropriate information to Runnymede Members, the public and the media
- Respond to requests for assistance from other organisations
- Maintain, and ensure compliance that all occurrences, decisions/ actions are being recorded on Lila and/or Surrey Alert, or arrange maintenance

of all relevant systems, an official record of the emergency must be kept and therefore paper log sheets should be retained and the preservation of related files, papers, logs and documents are essential.

3.3.2. Deputy Co-ordinator

- Support the Borough co-ordinator
- Ensure that the functional leads meet at regular intervals to effect a co-ordinated response
- Ensure the Borough co-ordinator remains briefed throughout the duration of the incident
- Co-ordinates the actions of the functional groups
- Checks there is no duplication of effort and that no task is left undone
- Post key information and advice and in the Borough Contingency management centre
- Ensures that logs are being maintained by all functional groups

3.3.3. Co-ordinator of the information/communications group:

- Alongside the other Borough co-ordinators set the strategy for managing the emergency
- Authorise emergency expenditure
- Co-ordinate and record all financial transactions related to an emergency
- Establish and manage appeal/disaster funds if such funds need to be opened
- Establish a public information service and provide for a media centre if required
- Arrange for the provision of help lines and extra telephone lines as required
- ITC support
- Monitor the media and gather information from all responding organisations to establish a picture of what is happening
- Liaise with the Public relations units of other responding organisations
- Ensure borough employees are informed via regular situation reports
- Provide maps to assist with the management of the emergency

- Delegate and action other officers working within the group
- Liaise closely with the other group co-ordinators
- Attend co-ordination meetings
- Action any tasks arising within their groups remit

3.3.4. Co-ordinator of the Operations, Logistics and Facilities group

- Alongside the other Borough co-ordinators set the strategy for managing the emergency
- Identify and send an ILO to the scene of the incident
- Work closely with representatives from the County (Local Transportation Director LTD) and contractors to resolve problems relating to the highway and the environment.
- Advise on structural matters (building control)
- Co-ordinate the employment of civil contractors utilised in the response
- Provide resources for emergency sanitation if required
- Implement measures to deal with all aspects of pollution generated by the emergency
- Formalise liaison with the utilities depending on the nature of the incident
- Liaise closely with the environment agency in the event of any emergency in assessing any health risk to the community
- Action any tasks arising within their groups remit
- Formalise liaison with the utilities depending on the nature of the incident
- Provision of radio communications as required
- Provision of transport and heavy lifting equipment as required
- Arrange access to council premises as required
- Delegate and action other officers working within the group
- Liaise closely with the other group co-ordinators
- Attend co-ordination meetings
- Action any tasks arising within their groups remit
-

3.3.6. Co-ordinator of the Housing / Welfare group

- Alongside the other Borough co-ordinators set the strategy for managing the emergency

- Provide temporary accommodation in the form of a rest-centre(s) if required and longer term accommodation for those made homeless by the incident
- Arrange for the provision of emergency feeding if required
- Arrange for the provision of transport for displaced persons if required
- Work closely with Surrey County Council Adults and Community Care to ensure the welfare of those affected by the incident is ensured
- Work with other organisations involved in the incident to support the provision of friends and relatives reception centres
- Seek and co-ordinate the services of the voluntary sector
- Delegate and action other officers working within the group
- Liaise closely with the other group co-ordinators
- Attend co-ordination meetings

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Chapter Four

4.1. Plan activation

4.1.1. Initial call for assistance

It is most likely that a call for local authority assistance will come from the Police or through Surrey County Council Emergency Planning Unit. If a call is received from a member of the local community or other agency it is important to confirm that the emergency services and County Emergency Planning Unit have been notified. This is a priority.

The initial call for assistance will normally be received via one of the following routes

4.1.2. During working hours

- Directly to the Chief Executive
- Direct to the Borough Contingency Planning Liaison Officer
- Via the Safer Runnymede Centre
- Direct to any of the Borough Departments

4.1.3. Out of working hours

- Via Safer Runnymede Centre
- Via the County Emergency Planning Duty Officer directly to the Chief Executive.

4.2. Upon receipt of a call for assistance

Any officer taking a call for assistance must ensure they obtain as much information as possible. A check list can be found in *annex 2, p31*.

Should an officer receive a request for support from the emergency services, they should immediately contact one of the following

- The Chief Executive
- The appropriate director
- Safer Runnymede Centre
- Borough Contingency Planning Liaison Officer

Telephone details are found in the A-Z resource directory (*annexe 7, p34-38*) or by logging on to SurreyAlert (<http://alert.surreycc.gov.uk/>). If none of the officers detailed above are available then contact should be made with any of the Directors.

These officers will take responsibility for managing the incident until the Chief Executive or nominated deputy takes over.

4.2.1. Logging

It is likely that any major incident will be subject to a public inquiry. It is vital both in order to assist the police in their investigations and for litigation reasons that all calls and decisions are logged and actions are recorded on Lila and Surrey Alert or if not operational then the logging sheets referred to below should be used.

A template log sheet is detailed in *annexe 3, p29* and should be started upon receipt of a call for assistance and maintained throughout the duration of the incident in order to record key decisions and action taken.

4.3. Borough Contingency Control Centre

In the event of a major incident or on receipt of a call for assistance, the Chief Executive may decide to set up the Borough Contingency Management Room

Should the management team require the expertise of representatives from other agencies within the management centre then they should not hesitate to request additional support either directly, or via the County Emergency Planning Unit.

It is important the welfare needs of both those affected by, and those responding to, an incident are considered at every phase of an emergency.

As such a manager from Adults and Community Care (AACC) should be based at the Borough Contingency Centre to enable the integration of the welfare response with other strands of the emergency.

4.3.1. Location

The Borough Contingency Management Centre will be established in the Committee Room at the Civic Offices. A guide to opening the room is detailed in *annexe 3 p31*. Any member of the Borough Contingency Management Team available should begin to set up the Contingency Control Room in the committee room, while the others make their way to the centre i.e. just get started! An equipment box will be provided in that room. This will ensure that information relating to the incident is clearly displayed greatly facilitating communications.

The Safer Runnymede Control Centre will be the communications control centre for the Borough during an incident. The L.I.L.A. logging system and Surrey Alert will be utilised to record all actions taken.

The Borough emergency response will be directed from here by the Borough Contingency Management Team. The Directors and the Borough Contingency Planning Liaison Officer and anyone else that they request will all be expected to attend regular strategy meetings for managing the incident. As calls for assistance come into the borough they should be logged and assigned to the appropriate functional group as outlined in the functional areas *annex 1, p27*.

4.3.2. Alternative Location

In the event of the Borough contingency control room being excluded from use by the incident, the emergency management team will relocate initially to Chertsey depot.

Vital documents and information should be stored on lap tops to ensure they can work from a temporary location and it is recommended that officers carry key contact numbers at all time. The Borough business continuity plan contains more information on these issues.

4.4. Local Authority Incident Liaison Officer (ILO)

An Incident Liaison Officer (ILO) and assistant should be appointed and directed to the scene of an incident as soon as possible. This will facilitate

liaison between the emergency services and local authorities at the scene of an incident, as well as between the scene and the borough emergency management room. This is essential to ensure local authority support is used to maximum effect and that the information gathered is as accurate as possible. As a result information must be constantly sought, provided and updated.

On being called out the first I.L.O. will report to the Safer Runnymede control centre to receive a briefing on what is known about the incident. They will also collect the identified mobile phone, a reflective jacket, and a hard hat.

A list of identified ILOs is outlined in the table below. Contact telephone numbers can be found in the A-Z telephone directory under ILO, and an ILO aide memoire can be found in *annexe 6, p33*. These officers will have attended appropriate training so that they are familiar as to what their role will be at the scene of an incident.

Name	Contact details
Duty Officer	
Duty Officer	
Duty Officer	
Duty Officer	
Duty Officer	
Duty Officer	

4.5. Staff Rota

A rota should be drawn up within 12 hours of the incident notification to ensure that an incident response could be sustained if necessary for a prolonged period of time both in and out of normal working hours. This will mean that some officers should be sent home to rest to enable them to take over the incident management hours later.

4.6. Cross Border Arrangements

The incident may require assistance from neighbouring authorities who may be able to provide additional resources. Any requests for assistance should be directed via the Borough Contingency Management Team.

4.7. Media Management

The media should be considered throughout the borough response to an incident. Managed well they can provide a valuable means of communication with the local community as well as providing information to the Borough Contingency Management Team. The lead authority will lead the media response to an incident i.e. for Fire related issues Surrey Fire and Rescue Service will lead.

The Borough should be prepared to disseminate press releases as well as accommodate members of the press at a media centre. The county major incident communications plan contains more detail on the arrangements that have been put in place by local authority and emergency service press officers across Surrey.

The Borough Communications Plan contains more detailed local arrangements.

4.8. Initiation of the recovery phase

The council will take the lead role in the rehabilitation and recovery of the community. The transition is likely to be formalised through Gold and communicated to the Chief Executive (or his deputy) and may occur within hours, days or weeks of the incident.

Indications from Gold will be needed as early as possible and the local authority representative at Gold should report back to the Chief Executive (or his deputy) with regular situation reports giving the current status of the emergency, in order to allow the council sufficient time to prepare for this phase.

Once initiated, the borough council will lead the recovery phase. To ensure there is no duplication of effort, agencies such as utilities, private sector companies (the council's contractors) and voluntary organisations will need to be brought together to discuss priorities of action. Although not exhaustive, the group lead by the Chief Executive (or his deputy) may consider the following:

- Establishing a multi-agency recovery liaison group
- Encouraging community representation
- Key priorities for the future
- The composition of the council's recovery group

The role of political leadership in supporting the return to normality is vital and the leader of the council is to be involved closely in the process throughout.

4.9. Standing down staff at the end of an incident / debrief

It is essential that all staff are formally stood down at the end of the incident and given the opportunity to attend a debrief. This is a structured session that will enable responders to discuss the incident response although the council's involvement in the incident is likely to stretch way beyond this point. It is an excellent opportunity to review the existing arrangements within plans and identify ways in which they can be improved upon for the future, as well as marking the close of an incident. The Borough council should be asked, or request, to attend any joint agency debriefs taking place within other organisations.

Professional welfare support may be provided, as some officers may wish for more in depth discussions following an incident. This can be provided by a range of professionals including Surrey County Council Adults and Community Care Service and Surrey Trauma Support Service. More information on welfare support can be found in the welfare plan and contact details in the *A-Z annexe 7, p34-38* or by logging on to SurreyAlert.

Role of Members: Where applicable members should make themselves available to the emergency management team for information and instruction.

Annexes to this chapter:

Annex	Page
Annexe 1: Runnymede Borough Council roles and responsibilities at a glance	P27
Annexe 2: Upon receipt of a call for assistance	P28
Annexe 3: Example log sheet	P29-p30
Annexe 4: To open Borough contingency control room at alternative location	P31
Annexe 5: Cascade call out procedures	P32
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Annexe 7: Emergency contacts A-Z by resource	P34-p38

Chapter Five

5.1. Specific Information / Specific Plans

5.2. Welfare

Runnymede Borough Council Director of Housing and Community Services has developed a specific plan that should be referred to during a major incident. The plan details the co-ordination arrangements for activating pre-identified rest-centres in Runnymede, establishing rest-centres, providing emergency feeding, establishing assembly points and provision of welfare support. It also contains a list of staff that has been trained to respond in this context.

5.2.1. Provision of welfare support

The Borough welfare response will be co-ordinated by the Housing and Community Services group who will activate the plan as required and key members of the housing department are familiar with the protocols outlined in the plan.

Welfare support will primarily be provided by Surrey County Council's Adults and Community Care Services who can provide a range of services in an emergency (see ACCS plan for further details).

Method of activating AACC should be via the County Contingency Planning Unit who will alert the Area Director or member of the Area Management Team, or the Emergency Duty Team outside of usual working hours, and request assistance. It is vital that this is considered early on in the incident and that the response is an integrated and joint effort.

5.2.2. Social and psychological aftercare

The Surrey Trauma Support Service (TSS) can provide a range of social and psychological support services in the aftermath of a major incident. The services are complementary to those provided by the statutory and voluntary sector and can be activated when the need exceeds the capacity of a statutory sector provider to respond via the County Contingency Planning Unit. The service is made up of a number of suitably trained volunteers with a

mix of skills from a range of statutory, voluntary and independent organisations. The service can be activated when necessary via Surrey County Council Contingency Planning Unit or Adults and Community Care Emergency Duty Team.

Welfare support should be considered for both those affected by and those responding to an incident.

5.3. Communications / Media management

5.3.1. Telephones

The primary method of communication during an incident will be by telephone, either land line or mobile. Officers should maintain good communications throughout the incident and share information they need to be sharing with other agencies.

5.3.2. Access Overload Control (ACCOLC)

This is a government-authorised scheme whereby major mobile telephones operators can reserve exclusive use of available cells for the use of the emergency services at the scene of a major incident. Mobile telephone numbers must be registered and authorised by the Cabinet Office.

It should only be implemented on the authority of the Police after the matter has been discussed at the Strategic Co-ordinating group (Gold).

5.3.3. Government Telephone Preference Scheme (GTPS)

This arrangement provides a contingency facility for the withdrawal of outgoing telephone service from the majority of customers at a telephone exchange. The scheme is for use in an emergency when increased use of the telephone network is causing severe congestion, preventing the emergency services and other essential users from making and receiving calls.

Telephone numbers have to be registered with BT or Cable and Wireless.

5.4. Alternative emergency communication systems

BT is able to offer certain specialist communication equipment for use in a major incident including:

- Radio pagers
- Payphone trailers
- Mobile telephones
- Fax machines, telex, switchboards

5.4.1. SurreyAlert

SurreyAlert.info is a secure extra-net system that will be used by responding agencies who wish to communicate with one another electronically during an emergency. The system has a number of functional areas including:

- Emergency contacts database
- Incident notification
- Incident logging
- Hot reports
- Tickertape
- Emergency plans
- Geographic Info. System maps
- Flooding support

Refer to annexe 9, p40-45 for a quick reference user guide. If the Borough does decide to make use of the system during an emergency they must ensure other partners are aware that it is operational.

The system also has a public access site at: www.SurreyAlert.info which is managed by Surrey public relations officers.

5.4.2. Radios

Runnymede Borough Council maintains a radio network which would be utilised in the event of an emergency. It would be controlled from the Safer Runnymede Control Centre.

The Safer Runnymede Control Centre also has access to Surrey Police 'Airwave' radio system and the St Peter's Hospital Security radio scheme. Both would be used in the event of an emergency.

Raynet are also willing to provide limited cover. They will need to carry out some installations and have surveyed the Safer Runnymede Control centre to ensure this is practicable.

5.4.3. Satellite Phone

A satellite phone is provided for use in the event of failure of all other systems and details of satellite phone contact numbers are provided as Annex 10. Additional phones can be made available if required.

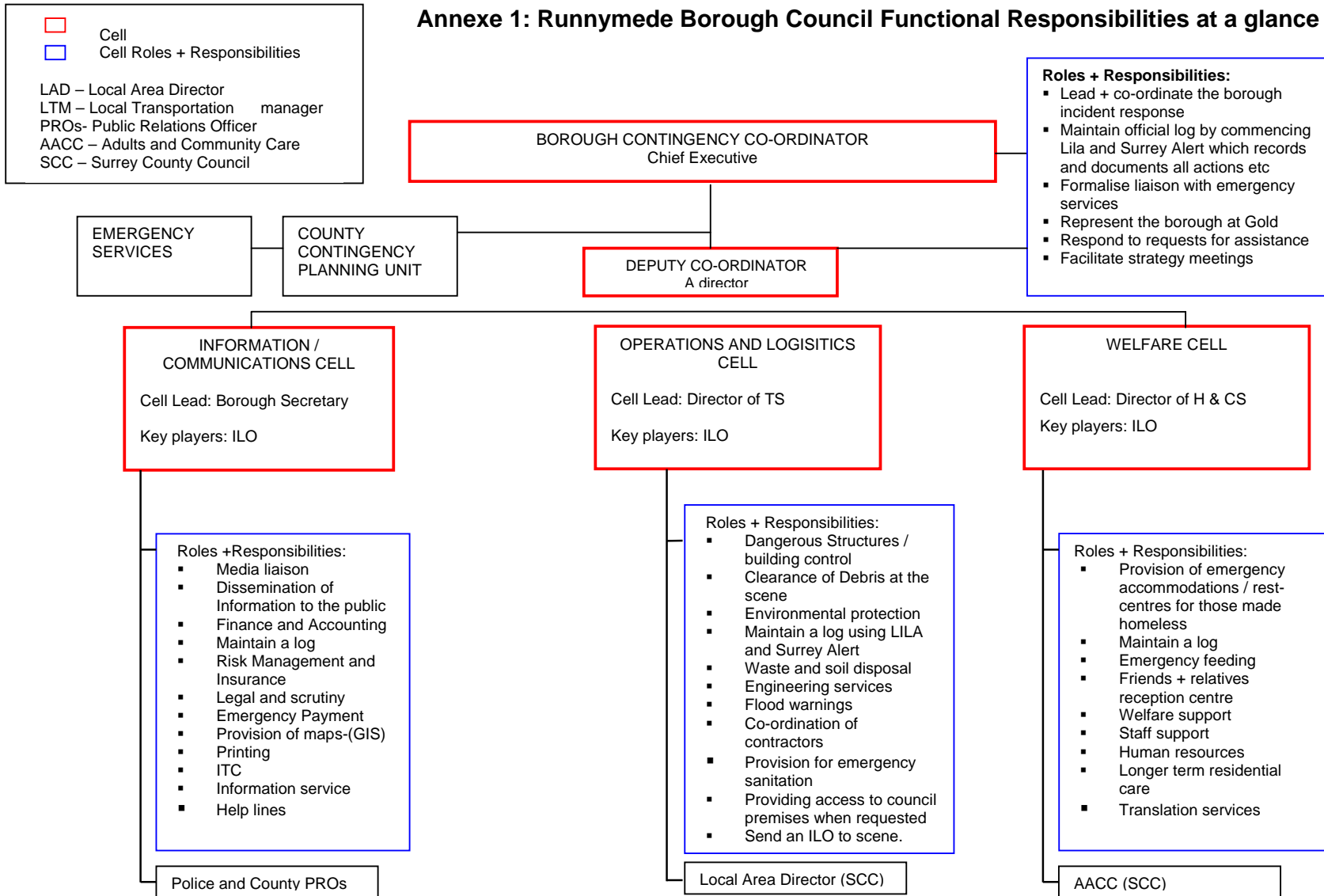
Annexes to this chapter:

Annex	Page
<i>Annexe 8: Emergency contacts A-Z by resource</i>	<i>P34-p38</i>
<i>Annex 9: SurreyAlert quick reference guide</i>	<i>P40-p45</i>
<i>Annex 10: Telephone contacts list</i>	<i>P</i>

Chapter Six

Supporting Information: annexes and aide memoire's

Annexe 1: Runnymede Borough Council Functional Responsibilities at a glance



Annexe 2: Upon receipt of a call for assistance

1. Take the callers name and contact number
2. Start a log by commencing LILA and Surrey Alert or use log sheet if not operational
3. Ask what the callers wants/expects you to do
4. Explain what you can and can't do and what you are going to do
5. Take details: time, date, the exact location and grid reference if possible, the problem or what has happened, who is involved and who has been notified
6. Are the emergency services and County Emergency planning unit aware?
7. Is there an incident number?
8. Let the caller know that you will get back to them at regular intervals to confirm progress and action taken.
9. Contact the appropriate officers that should be notified
10. Contact relevant partner agencies

Annexe 3: Example Log Sheet

CALLERS NAME	
ORGANISATION	
LOCATION OF CALLER	
CONTACT NUMBER 1	
CONTACT NUMBER 2	
DATE	
TIME OF INITIAL CALL	
LOCATION OF INCIDENT	
TIME OF INCIDENT	
INCIDENT DETAILS What has happened? What is the problem? Who is involved?	
ACTIONS REQUIRED What does the caller expect from you?	
ADDITIONAL INFO	
END CALL	Let caller know you will ring back with update if appropriate. Consider District and County responsibilities. Consider other agency responsibilities.

Name:

Signature:

Annexe 4: To open Borough Contingency Control Room (at alternative location)

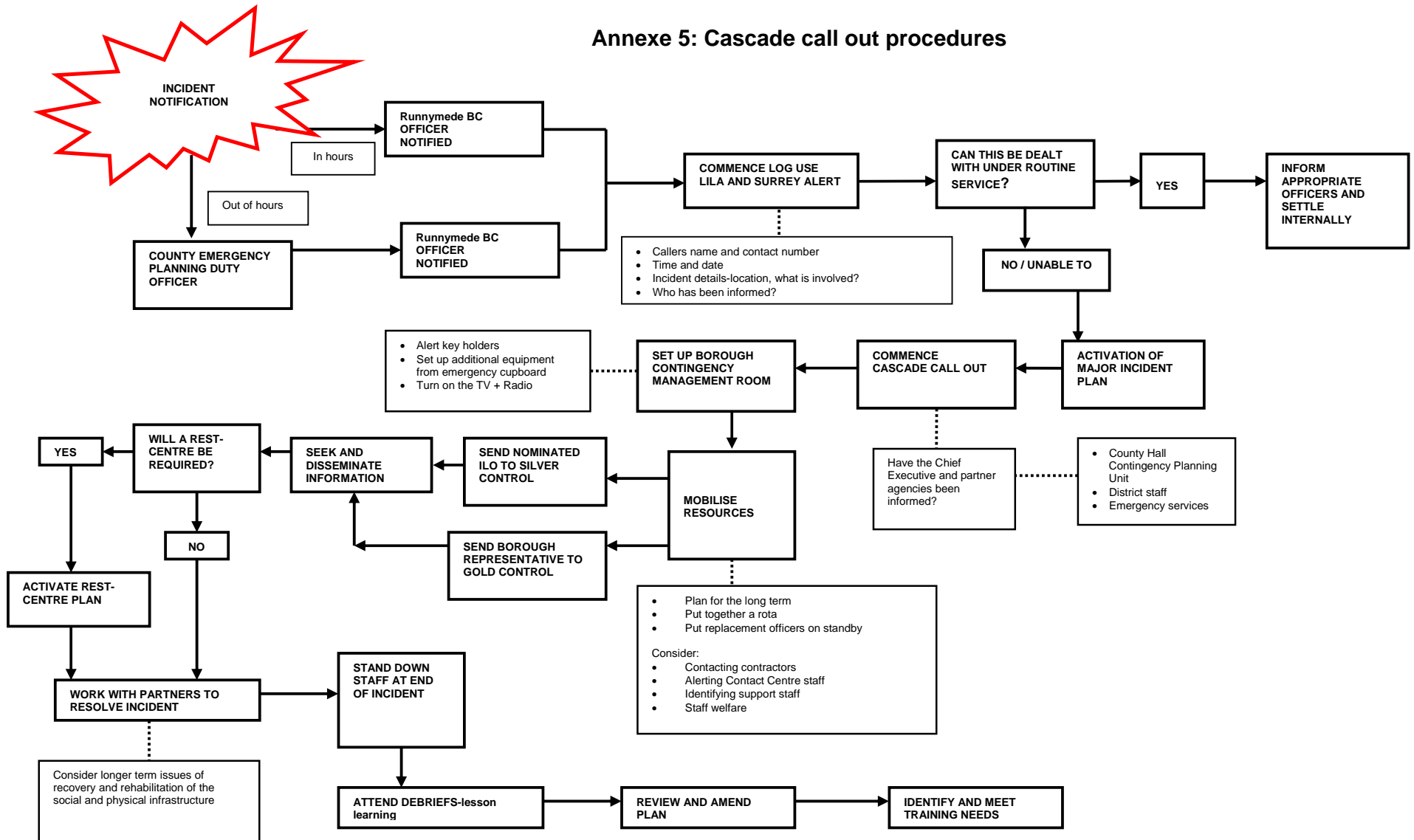
Location: Cherstey Depot

1. Locate emergency box
2. Turn on all PCs to enable access to files and email
3. Set up additional phones from the emergency store. Ensure that at least one phone is placed by every pc with a headset.
Designate some for incoming and some for outgoing calls and inform the contact centre.
4. Log on to LILA and Surrey Alert <http://alert.surreycc.gov.uk/> - contact numbers and incident log can be viewed here.
5. Monitor radio and television broadcasts.
6. Display any information cards, maps and other useful information such as telephone numbers or incident details on the white boards for quick reference.
7. Get out corporate log sheets - key information and actions must be recorded.
8. Make arrangements for a Tetra hand held radio to be made available?
9. Check Aide memoir, inform Borough contingency co-ordinator and all appropriate agencies that you are operational

Contents of emergency box:

- Emergency plan
- Telephone handsets x 4
- Local radio x 2
- Surrey A-Z
- Local OS maps
- Log books
- Portable radio
- Batteries and chargers
- Information cards

Annexe 5: Cascade call out procedures



Annexe 6: Incident Liaison Officer Aide memoire

Incident Liaison Officer (ILO) overview of Role

Role: To provide a direct link between the Local Authority (LA) Emergency Control Centre and Tactical (Silver) Command (or similar).

The co-ordination of all agencies at the scene of a major incident is usually a function of the Police. The co-ordination will usually be exercised by the Police Incident Officer, who will operate from the Forward Control point (bronze) or Tactical (silver) Control. Despatching an incident liaison officer to the Bronze or Silver control will assist the provision of direct local authority support to the emergency services.

Incident Liaison Officer – Objectives

To assist the emergency services with advice from own knowledge, the emergency centre or directly from the departments.

To provide the emergency centre with requests for resources or actions, and to assist with planning and delivering the local authority response.

ILO should possess a good understanding of the capabilities of all the local authority departments and the voluntary agencies.

The ILO should, on attending the incident, obtain a good understanding of the current situation and report this back to the controller, provide regular updates of developments, and attend all relevant co-ordination group meetings.

The ILO and assistants should not be on site for extended periods (5-6 hours is usually sufficient), plenty of time should be allowed for a hand over to the relief ILO and assistant. The ILOs will request a relief if it is not forthcoming.

The SCC Trading Standards Mobile Advice vehicle is available for ILOs and can be requested through the emergency planning unit / duty officer.

Aide memoire

- Attend the LA Emergency Control centre and report to Controller
- Commence and maintain a log of events, request actions and decisions - may be maintained by assistant
- When instructed by the Controller, go to Tactical (Silver) Command or as directed
- Ensure that you are suitably dressed (including Hi-visibility jackets), equipped and have communications equipment for at least a 5-6hour duration (a mobile phone and /or radio with spare batteries)
- Ensure one of the Support Staff is assigned to assist you
- Be aware of media implications and requests
- Upon arrival at Tactical (Silver) Command, report to the Incident Commander, who will be from one of the emergency services, most likely to be a police officer
- Set up and maintain communications with the Emergency Control Centre, keeping the Controller regularly and fully updated
- Pass all requests for assistance from the Local Authority for the emergency services at Tactical (Silver) Command
- Try to anticipate likely requests from the emergency services for Local Authority assistance and relay to the Emergency Controller
- Consider any other activities required by the response that might reasonably be a function of the ILO
- When a Local Authority presence is no longer required at Tactical (Silver) Command report to the Incident Commander to confirm. Return to the Emergency Control Centre and provide the Controller with a debriefing
- Stand down any Support Officers assisting you
- Provide the controller with a report detailing your actions and response
- Clean and recharge all equipment/resources and return to storage

Annexe 8: Pre-identified rest-centres

Name and Address	Normal Use
Eileen Tozer Day Centre, Station road, Addlestone KT15 2AN	Community Use
Manor Farm Day Centre, Manor Farm Lane, Egham TW20 9HR	Community Use
The Orchard Day Centre, Staines Lane, Chertsey KT16 8PS	Community Use
Queen Elizabeth House Day Centre, Torin Court, Bond Street; Englefield Green TW20 OPJ	Community Use
Woodham/New Haw Day Centre, Amis Avenue; New Haw KT15 3E7	Community Use
Egham Sports Centre, Vicarage road, Egham.	Leisure Use

Annexe 9: SurreyAlert quick reference guide for coordinating groups and users

Access to the 'LIVE' SurreyAlert system:

From your internet browser page input:

– <http://alert.surreycc.gov.uk/>



You will then reach the 'Log In' screen, whereby you will need to input your username and password.

Access levels

Users are assigned access permissions to allow them access to certain functions.

The table indicates the functions that are available to you as a coordinating group user.

Function/User	General User	Coordinating Group User	Admin
Edit Tickertape	N	Y	Y
Add a Contact	N	N	Y
Edit Contact	Y (only records for which user is a data owner)	Y (only records for which user is a data owner)	Y
Add/Edit Keyword	N	N	Y
Add Location/Organization etc	N	N	Y
Add Command team member role	N	N	Y
Add a new incident	N	Y	Y
Edit an incident	N	Y	Y
View Archived Incidents	N	N	Y
Add to incident log	Y	Y	Y
Mail Server administration	N	N	Y
Add a user account	N	Y (during an incident only)	Y
Edit user account	N	Y (during an incident only)	Y
Update Flooding Application	N	N	Y

Administration Functions

These functions are accessed from the Administration home page.

- **Edit Tickertape** – click on '**Edit Tickertape**'. Click into the text box, edit the text and click '**update**'. If you do not want the tickertape to be displayed then remove the text from the text box.
- **Edit Contact** – this option will only be available if you are a **data owner** (please see separate sheet for responsibilities). Select the relevant contact from the drop down menu on the administration home page and click '**edit contact**'.
 - You can edit the fields on the form using text and dropdown lists.
 - **Delete addresses/contacts** - click on '**delete**' next to the relevant address/contact entry. When happy with any changes made, click on '**save changes**' to make them permanent.

- **Add new contacts** – click on '**Add new contacts**'. Complete the form and click '**Add**'.
 - **Add an address** - click on '**Add an address**', complete the detail and click '**Add addresses**'.
 - **Add a new incident** – click '**Add a new Incident**', complete the details on the form and click '**add this incident**'. At least one team member must be assigned to the command.
 - **Edit an incident** - select the relevant incident from the drop down menu and click '**edit incident**'.
- N.B. A member cannot be deleted once added, but the notes can be used to indicate that the team member is no longer part of the command.
- **Change Password** - click on '**Change own password**' from the administration homepage. Enter the new password in the two fields and click on '**Change Password**'. Password must be between 6 and 12 characters.

The following two functions are available to a 'Co-ordinator' – but they must only be performed during an incident. On a day-to-day basis an Administrator must complete this function.

- **Add a user account** – click '**Add/Edit a user login**' then click '**Add New User**' button. Enter:
 - Full name (surname, first name)
 - User name (a standard format is used: surname followed by the first initial, all lowercase)
 - Password – this must be entered twice
 - Access Permissions. Check the box (es) appropriate for the user. N.B. A user can have multiple access permissions assigned to them. The highest level of access rights assigned to a user will always take precedence.
- If you make a mistake when entering information in the fields, you can click '**clear**' to reset the form.
- Once all data has been entered, click on '**add**' to add the new user to the system.
- **Edit a user account** – click '**Add/Edit a user login**', enter the name of the user then click '**Search for Registered User**'. To retrieve all user accounts, click '**Search for Registered User**'.
- You will be presented with a list of users, to edit the user account, click on '**edit**'.
- **Access Rights** - uncheck the current access right, check the new access right and click on '**Save Changes**'. N.B. If you do not select any access rights an error will be displayed.

Active Incidents

- **Active Incidents home page** – click on ‘**Active Incidents**’ on the main navigation bar. This page shows the location of the Gold (Strategic), Silver (Tactical) and Bronze (Operational) commands. If there are multiple Silver or Bronze commands, these will be displayed in the form of a list.
- **Summary of incident** - click on the name of the incident to see the incident summary page.
- **Event log** - from the active incidents home page, click the ‘**event log**’ button. A new page opens, showing entries logged, most recent first. To sort by each column, click on the column title.
- **Add a new entry to the log** - click on ‘**Add Log Entry**’ to add an entry that is not related to any current event. Complete the blank form and click on ‘**add**’ to add the new event or ‘**close**’ to reset.
- **Responding to an existing log entry** – from the summary detail page, click on the log entry you want to respond to and then click on ‘**respond**’. Enter detail and click on ‘**add**’ to add the new event or ‘**close**’ to cancel the entry. This will then create a thread of information.
- **Search facility** – to see any actions that are still open click on ‘**OPEN actions**’ this will open a new page, which can be printed. Alternatively, click on ‘**All Entries**’ whereby a search can be requested on a combination of options, again the results will be provided on a new page that can be printed.
- **Print a report** - from the event log home page, select events by clicking in the checkbox on the left of each event and then click on ‘**print preview**’ to format, then ‘**print**’, to print.

Emergency Contacts Database

- **Emergency Contacts Database home page** – click the link on the main navigation bar to access.
Search facilities available:
 - Search by surname and/or forename
 - And /or search by keyword(s)
 - And /or search by location (if unsure, click on ‘**view map of boroughs**’ for clarification)
- If no search criteria are selected, all results are returned. For a quick response, enter as much search criteria as possible. When happy with the search criteria, click ‘**search**’. If you wish to change the search criteria, click ‘**reset the search criteria**’ to ensure that the original criteria are cleared.
- **Search Results-**

The results page shows all relevant results in alphabetical order. If one or more keywords are chosen as a search criterion, any keyword notes stored for the keyword(s) will be displayed at the top of the page and any of the primary contacts for that keyword will be displayed at the top of the results list with a tick indicating a primary contact.

- **Contact Database Contact Record** - click on the contact name (or function) to view the emergency contact record and full details of the contact. Contacts deemed to be 'public' are displayed on the first page. To view private contact details, click '**View emergency/home contact details**'.

Supporting information

- **Supporting information homepage** – click on the '**supporting information**' link. This is an area that will grow as the use of the extranet increases, and further miscellaneous datasets are added. At the moment, this area contains the emergency plans by borough.
- **Emergency plans** - click on the '**emergency plans**' link to view a clickable map of the boroughs. Click on a borough to access emergency plans for that area. The .PDF file displayed can be viewed or printed off using the browser printing functionality. If there are multiple files making up the emergency plan, an interim web page will be displayed with links to the emergency plan subsections.

Problem Reporting

For non urgent problems with the system, please complete a problem reporting form and send to admin@surreyalert.info or SurreyAlert administration, Room B30, County Hall, Penrhyn Road, Kingston upon Thames, Surrey. KT1 2DN.

If you have an urgent problem with the system, please telephone:

In office hours - confidential Out of office hours - confidential

SurreyAlert.info Co-ordinators is permitted to add new members to SurreyAlert.info during an incident. To help new members retain their details the following cards are provided. If new members are added to the system, Surrey County Council should be informed as quickly as possible to enable information concerning 1990 Data Protection Act to be issued.



Go to Internet Explorer. To gain entry to the LIVE SITE, type <http://alert.surreycc.gov.uk> and input your personal login details listed below.

User Name:

Password:



Go to Internet Explorer. To gain entry to the LIVE SITE, type <http://alert.surreycc.gov.uk> and input your personal login details listed below.

User Name:

Password:



Go to Internet Explorer. To gain entry to the LIVE SITE, type <http://alert.surreycc.gov.uk> and input your personal login details listed below.

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User Name:

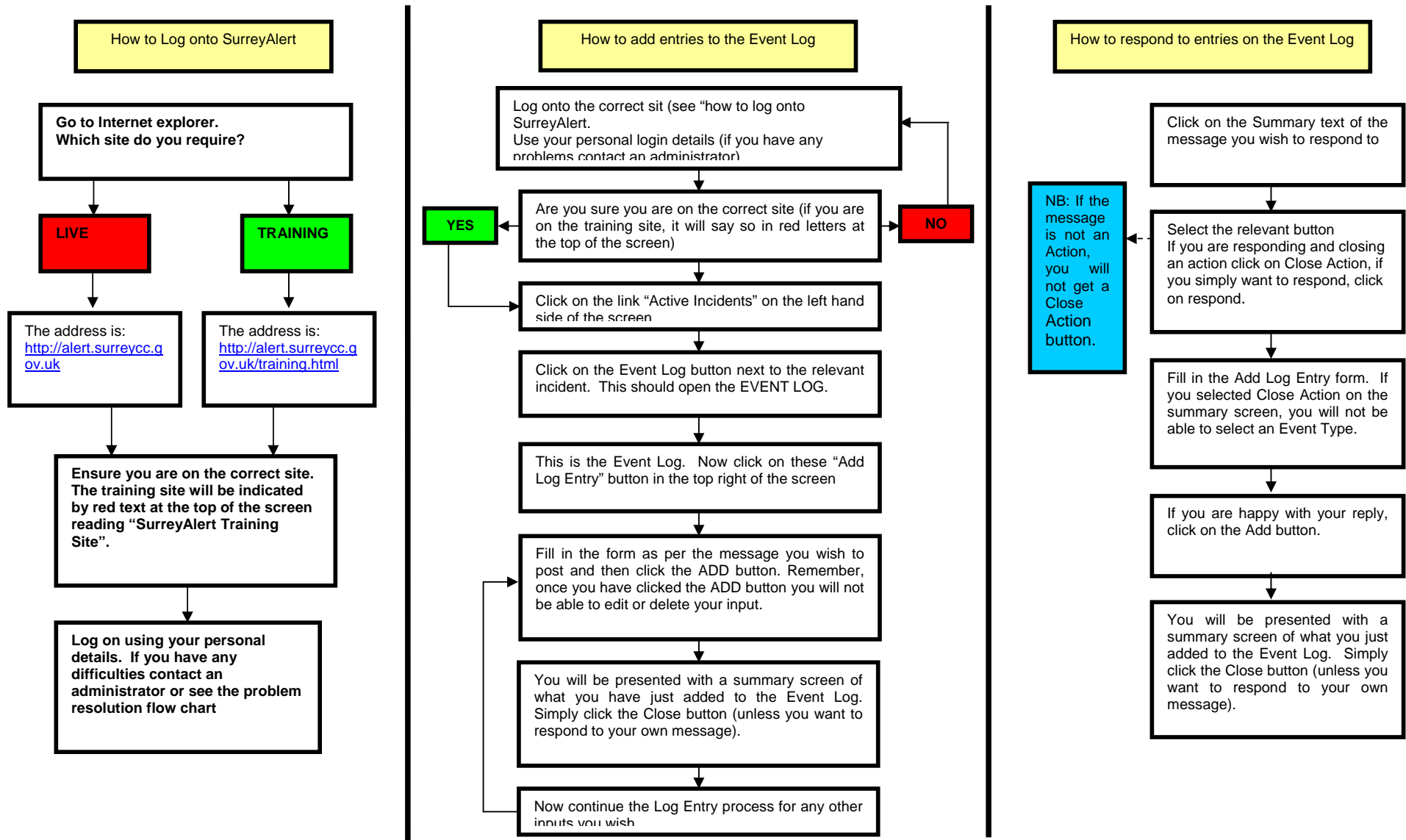
Password:



Go to Internet Explorer. To gain entry to the LIVE SITE, type <http://alert.surreycc.gov.uk> and input your personal login details listed below.

User Name:

Password:



Glossary of Terms

ACCOLC	Access Overload Control. This is a government-authorised scheme where the major mobile phone companies can reserve exclusive use of available network cells for just the emergency services to use at the scene of a major incident.
Adults and Community Care	This used to be known as Social Services which were restructured to form Adults and Community Care and Children's Services. They provide the first response to a major incident and call upon the support of Children's Services if children are involved.
Ambulance Control Point	An emergency control vehicle identified by a flashing light providing an on-site communications facility. This may be some distance from the incident scene and it will provide a central point for NHS and medical resources at the incident. Ideally, the point should be close to the Police and Fire Service command units (depending on any possible radio interference).
Ambulance Incident Officer	The Ambulance Officer who will have overall responsibility for the work of the Ambulance Service at the scene of a major incident. He or she liaises closely with the Medical Incident Officer to make sure the medical and ambulance resources are used effectively at the scene.
Ambulance Loading Point	An area, preferably hard-standing, close to the Casualty Clearing Station, where the injured are put into ambulances for transport to hospital.
Ambulance Parking Point	A place near the scene of a major incident where arriving ambulances can park and avoid congestion at the entrance to the site or at the Ambulance Loading Point.
Assembly Point	An area where evacuees and survivors will be directed before continuing their journey or being taken to the Rest Centre or Survivor Reception Centre.
BASICS (British Association For Immediate Care)	Medical practitioners who are trained to care for victims of trauma. The Ambulance Service may put them forward to be the Medical Incident Officer.
Befriending	Being a friend to those in need and providing them with support and comfort.
Body Holding Area	An area close to the scene where bodies can be temporarily held until they are moved to the mortuary or temporary mortuary.
Cascade system	A system where one person or organisation calls out others who then make further call-outs if necessary.
Casualty	A person who is directly involved in an incident, including the physically or mentally injured, survivors, evacuees and any bodies.
Casualty Bureau	A central police-controlled contact and information point for all records and data relating to casualties and survivors.
Casualty Clearing Station	An area the Ambulance Service and Medical Incident Officer will set up at a major incident to triage and treat casualties and direct their evacuation.

Channels 69 and 70	Emergency command channel (Interops).
Chemet	A scheme run by the Meteorological Office, providing information on weather conditions as they affect an incident involving dangerous materials.
Children's Services	This used to be known as Social Services and was restructured to form Adults and Community Care and Children's Services. They respond to a major incident to support Adults and Community Care if children are involved.
Command	The authority for an agency to manage its resources (both personnel and equipment).
Contingency Control Centre	A local-authority control room from which the local authority can manage and co-ordinate their action.
Control	The authority to direct strategic and tactical operations so a function can be carried out. It includes the ability to direct the activities of other agencies involved in completing that function. Controlling the assigned function also carries with it a responsibility for the health and safety of those involved.
Control room	Centre for controlling movements and activities of each emergency service's officers and equipment.
Controlled area	The area contained in the Outer Cordon, which may be divided into geographical sectors.
Co-ordination	When all agencies involved work together effectively to bring the incident to a successful conclusion.
Cordon	The perimeter of an area, for example, the Inner Cordon or a sector. This may be a firm barrier or improvised. This is based on a dynamic risk assessment.
Dynamic risk assessment	The term used to describe the continuing assessment of risk that is being carried out in a rapidly changing environment.
Equipment Point	The point where all equipment will be assembled before it is used.
Evidential continuity	The movement of any item that becomes an exhibit must be strictly proven from the moment it enters the evidential chain to when it is presented in court or earlier destruction. This process is known as evidential continuity.
Extranet	A system that allows information to be shared between authorised organisations on the World-Wide Web.
Fire Incident Commander	The Fire Service officer who controls all Fire Service activity at the scene of the incident.
Forward Control Point	The control point nearest the scene of the incident, responsible for immediate deployment and security of the scene.
Friends' And Relatives' Reception Centre	A secure area set aside for friends and relatives to use who arrive at the scene and where police can gather information about those believed to be involved in the incident.
Hazmat	Hazardous material.

HEMS	Helicopter Emergency Medical Services.
Identification Commission	The Identification Commission decides on what criteria to use when identifying bodies.
Incident Control Point	The point from which the incident is managed and co-ordinated. The central point of contact for all specialist and emergency services on the site.
Incident Liaison Officer	A local authority officer at the Incident Control Point who provides a direct link between local authority emergency control centres and the Tactical Co-ordinating Group. Other agencies may also have incident liaison officers.
Incident Officer	The officers at the scene who command their own services.
Interops	Emergency command channels (channels 69 and 70).
Lead Local Authority	The Lead Local Authority will co-ordinate the response of all local authorities involved.
Local authority	The governing body of a county, district or borough.
MACA	Military Aid to the Civil Authorities is the term used to describe all types of military help. It includes: Military Aid to the Civil Communities (MACC) – help in an emergency Military Aid to the Civil Ministries (MACM) – for example, help when there is of industrial action Military Aid to the Civil Powers (MACP) – help to the Police
Major incident procedures	Pre-planned procedures that begin once a major incident has been declared.
Marshalling Area	An area where resources and personnel go if they are not immediately needed at the scene or are being held for further use. These areas are also suitable for staff briefings, providing refreshments and re-stocking equipment.
Marshalling Officer	A service representative at the Marshalling Area.
Mass casualties	A large number of casualties that cannot be dealt with locally.
Media Centre	A central contact point for media enquiries, providing communications and conference facilities and staffed by press officers from appropriate organisations.
Media Liaison Officer (scene)	Representatives of each organisation responsible for releasing information from the scene of the incident which reflects the Strategic Co-ordinating Group policy.
Media Liaison Point	The site at or near the scene set aside for media representatives to use through which early official press statements will be issued. The Media Centre may replace it at a later stage.
Medical Incident Officer	A doctor sent to the scene of a major incident by the Ambulance Service to support or help the Ambulance Incident Officer to manage medical resources.
Mobile Medical	A team of doctors and nurses sent to the scene of a major incident from

Team	a hospital the Ambulance Service has chosen.
Mutual aid arrangements	Cross-boundary arrangements under which emergency services, local authorities and other organisations ask for extra staff or equipment to use at a major incident.
Network cells	Mobile phones work by transmitting radio waves to cellular towers. These towers vary in the size of area they cover. The area a tower can cover is referred to as a cell.
Ordnance	Unexploded weapons - bombs, grenades, shells and so on.
Police Hospital Documentation Team	A team of police officers who make sure documents are made detailing casualties, their property and identification. The team sends this data to the Casualty Bureau. The team also provides security for hospital premises to prevent unauthorised people getting in.
Police Incident Officer	The police officer who controls all police activity at the scene of the incident.
PRONET	A network of media and public relations officers from the emergency services, districts, County Council and National Health Service that allows all agencies involved to provide support and make sure information is shared between them.
Psychological first aid	Emotional support.
RAYNET	Radio Amateurs' Emergency Network - a nationwide voluntary group which is able to provide emergency radio communications.
Receiving Hospital	A hospital the ambulance service has chosen to receive casualties in a major incident.
Rendezvous Point (RVP)	A point where all resources arriving at the Outer Cordon are sent for logging, briefing, equipment issue and further deployment.
Rest Centre	Pre-identified building used by district and borough councils to temporarily accommodate evacuees.
Scene Access Control Point	An access point through which everyone that needs access to the scene will be checked out. This will be at the entrance to the Inner Cordon.
Senior Investigating Officer	A senior detective appointed to take responsibility of the police investigation.
Senior Supervising Pathologist	The Senior Supervising Pathologist will supervise the post-mortem examinations.
Statutory services	Those services whose responsibilities are laid down in law - for example, police, fire and ambulance services and local authorities.
Strategic Co-Ordinating Group	A meeting chaired by the police, that will include a senior representative of each emergency service, local authority and other agencies involved in the major incident. The group will discuss and agree future policy. It will also agree the content of all press releases.
Strategic Health Authority	The authority manages the National Health Service (NHS) locally and is a main link between the Department of Health and the NHS.
Supporting	Any hospital chosen by a receiving hospital to provide support during a

Hospital	major incident.
SurreyAlert extranet	A secure website where SESMIC organisations share information electronically.
SurreyAlert.info	A public website where SESMIC organisations release incident specific information to the public.
Surrey Trauma Support Service	A Surrey-based service which provides a social and psychological support service to help the emergency services and local authorities in Surrey to support those involved in major incidents.
Survivor Reception Centre	A secure area where uninjured survivors can be taken for shelter, and if necessary, first aid, interview and documentation.
Tactical Co-ordinating Group	A meeting chaired by the Police, which include a senior representative of each service or organisation at the scene. The group decides on priorities when allocating resources, gathers other resources when needed and concentrates on managing the scene.
Temporary Mortuary	At a major incident, there may be so many deaths that the normal mortuary facilities would be overwhelmed. In this case it will be necessary to open a temporary mortuary. The Coroner, who has the legal responsibility for investigating the cause and circumstances of any deaths involved, will decide if this is necessary by consulting the Police.
Triage	The process of assessing and deciding on the medical priorities of the injured before they are transported to the receiving hospitals. Triage may be repeated at intervals and when casualties arrive at the Receiving Hospital.
Utility companies	Companies providing essential services, for example, gas, water, electricity and phones.
WRVS	Women's Royal Voluntary Service a nation wide voluntary group that provides personnel and resources at the scene of any incident to insure that both responders and victims are as comfortable as possible through the provision of food and refreshments.