



# UTTLESFORD DISTRICT COUNCIL

## Emergency Response Plan

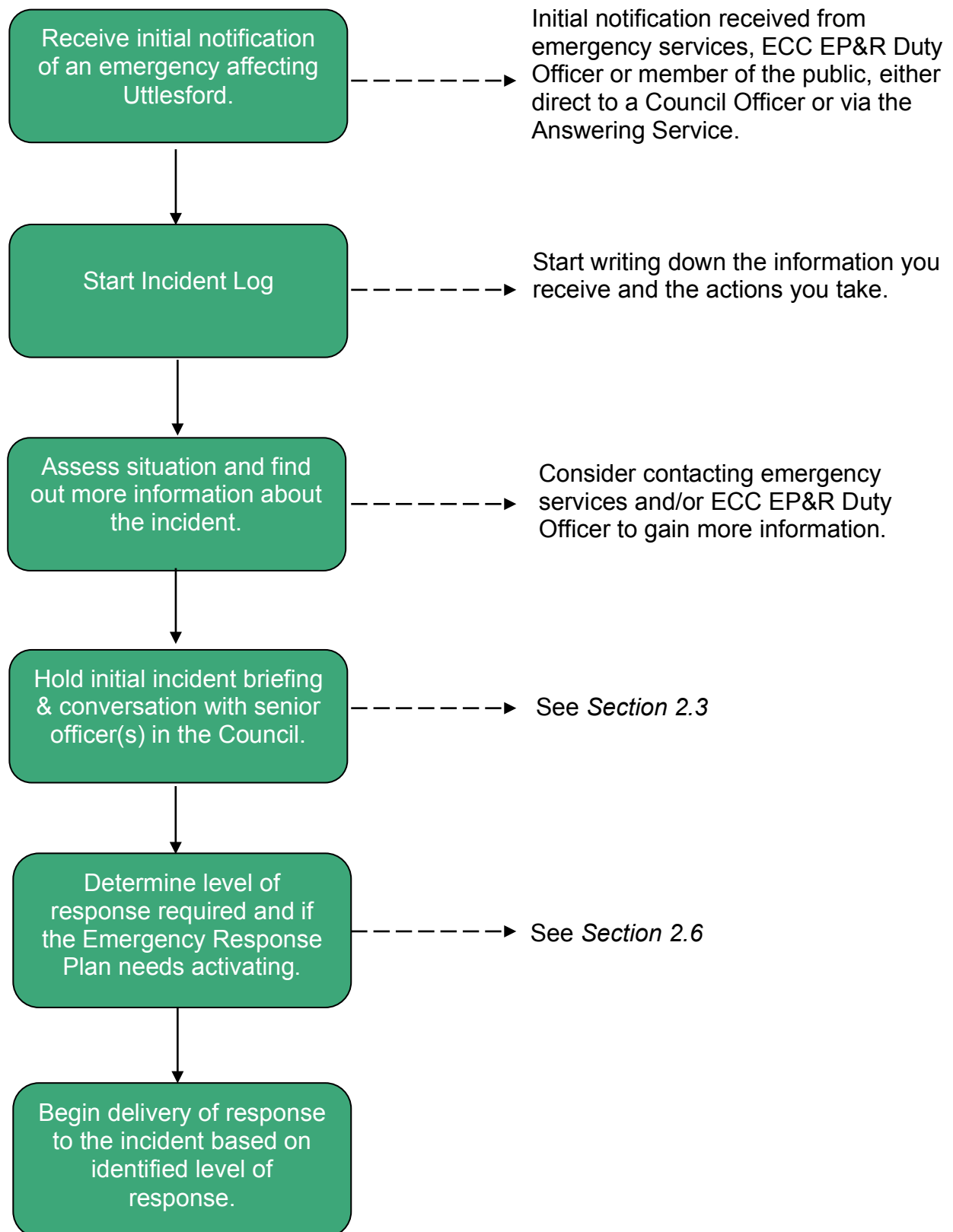
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### Distribution Notes

Hard copies of this plan may be out of date. The electronic version stored on Microsoft Teams will always be the most up to date version.

**This document is marked UNRESTRICTED and can be shared freely.**

## Initial Response



## Acronyms

COMAH	Control of Major Accident Hazards
CMT	Corporate Management Team
ECC	Essex County Council
EPO	Emergency Planning Officer
EP&R	Emergency Planning & Resilience
ERF	Essex Resilience Forum
JESIP	Joint Emergency Services Interoperability Principles
MAGIC	Multi-Agency Gold Incident Command (training)
SCG	Strategic Coordinating Group
SMT	Senior Management Team
TCG	Tactical Coordinating Group
UDC	Uttlesford District Council

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## Section 1: Introduction

The Emergency Response Plan outlines the Council's generic response to a wide range of emergencies and major incidents. It is supported by a number of other plans that are referenced throughout this document and are listed in *Appendix E*.

### 1.1 Aim & Objectives

#### Aim

To provide procedures and guidance to enable Uttlesford District Council to effectively respond and recover from an emergency impacting the district.

#### Objectives

- Describe the Council's roles and responsibilities in responding to an emergency or major incident.
- Identify how the plan is activated and what the necessary triggers are.
- Outline management arrangements and structures.
- Outline communication arrangements with the public and media.
- Outline mutual aid arrangements.
- Describe how this plan links to other emergency plans and procedures.
- Outline post-incident actions.

### 1.2 Civil Contingencies Act 2004

The Civil Contingencies Act 2004 delivers a single framework for civil protection in the United Kingdom. The Act divides local responders into two categories, imposing a different set of duties on each.

Uttlesford District Council, like all local authorities, is a Category 1 responder and is consequently subject to the full set of civil protection duties. More information on the Civil Contingencies Act and the duties of various organisations can be found online at: <https://www.gov.uk/guidance/preparation-and-planning-for-emergencies-responsibilities-of-responder-agencies-and-others>

## 1.3 Definition of an ‘emergency’

An “Emergency” is defined in Part 1 of the Civil Contingencies Act 2004 as:

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

For local responders, the term ‘major incident’ is used to trigger a multi-agency response to an emergency where the incident is threatening, or has caused, death or injury to numbers of people in excess of what can be dealt with under normal conditions. This can include, but is not limited to: major fires, industrial accidents, flooding, pandemics, major gas leaks and terrorism.

The declaration of a major incident results in special measures being activated within organisations to:

- Treat, rescue and transport large numbers of casualties
- Manage large numbers of people directly & indirectly involved
- Communicate with the public and the media
- Mobilise resources within local authorities, voluntary sector and Category 2 responders.

## 1.4 Corporate Response to an Emergency

As a Category 1 Responder, Uttlesford District Council has a duty to cooperate with the emergency services and provide additional support when required.

Minor incidents that occur within the district are usually dealt with by the relevant service area within the Council with no additional coordination function required.

In the event of a major incident or significant emergency, requests for information and support may quickly overwhelm Council service areas. In these instances additional management and coordination is required from within the Council to manage the authority’s response to the incident at hand.

The coordination arrangements detailed in this plan complement existing Council decision-making processes, as well as complementing the wider coordination structures put in place to manage the multi-agency response to an emergency.

## 1.5 Management of a Multi-Agency Response

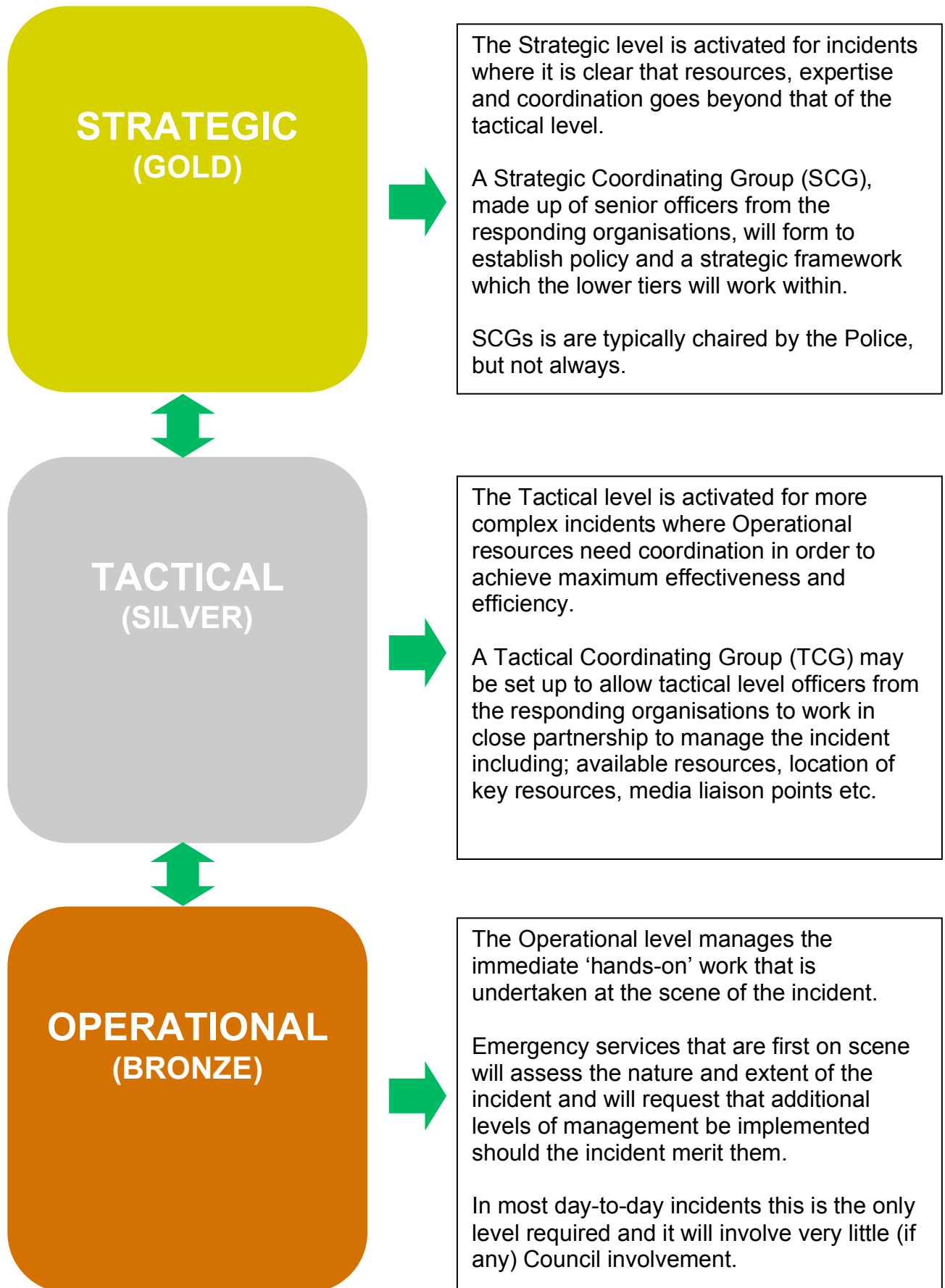
The Civil Contingencies Act 2004 sets out a generic national framework for managing and coordinating the response and recovery activities in relation to an emergency. This framework is scalable and can be applied irrespective of the size, nature or cause of the emergency.

There are three tiers of management in the framework: Operational, Tactical, and Strategic (often referred to as Bronze, Silver, and Gold respectively). All key agencies responding to the emergency will be represented at each of these levels. The diagram on the following page provides an overview of these management tiers.

In Essex, integrated emergency management is conducted through the Essex Resilience Forum (ERF). The ERF consists of representatives from the Emergency services, health services, local authorities, the military, the environment agency and the voluntary sector.

Members of the ERF meet every Tuesday to formulate, prepare, and develop agreed procedures and activities to ensure that there are sufficient plans and policies in place across the county to deal with emergencies and major incidents.





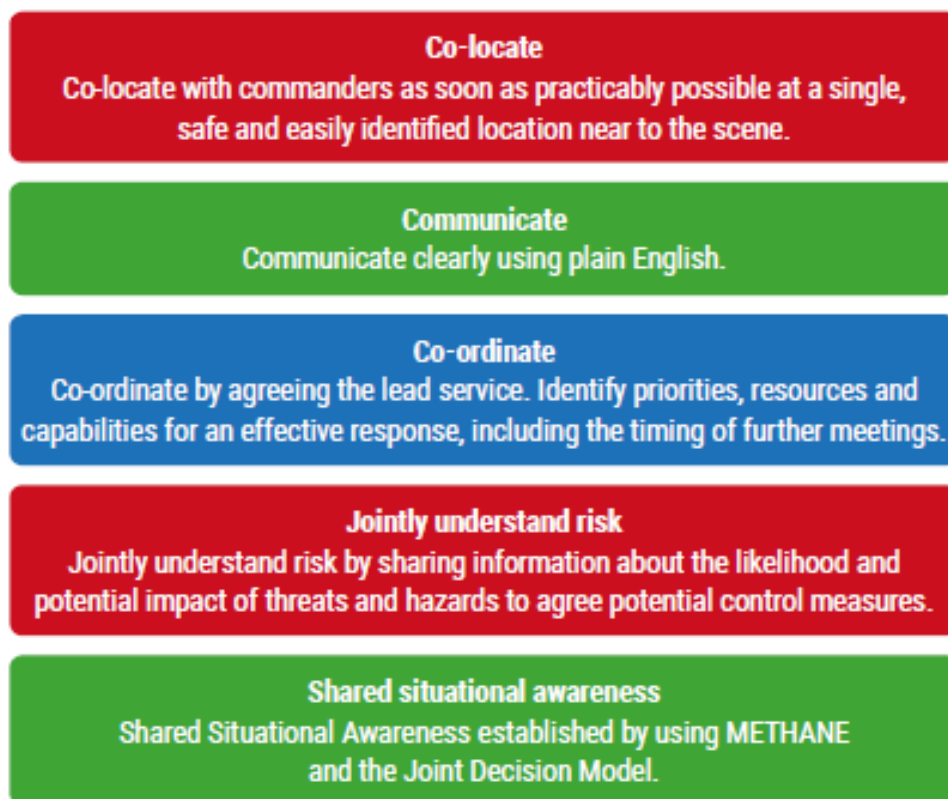
## 1.6 Joint Emergency Service Interoperability Principles (JESIP)

JESIP was introduced in 2012 as a method for improving the cooperation between emergency services in the UK.

The principles were formulated using the findings and lessons identified by public inquiries and inquests that have highlighted cases where the emergency services could have worked better together and shown much greater levels of communication, cooperation and coordination.

As well as improving joint working between the emergency services, the principles also emphasise the need for all responding organisations to work in a joint and coordinated approach.

Uttlesford District Council support the implementation of JESIP and are embedding the principles into emergency response procedures. When responding to an emergency or major incident the council abide by the principles for joint working, as shown below.



Further information about JESIP can be found at: [www.jesip.org.uk](http://www.jesip.org.uk)

## Section 2: Notification & Plan Activation

### 2.1 Initial Notification

The first notification of an emergency requiring a response from Uttlesford District Council will usually be a request for support from the Emergency Services or another Local Authority. However, other sources such as other Category 1 or 2 responders and the general public may be the first to alert the Council to a potential or ongoing emergency.

Whilst any officer within UDC may be the first person to receive this information, depending on the source of the notification, a member of the Corporate Management Team (CMT) must always be notified of a potential or ongoing emergency.

All contacts details for CMT are held in *Appendix A*.

### 2.2 Out of Hours Contact Service

Uttlesford District Council's has an out of hours contact service. Call handlers will answer the initial call, take a message and the contact number of the person calling, and then contact CMT. The member of CMT who responds will then call back the initial caller to get a more detailed briefing (if required).

### 2.3 Initial Information Required

Any Council Officer who receives initial notification of an emergency or request for support should record the following information from the caller:

- Type of incident
- Location and time of incident
- Time of call receiving by the council
- Caller's name, organisation and contact number
- Type of support requested

## 2.4 Initial Actions

On receiving notification of an emergency, either in or out of hours, CMT will:

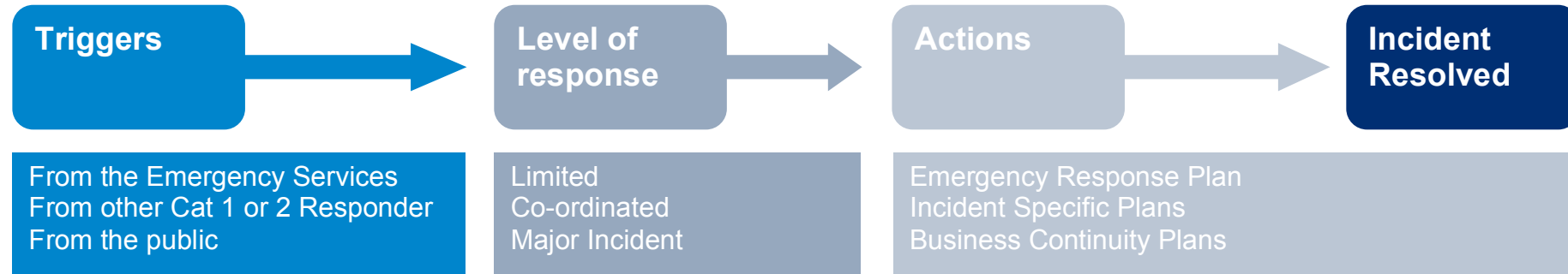
- Start an incident log of all calls and activities.
- Make enquiries to find out more information about the incident.
- Assess & determine the situation and the resources required.
- Initial incident briefing & conversation with council Gold officer (if they are not already the CMT member responding).
- Activate the Emergency Response Plan (this document), if necessary, and any of the supporting plans as required.
- Brief relevant council officers, communications officer, and the Leader of the Council on the situation and any actions that are required.

## 2.5 Levels of Response

There are three levels of response depending on the impact, or potential impact, of the emergency and amount of support required from the Council. These three levels are:

<b>1</b>	<b>Limited Response</b>
<b>2</b>	<b>Coordinated Response</b>
<b>3</b>	<b>Major Incident</b>

## 2.6 Triggers and Plan Activation



Level	Description	Determining Factors (Triggers)	Who to contact	Activate Plan?
1	Limited Response	<ul style="list-style-type: none"> <li>Little deviation from normal activities</li> <li>Response limited to one service</li> <li>Can be handled by existing on-call response arrangements</li> <li>No evacuation required</li> <li>No transport requirements</li> <li>No health implications for public</li> <li>Unlikely to escalate further</li> </ul>	<ul style="list-style-type: none"> <li>In hours – Senior Management Team (SMT) member of impacted service.</li> <li>Out of hours – Answering Service will consult Out of Hours manual.</li> </ul>	NO
			<b>Response Structure</b>	
			<ul style="list-style-type: none"> <li>No additional structure required. Manage through business as usual arrangements.</li> </ul>	

Level	Description	Determining Factors (Triggers)	Who to contact	Activate Plan?
2	Coordinated Response	<ul style="list-style-type: none"> <li>Potential for emergency support, such as rest centre or pollution clean-up</li> <li>Limited public warning and informing required, some media interest</li> <li>Several Council services involved</li> <li>Manageable number of people evacuated for a short period of time (overnight or less)</li> <li>Minor public health implications and limited risk to life</li> <li>Localised pollution hazard</li> <li>Liaison with the emergency services required or Multi-Agency TCG is activated.</li> <li>Forecast severe weather</li> <li>Incident may escalate</li> </ul>	<ul style="list-style-type: none"> <li>In hours – CMT</li> <li>Out of hours – Answering Service who will contact CMT.</li> </ul>	YES
			<b>Response Structure</b> <ul style="list-style-type: none"> <li>Stand up partial command &amp; coordination structure. Silver Officer and any relevant Cell Leads that may be required (probably just one or two).</li> <li>For potential incidents (i.e. forecast severe weather) staff may only need to be put on standby.</li> </ul>	

Level	Description	Determining Factors (Triggers)	Who to contact	Activate Plan?
3	Major Incident	<ul style="list-style-type: none"> <li>Emergency Services, or lead responder, declare a major incident</li> <li>Multiple requests for support from the Emergency Services</li> <li>Significant amount of people evacuated for an uncertain period of time or overnight</li> <li>Multi-Agency SCG is activated.</li> <li>Significant public warning and informing required, large media interest</li> <li>Widespread pollution hazard</li> <li>High potential for major impact on public health and/or the environment</li> <li>Severe risk to life to a large number of people in one location or across the district.</li> </ul>	<ul style="list-style-type: none"> <li>In hours – CMT</li> <li>Out of hours – Answering Service who will contact CMT.</li> </ul>	YES
			<b>Response Structure</b> <ul style="list-style-type: none"> <li>Stand up full command &amp; coordination structure. Gold Officer, Silver Officer, all Cell Leads, and any support staff that may be required.</li> </ul>	

## 2.7 Wider staff notification

Depending on the severity and impact of the incident, other officers within the Council may need to be informed of the situation so that they can either respond or approve decisions.

There are a number of ways that CMT may choose to notify other staff:

- Send a staff-wide email
- Bulletin on the UDC intranet page
- Contact SMT and ask them to cascade message down to their staff members.



## Section 3: Emergency Management Structures

This section of the Emergency Response Plan details the structure that Uttlesford District Council will assume in order to manage the emergency that is affecting, or about to affect, the district.

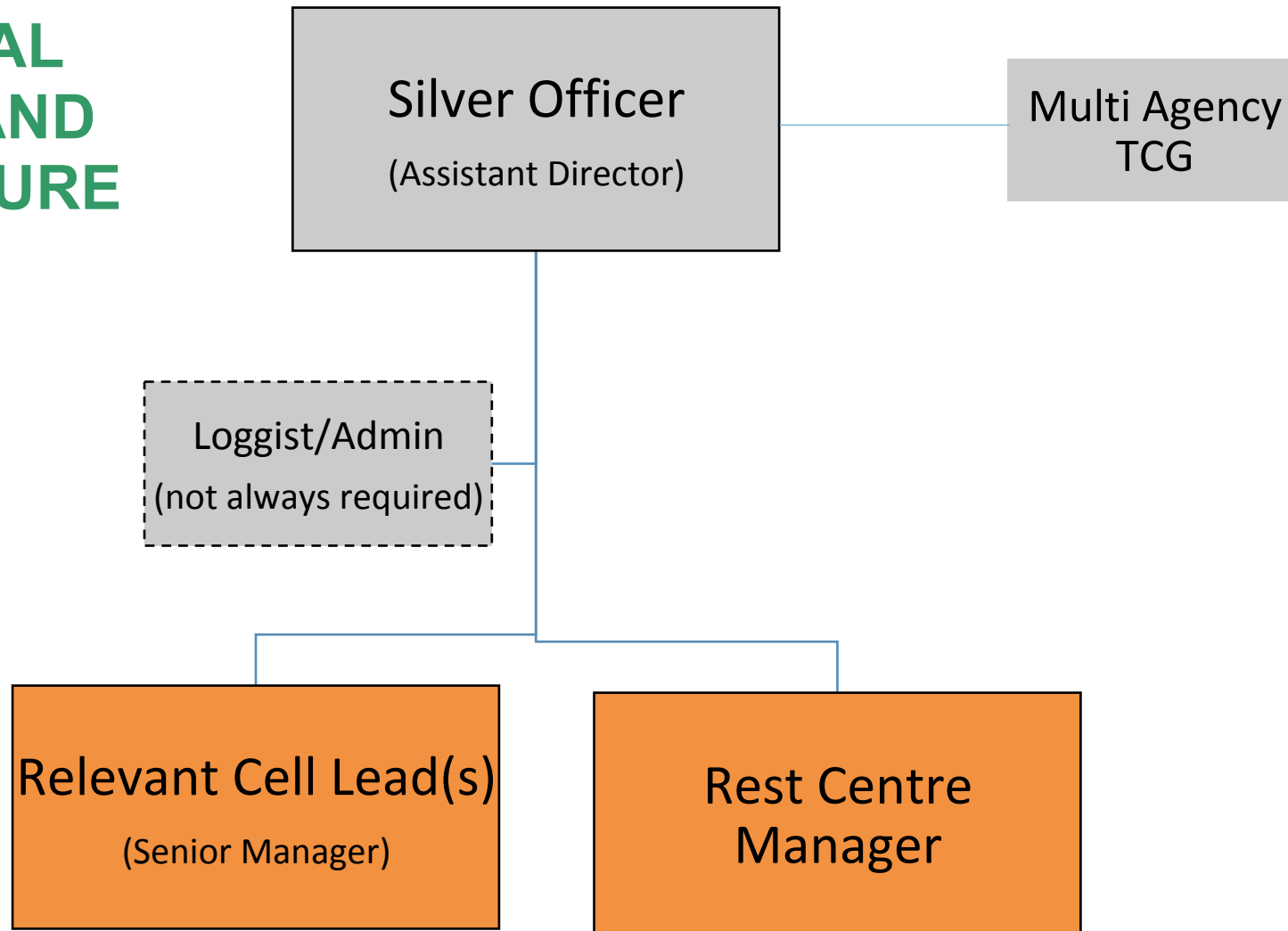
The structure required will be dependent on the severity of the incident. It is designed so that it can be flexible and scaled up or down to suit the requirements of the specific situation.

At Level 2 (coordinated response) it will likely only require a partial command structure: one member of CMT acting as Silver Officer and then other members of staff of the appropriate service to act as Cell Leads (potentially just Communications and Operation Cells, depending on the incident).

If it escalates to Level 3 (major incident) then it will require activating the full command structure to deal with the situation.

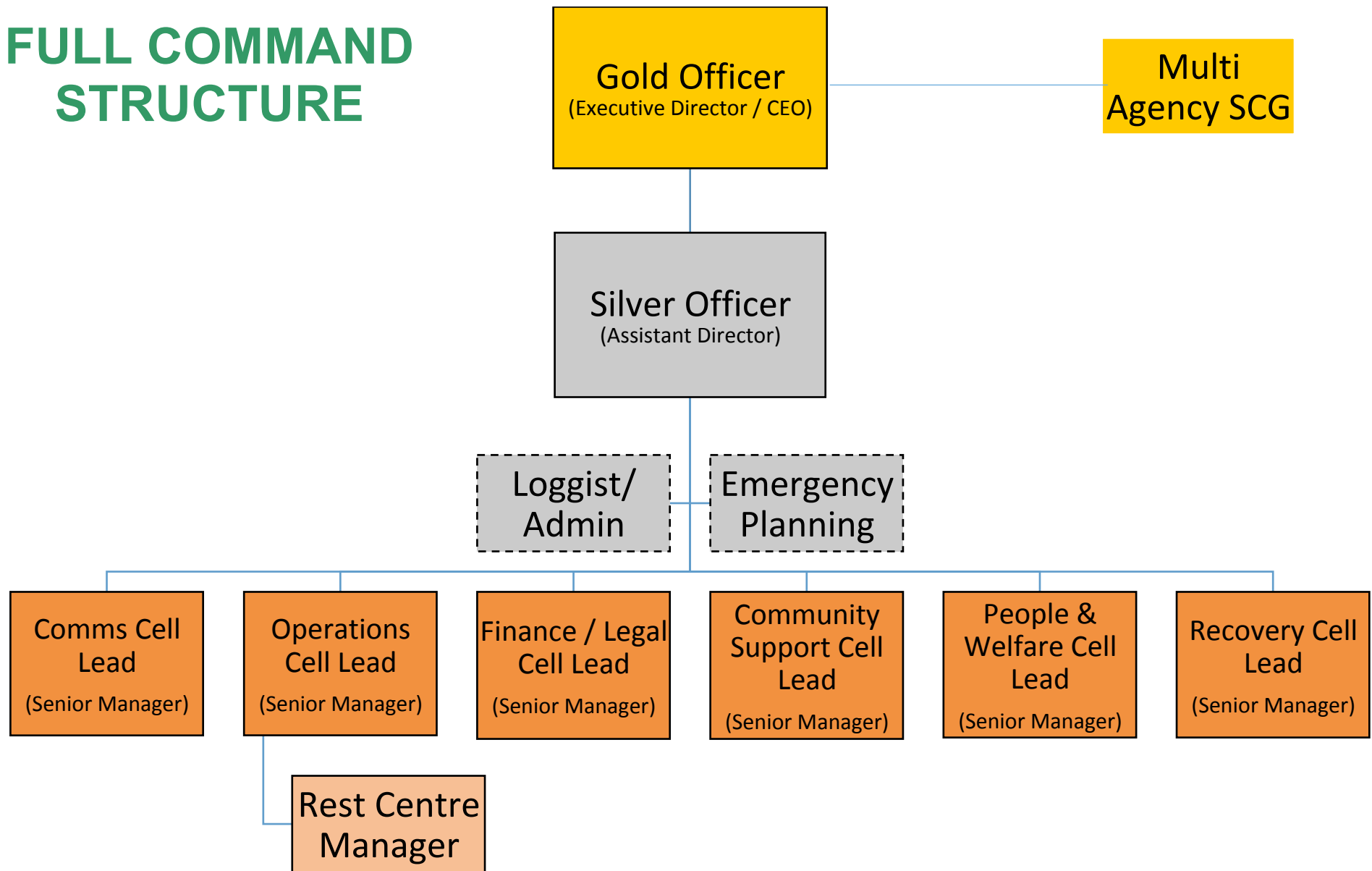
Level	Emergency Management Structure	Officer Requirement
1	No Structure	Limited to one service and relevant service staff.
2	Partial Command Structure	Limited to one member of CMT and other staff of an appropriate service.
3	Full Command Structure	Extensive – Most/all positions require representation plus additional support staff.

## PARTIAL COMMAND STRUCTURE



[UNRESTRICTED]

# FULL COMMAND STRUCTURE



## Section 4: Council Roles & Responsibilities

This section explains the roles and responsibilities that UDC will assume when responding to an emergency. It covers both the responsibilities of services and individual positions.

### 4.1 Strategic Roles and Responsibilities

The key objectives of the Council during emergency response are:

- To support the emergency services and other agencies involved in the response.
- To deploy Council resources to mitigate the effects of an incident on people, infrastructure and the environment.
- To provide and manage humanitarian assistance.
- To continue to deliver critical services to the community during an incident.
- To provide warning and informing advice to the public.
- To lead or assist recovery and restoration activities.

The specific responsibilities of the Council are:

- To provide and manage Humanitarian Assistance, namely:
  - Rest Centres
  - Humanitarian Assistance Centres
  - Assistance at Survivor Reception Centres/Friends & Family Reception Centres
- To provide specialist assistance such as building control, environmental health, and waste management officers
- To provide information to the public about the incident and the activities of the Council and other organisations.

- To find accommodation for residents whose homes are made uninhabitable due to an emergency situation.
- Pollution clean-up and other recovery activities.

## 4.2 Emergency Management Roles and Responsibilities

Below are the roles and responsibilities of individuals within the Council who have a key part in response to emergency situations. These roles were identified in *Section 3*.

### Gold Officer

**Role:** The Gold Officer is the person in charge of managing and coordinating the Council's response to the incident. The Gold Officer is ultimately responsible for activities the Council undertakes.

**Responsibilities** include, but are not limited to:

- Assuming overall responsibility for the Council's activities in response to the incident.
- Chairing strategic incident management meetings as required.
- Establishing the Council's incident objectives, strategies and priorities.
- Commencing and maintaining their own personal log book.
- Providing final approval for decisions.
- Communicating with and briefing elected members as required.
- Agreeing specific roles for elected members.
- Approving requests for mutual aid (both providing and receiving).
- Providing a hand-over briefing when changing shifts.
- Scaling up, or down, Council resources as required.
- Declaring an end to the emergency response and the move into the recovery phase.
- Ensuring debriefs take place at the end of the response phase and ensure that a full debrief is organised for Council staff.
- Representing the Council at the SCG.
- Providing information about decisions being made at the SCG to the Silver Officer.

## Silver Officer

**Role:** The Silver Officer is in charge of managing and coordinating the Council's response to the incident.

**Responsibilities** include; but are not limited to:

- Determining the tactical response to deliver the Gold strategy
- Providing situation reports in accordance with the battle rhythm established by Gold.
- Escalating issues that may, or are, preventing them from implementing the Gold strategy.
- Chairing Tactical Incident Management meetings as required.
- Representing the Council at the Tactical Coordinating Group meetings.
- Commencing and maintaining their own personal log book.
- Ensuring decisions and tasks are carried out.
- Agreeing specific roles for cell leads.
- Scaling up, or down, Council resources as required.

## Loggist / Admin Officer

**Role:** The loggist/admin officer provides general administration support where it is needed throughout the incident.

**Responsibilities** include; but are not limited to:

- Commencing and maintaining the Council's Incident Log.
- Taking minutes of incident management meetings (both Silver and Gold)
- Monitoring the incident email inbox and flagging items to Silver that require attention or delegation.

## Emergency Planning

**Role:** Emergency Planning support provides advice to Silver & Gold Officers on emergency response arrangements.

**Responsibilities** include; but are not limited to:

- Providing briefings as required
- Providing advice on various emergency plans and procedures
- Informing other Council officers of the responsibilities of other Cat 1 & 2 responder's
- Keep a lessons learned log through out the incident to continuously improve the Council's response.
- Can provide access to information from multi-agency sources.

### Communications Cell Lead

**Role:** The Communications Cell Lead manages the Council's communications and media activity during an incident. This includes both internal and external communication.

**Responsibilities** include; but are not limited to:

- Providing internal communication messages to keep staff informed of the situation and current activities.
- Preparing a holding statement to be provided on the Council's website and social media feeds for members of the public.
- Preparing a script to provide Customer Services and the Answering Service so a consistent message is given to members of the public who call the Council.
- Ensuring media and public information activities are coordinated with our multi-agency partners.
- Identifying and providing facilities and staff for a Media Briefing Centre (if required/requested) in consultation with Essex Police and Essex County Council.
- Ensuring that computer and telephone systems are working within the Council.

### Finance & Legal Cell Lead

**Role:** The Finance & Legal Cell Lead manages the financial, legal and administrative activities required during an incident.

**Responsibilities** include; but are not limited to:

- Maintaining details of any commitments to expenditure.
- Arranging any special category of insurance cover for staff and volunteers.
- Compiling information for applications for government support funds.
- Ensuring the maintenance and retention of necessary records and papers for any legal proceedings i.e. public inquiry, health and safety investigations etc.
- Providing information and support for any legal questions and queries.
- Ensuring that sufficient resources are available for the response and procuring any items that are required.

### Recovery Cell Lead

**Role:** The Recovery Cell Lead is responsible for moving the Council back towards a (new) normality following the incident.

**Responsibilities** include; but are not limited to:

- Collecting and analysing information about the levels of service provision during the incident.
- Analysing how normal service can be restored to location(s) affected by the incident.
- Liaising with Council services to gain information on how their service delivery is affected.
- Allocating resources to help enable critical services to continue functioning

during the incident.

- Consider the recovery actions and processes required to move the Council back towards business as usual.

### People & Welfare Cell Lead

**Role:** The People and Welfare Lead responsible for making sure that Council staff are safe and able to undertake their duties.

**Responsibilities** include; but are not limited to:

- Monitoring staff absences and identifying where potential risks to critical services may be occurring
- Checking the well-being and safety of staff
- Signposting to relevant guidance as appropriate
- Identifying where staff from one service may be utilised elsewhere to aid in the Council's response.

### Community Support Cell Lead

**Role:** The Community Support Cell Lead organises local voluntary sector resources and engages with the community.

**Responsibilities** include; but are not limited to:

- Coordinating with the local voluntary sector
- Managing any spontaneous volunteers
- Engaging and communicating with vulnerable people as appropriate
- Work closely with community safety policing teams as required
- Identifying any community concerns and flagging it to the Silver Officer as soon as possible.

### Operations Cell Lead

**Role:** Operations Cell Lead manages the Council's operational response to the incident.

**Responsibilities** include; but are not limited to:

- Arranging any clean up or debris removal
- Coordinating any environmental or public health response such as temporary mortuary locations/additional sheltered housing units
- Looking after any staff that may have to be deployed on site within the district in relation to the incident (e.g. rest centres or local authority liaison officers)



## 4.3 Training

A programme of training is delivered by the Emergency Planning Officer to make sure that officers who will undertake the emergency response roles have an understanding of what is required of them.

The required training for each role is as follows:

Training	Gold Officer	Silver Officer	Cell Leads	Rest Centre Manager	Response Volunteers
Introduction to Emergency Planning (EP Module 1)	✓	✓	✓	✓	✓
Introduction to Emergency Response (EP Module 2)	✓	✓	✓	✓	✓
Logging	✓	✓	✓	✓	
ERF Rest Centre Training 1				✓	✓
ERF Rest Centre Training 2				✓	
MAGIC Training	✓				
JESIP Training	✓	✓			

Additional training is often provided or organised by the ERF. The EPO at Uttlesford will disseminate invitations to attend these courses to other UDC officers as appropriate.

More information and a description of each training session is available in the UDC *Emergency Response Training Guide* (still under development).

All training and relevant experience for each Council officer involved in Emergency Response is captured in a database that is maintained by the Emergency Planning Officer and stored on the R:/ drive.

## Section 5: Managing the Response

### 5.1 Battle Rhythm

Battle rhythm is the term used to describe the timeline of meetings and actions that need to be completed during the emergency response.

Once the level of response has been decided and the Gold Officer and/or Silver Officer has been appointed/notified, a time must be agreed for the first incident management meeting. This should be arranged as soon as possible, as a delay in the Council's response could be detrimental to the overall response to the emergency.

Once a time has been decided, this, along with the location, must be communicated to the officers who will be performing the other required roles (as identified in *Section 3*).

The first meeting should cover the following issues:

- What the incident is;
- What is required from the Council;
- What the strategic objectives are;
- What resources are required;
- Make decisions on the initial actions;
- Set the battle rhythm (time and location of next meetings, and any deadlines).

A template agenda for incident management meetings is provided in *Appendix D*.

The number and frequency of future meetings will be dependent on the type of emergency and level of involvement from the Council. However, it is imperative that meetings are in sync with multi-agency meetings. Only one officer from the Council should be present on each multi-agency call (unless there is a very specific requirement for more than one) as otherwise too much officer time can be spent on calls/meetings rather than completing actions.

Furthermore, it is important that meeting times are flexible so that if important decisions need to be made quickly, they are not held up by waiting for the next incident management meeting.

## 5.2 Shifts and Staff Resources

At the start of an incident a rota should be drawn up that dictates who is the Gold Officer for each period. Depending on the incident this may be a daily or weekly rota.

All Assistant Directors are eligible to act as Silver. Previous experience indicates that identifying two Silver officers provides additional resilience and resource. Therefore, at the start of an incident identify two Silver Officers with one acting as 'lead' and the other as 'deputy'.

It should be considered whether it is possible to also double up on the Cell Lead roles as well to provide that extra resilience and to boost the confidence of the officers involved. However, the Silver Officer will make that decision based on requirements and resources at the time.

Depending on the type of incident it may be that a rota is needed to provide Officers involved with a chance to rest. The Silver Officer must identify as soon as possible whether the response to the incident requires a rota to be put in place. If yes, then the People & Welfare Cell Lead can be assigned the task of arranging additional shifts.

The maximum time for one shift is 12 hours. The ideal time for one shift is 8 hours.

## 5.3 Information Management

During an incident information will be coming from multiple different sources and possibly in large quantities. It is important that the information is assessed and managed appropriately to effectively support the Council's response.

It is the responsibility of each Cell Lead to manage information relevant to their sections. This may be done personally by them, or by a delegated officer.

There are a number of tools and resources available to support information management. These include whiteboards, notice boards and flipcharts.

In large scale or prolonged incidents, it may be appropriate to set up a new email address that all communications can be pointed towards, and all outward communication can be sent from. The Gold Officer should not involve themselves directly in managing emails from this inbox. The Silver Officer, or any admin assistance, should escalate emails that require a strategic direction as required.

There is an Emergency Planning Team set up on Microsoft Teams. This area already holds all emergency plans (both internal and external) and can also be used to communicate between different Council officers who are working remotely.

An action log should be completed and stored on the Microsoft Teams area for any incident. This log will provide a complete list of actions that have been set by both Gold and Silver Officers and will provide a complete 'story' of decisions made and the reasons behind them.

A blank template that can be used as an action log is provided in *Appendix D*.

## 5.4 Logging

Logging and contemporaneous notes are an essential part of responding to an emergency. By accurately logging down information, decisions and actions the Council has a detailed account of the response to the incident, what occurred and who did what and why.

Every officer who is involved in the response to the incident should keep a personal log.

The Loggist/Admin support is the only person who does not compile a personal log. This is because they are responsible for compiling the **Council Incident Log**. The Council Incident Log is a record of the meetings of the incident management meeting and details the official response of the Council.

## 5.5 SitReps

Situation Reports provide officers with a concise overview of the incident and the response from the Council. Situation Reports may be produced at whichever frequency best suits the incident, it might be that they are daily at the start of the incident but gradually reduce as the Council moves towards recovery. SitReps are the responsibility of the Silver Officer.

A blank template listing all service areas of the Council is available in *Appendix D*. It can be adapted to suit any incident.

## 5.6 Escalation and Scaling Down

The emergency management structure put in place for the Council allows for the ability to escalate or scale back the Council's response as required, so as to minimise the impact of the incident on the Council's normal business activity, whilst maintaining an efficient and effective response to the incident.

It is the responsibility of the Gold Officer in consultation with the Silver Officer to decide whether or not to escalate or scale back the active response structure at the time. Use the trigger levels identified in *Section 2.6* to help determine the need for escalation or scaling down.

A formal declaration during one of the Council's incident management meetings must be made to initiate the escalation or scaling down of the Council's response.

## 5.7 Additional Resources

During an incident the Council may be required to access additional resources such as voluntary services, transportation, social care assistance, or mutual aid from neighbouring Local Authorities.

In this instance UDC should contact the Essex County Council (ECC) Emergency Planning & Resilience (EP&R) Duty Officer.

If the incident requires language translation services, there are a number of councillors and council staff that can speak a variety of languages. If none are available then it is recommended to contact Language Line.

More information and contact details for both ECC EP&R Duty Officer and Language Line are available in *Appendix F and G*.

## Section 6: Communications and the Media

As a Category 1 Responder, Uttlesford District Council has a duty to make information available to the public to warn, inform and advise them in the event of an emergency. This section outlines these arrangements.

### 6.1 Multi-Agency Communications

Members of the ERF, including Uttlesford District Council, have produced a multi-agency plan that covers the provision of communication to the public and the media in the event of a major incident. The plan outlines a co-ordinated response across members of the ERF, and sets out the necessary actions to meet the requirements of the Civil Contingencies Act 2004.

In the event of a major incident being declared by one of the emergency services, corporate communications officers from the partner agencies will form part of a county-wide communications team, formerly known as the Strategic Media Advisory Cell.

This group is responsible for managing and coordinating communication activities throughout the duration of the major incident to ensure that there is a clear and consistent message being delivered by all agencies.

Full details are provided in the **ERF Multi-Agency Media Plan**. This plan is maintained by Essex Police.

A copy is available for UDC Council Officers via Microsoft Teams.

### 6.2 Council Emergency Communications

Uttlesford District Council is currently updating the Crisis Communications Plan which details how the Council communicates with the public and media sources during emergency situations.

This plan contains a list of methods that can be used to provide information to the public, multi-agency procedures, contact details for communication and media officers around the county and in press organisations and templates for statements and messages.

Communicating with the public before, during and after an emergency is vitally important and the Crisis Communications Plan should be activated during any emergency classed as 'coordinated response' and above.

## 6.3 Public Communications Timeline

The public need to be communicated with throughout the duration of an emergency. Below are the different phases and what information should be provided.

- 1. Public Awareness (pre-event):** Informing and educating the public about risks and preparedness.
- 2. Public Warning (at time of event, or when event is likely):** Alerting by all appropriate means the members of a community whose immediate safety is at risk.
- 3. Informing & Advising the public (during, and after event):** Providing relevant and timely information about the nature of the unfolding event including:
  - Immediate actions being taken by responders to minimize the risk to human or animal health and welfare, the environment or property;
  - Actions being taken by the responders to assist the response/recovery phase;
  - Actions the public themselves can take to minimise the impact of the emergency;
  - How further information can be obtained;
  - When the emergency is ending and location is safe.

## 6.4 Briefing Staff and Elected Members

It is important that staff and elected members are kept informed of developments in an emergency. This will reduce the spread of misinformation and help staff, who are not directly involved in the response, understand what their colleagues are doing and why it is important to try and maintain normal services.

Members should receive regular briefings from the Gold Officer. These briefings will enable the elected members to pass information on to their local community, to inform them of what actions are being undertaken and to calm any concerns.

Internal briefings will be organised by the Communications Cell Lead and should be provided on a regular basis.

## Section 7: Specific Hazards and Emergencies

This section of the Emergency Response Plan outlines Uttlesford District Council's response to a range of hazards and emergency situations, should they affect the district. This plan should always be activated in any emergency event that meets the criteria as set out in *Section 2.6*.

### 7.1 Severe Weather

Severe weather including high winds, snow, fog, extreme cold and extreme heat can cause damage to property and affect people's health and day to day routines.

Council resources and personnel may be required to assist in the clearance of debris from roads and carry out emergency repairs to damaged property to minimise the risk to the public.

Emergency accommodation may be required if the situation makes a property unsuitable to live in temporarily. This may be dealt with by the Council's Housing Department or via establishing a Rest Centre.

The process for dealing with a potential severe weather event is as follows:

1. Met Office issue a weather warning
2. If weather warning meets the trigger criteria outlined in the ERF Adverse Weather plan then Essex Police will instigate and chair a severe weather teleconference.
3. The details of the teleconference will be sent to the uconnect inbox where it will be forwarded to the EPO and Environmental Health Manager (if neither are available it will go to CMT).
4. The EPO will dial into the teleconference. Essex Police will outline the situation and set the battle rhythm for future meetings if required.
5. The EPO will send round a briefing to all CMT and Rest Centre Managers effectively placing them on standby. The EPO will also request that a member of CMT volunteers as Silver Officer should the incident escalate.
6. Once Silver Officer is identified, they will liaise directly with EPO and manage the incident as necessary.
7. If no further action is required the Silver Officer will stand down once the weather warning has expired. If impacts are felt then the Silver Officer can brief the Gold Officer and a decision to stand up the full command structure can be made.

The **ERF Adverse Weather Plan** can be used for guidance and if a Rest Centre is required then Council officers can refer to the **ERF Rest Centre Plan** and Uttlesford's **Local Rest Centre Plan**.



## 7.2 Flooding

Flooding in Uttlesford is most often caused by surface water caused by heavy and/or prolonged rainfall which would fall under a Severe Weather event as outlined above.

It is, however, possible that some rivers may burst their banks and result in localised flooding. Uttlesford is located in the headwaters of three major catchments:

- Great Ouse (River Cam, The Slade, River Bourn)
- North Essex (River Pant, River Chelmer, Stebbing Brook, River Ter, River Can)
- Thames (River Roding, Pincey Brook, River Stort, Bourne Brook, Stansted Brook, Ugley Brook).

The Environment Agency issues a daily Flood Guidance Statement (FGS) which provides a 5-day forecast of all types of flood risk (groundwater, river, tidal/coastal, and surface water) which is received by the emergency planning officer.

The process for dealing with a potential flooding incident is as follows:

1. Environment Agency issue the daily FGS or issue a Flood Alert/Warning.
2. If FGS or Flood Warning meets the trigger criteria outlined in the ERF Adverse Weather plan then the Environment Agency will instigate and chair a Flood Advisory Service (FAS) teleconference.
3. The details of the teleconference will be sent to the uconnect inbox where it will be forwarded to the EPO and Environmental Health Manager (if neither are available it will go to CMT).
4. The EPO will dial into the teleconference. The Environment Agency will outline the situation and set the battle rhythm for future meetings if required.
5. The EPO will send round a briefing to all CMT and Rest Centre Managers effectively placing them on standby. The EPO will also request that a member of CMT volunteers as Silver Officer should the incident escalate.
6. Once Silver Officer is identified, they will liaise directly with EPO and manage the incident as necessary.
7. If no further action is required the Silver Officer will stand down once the weather warning has expired. If impacts are felt then the Silver Officer can brief the Gold Officer and a decision to stand up the full command structure can be made.

Council resources may be required to assist in the clear-up operation including, clearing debris from roads, disposing of household waste, and providing emergency shelter and accommodation for those who have had to leave their homes.

The ERF has a ***Strategic Multi-Agency Flood Plan*** that Uttlesford District Council will use for guidance.

## 7.3 Industrial Incidents

Industrial incidents can include leaks, fires and explosions from hazardous installations such as factories, chemical storage facilities, underground pipelines and other industrial premises. Incidents involving these facilities can have a significant impact on the local community including a risk to life and disruption to daily routines.

There are two sites in the district which are classed as Lower-Tier facilities under the Control of Major Accident Hazard (COMAH) Regulations 2015. These sites are:

<b>Establishment Name</b>	<b>Address</b>	<b>Activities</b>
Saffron Walden PSD	Ashdown Road, Saffron Walden, CB10 2NF	Fuel storage/distribution
Stansted	Eleventh Avenue, Stansted Airport, CM24 1SG	Fuel storage/distribution  Handling and transportation centres (ports, airports, lorry parks, marshalling yards, etc.)

The usual instruction to the public, from the emergency services, would be as follows:

- If a major accident occurs members of the public who may be affected should remain indoors until they hear the all-clear signal or receive instructions from the police.
- If a major accident occurs members of the public who may be affected will be warned by the police or by a phone calls.
- Members of the public are advised to co-operate with any instructions or requests from the emergency services in the event of an accident

Uttlesford District Council would activate the Emergency Response plan and support the emergency services, mainly with communication but also potentially with an evacuation, if that were required.

## 7.4 Transport Incidents

There are two major road networks running through Uttlesford District which are the M11 and the A120. There is also a train line operated by Greater Anglia and Stansted Airport operated by the Manchester Air Group.

If requested to assist in the response to a major transport accident the Council's role will largely be a communication and humanitarian one.

The Council would support the health services, Essex County Council, and the voluntary sector in providing humanitarian assistance through the provision of Rest Centres, Survivor Reception Centres, Friends and Family Reception Centres and Humanitarian Assistance Centres, as required.

The Council would activate the **Local Rest Centre Plan**, **Rest Centre Management Guide** and the multi-agency **Humanitarian Assistance Strategy**, and its subsequent guides, owned by Essex County Council, to help manage its response.

## 7.5 Health Incidents

Major health incidents such as flu pandemics and other viruses and diseases have the potential to have a major impact on both human and animal health.

Whilst the response to major health incidents is normally led by the Government and health services, Uttlesford District Council may be required to provide local support.

Environmental Health Officers will be requested to provide assistance for some health related issues such as; Legionnaires Disease, Rabies and E.coli.

Uttlesford District Council is also a Port Health Authority (PHA) due to Stansted Airport being within its boundary. PHA's have a duty to maintain a Port Health Plan which outlines what to do if someone presents at a Port of Entry into the UK with symptoms of a potential infectious disease.

The procedures and actions that UDC should take and the actions of various partners including Public Health England, East of England Ambulance Service, and others are outlined in the **Stansted Port Health Plan** located on Microsoft Teams.

## 7.6 Terrorism

The risk of terrorism has increased in recent years and there is a need to be constantly alert to potential terrorist related incidents.

Whilst the Council does not have any specific arrangements to respond to terrorism incidents, it will support Essex Police and other emergency responders as requested using existing emergency plans and procedures.

## Section 8: Stand Down Procedures & Post Incident Actions

This section of the plan details what the Council needs to do once the response to the emergency or major incident has ended. The end of the immediate threat to life, property and the environment does not mean that the Council's work is complete.

### 8.1 Recovery Phase

Emergencies disrupt communities and create a range of physical, psychological and economic issues that outlast the immediate response. Recovery is an integral element of emergency management and whilst it is distinct from incident response, it is a complementary and concurrent activity.

Recovery may be more than the simple replacement of what has been destroyed and the rehabilitation of those affected. The aftermath of an emergency can present the opportunity to regenerate a community or location. Recovery activity may be the initial steps towards longer-term and more ambitious regeneration projects.

The Upper Tier Local Authority will usually lead the recovery process. In very specific cases (for example the outbreak of an animal or human disease) the relevant technical agency may assume responsibility.

More information about the recovery phase can be found in the **Essex Recovery Guide** and accompanying annexes, which are owned by Essex County Council.

### 8.2 Stand Down Procedures

For limited and coordinated responses (defined in *Section 2.6*) the individual service or Silver Officer will determine when the situation has been resolved and services can revert to normal operating levels.

For major incidents the multi-agency SCG will hand over to the Recovery Coordinating Group (RCG) when it is determined that the recovery activities outweigh the response activities and that the threat to life is minimal. Depending on the level of impact on the district and the involvement of the Council the command structure may remain active during the recovery phase.

Once issues no longer require regular multi-agency coordination, the Council can decide on whether to stand down or scale back the command structure and revert back to business as usual.

## 8.3 Post-event Actions

The following actions should be completed by the Council following the conclusion of the Council's response and/or recovery work:

- Any logs and records of expenditure are to be given to the Finance & Legal Cell Lead at the end of the incident to be stored away in a secure location by Legal Services.
- Grab bags and Rest Centre boxes to be re-stocked by Emergency Planning.
- Staff involved in the response or recovery activities should submit any emergency response related documents/notes/logs to Emergency Planning for appropriate filing.
- Emergency Planning will organise and complete an independent structured debrief and post-event report for CMT.
- For multi-agency incidents the ERF will conduct a debrief and post-event report.

### **Lessons Learned**

Throughout the incident the Silver Officer should make sure that a lessons learned log or recommendation tracker is started and maintained. Any learnings and recommendations that arise, either as a result of hot debriefs or as part of the agenda item during incident management meetings, should be appropriately logged so that they can be followed up and actioned.

A template that can be used for recording lessons learned is located in *Appendix D*.

[UNRESTRICTED]

## Appendix A: Internal Contact Details

[REDACTED]

## Appendix B: External Contact Details & ResilienceDirect

A master contact directory is maintained by the ERF and is stored on ResilienceDirect [here](#). It is updated monthly and contains details for contacting every organisation that participates in the ERF.

You will need a ResilienceDirect login to access it.

All Gold and Silver Officers should have a RD account as that platform is the primary means of sharing information between partners.

To arrange access please contact the EPO who can assist you in setting up an account. It should be noted that it may take a number of working days and therefore should be done during 'peace time'.





## Appendix C: Initial Response Checklist

The checklist below provides a list of activities that should be undertaken when responding to an emergency.

<b>Has information about the incident been recorded?</b>	<p>Make sure that you record the following information:</p> <ul style="list-style-type: none"> <li>• Type of incident</li> <li>• Location and time of incident</li> <li>• Time of call to the Council</li> <li>• Caller's name, organisation and contact number</li> <li>• Type of support requested</li> </ul>
<b>Have the right people been informed?</b>	<p>When informed of an emergency incident make sure that the following roles are informed:</p> <ul style="list-style-type: none"> <li>• Gold Officer</li> <li>• Silver Officer</li> <li>• Any required cell leads</li> <li>• Any required admin support</li> </ul>
<b>Have other agencies been informed of the incident?</b>	Do other agencies need to be told?
<b>Has the right level of response been activated?</b>	Use the response levels and triggers in <i>Section 2.6</i> to determine the level of response from the Council.
<b>Has a time been set for the first meeting?</b>	Set a time for the first meeting of either the incident management team.
<b>Have staff been assigned to the different response roles?</b>	Make sure that staff are assigned to the necessary roles for the emergency.
<b>Have any other plans been activated?</b>	Depending on the type of incident consider activating other plans as necessary to assist with the response. See <i>Appendix E</i> .



## Appendix D: Templates

Document	Description
 Blank SitRep Template	Blank Situation Report template. Already set up for reporting by all Council Services but can be amended to only include those appropriate depending on the incident.
 Template IM Agenda	This is a standard Incident Management meeting agenda that is set up for a prolonged Council wide incident. It can be amended to suit smaller incidents as required. The agenda for the <i>first</i> incident management meeting is outlined in <i>Section 5.1</i> .
 Template Action Log	This blank template action log is already set up to capture the actions and decisions made during response. It can be amended as required. It has two sheets – one for Council Officer response actions and one for Councillor enquiries related to the incident.
 Template Recommendation Tr.	This document is a blank recommendation tracker that is set up and ready for use. It can be amended as necessary.

## Appendix E: List of Supporting Plans

The following plans may be activated in support of an emergency occurring within, or affecting, the district.

Plan Name	Plan Owner
<b>Internal Plans</b>	
Crisis Communications Plan ( <i>being updated</i> )	Uttlesford District Council
Local Rest Centre Plan	Uttlesford District Council
Resilient Communications Guide ( <i>being developed</i> )	Uttlesford District Council
Corporate Business Continuity Plan	Uttlesford District Council
Stansted Port Health Contingency Plan	Uttlesford District Council
<b>External Plans</b>	
Combined Operational Procedure for Essex	Essex County Council
Multi-Agency Flood Plan	Essex County Council
Multi-Agency Media Plan	Essex Police
Humanitarian Assistance Strategy	Essex County Council
Strategic Coordination Centre Guidance	Essex Police
Mass Fatalities Plan	Essex County Council
Excess Death Plan	Essex County Council
Multi-Agency Evacuation Plan	Essex Police
Vulnerable People Plan	NHS England (Essex)
Essex Mass Casualty Plan	East of England Ambulance
Infectious Disease Contingency Plan	NHS England (Essex)
ERF Adverse Weather Plan	Essex County Council
Essex Recovery Guide	Essex County Council

## Appendix F: Additional Resources

### Translation Requirements

A number of staff have indicated proficiency in a foreign language or in British Sign Language, and are willing to assist the response by translating for members of the public who we may otherwise not be able to communicate sufficiently.

Details of these individuals are listed below.

The procedure for language translations is:

- During office hours try and use a Council Officer where possible.
- Out of hours, or if no Council Officer is available, use Language Line: **0800 169 2879**.

*Any use of Language Line will have to be paid for at the time of usage. Such payment can be made by using a CMT held corporate credit card.*

[REDACTED]		

## Appendix G: Mutual Aid

There is a Memorandum of Understanding between all the Local Authorities in Essex that they will all seek to support each other by providing staff during emergencies. The ECC EP&R Officer should be contacted and they will assist in coordinating any mutual aid requirements.

The below section explains how to contact the ECC EP&R Duty Officer and provides a brief overview of the services that they can provide..

### Essex County Council Emergency Planning & Resilience Duty Officer

ECC EP&R operate a 24/7 365-days per year on-call Duty Officer scheme to enable response to emergencies.

The duty officer can be contacted at any time with these details:

**[REDACTED]**

In the event that the duty officer doesn't answer the call immediately, leave a voicemail and the duty officer will call you back within 20 minutes.

### **Support and service of the ECC EP&R Duty Officer:**

The ECC EP&R Duty Officer has access to a range of resources and services, which include:

- Assistance with co-ordinating a multi-district event;
- Organising mutual aid from any of the other Essex local authorities;
- Arranging additional assistance from the Voluntary Sector;
- Providing trained crisis support staff via the Crisis Support Team Essex;
- Arranging transportation to rest centre locations via ECC's Passenger Transport Team;
- Contacting social care staff to assist with any specific social care issues that may arise.