

EMERGENCY RESPONSE PLAN

OPERATIONAL ORDERS V2.2



EMERGENCY RESPONSE PLAN

This set of operational orders are for responding to a multi-agency declared major incident that Plymouth City Council, as Category I responder as defined in the Civil Contingencies Act 2004, will respond to. All officers involved should identify either the action card or concept of operations from the list of contents below.

Further information regarding the Plymouth City Council response to emergencies is available on the intranet.

DISTRIBUTION LIST

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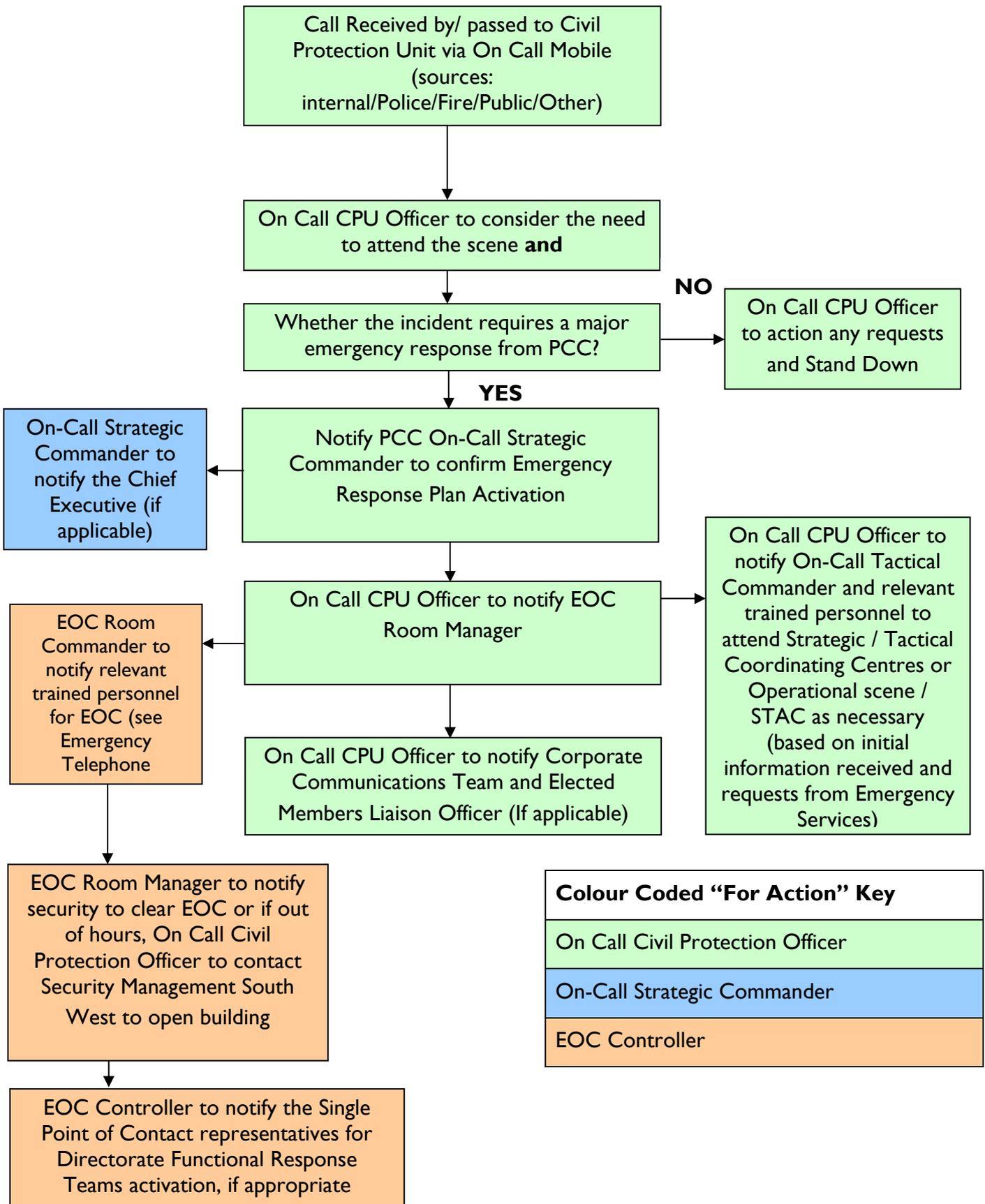
NOTE: It is the responsibility of the Directorate CPLO's to:

- Distribute copies of the Emergency Response Plan Operational Orders amongst their own directorate
- Ensure records are maintained in order that amendments can be distributed by them to plan holders.

RECORD OF AMENDMENTS

Amendment No	Section No	Pages	Date Amended and Issued
1	Whole Document Revision	Whole Document	May 2016
2	Whole Document Revision after CPLO review	Draft Version 2.1 produced.	August 2016
3	Additional Action Cards Inserted	Draft Version 2.2 produced.	September 2016

ACTIONS TAKEN ON RECEIPT OF AN EMERGENCY CALL



Colour Coded "For Action" Key
On Call Civil Protection Officer
On-Call Strategic Commander
EOC Controller

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ACTION CARD I

ON-CALL STRATEGIC COMMANDER

The On-Call Strategic Commander has overall responsibility for the Council's response to a major emergency, although much of the organisation and work of the Council will be co-ordinated by various officers with specific subject matter knowledge.

RESPONSIBILITIES

- On notification, decide on the level of response that is required to mitigate the effects of the emergency
- Maintain awareness of the emergency through regular briefings with the Civil Protection Manager/ Civil Protection On-Call Officer
- Establish a Council Emergency Management Team (CEMT), drawn from appropriate Directors and other suitable staff, who will have the task of overseeing the Council's strategic response to the emergency
- Ensure that essential Council functions are maintained, although it is expected that there may be some functions that, for a short period of time, will have to be suspended due to the emergency
- Decide on the implementation of a public Emergency Telephone Enquiry Service which is considered essential for most emergencies as the volume of calls from members of the public will quickly overwhelm normal call handling capabilities.
- It is normal practice for the Chief Constable of Devon and Cornwall Police to request the presence of a senior member of staff at the Strategic Co-ordinating Centre. The Chief Executive should attend supported by at least one other officer.

NOTE: If the Chief Executive is the on-call strategic commander, a Director should be appointed to cover for them to lead the Council Emergency Management Team

- Authorise additional expenditure associated with the emergency where necessary and where requested by the Controlling Finance Officer

ACTIONS

- Record all actions and decisions
- In conjunction with the On Call Civil Protection Officer, establish the requirements for:
 - The notification and deployment in the Authority, including the setting up of an EOC
 - Liaison officers at Command levels and the need to 'stand by' appropriate officers to fulfil those roles
 - The need for a Council Emergency Management Team (CEMT)
 - Appoint a Controlling Finance Officer
 - A Rest Centre for displaced communities (if required)
 - Specific Call Handling and Media Handling facilities
 - Mutual Aid from neighbouring authorities

- Liaise with the Elected Member Liaison Officer to ensure the Leader and Shadow Leader of the Council has been briefed, if considered necessary
- Establish contact and where appropriate, liaise with other agency Strategic level commanders
- (Once established) Ensure regular meetings and briefings of the CEMT to ensure all strategic issues are being considered
- Assess the impact of the emergency on contractual and statutory services and take steps to minimise any disruption as far as practicable
- Remind all departments needing to incur emergency expenditure, of the need to follow the advice of the Controlling Finance Officer rather than implement a system of their own
- Remind all departments of the need to record all actions and decisions and to preserve and safeguard all documentation pertaining to the emergency
- At an appropriate time and in conjunction with the On Call Civil Protection Officer, issue a major emergency stand-down message and facilitate the move back to normal Authority procedures

ACTION CARD 2

CEMT MEMBER – GENERIC

In the event of a major emergency affecting the whole Council, Directors and other nominated representatives will convene to make up the Council Emergency Management Team (CEMT). It will be the responsibility of the CEMT to manage the emergency and control and coordinate the Authority's activity in support of the emergency.

This action card lists common considerations for all CEMT members and although not prescriptive, should assist in the initial stages of the emergency.

INITIAL ACTIONS

- Activate Directorates as directed by the On-Call Strategic Director
- Ensure directorate staff not directly involved in the response are advised about the emergency
- Attend (or nominate a representative) the CEMT meetings
- If an Emergency Operations Centre has been activated ensure a member of the directorate sets up an Operational Coordination Point within their own office area if the emergency is impacting the Directorate Service Delivery. Where necessary ensure a Directorate Functional Response Team is sent to the Emergency Response Centre
- Arrange for the provision of situation reports to be submitted for the information of the CEMT
- Liaise with the Controlling Finance Officer regarding financial arrangements to manage the response to the emergency **for your Directorate**
- Ensure managers utilise BCalm and appropriate council record systems to maintain comprehensive records of events, decisions, actions taken, financial expenditure and commitments
- (Director of Transformation and Change/ Nominated Assistant Director) Ensure the availability of staff to assist in the running of an Emergency Telephone Enquiry Service, if necessary

CONSIDERATIONS

- Prioritise the continued functions of your Directorate and maintain continuity of services to the public at an appropriate level. Ensure any impact on services is communicated to the public through a coordinated information strategy
- Liaise with the Legal Services Operational Coordination Point (or Directorate Functional Response Team if set up) regarding legal and insurance arrangements to manage the response to the emergency
- Ensure managers address the need for shift changes at the earliest opportunity
- In a protracted incident where staff are diverted from their normal job, consider the need for temporary recruitment or staff redeployment from other areas to maintain business continuity
- Ensure managers assess health and safety risks and put in place relevant controls in accordance with current Health and Safety legislation and policies

CEMT - STANDING AGENDA

- | | |
|--|--------------|
| 1. Introductions (by exception and only where deemed necessary) | Chair |
| 2. Declaration of items for urgent attention | Chair |
| 3. Confirmation of decisions on urgent items | Chair |
| Adjourn as Necessary to Action Urgent Issues | |
| 4. Situational briefing (including any clarifications or recent updates from Chief Executive/
Civil Protection Manager/ On-Call Officer by exception only | |
| 5. Review and agree strategy and priorities | Chair |
| 6. Review outstanding actions and their effect | Chair |
| i. Determine new strategic actions required | |
| ii. Allocate responsibility for agreed actions | |
| 7. Time of next meeting (establish a meeting rhythm) | Chair |
| Post Meeting: | |
| Distribute record of decisions, ensure decision log is updated & complete | Chair |

¹ (extracted from the Joint Emergency Service Interoperability Program (JESIP) Joint Doctrine: the interoperability framework).

ACTION CARD 3 to be read in conjunction with **ACTION CARD 2**
CEMT MEMBER – DIRECTOR FOR PEOPLE (OR NOMINATED DEPUTY)

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions;

- Liaise with the On-Call Civil Protection Officer and the Tactical Commander to assist with any proposed evacuation and identify the need for other support from Social Care
- Ensure liaison takes place with the health authorities to identify any vulnerable people who may have difficulty in responding to general emergency instructions
- If required, arrange for the management of Rest Centres and staff to provide support to them
- Appoint an officer to liaise between the Local Education Authority and any school used as a Rest Centre
- Consider the implications of the emergency on schools in the area and the wider implications on school transport and meals
- If required, arrange to support the Police in the operation of Survivor Reception Centres and Family and Friends Reception Centres
- Ensure that the social and psychological welfare needs of school children and families affected by the emergency are met, and that staff in schools directly affected by the emergency are given adequate support in order to help the children and their families during and after the emergency
- Ensure the provision of Educational Psychologists if required
- Consider the implications of the emergency on all establishments in the area that may accommodate vulnerable people, e.g. residential and nursing homes, children's and community centres
- Develop a strategy to ensure appropriate social and psychological support services are made available to those affected by the emergency – ensuring coordination with other agencies including health and the voluntary agencies
- Ensure social and psychological support is maintained at an appropriate level following the emergency
- Liaise with the Head of Housing Services or their nominated deputy to find alternative accommodation if the duration of the emergency goes beyond that which can be sustained in a Rest Centre

NOTE: if the total number of evacuees is below 50 persons a rest centre will not be opened and instead temporary accommodation will be sought.

ACTION CARD 4 to be read in conjunction with ACTION CARD 2**CEMT MEMBER – DIRECTOR FOR TRANSFORMATION AND CHANGE OR NOMINATED DEPUTY**

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions:

LEGAL SERVICES

- Liaise with the Head of Legal Services (or nominated officer) to ensure the authority acts legally in its response to the emergency
- Liaise with the Chief Executive, Head of Legal Services (or nominated officer) and if necessary the Police and other agencies, regarding the legality of statements issued by the Corporate Communications Manager
- Liaise with the Head of Legal Services (or nominated officer) to ensure all evidential items are seized, held, identified, scheduled and stored
- Ensure any potential for recorded claims against the Authority have been identified and mechanisms are in place to respond

FINANCE

- Liaise with the Controlling Finance Officer to ensure any urgent systems and procedures that may be required, are in place
- Ensure all departments needing to incur emergency expenditure, follow the advice of the Controlling Finance Officer rather than implement systems of their own
- Confirm that efficient and effective cost recording mechanisms are in place in order to maximise reimbursement of expenditure under the Local Government and Housing Act 1989 (or other legislation)
- Liaise with DELT to ensure ICT services can be maintained
- Liaise with the Facilities Management to arrange for security at the site of the emergency (**only** if a local authority site)
- If a local authority building is involved in the emergency, liaise with Facilities Management to arrange evaluation of the building safety and repair
- Liaise with Revenues and Benefits to ensure that any primary collection points have not been compromised.
- Ensure the appropriate Revenues and Benefits requirements have been assessed dependent upon the nature of the emergency.

ACTION CARD 5 to be read in conjunction with ACTION CARD 2**CEMT MEMBER – DIRECTOR FOR PLACE OR NOMINATED DEPUTY**

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions;

- Liaise with the On-Call Strategic Commander regarding deployment of a liaison officer to the Tactical Command Centre (liaison officers role is separate from any statutory support requirement)
- Liaise with Street Services and the Head of Highways, Parking and Marine Services to co-ordinate the provision of staff, material, plant and transport resources required in response to the emergency and in support of the subsequent actions for recovery
- Liaise with Strategic Transport and Infrastructure to ensure communication channels are open with the council's appointed Highways Contractor regarding network and traffic management issues
- Ensure assistance is given to address the transportation needs of those being evacuated as a result of the emergency
- In the event of dangerous structures, ensure Strategic Planning and Infrastructure and Building Control are involved in the response to the emergency

Waste Disposal

- Site clearance disposal
- Hazardous waste disposal (via contractors)

Garage Services

- Plant/vehicle hire
- Fleet vehicle access

Street Scene Services

- Tree surgery
- Closure of Mount Batten Pier
- Chapter 8 trained staff for road closures
- Emergency spillages – cordoning
- Site clearance collection
- Waste transfer
- Portable lighting equipment
- Road traffic collision clean-ups on the highway
- Pollution/slipways clean-up – beachmaster

ACTION CARD 6 to be read in conjunction with **ACTION CARD 2****CEMT MEMBER – DIRECTOR OF PUBLIC HEALTH OR NOMINATED DEPUTY**

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions;

- Liaise with the On-Call Strategic Commander regarding deployment of a liaison officer to the Tactical Command Centre (liaison officers role must be separate from any statutory support requirement)
- Ensure appropriate Public Health advice is gathered and shared with the CEMT members
- Update Elected Members on public health messages to be shared with the affected community
- Liaise with the On Call Civil Protection Officer to keep abreast of the developing situation
- Coordinate the response from the ODPH Directorate
- Attend/ (if appropriate) Chair STAC

Civil Protection Unit

24/7 On Call

Emergency Management at scene

PCC Silver Liaison Officer

Public Health

Provide public health advice to the community affected by an emergency, on behalf of the Local Authority

Public Protection Service

Environmental advice/information

Petroleum spillages

Infectious disease

Contaminated food

Monitoring equipment – gases/petroleum fumes

Animal health - emergency situation would be initiated by confirmed disease outbreak

Pest control/dog wardens

Cemetery/cremation processes

Public health

Reports of fatalities or major incidents regarding a work activity, other than PCC employees or activities

Pollution – environmental, including odour

Port health

ACTION CARD 7 to be read in conjunction with ACTION CARD 2**CEMT MEMBER – ASSISTANT DIRECTOR FOR HR AND ORGANISATIONAL DEVELOPMENT**

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions;

- Liaise with the Chief Executive and Directors regarding Human Resource arrangements to manage the Council's response to the emergency
- Ensure a strategy is put in place for managers to debrief staff involved in the emergency response and that staff are made aware of the Council's Post Incident Trauma service
- In a protracted incident where staff are diverted from their normal jobs, liaise with Directors and Service Managers regarding Human Resources issues – e.g. temporary recruitment, staff deployed from other areas
- Where relocation of staff and other changes to working arrangements are required, (e.g. shift working), consider the need for staff consultation and involvement with trade unions
- Liaise with the Chief Executive regarding the need for, and methods of, recognising significant extra hours worked by staff, and where appropriate remuneration for staff (i.e. time off in lieu, overtime, honorariums, etc.)
- Ensure managers are notified, and where payments are to be made, advise of the process
- Where payments are to be made, ensure Payroll are advised of the process
- Ensure managers are aware of the services provided by Occupational Health and where appropriate, staff are referred for any follow-up action related to their involvement in the emergency

ACTION CARD 8 to be read in conjunction with ACTION CARD 2**CEMT MEMBER – HEAD OF LEGAL SERVICES**

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions;

- Determine whether legal action may be required and if so, nominate a Legal Services Liaison Officer
- Prepare for a public inquiry/legal action/need for a disaster fund
- Liaise with the Chief Executive and Directors and offer any legal advice which may be required

ACTION CARD 9 to be read in conjunction with ACTION CARD 2
CEMT MEMBER – STAFF OFFICER (ASSISTANT CHIEF EXECUTIVE OR ALTERNATIVE APPROPRIATE OFFICER)

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions:

- Support the Council Emergency Management Team
- Maintain liaison with the managers within the Executive Office to ensure everyone is kept up to date
- Provide information to staff working within the Executive Office

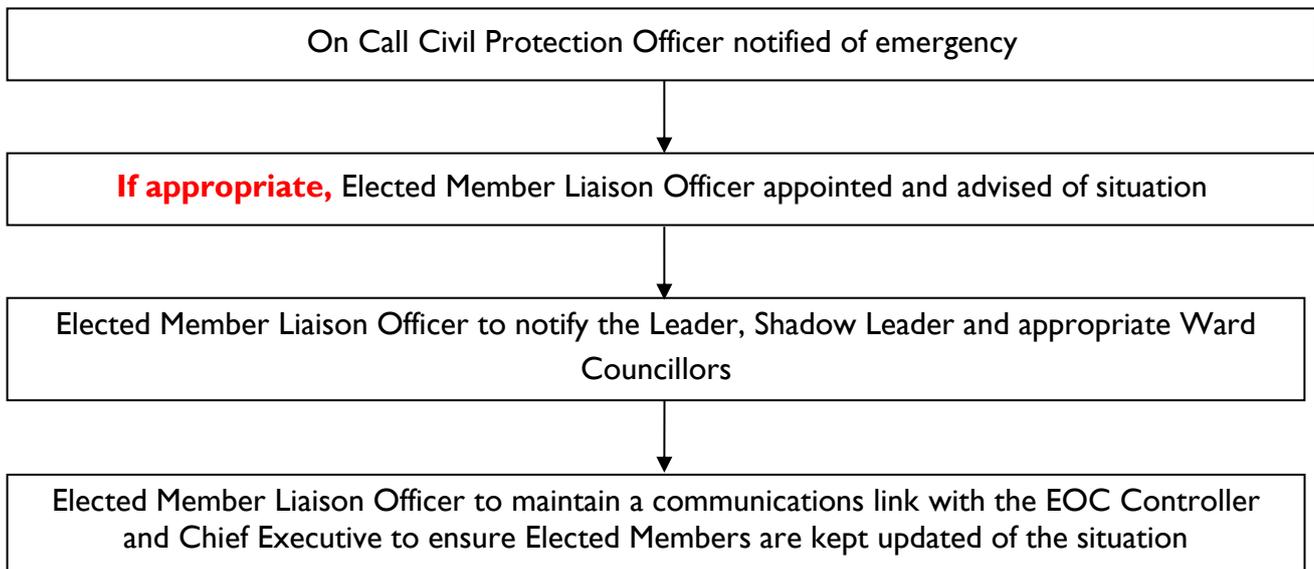
In conjunction with the Social Inclusion Unit, provide:

- Advice on Translation and Interpretation
- Links to diverse communities (e.g. faith, LGBT)
- Community Impact Assessments

ACTION CARD 10**ELECTED MEMBER LIAISON OFFICER**

As part of the Council Emergency Management Team, and in liaison with the On-Call Strategic Director and Assistant Directors/ Heads of Service/ Service Managers, co-ordinate the following functions;

- Ensure a regular briefing process is adopted for the Elected Members
- Be available to answer questions from Elected Members and if necessary, act as the conduit with the EOC Controller to obtain the most up to date information
- Support Elected Members in their own role by providing them with a Single Point of Contact for information and advice
- Be available to attend the EOC briefings given by the Controller to keep apprised of the situation

ACTION CARD 11**ELECTED MEMBER****HOW YOU WILL BE INFORMED;**

The Elected Member Liaison Officer is the sole conduit to Elected Members in the initial stages of any major emergency and will inform the Leader (or Deputy Leader), Shadow Leader and relevant ward councillors. There are other areas as detailed below where Elected Members can assist the emergency response and these include:

- Adopt a supportive role to the community in relation to the emergency to allow Council officers to deal with challenges when they arise
- Elected Members **should ensure** that they are fully briefed by the Elected Member Liaison Officer and/or the Head of Communications prior to speaking to any Media representative
- At the time of the emergency Councillors representing the affected area should use any local links or local knowledge to gauge the feeling of the community regarding the perceived Council response without becoming involved at the scene. This information should be shared with the Elected Member Liaison Officer who will be responsible for liaising with the EOC Controller
- Elected Members can often provide a supportive role when dealing with the general public, such as providing an occasional presence at rest centres or public briefings. However, prior to attending, they should **at first liaise** with the Elected Member Liaison Officer to ensure it is appropriate
- During the recovery phase of an emergency, Elected Members can provide a wealth of specialist information and leadership in determining priorities with the recovery planners

ACTION CARD 12**STRATEGIC CO-ORDINATION CENTRE****CHIEF EXECUTIVE/ STRATEGIC LOCAL AUTHORITY LIAISON OFFICER (LALO)**

A Strategic Coordination Centre (SCC) will be established (also known as Gold Control) and the Chief Constable or deputy, who has been appointed as the Gold Commander, will request a Local Authority Liaison Officer (LALO), who should have the appropriate authority to make strategic decisions on behalf of the Council to form part of the Strategic Coordinating Group (SCG).

RESPONSIBILITIES

- To record and pass on relevant information to the Council Emergency Management Team and Emergency Operations Centre
- To represent the Chief Executive and the Authority at Strategic Coordinating Group meetings. The Strategic LALO may also represent other local authorities if the emergency crosses administrative boundaries
- Following the immediate rescue and Police evidence gathering phases, the Strategic (LALO) on the SCG will take on the responsibility for co-ordinating the recovery phase of the emergency. This will involve identifying a chair for the Recovery Coordinating Group
- The Strategic (LALO) will have the responsibility for ensuring that the views and requirements of the Local Authority are taken into account at the SCG meetings
- Liaise with the Tactical (LALO) to ensure accurate information is being used to inform the decision making process
- Strategic decisions may need to be made which affect resources or personnel of the Authority and communicated to the Tactical (LALO), as soon as possible, who will then pass the information on to the Emergency Operations Centre to be actioned
- Ensure appropriate administrative assets and resources are taken to the SCC to support the Authority's work

COMBINED AGENCIES EMERGENCY RESPONSE PROTOCOL (CAERP)

The aim of this document is to provide a framework for the co-ordinated delivery of effective and efficient integrated emergency management arrangements within the Devon, Cornwall and Isles of Scilly LRF area. It is applicable to Category 1 and 2 responders (as defined in the Civil Contingencies Act 2004), during an emergency. It describes the agreed procedures and joint arrangements for the effective co-ordination of an incident and should be regarded as overarching guidance.

ACTION CARD 13**TACTICAL CO-ORDINATION CENTRE****ON-CALL TACTICAL COMMANDER**

A Tactical Coordination Centre (TCC) will be established at a suitable location near to the incident (also known as Silver Control). The Police Tactical Commander will request the presence of a Local Authority Liaison Officer (LALO) who has the appropriate authority to make tactical decisions on behalf of the Council, to form part of the Tactical Coordinating Group (TCG).

RESPONSIBILITIES

- To be the main representative of the Council at the TCC
- To record and pass on relevant information to the Council Emergency Operations Centre (EOC), if operational
- To liaise with all of the external agencies at the TCC and provide advice about the Council's services and resources
- The Tactical (LALO) will have responsibility for ensuring that the views and requirements of the local authority are taken into account when decisions are made at the TCG
- Immediate decisions may need to be made which affect resources or personnel of the Authority. These should be communicated by the On-Call Tactical Commander to the EOC as soon as possible so that they can be actioned
- Liaise with the On-Call Strategic Commander and the Operational Officers to ensure accurate information is being used to inform the decision making process
- Ensure appropriate administrative assets and resources are taken to the TCC to support the authority's work
- Brief the replacement Tactical Commander should the need for continuing shift cover be required

COMBINED AGENCIES EMERGENCY RESPONSE PROTOCOL (CAERP)

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ACTION CARD 14

OPERATIONAL LOCAL AUTHORITY LIAISON OFFICER

In nearly every incident, the emergency services will deploy command officers at or near the scene; this is termed either the Forward Control Point or Bronze Control. It is likely that the emergency services will also request a Local Authority Liaison Officer (LALO) at Bronze Control or the Forward Command Post. The LALO will report to the 'on scene' Police Incident Commander and will become the first point of contact for advice and deployment of authority resources as well as being the focal point for additional Council staff reporting to the scene.

NOTE: this role may initially be undertaken by the On-Call Civil Protection Officer but if the incident requires the opening of a Tactical Command Centre (TCC) then another officer will need to be identified to attend the scene. Other authority officers, such as Environmental Health Officers, Building Control Officers and Highways contractors, may be deployed to the emergency. **BUT THE LALO WILL REMAIN AS THE SINGLE POINT OF CONTACT AT THE SCENE AND THE COORDINATING CONTROL AND COMMAND POINT FOR ALL OF THESE RESOURCES**

RESPONSIBILITIES

- To be the focal point of the Council at the scene of the emergency
- To record and pass on the relevant information to the Emergency Operations Centre (EOC)
- To liaise with all of the external agencies at the scene and provide advice about the Council's services and resources. The Operational (LALO) will have responsibility for ensuring that the views and requirements of the local authority are taken into account when managing the operations of the emergency
- Immediate decisions may need to be made which affect resources or personnel of the authority. These should be communicated to the EOC as soon as possible so that they can be actioned
- Liaise with the Tactical (LALO) to ensure accurate information is being used to inform the decision making process
- The Operational (LALO) should not become physically involved in the work of the local authority at the scene and should remain as a coordinating resource only
- Be reactive to requests from the EOC for information or action
- Brief the replacement (LALO) should the need for continuing shift cover be required

ACTION CARD 15**(TACTICAL & STRATEGIC COMMAND CENTRES) BCALM DATA OFFICERS**

The role of the Bcalm Officer is to provide support to the Tactical and Strategic Commanders by ensuring robust information management procedures are adhered to. Provide resilient manual back-up log in the event of system failure to ensure consistent operation of the EOC. Provide general administrative support to the Commanders.

RESPONSIBILITIES

- Monitor incoming information and tasks on the BCalm system and advise the Commander accordingly
- Ensure all photocopying and printing requirements are undertaken
- Provide administrative support to the Commander as required
- Where applicable, ensure the Information Boards are kept updated
- Attend briefing session held by the Commander on arrival to familiarise yourself with the emergency
- Decide which Data Officer is undertaking which role – i.e. administrative work and data entry to BCALM (remember to periodically switch)
- Utilise the BCALM system to record ALL information from the Tactical/ Strategic meetings and actions or decisions.
- When Press Statements are released on BCALM, print off and file in the EOC Press Statements File located at the Data Officers workstation location. It may be that Press Statements will need to be input onto the system as a released statement
- When Situation Reports are released on BCALM, print off and distribute to the Commander
- When briefings/meetings are being held by the Commander, be available to take notes and produce an action plan
- Ensure the Commander has arranged cover prior to you leaving for any reason

ACTION CARD 16**(TACTICAL & STRATEGIC COMMAND CENTRES) GIS OFFICER**

The role of the GIS Officer is to support the Commander by the production of maps as required. Provide geographic and spatial analysis of the areas directly or indirectly affected by an emergency. Ensure geographic information received from other responding agencies is managed

RESPONSIBILITIES

- Make available, using GGP, required Mapping
- Provide hard copy maps as requested
- Create within GGP the necessary infrastructure to respond to the incident
- Carry out geographical and spatial analysis of the affected area
- Decide in what format to provide information i.e. hard or soft copy
- Decide how to use and integrate geographical information received from other responding agencies
- Explain to non GIS users any conclusions obtained
- Liaise with the other GIS officers at the Tactical and Strategic Coordination Centres to ensure accurate information and mapping are shared
- Attend briefing session held by the EOC Room Manager on arrival to familiarise yourself with the emergency

CONCEPT OF OPERATIONS I TRANSFORMATION AND CHANGE

INTRODUCTION

The objective of this Response Plan is to ensure arrangements are in place for efficient and effective assistance and support in the operation of the City Councils response to a major emergency. In the event of an emergency situation the On Call Civil Protection Officer, or the Emergency Operations Centre (EOC) Controller, will directly contact an Assistant Director for the Transformation and Change Directorate, who will take on the responsibility for cascading the information or call for urgent action to members of the Directorate Functional Response Team (DFRT)

The On Call Civil Protection Officer or EOC Controller will only contact one Assistant Director within Transformation and Change and will make an initial assessment of the type of emergency and make contact with the most relevant Assistant Director first (with others as fall back):

1. Monitoring Officer/Assistant Director for Legal Services
2. Assistant Director for Finance,
3. Assistant Director for HR and Organisational Development
4. Assistant Director for Customer Services

SERVICES TO BE CONTACTED

The Assistant Director receiving the notification will immediately take on the role of Chair of the DFRT and, with consideration of the type and scale of the incident, will make contact as appropriate with DFRT comprising Finance, Legal Services, Customer Services and HR and Organisational Development.

He/she will also alert the Director for Transformation and Change and notify the EOC when the DFRT is operational.

FINANCE

- Ordering of supplies and services
- Payments
- Cash management
- Recording and controlling income and expenditure
- Appeals funds
- Facilities Management (Hard and Soft Services)Key holders and access information to authority buildings
- Provision of additional accommodation
- Structural assessment and repairs
- Engineering advice on service installations
- Building security
- Building cleaning

Assurance Services

- Risk Management advice
- Insurance advice e.g. ensure that any potential claims against the Authority have been identified and mechanisms are in place to respond
- Information Security/Data Protection advice
- Document Storage – advice in relation to security and protection of physical documents

Legal Services

- General legal advice on the Bellwin Scheme
- General legal advice on establishing charities (for receipt of donations)
- General legal advice on establishment of rest centres
- Contact with HM Coroner
- General legal advice in relation to body storage issues

HR and Organisational Development

- Provide access to staff records where required
- Continuation of HR and Organisational Development Services still deemed necessary
- Liaise with all departments to advise on HR procedures to be followed.
- Ensure health and safety at the scene, Rest Centres and the EOC
- Liaise with the Health and Safety Executive as appropriate
- Ensure Managers are equipped to brief/debrief all staff involved in emergency response including awareness of services provided by Occupational Health and to undertake Post Emergency Reviews
- Engage Trade Unions
- Advise Chief Executive on remuneration options where applicable
- Implement the HR & Organisational Development Business Continuity Plan where applicable.

Customer Services

- **Front door of PCC** via phones, email / digital and face to face (Customer Contact Centre & 1st Stop Shop)
- **Revenues & Benefits** (including hardship & emergency welfare payments)
- **Libraries Service**
- **Registrations**
 - Registrations of Births, Deaths and Notices of Marriage & Civil Partnership
 - Citizenship & Nationality Checking
 - Ceremonies, Statutory & Celebratory
 - Production of copy certificates (over 20,000 per year)
- **Emergency Operations**
 - Set up and operation of the Emergency Telephone Enquiry Service (ETES).

CONTACTING STAFF

In the first instance, the Chair will make cascading telephone calls, as appropriate, to the priority personnel stated in the Directorate Emergency Telephone Directory (a copy of which is also held in the grab boxes)

Generally speaking these will be the following post holders:

SERVICE AREA	Primary Contact	Secondary
Finance	Transaction Centre Manager	Relevant Team Leader
Finance	Procurement Services Manager	Senior Category and Contract Manager
Finance	Facilities Manager (Soft Services)	Relevant Concierge Team Leader
Finance	Facilities Manager (Hard Services)	Engineering Team Leader
Finance	Head of Financial Planning and Reporting	Head of Integrated Finance
Finance	Head of Assurance Services	Corporate Risk Advisor
HR and Organisational Development	Head of Health, Safety & Wellbeing	Senior Health, Safety & Wellbeing Advisor
HR and Organisational Development	Head of HR Business Services	HR Business Services Manager (Payroll & Pensions)
HR and Organisational Development	Head of HR Specialist Services	Employee Relations Manager
HR and Organisational Development	Head of Organisational Development & Talent	Organisational Development & Talent Manager
Legal Services	Monitoring Officer/Head of Legal Services	Deputy Head of Legal Services
Customer Services	Assistant Director for Customer Services	Relevant Strategic Manager

Additional staff may be contacted as required.

The Controlling Officer for the Functional Response Team will also consider the need to contact Business support, in the event of an incident escalating, to receive advice on administration support and availability of suitably trained staff including BCALM Data Officers.

LEVEL OF RESPONSE

The level of response will be determined by the type and scale of the emergency. The following guidelines should be followed:

Level I - Standby Mode

Relevant people contacted, specific response delivered. Telephone discussions, meetings arranged as required by the DFRT Chair.

Level 2 - Situation Escalating

Operational Coordination Point established – Chair to determine appropriate meeting site for DFRT to meet, e.g. nearest meeting room. Service area grab boxes to be collected.

Emergency Operations Centre established.

Level 3 - Full Activation of the Council's Emergency Operations Centre, including the establishment of Departmental Functional Response Teams

All members of the Directorate Functional Response Team are to attend the EOC (where the grab box is stored at the Reception) or other location as directed by the EOC.

Each member of the DFRT is to inform colleagues in case cover arrangements are required.

Trained BCALM Data Officers and staff members nominated are to join the Response Team with agreed replacement(s) to ensure reasonable cover

STAND DOWN

The Chair will maintain contact with the EOC throughout the emergency and will notify the EOC when the DFRT stands down.

CONCEPT OF OPERATIONS 2

ODPH

INTRODUCTION

The objective of this Response Plan is to ensure arrangements are in place for efficient and effective assistance and support in the operation of the City Council's response to a major emergency.

In the event of an emergency situation, the On Call Civil Protection Officer or EOC Controller, will directly contact a Senior Officer, who will take on the responsibility for cascading the information or call for urgent action to members of the Directorate Functional Response Team (DFRT).

The On Call Civil Protection Officer or EOC Controller will only contact one Senior Officer. The On Call Civil Protection Officer will make an initial assessment of the type of emergency and contact with the most relevant Senior Officer will be made first (others as fall back):

- Public Health Consultant

SERVICES TO BE CONTACTED

The Senior Officer receiving the notification will immediately take on the role of Chair of the Directorate Functional Response Team and with consideration of the type and scale of the incident, will make contact as appropriate with the Directorate Functional Response Team comprising Public Health and Public Protection Service.

He/she will also alert the Director of Public Health.

Civil Protection Unit

- 24/7 On Call
- Emergency management at scene
- PCC Tactical Command Centre Officer

Public Health

- Provide public health advice to the community affected by an emergency, on behalf of the Local Authority

Public Protection Service

- Environmental advice/information
- Petroleum spillages
- Infectious disease
- Contaminated food
- Monitoring equipment – petroleum fumes
- Animal health issues – emergency situation would be triggered by confirmed outbreak
- Pest control/dog wardens
- Cemetery/cremation processes

- Reports of fatalities or major incidents regarding a work activity, other than PCC employees or activities
- Pollution – environmental, including odour
- Port Health

CONTACTING STAFF

In the first instance, the Chair will make cascading telephone calls, as appropriate, to the priority personnel stated in the Directorate Emergency Telephone Directory.

Generally speaking these will be the following post holders:

During working hours

SERVICE AREA	PRIMARY	SECONDARY
Public Health	Public Health Consultant	Director of Public Health

Out of hours

SERVICE AREA	PRIMARY	SECONDARY
Public Health	Public Health Consultant	Public Health Consultant

Additional staff may be contacted as required. The Directorate Emergency Telephone Directory also provides further emergency contact telephone numbers.

The Chair will also consider the need to contact departmental administration managers, in the event of an emergency escalating, to receive advice on administration support and availability of BCALM trained staff. The Chair will also need to ensure there are sufficient numbers in the DFRT to be able to cover 24hours in shifts and to consider Business Continuity Plans if required.

LEVELS OF RESPONSE

The level of response will be determined by the type and scale of the emergency. The following guidelines should be followed;

Level 1 - Standby Mode

Relevant people contacted, specific response delivered. Telephone discussions, meetings arranged as required by Chair (Location - Chairs office)

Level 2 - Situation Escalating

Operational Coordination Point established – Chair to determine site for Level 2 response

Staff contact and/or telephone lists should be consulted.

At this level manual record keeping is required for all local actions taken - BCALM must be used in response to centrally requested actions.

Level 3 - Full Activation of the Council's Emergency Operations Centre, including the establishment of Departmental Functional Response Teams

All members of the Directorate Functional Response Team to attend the designated DFRT Room as advised, taking their Grab Box with them.

Each member of the Directorate Functional Response Team should inform colleagues, in case cover arrangements are required. Trained BCALM staff member nominated to join the Directorate Functional Response Team with agreed replacement(s) to ensure reasonable cover.

STAND DOWN

The Chair will liaise with the EOC throughout the emergency and will notify the EOC when the DFRT stands down.

CONCEPT OF OPERATIONS 3

PEOPLE DIRECTORATE

INTRODUCTION

The objective of this Response Plan is to ensure arrangements are in place for efficient and effective assistance and support in the operation of the City Council's response to a major emergency.

In the event of an emergency situation, the On Call Civil Protection Officer or EOC Controller, will directly contact a Senior Officer, who will take on the responsibility for cascading the information or call for urgent action to members of the Directorate Functional Response Team (DFRT).

The On Call Civil Protection Officer or EOC Controller will only contact one Senior Officer ; the On Call Civil Protection Officer will make an initial assessment of the type of emergency and contact with the most relevant Senior Officer will be made first (others as fall back):

- Assistant Director, Strategic Co-operative Commissioning
- Assistant Director, Learning and Communities
- Assistant Director, Children's Social Care

SERVICES TO BE CONTACTED

The Senior Officer receiving the notification will immediately take on the role of Chair of the Directorate Functional Response Team and with consideration of the type and scale of the incident, will make contact as appropriate with the Directorate Functional Response Team comprising Housing Services, Neighbourhood and Communities, Co-operative Commissioning and Adult Social Care, Children's Social Care, Education and Learning and Communities. He/she will also alert the Director for the People Directorate.

Children's Social Care

- Needs assessment of evacuated residents at evacuation assembly points
- Deployment of Social Workers
- Support for Children and Young People in Care, in Children's Centres (under external management) and Children in the Community
- Family Support
- Safeguarding

Co-operative Commissioning

- Needs assessment of evacuated residents at evacuation assembly points
- Coordinate Voluntary Agency services
- Access to Care First system to identify community vulnerable residents
- Community meals and Domiciliary care services

Learning and Communities

- Rest Centre catering needs beyond the Royal Voluntary Service provision

- Support to children, young people and teachers affected by an emergency
- School Key Holders List and Headteacher Emergency Contacts
- School Liaison
- School Transport
- Schools and Settings
- School and Setting Liaison
- Database of settings, nurseries and child-minders (One System)
- Under 5's support and Children's Centre resources for Rest Centres
- Link to Plymouth Centre for Faiths and Diversity
- Support for children with additional needs

Sports Development Unit

- Activities for children/young people at rest centres

Housing Services

- Links to Plymouth Community Homes (PCH) and other Registered Social Landlords
- Liaison for matters such as housing repairs
- Temporary accommodation

CONTACTING STAFF

In the first instance, the Chair will make cascading telephone calls, as appropriate, to the priority personnel stated in the Directorate Emergency Telephone Directory.

Generally speaking these will be the following post holders:

During working hours

SERVICE AREA	PRIMARY	SECONDARY
Children's Social Care	Assistance Director – Children's Social Care	Head of Service Children in the Community
Co-operative Commissioning and Strategic Housing	Assistant Director – Strategic Co-operative Commissioning	Head of Modernisation
Learning and Communities	Assistant Director – Learning and Communities	Head of Education and Learning Head of SEND Head of Access and Planning Head of Skills and Employability Head of Sports Development
Neighbourhood and Communities	Duty Social Inclusion Officer	

Sports Development Unit	Sports Development Manager	
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Out of hours

SERVICE AREA	PRIMARY	SECONDARY
Children's Social Care	Assistance Director – Children's Social Care	Out of Hours Team Manager
Co-operative Commissioning and Housing Services	Assistant Director – Strategic Co-operative Commissioning	Head of Modernisation Head of Housing Services
Learning and Communities	Assistant Director – Learning and Communities	Head of Education and Learning Head of SEND Head of Access and Planning Head of Skills and Employability Head of Sports Development
Safer Communities	Duty Social Inclusion Officer	Social Inclusion Manager
Sports Development Unit	Sports Development Manager	Sports Development Manager

Additional staff may be contacted as required. The Directorate Emergency Telephone Directory also provides further emergency contact telephone numbers.

The Chair will also consider the need to contact departmental administration managers, in the event of an emergency escalating, to receive advice on administration support and availability of BCALM trained staff. Full contact details and names of BCALM trained staff are also contained in the Directorate Emergency Telephone Directory.

The Chair will also need to ensure there are sufficient numbers in the DFRT to be able to cover 24hours in shifts and to consider Business Continuity Plans if required.

LEVELS OF RESPONSE

The level of response will be determined by the type and scale of the emergency. The following guidelines should be followed;

Level 1 - Standby Mode

Relevant people contacted, specific response delivered. Telephone discussions, meetings arranged as required by Chair (Location - Chairs office)

Level 2 - Situation Escalating

Operational Coordination Point established – Chair to determine site for Level 2 response

Grab boxes accessed from the following locations:

Adult Social Care – Service Managers have red boxes in their possession

Children’s Social Care – Senior Managers have red boxes in their possession

Education, Learning and Family Support – Senior Managers have red boxes in their possession

Strategic Housing

These contain detailed telephone lists, directories, policies and stationery provisions and are checked and kept up to date by departments on a regular basis. Trained BCALM staff contacted for cover and deployed as required. At this level manual record keeping is required for all local actions taken - BCALM must be used in response to centrally requested actions.

CONCEPT OF OPERATIONS 4

PLACE DIRECTORATE

INTRODUCTION

The objective of this Emergency Response Plan is to ensure arrangements are in place for efficient and effective assistance and support in the operation of the City Council's response to a major emergency.

In the event of an emergency situation the On Call Civil Protection Officer will make an initial assessment of the type of emergency. They, or the Emergency Operations Centre (EOC) Controller, will directly contact the most relevant Assistant Director for the Place Directorate, who will take on the responsibility for cascading the information or call for urgent action to members of the Directorate Functional Response Team (DFRT). Assistant Directors to contact are:

Interim Assistant Director, Street Services
 Assistant Director, Strategic Planning & Infrastructure
 Assistant Director, Economic Development

SERVICES TO BE CONTACTED

The Assistant Director receiving the notification will immediately take on the role of Chair of the DFRT and, with consideration of the type and scale of the incident, will make contact as appropriate with the DFRT comprising Network Management, the council's Highways Contractor, Building Control, Fleet & Garage Services/Fuel Bunkerage, Street Cleansing & Grounds and Waste. They will also alert the Director for Place and notify the EOC when the DFRT is operational.

Highways, Parking & Marine Services (Street Services)

- Network management/traffic management issues/priority traffic lights (in conjunction with the council's Highways Contractor)
- CCTV coverage/Out of Hours Call Centre
- Provision of parking enforcement/radio comms (40 radio sets available)

Highways (Contracted Services)

- Assistance at road traffic collisions
- Road closures and road diversions
- Roads maintenance (defects/repairs)
- Network management/traffic management issues/priority traffic lights
- Network CCTV coverage
- Flooding equipment
- Winter service (gritting etc.)
- Highway related incidents
- Chapter 8 trained staff for road closures
- Portable lighting equipment

Fleet & Garage Services (Street Services)

- Plant/vehicle hire
- Fleet/vehicle access
- Garage Services
- Fuel bunkering

Street Cleansing & Grounds (Street Services)

- Tree surgery
- Closure of Mount Batten Pier
- Emergency spillages – cordoning
- Site clearance collection
- Waste transfer
- Road traffic collision clean-ups on the highway
- Pollution/slipways clean up – beachmasters
- Asbestos removal (via contractor)

Waste Disposal (Street Services)

- Site clearance disposal
- Hazardous waste disposal (via contractor)

Building Control (Strategic Planning & Infrastructure)

- Building control/dangerous structures

Public Transport (Strategic Planning & Infrastructure)

- Access to public/community transport for evacuation

CONTACTING STAFF

In the first instance, the Chair will make cascading telephone calls, as appropriate, to the priority personnel stated in the Directorate Emergency Telephone Directory (a copy of which is held in the grab boxes which are stored in the EOC). Generally speaking these will be the following post-holders:

During working hours

SERVICE AREA	PRIMARY	SECONDARY
Street Services (Highways, Parking & Marine)	Head of Highways, Parking & Marine Services	Asset Management & Highways Safety Manager
Amey (Contracted Services)	Highway and Operations Manager, Amey, and/or Highways Engineer	Amey Call Centre
Street Services (Street Cleansing & Grounds)	Duty Area Supervisor	Street Cleansing & Grounds Manager
Strategic Planning & Infrastructure (Building Control)	Building Control Duty Officer (through Building Control Technicians)	Building Control Duty Manager
Strategic Planning & Infrastructure (Public Transport)	Head of Transport Infrastructure & Investment	Public Transport Manager

Out of hours

SERVICE AREA	PRIMARY	SECONDARY
Street Services (Highways, Parking & Marine)	Head of Highways, Parking & Marine Services	Asset Management & Highways Safety Manager
Amey (Contracted Services)	Amey Call Centre	Highway and Operations Manager, Amey, and/or Highways Engineer
Street Services (Street Cleansing & Grounds)	Duty Area Supervisor	Street Cleansing & Grounds Manager
Strategic Planning & Infrastructure (Building Control)	Building Control out of hours service (through PCC Call Centre)	Building Control Duty Manager
Strategic Planning & Infrastructure (Public Transport)	Head of Transport Infrastructure & Investment	Public Transport Manager

Additional staff may be contacted as required. The Directorate Emergency Telephone Directory (a copy of which is held in the grab boxes which are stored in the EOC) provides further emergency contact telephone numbers.

The Chair will also consider the need to contact the Business Team, in the event of an emergency escalating, to receive advice on administration support and availability of BCALM trained staff. Full contact details and names of BCALM trained staff are in the Directorate Emergency Telephone Directory (a copy of which is held in the grab boxes which are stored in the EOC).

LEVEL OF RESPONSE IN LINE WITH EOC ACTIVATION LEVEL

The level of response will be determined by the type and scale of the emergency. The following guidelines should be followed:

Level 1 - Standby Mode

Relevant people contacted, specific response delivered. Telephone discussions and meetings arranged as required by Chair.

Level 2 - Situation Escalating

Operational Coordination Point established – Chair to determine site for Level 2 response eg nearest meeting room.

Trained BCALM staff contacted for cover and deployed as required. At this level manual record keeping is required for all local actions taken and BCALM must be used in response to centrally requested actions.

Level 3 - Full Activation of the Council's Emergency Operations Centre, including the establishment of Departmental Functional Response Teams

All members of the Directorate Functional Response Team to attend the EOC (where the grab box is stored).

Each member of the Directorate Functional Response Team to inform colleagues, in case cover arrangements required.

Trained BCALM staff member nominated to join the Directorate Functional Response Team with agreed replacement(s) to ensure reasonable cover.

STAND DOWN

The chair will liaise with the EOC throughout the emergency and advise it when the decision is taken to stand down the Place Directorate response.