



Emergency Response Plan

2016

Version – 4.0

To be read in conjunction with the Norfolk Emergency Response Guidance
(NERG)

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Foreword

Emergencies happen, usually without warning and often at what seems the most inconvenient of times. In most circumstances emergencies can be dealt with as part of our day to day activities but sometimes an emergency will occur which places demands on resources far and above our everyday capabilities and warrants a much larger response.

The Civil Contingencies Act 2004 places a responsibility on the council as a Category 1 responder to have plans in place to deal with emergencies, to warn & inform the public and to help communities, businesses and individuals get their lives back to normal as quickly as possible.

This plan describes the organisational arrangements for managing our response to such a major emergency as well as identifying a number of specific operational procedures.

In a major emergency Broadland District Council will have two main roles - Response and Recovery.

During the response phase the council will assist the emergency services to protect lives and property and give support to local residents in distress.

The recovery stage sees the Council taking the lead in co-ordinating the activities of a variety of local organisations in order to help affected communities return to normality as quickly as possible.

The recovery process is long term and can often last months or even years.

Whilst all this is happening we must also, of course, keep delivering our everyday services and so this plan should be read in conjunction with The Broadland District Council Business Continuity Plan.

Ultimately any plan is only as good as the people identified in it and with this in mind Broadland District Council is committed to creating a highly resilient group of response staff through a programme of regular training, exercising and awareness raising.

Only by making sure that everybody at the council knows their roles and responsibilities during an emergency can we be sure that we can deliver the best possible response should an emergency happen.

We must all be prepared

Phil Kirby
Chief Executive
Broadland District Council

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Purpose of the BDC Emergency Response Plan

This plan provides a framework for Broadland District Council to assist the Emergency Services and the general public in the event of a Civil Emergency under the Civil Contingencies Act 2004.

A proactive approach by the Council and the general public aims to minimise the social, economic and environmental impact of emergencies within the District.

In responding to a significant emergency this plan describes:

- the Council's procedures in supporting the Emergency Services and the affected public;
- the identification of roles and responsibilities of Council staff and elected members;
- the associated briefing and training required to be fully prepared;
- the mechanisms for keeping adequate records during an emergency.

Integration with Norfolk Resilience Forum Plans

The BDC Emergency Response Plan should be read in conjunction with the Norfolk Emergency Response Guidance (NERG) 2014. The NERG provides an over-arching multi-agency framework for all responders in Norfolk to follow.

The NRF also produces a number of other multi-agency plans for specific 'high' and 'very high' risks in the County and these may be activated alongside the BDC Emergency Response Plan.

Protocols

This document will be reviewed annually and following an emergency affecting the District or a change in legislation or best practice guidance.

A master copy of this document and a record of the review and decision-making process will be held by the Emergency Planning Manager, Broadland District Council.

Departments are requested to inform the Emergency Planning Manager of any issues or events that may impact on the appropriateness of the contents and procedures included in this document.

Training will be provided to Council staff and relevant partners on the procedures outlined in this plan.

Record of Amendments

Amendment no.	Date inserted	Inserted by
1	October 2014	SFD – Revised plan format.
2	October 2015	SFD – Annual Update

If any amendments are required to this plan please inform:

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Broadland District Council

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Distribution List

External

Resilience Direct Website (See Section 9)

North Norfolk District Council - Civil Contingencies Manager

Internal

BDC Internal Website

BDC Executive Management Team

BDC Heads of Service

BDC Out of Hours Duty Officer Briefcase

Glossary

BC	Business Continuity
BDC	Broadland District Council
Bellwin Scheme	Discretionary scheme providing central government financial assistance in exceptional circumstances to affected local authorities in the event of a major emergency
Bronze	Operational level of an emergency
CCA	Civil Contingencies Act
CCS	Civil Contingencies Secretariat
EB	Executive Board
EPM	Emergency Planning Manager
EPU	Emergency Planning Unit
ERA	Extreme Rainfall Alert
FGS	Flood Guidance Statement
Gold	Strategic level of an emergency
HoS	Head of Service
LA	Local Authority
MACC	Military Aid to the Civil Community
MOU	Memorandum of Understanding
NCC	Norfolk County Council
NIA	Norwich International Airport
NRF	Norfolk Resilience Forum
NSWWS	National Severe Weather Warning Service
RIMNET	Radioactive Incident Monitoring Network
RC	Rest Centre
RVP	Rendezvous Point
SCG	Strategic Coordinating Group (Gold)
Silver	Tactical level of an emergency
TCG	Tactical Co-ordinating Group

1 BDC Emergency Response

1.1 Declaration of an emergency

A major incident / emergency can be declared by any member of the emergency services who considers the criteria for an emergency are satisfied. In certain circumstances, such as flooding or health related issues, other agencies can make the declaration. It is the responsibility of the agency making the declaration to ensure all other relevant agencies are notified.

The BDC Emergency Planning Manager, or Duty Officer, will inform the Executive Management Team of a declared emergency or developing emergency situations.

In the case of a minor incident affecting BDC it is the responsibility of the appropriate manager to activate existing procedures, including Business Continuity Plans where necessary, to manage the incident and possible disruption to a service. If a minor incident escalates it may be necessary to notify the Emergency Planning Manager to invoke this BDC Emergency Response Plan. See the accompanying diagram on page 12, "Incident Alerting Procedures" for a graphical summary of the process.

1.2 Phases of an emergency

Most major incidents can be considered to have four stages:

- Initial response
- Consolidation
- Recovery
- Restoration to a "new normality"

1.3 Local Authority Initial Response

The lead agency and the level of response will depend on the type and seriousness of the incident, event or emergency. What can be termed a major incident for one agency may not be a major incident for another. However all relevant agencies should be notified and prepared to provide support if necessary.

Emergencies will occur which will require different responses within BDC depending on the type and level of seriousness of the incident or event.

Section 5 provides specific information on different types of emergencies categorized by hazard: Flood; Severe Weather, Power cuts; Infectious disease etc.

The degree to which other agencies are required to assist BDC can be categorized as follows:

Level One BDC can manage the incident from its own resources

Level Two BDC can manage the incident with some support from other Local Authorities and responding agencies.

Level Three The incident is beyond the capacity of BDC and other district authorities. NCC will assist with cross boundary co-ordination

1.4 Mutual Aid

There is an agreement in place for the provision of mutual aid between Norfolk's Local Authorities, during an emergency as defined in Part 1 of the Civil Contingencies Act 2004.

Each of the named authorities will endeavour to provide assistance (as a responding authority) to another of the named authorities (as a requesting authority) in the form of provision of personnel and resources in the event of an emergency.

The signatories to this agreement are:

- Borough Council of Kings Lynn and West Norfolk
- Breckland District Council
- Broadland District Council
- Great Yarmouth Borough Council
- Norfolk County Council
- North Norfolk District Council
- Norwich City Council
- South Norfolk Council

For further details see the Agreement for Local Authority Mutual Aid Provision between the Local Authorities of the County of Norfolk 2011.

In addition to the above agreement Broadland District Council and North Norfolk District Council have agreed to provide a "buddy up" system where each authorities Emergency Planning Teams has closer links and share each other's local emergency plans. Both Authorities will provide supportive emergency planning cover in times of need.

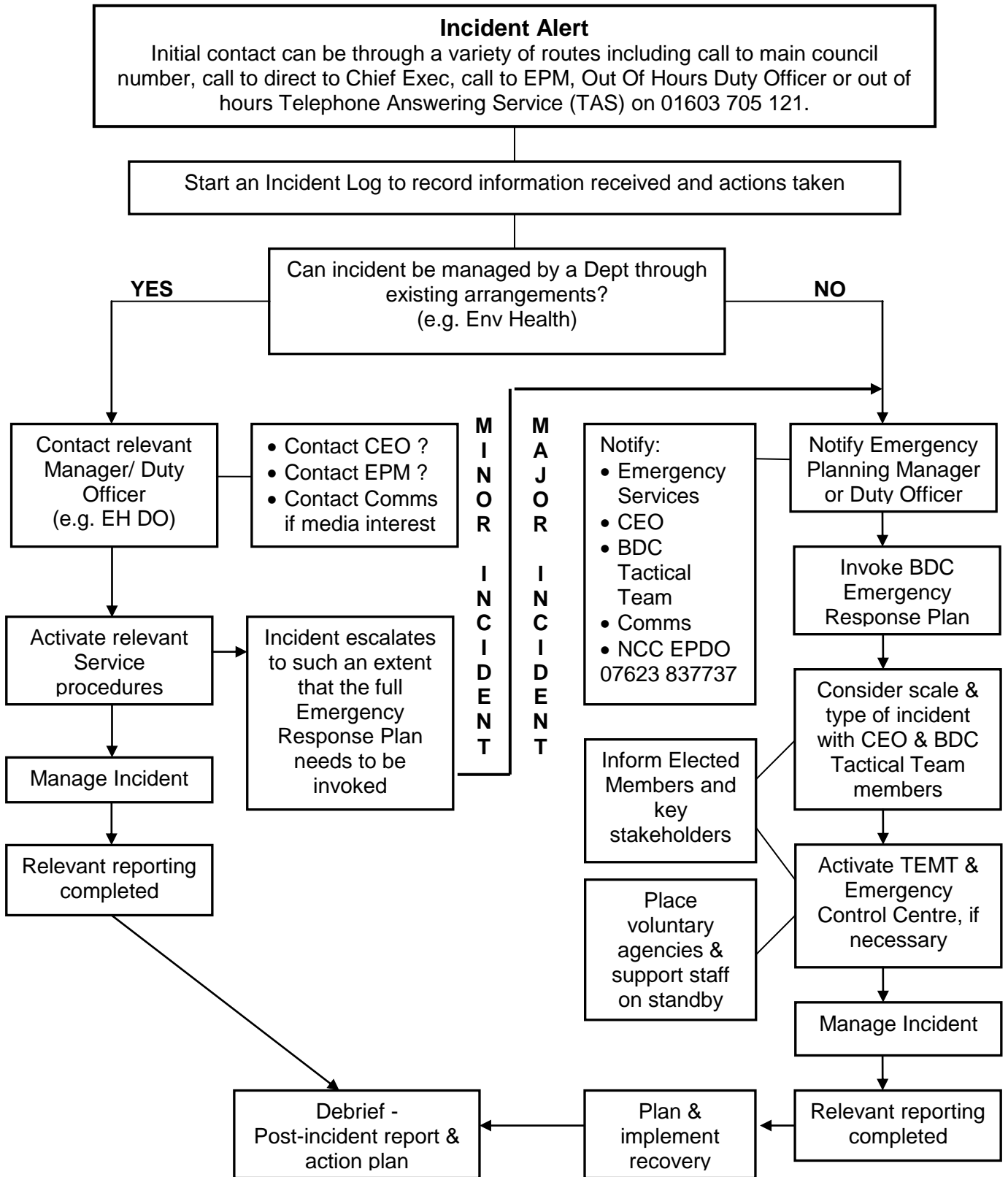
1.5 Disaster Appeal Fund

Following an emergency the public will often want to offer donations of money or equipment to help those affected.

An MOU between Norfolk County Council and the Norfolk Community Foundation exists to facilitate this.

<http://www.norfolkfoundation.com/>

Incident alerting procedures



1.6 Command and Control

Command and Control Structure

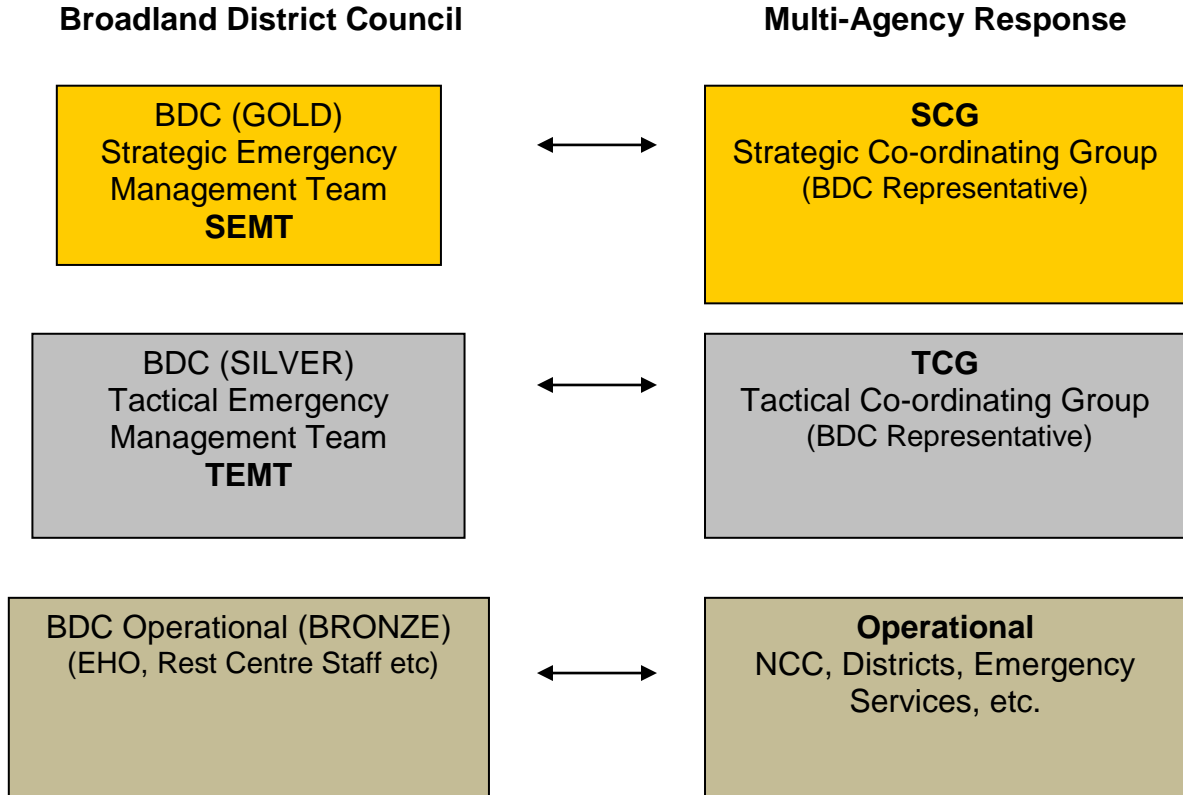
Arrangements for managing an emergency are based on the Strategic (Gold), Tactical (Silver) and Operational (Bronze) structure for integrated emergency management.

This is reflected within BDC by having:

- a Strategic Emergency Management Team (SEMT) comprised of the Executive Management Team and relevant managers to provide strategic direction;
- a Tactical Emergency Management Team (TEMT) for managing and co-ordinating the tactical response of council officers at the Operational level;
- Council officers at the Operational level who have specific hands-on tasks within their areas of professional responsibility.

These may also be referred to as Broadland Gold, Silver and Bronze.

In a major emergency requiring a multi-agency response the structure is reflected in similar Strategic, Tactical and Operational multi-agency co-ordination. BDC will send representatives to the multi-agency Strategic and Tactical meetings. Operational co-ordination is most likely on the ground or at “Operational” multi-agency meetings. In most emergencies both the multi-agency Strategic and Tactical meetings will be chaired by the police.



Most major incidents will be of the “sudden impact” type. In such circumstances command and control is likely to start from the scene level, Operational (Bronze), and move upwards as necessary.

The exception may be in a slow onset emergency such as a threat of flooding or a pandemic where all levels may be activated at the same time.

1.7 BDC Response at Operational, Tactical, Strategic

See the Norfolk Emergency Response Guidance (NERG) for an overview of a multi-agency response at Operational, Tactical and Strategic levels.

This section describes the BDC response at these levels, labelled Operational, Tactical Emergency Management Team (TEMT) and Strategic Emergency Management Team (SEMT)

Alerting & Activation

Once notification of an emergency has been received the appropriate response structures will quickly be established. This will usually be achieved by the calling of an Emergency CMT (Corporate Management Team) meeting by the PA to the Chief Exec. This meeting will outline the developing situation and establish appropriate response teams as described below. All meetings will be held in the basement meeting room.

Should initial notification of the emergency occur out of hours the receiving member of staff will alert key response personnel via telephone. A directory of 24hr contacts has been provided to key staff and is regularly updated.

Operational – (Bronze)

BDC managers at Operational (Bronze) level will respond to specific tasks within their areas of professional responsibility. Examples include a pollution incident (Environmental Health Officers); structural damage or building collapse (CNC Building Inspectors).

BDC will manage their resources and personnel deployed at the scene and cooperate with other agencies involved to ensure a coherent and integrated effort. In most instances, the police will co-ordinate the operational response when there is an identifiable scene.

These arrangements will usually be adequate to deal with most events or situations, but, if events demand greater planning, co-ordination or resources, an additional tier of management may be necessary. A key function of a manager at Bronze level is to consider whether circumstances warrant a Silver, Tactical, level of management.

Tactical Emergency Management Team (TEMT) – (Silver)

The purpose of the BDC Tactical Emergency Management Team is to ensure actions taken by staff at the Bronze level are co-ordinated, coherent and integrated.

The BDC TEMT role:

- Assess significant risks and use this to inform actions to be taken;
- Plan and co-ordinate how and when tasks will be undertaken;
- Determine priorities for allocating available resources;
- Obtain further resources as required;
- Ensure the health and safety of staff and the public;
- Consider vulnerable people and safeguarding issues;
- Assign a BDC representative to attend a multi-agency Tactical Co-ordinating Group (TCG) meeting empowered to make decisions in respect of BDC resources.
- Assign a BDC Loggist and ensure appropriate records are maintained.

The Tactical Emergency Management Team will be chaired by the Emergency Director as appointed by the Chief Executive and consist of relevant managers based on their expertise in relation to the nature of the emergency.

Typical TEMT membership:

- Emergency Director (usually Head of Corporate Resources)
- PA to the Chief Executive
- Head of Housing & Environmental Services
- Strategic Housing Manager
- Marketing & Communications Manager
- Emergency Planning Manager

Strategic Emergency Management (SEMT) – (Gold)

Where an event or situation has an especially significant impact, substantial resource implications or lasts for an extended duration, it may be necessary to implement management at the Gold level.

Overall strategic management and co-ordination of the BDC response to an emergency will be the responsibility of the SEMT.

The BDC SEMT role:

- Determine a clear strategy, aim and objectives and review regularly;
- Establish a policy for the overall management of the emergency;
- Prioritise the demands of TEMT and allocate personnel and resources to meet requirements;
- Formulate and implement media management and public communications;

- Direct planning and operations beyond the immediate response in readiness for the recovery process;
- Obtain legal advice if necessary;
- Assign a BDC Loggist and ensure appropriate records are maintained.
- Assign a BDC representative to attend a multi-agency Strategic Co-ordinating Group (SCG) meeting empowered to make executive decisions in respect of BDC resources. This will usually be the Chief Executive.

Membership of BDC SEMT will include the following:

- Chief Executive (chair)
- Deputy Chief Executive
- PA to the Chief Executive
- Emergency Director (Usually the Head of Corporate Resources)
- Heads of Service as appropriate
- Marketing & Communications Manager
- Emergency Planning Manager

Strategic Aim:

- To help Broadland Communities, Individuals and Businesses return to normal as quickly as possible.

Strategic Objectives:

- To facilitate a co-ordinated emergency response & recovery.
- To assist the emergency services and other local authorities under the principals of Mutual Aid.
- To ensure the needs of affected communities are addressed through active involvement of Elected Members.

1.8 BDC Emergency Committee

In certain circumstances the Chief Executive may decide to activate the Broadland Emergency Committee to facilitate elected member input into the emergency management process.

This will usually be required when the emergency has far reaching impacts, the recovery process is likely to be long term and it will be important to forge active links with affected communities.

Five named Members of the Emergency Committee will include:

- Leader of the Council
- Deputy Leader of the Council
- Portfolio Holder for Environmental Excellence
- Leader of the main Opposition Group
- Further Member to achieve a political balance

BDC Emergency Committee Terms of Reference

- The Committee will be convened, as required, as part of the Council's major emergency response process, during all phases of an emergency.
- The decision to convene the Committee will be made by the Chief Executive.
- The Committee will assume all the powers of the Council, but excluding the issuing of the precept.
- The Committee will meet as required and consider the immediate strategic issues for the Council arising from the particular incident, having received reports from the Chief Executive and/or the nominated Emergency Director.
- The Committee are to authorise actions affecting any of the Council's functions, if the urgency of the situation demands this, together with the Committee's reasons for acting, to the next meeting of the Council. The Committee is to ensure that steps are being taken to provide regular information bulletins on the incident and the actions being taken to members of the public and the press.
- The Leader of the Council to be suitably briefed and prepared to make appropriate statements to the media.
- The Committee are to consider the longer term implications arising from the incident and the impact these may have on the Council.

1.9 BDC Staff response

Staff not directly involved in responding to the emergency will continue with their normal duties unless otherwise directed by their manager. Tasks related to an emergency response will take priority over routine activities which may involve staff taking on tasks not normally allocated to them within or outside normal working hours.

This could include assisting at Rest Centres, helping the police with door knocking, responding to telephone enquiries or other operational tasks dictated by the emergency. Arrangements for unusual or out-of-hours working will be agreed with HR, if not already agreed in advance.

To aid quick response members of the Economic Development Team can be deployed during an emergency as they have many skills & resources which would be useful. These include:

- DBS Cleared Staff
- Experience in marshalling crowds at events
- Experience with radio communications
- Access to a large Minibus
- Familiarity with Command & Control structures
- Established Team used to working together in challenging situations/environments.

Staff Welfare Requirements

Emergencies will put enormous demands on all those involved in the response and recovery. Consideration must be given to the physical and psychological welfare of staff.

To ensure emergency response staff remain effective, the following are key provisions that must be in place:

- Reasonable shift lengths
- Shift rotas
- Refreshments at all locations, to provide warmth or prevent dehydration
- Facilities for taking meals away from the scene
- Washing and changing facilities
- Medical and first aid facilities

Regular checks via face to face meetings, SMS text, email and telephone will be made to ensure the safety and wellbeing of response staff

Staff who are unable to come into work as normal because of the emergency, such as severe weather, should notify their manager who will record their “availability status” (not able to come into work, working from home, standing by at home.)

In addition to the physical needs, the psychological requirements of staff are vital.

These include:

- Proper briefings
- Honest information about what to expect
- A quiet space to unwind and think
- An opportunity to discuss experiences with someone
- Access to information on sources of help
- Information on what constitutes a “normal reaction”
- Where necessary support for responder’s families
- Debriefing at the end of a day’s activity

Staff Briefing/Debriefing

It is recognised that an emergency involving a response from Broadland District Council has the potential to cause some concern or stress for responding staff and for those left behind to carry on with their normal duties.

Therefore, it is absolutely necessary that staff employed in the response, and their colleagues within the Authority, are kept fully aware of all that is occurring, in order that they can appreciate the needs of the community as a whole in addition to their own needs.

The Marketing & Communications Manager will liaise with the Emergency Planning manager to produce these briefings.

Business Continuity Impacts

Depending on the type and level of event, resources may be diverted to manage the emergency or the event itself may impact directly on the ability of BDC to provide its normal services. BDC Business Continuity Plans may therefore need to be invoked and staff deployed accordingly to ensure critical services are maintained.

1.10 Record keeping

At the start of an emergency the Emergency Planning Manager will issue log books to key response staff.

Logs should be kept of information received and the decisions and actions taken by individual BDC officers. Log records can be critical in clarifying decisions and actions taken during an emergency and for debriefing and evaluation after an emergency.

Appropriately trained staff will be assigned as loggists to keep notes of meetings at all levels: Bronze, Silver and Gold. Specific staff will be trained as loggists to keep logs and will be included in exercises to ensure familiarity with the process.

Log books are available from the Emergency Planning Manager. Printable templates can be found in the Emergency Planning section of The Forms & Documents Library on the BDC Intranet.

All documentation relating to a declared emergency should be maintained and preserved for a debrief following an emergency and possibly a formal enquiry.

Records to be kept and clearly identified include:

- Meeting minutes / notes
- Log books and message sheets
- Briefing documents including rough notes
- Situation reports (Sitreps)
- Memoranda
- Documents and letters including any accompanying notes

At the end of the emergency all log books should be returned to the Emergency Planning Manager.

1.11 BDC Staff Roles & Responsibilities

Chief Executive

- Assume overall responsibility and co-ordination of all Council measures to deal with any major emergency.
- Appoint an “Emergency Director” to co-ordinate and manage the Council’s Tactical Emergency Management Team (TEMT). This will usually be the Head of Corporate Resources

- Establish and chair the BDC Strategic Emergency Management Team (SEMT) if required.
- Accurately Record and sign off decisions made at SEMT in the Decisions Log Book.
- Be responsible for authorising the commitment of resources and financial aid.
- Liaise with the Chief Executive Officer (CEO) of Norfolk County Council, other Local Authority CEO's, strategic level staff of other responding agencies and Department for Communities and Local Government (DCLG) as appropriate
- Determine the media strategy in conjunction with the BDC Marketing & Communications Manager in respect of the incident.
- Ensure Elected Members are kept informed, particularly on policy and financial matters, and establish the Council Emergency Committee as appropriate.
- Attend Multi-Agency Strategic Co-ordination Group (SCG - GOLD) meetings. (Appropriate Security Clearance Required)
- Chair the Strategic Co-ordination Group in circumstances where it is jointly considered the response phase should be co-ordinated by the Council.
- Authorise requests for military assistance in liaison with CEO Norfolk County Council as necessary.
- Consider establishing a Disaster Appeal Fund in conjunction with Norfolk County Council CEO and Norfolk Community Foundation.

In the event of the Chief Executive not being available the Deputy Chief Executive will perform his role and will undertake all the responsibilities as outlined in the "role and responsibilities" of the Chief Executive.

Deputy Chief Executive

- Deputise for the Chief Executive as necessary to carry out the duties detailed above.
- Attend Multi-Agency Strategic Co-ordinating Group (SCG – Gold) meetings as required. (Appropriate security clearance required)
- Attend as a member of the BDC Strategic Emergency Management Team (SEMT)
- Undertake the role of Emergency Director if required by Chief Executive.
- Attend as a member of the BDC Tactical Emergency Management Team (TEMT) as required.

Emergency Director (Appointed by Chief Executive - Usually Head of Corporate Resources)

- Co-ordinate and manage the BDC Tactical Emergency Management Team (TEMT).
- Accurately Record and sign off decisions made at BDC TEMT in the Decisions Log Book.
- Be prepared to brief the Council Emergency Committee meetings, when required.
- Nominate an officer to represent BDC at Multi Agency Tactical Co-ordinating Group (TCG) meetings.
- Attend as a member of the Strategic Emergency Management Team (SEMT).

Emergency Planning Manager (EPM)

- Provide initial assessment of developing emergency situations and ensure arrangements in place to receive initial contact in the event of a major emergency being declared in the District.
- Advise Chief Executive and nominated Emergency Director of declared major emergencies or developing emergency situations.
- Attend Multi-Agency Strategic Co-ordinating Group (SCG – Gold) meetings as a staff officer as required. (Appropriate security clearance required)
- Establish liaison with Emergency Planning representatives from Emergency Services, other affected Districts/Borough Councils and County Council Emergency Planning Unit including the deployment of liaison officers, where necessary.
- Attend BDC Strategic and Tactical Emergency Management Team (SEMT & TEMT) meetings as required.
- Alert and co-ordinate voluntary organisations in support of the Emergency Services involved in the incident.
- Co-ordinate the activation of Rest Centres.
- Activate a 'PRESERVE & PROTECT' policy ensuring detailed records of actions taken during and after the emergency, including expenditure are maintained. Circulate memo to all departments as soon as an emergency has been declared reminding staff at all levels to preserve all records relating to the emergency.
- Issue Emergency Log Books to key staff.
- Liaise with BDC GIS Mapping Officer to produce hard copy maps and

extract relevant information for use at BDC SEMT, TEMT and Multi Agency TCG & SCG.

- Ensure that the lessons learnt from any incident are widely disseminated to everyone concerned and that emergency plans are updated accordingly.
- Monitor Resilience Direct and provide access to appropriate BDC staff.
- Establish an operational support team and brief as necessary.

Marketing & Communications Manager

- Plan and prepare the Council communications response to a major emergency in conjunction with the Chief Executive within the overall media strategy determined by SCG if this is in place.
- Attend as a member of the BDC Tactical Emergency Management Team (TEMT).
- Arrange for a BDC spokesperson to be appointed.
- Liaise with the Press Office at Police Headquarters (OCC Wymondham), communications staff at other Local Authorities or organisations involved in the incident to ensure co-ordination of information to the news media.
- Establish a public information / communication network using Council and any other appropriate community facilities.
- Establish a Council Media Centre, if required.
- Manage the production of electronic information including the updating of the BDC Website and monitoring of Social Media sites such as Twitter & Facebook in conjunction with other responding agencies.
- Be conversant with the **NRF Major Incident Communications Plan**
- Provide Public Relations support for any Disaster Appeal Fund that may be launched.
- Supply staff to work in the Multi-Agency Media Centre (If established and required).
- Liaise with the Emergency Planning Manager to produce a briefing note for BDC staff.

Head of Finance & Revenue Services

- Provide necessary financial arrangements to support the Council's activities in accordance with Local Government legislation.
- Make available supplementary funds to meet operational needs in excess of service area budgets as permitted by legislation.

- Provide financial advice to other service areas.
- Issue instructions for the use of special expenditure accounting code(s) for all costs attributable to the emergency.
- Maintain records of all financial actions related to a particular emergency and collate factual financial information in respect of abnormal expenditure.
- Be prepared to make a case for emergency financial assistance to the Department for Communities & Local Government (DCLG) under the BELLWIN Scheme within one month of the incident.
- Make provisions for the management of Disaster Appeal/Fund in conjunction with the Chief Executive, CEO Norfolk County Council and Norfolk Community Foundation.
- Attend as a member of the BDC Tactical Emergency Management Team (TEMT)

Head of Democratic Services and Monitoring Officer

- If required by the Chief Executive, establish liaison with the Department for Communities & Local Government (DCLG)
- Liaise with Elected members and provide support to the Broadland Emergency Committee if established.
- Source legal advice for the Council.
- Attend as a member the BDC Strategic Emergency Management Team (SEMT)

Head of Corporate Resources

- Act as the “Emergency Director” to co-ordinate and manage the Council’s Tactical Emergency Management Team (TEMT) if required by the Chief Executive.
- Ensure appropriate IT support is provided in the event of the Council implementing a response to a major emergency.
- Provide staff to assist in the provision of support in the event of a major emergency.
- Co-ordinate Human Resource issues across the Council.
- Monitor loss of critical staff.
- Advise on all Health and Safety Issues.
- Have access to central records.
- Chair the Tactical Emergency Management Team (TEMT) and attend

SEMT if required.

Head of Housing & Environmental Services

- Deputise for the Emergency Director if Required
- Attend as a member of the BDC Tactical Emergency Management Team (TEMT).
- Attend and provide support to BDC Strategic Emergency Management Team (SEMT) as required.
- Attend as the BDC representative at Multi-Agency Strategic and Tactical Co-ordinating Group (SCG, TCG) meetings as required. (Appropriate security clearance required).
- Attend Multi-Agency Strategic Co-ordinating Group (SCG) meetings as Staff Officer as required. (Appropriate security clearance required).
- Co-ordinate emergency housing arrangements (Via Strategic Housing Manager).

Head of Planning

- Act in support of the operational and tactical response as required.
- Support the long term recovery following a major emergency taking part in any Recovery Co-ordinating Group (RCG) work as required.

Head of Economic Development

- Brief Economic Development Team staff and organise their availability as emergency volunteer support staff.
- Attend as a member of the BDC Tactical Emergency Management Team (TEMT).
- Attend and provide support to BDC Strategic Emergency Management Team (SEMT) as required.
- Act in support of the operational and tactical response as required.
- Support the long term recovery following a major emergency taking part in any Recovery Co-ordinating Group (RCG) work as required.
- Ensure engagement with key stakeholders as appropriate – e.g. Business Support Networks, Chambers of Commerce, etc

1.12 Safeguarding & Vulnerable People

Safeguarding

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

Vulnerable People

It can be difficult to identify vulnerable people but a useful definition can be seen as 'Those less able to help themselves during an emergency'

This could include but is not limited to:

- Elderly people
- Children
- People with mobility issues
- People with learning difficulties
- People who do not speak English
- Visitors to the area with no local support network

Safeguarding During Emergencies

An emergency such as a flood or explosion will put extra pressures on all those affected and the agencies responsible for looking after them.

This is particularly true when people have to be evacuated from their homes.

During such incidents BDC will work with other responder agencies and internal staff to identify vulnerable people at an early stage and ensure that their specific safeguarding needs are met as far as is reasonably practicable.

This might include:

- Establishing rest centres with facilities suited to the elderly or those suffering with dementia or considering alternatives where possible. This could include using suitable care homes rather than designated rest centres and would be arranged in co-ordination with Norfolk County Council.
- Ensuring victims of abuse are not made more vulnerable during an emergency by liaising with the Early Help Hub and NCC Childrens' Services.
- Monitoring residents at a rest centre to ensure that they are not being exploited in any way.
- Ensuring that Rest Centre Staff are appropriately trained to be aware of safeguarding considerations.

2 Recovery

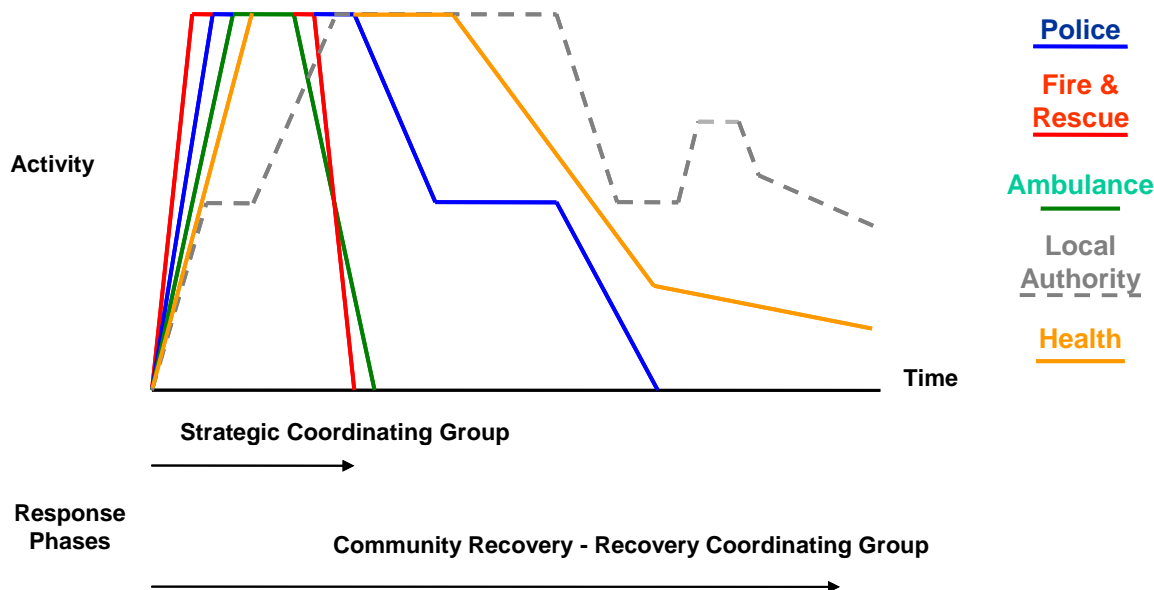
Recovery is defined as:

“The process of rebuilding, restoring and rehabilitating the community following an emergency, but it is more than simply the replacement of what has been destroyed and the rehabilitation of those affected.”

“It relates to those activities focussed on returning a community to a “new normality” after an emergency. It will be assisted if the affected community are involved in the managing of their own recovery.”

(Emergency Response and Recovery Guidance, HM Government)

The process of recovery cannot be left until after an incident has been dealt with. In order for the most effective return to a ‘new’ normality it is essential that a recovery strategy is put into place at the earliest opportunity. The graph below shows the activity of certain category one responders over time in a typical emergency. The arrows show the relative length of time response and recovery phases may last.



Following an emergency the council will have an important long term role to play to support affected individuals, communities and businesses in the Broadland area. It is during this phase that elected members can assist greatly by providing a link to the communities they serve.

Recovery issues should be considered from the outset by the Broadland Strategic Emergency Management Team (SEMT).

The [NRF Recovery Guidance 2012](#) gives full details of how the recovery process in Norfolk is co-ordinated.

3 Communications

In the event of any major or significant emergency there will be an immediate and sustained requirement to provide timely and accurate information to the public.

Arrangements are therefore required to:

- Provide information to the public and respond to their enquiries
- Meet the requirements of the news media.
- Provide BDC Staff with accurate briefings

Responsibilities

The Chief Executive is ultimately responsible for authorising the release of information and advice to the public, on behalf of the Authority. In the event of a major emergency where the multi-agency Strategic Co-ordinating Group (SCG) has been established the media strategy in respect of the event will be decided at Strategic Coordinating Group meetings. The **NRF Major Incident Communications Plan** provides detailed guidance and a framework within which Norfolk will work with the media and the community in its response to an emergency within the County

In Broadland the execution of this policy is delegated to the Marketing & Communications Manager who will work very closely with the CEO and Emergency Director. The Marketing & Communications Manager will consult with other Local Authority colleagues across the county to ensure consistency in the collection and dissemination of information and supply staff to work in the multi-agency Media Centre (if established and required).

Should Broadland District Council need to set up its own Media Centre, the Marketing & Communications Manager will assume responsibility for the running of that centre. The following rooms have been identified within Thorpe Lodge for use if the authority is required to organise a Media Centre:

- | | |
|-------------------|---|
| • Council Chamber | Press conferences |
| • Trafford Room | Media working area |
| • Comms Team Area | Administrative support & Joint Media Team |

Co-ordination of Public Information and Media

The Police will normally co-ordinate the activities of all those responding to an emergency and create a Media Co-ordinating Group formed from the Emergency Services and other agencies who will advise the Emergency Management Team on media issues. The Marketing & Communications Manager will perform this role during the recovery phase.

The Marketing & Communications Manager will make the necessary arrangements for assisting the media, for example by providing photographic opportunities.

The Marketing & Communications Manager will also arrange for a spokesperson to be appointed that would always be available to front the media. This will usually be the Leader of the Council

Warning and Informing the Public

The BBC "Connecting in a Crisis" initiative seeks to help meet the public demands for information in the event of an emergency. It is about warning and informing, and concentrates on delivering essential information as quickly as possible.

In the event of an emergency, the framework outlined in the **NRF Major Incident Communications Plan** will provide essential information advice and reassurance in the first few hours – the very time when the public are likely to be most in danger and most in need of information about what is happening or what they need to do to protect themselves.

Any message advising shelter should follow the "**Go in, Stay in, Tune in**" format.

Holding Statements

During a major emergency it will be crucial to get accurate and timely information out to the public. However, during the early stages of the emergency it may be necessary to issue a 'holding statement' until a clearer picture has evolved.

The **NRF Major Incident Communications Plan** has examples of generic holding statements which can be used for various emergency scenarios.

Broadland District Council - Customer Enquiries & Staff Briefings

It is likely that many customer enquiries relating to the emergency will come via the council's main phone number (01603 431133) and visits to the main reception.

It is therefore important that a comprehensive briefing note should be produced allowing council staff to give up to date information to the public.

The briefing note should be put together by the Marketing & Communications Manager in conjunction with guidance from the Multi-Agency Strategic Co-ordinating Group (SCG) if one has been established and the Emergency Planning Manager.

An example of the briefing note is shown at Appendix B

Social Media

Experience following recent UK emergencies has shown just how quickly information (good and bad) can circulate through the use of social media.

Channels such as Facebook & Twitter allow photos, videos, text and voice messages relating to an emergency to be distributed globally via the internet within seconds.

This offers emergency responders convenient access to real time information but also brings significant challenges in quickly redressing mis-information, rumour and speculation.

The NRF Major Incident Communications Plan provides guidance on engaging with social media during emergencies.

Broadland District Council has active Facebook and Twitter pages which are being used on a growing basis by local residents.

The Marketing & Communications Manager will be responsible for ensuring appropriate social media content is produced during an emergency and that channels are properly monitored to provide timely responses to requests for information by the public.

NRF Norfolk Prepared Smartphone App

In addition to the above the Norfolk Resilience Forum has developed an App which can be used to relay up to date information during an emergency. This information will be produced by the NRF in accordance with SCG guidance.

Further information on the Norfolk Prepared App can be found at the Norfolk Resilience Forum Website.

www.norfolkprepared.gov.uk

4 Finance

Whilst it may be possible to deal with smaller emergencies using normal day to day procedures, larger emergencies will sometimes require significant financial commitment from the council.

This could come in the form of extra equipment and supplies required at rest centres through to long term support required by affected communities during the recovery period.

It is therefore important to make sure that financial impacts are considered from the outset.

The Head of Finance & Revenue Services will work closely with the Chief Executive to ensure that appropriate resources are made available so that the council can respond effectively.

This will include the activation of specific emergency financial codes allowing all emergency expenditure to be properly accounted for.

The Bellwin Scheme

Where the financial impacts of an emergency are particularly severe the council may be able to re-claim a proportion of its costs through the Bellwin Scheme. The scheme is operated by the UK Government and is accessed via DCLG.

Further guidance on the scheme can be found in the following briefing paper <http://www.parliament.uk/briefing-papers/SN00643/the-bellwin-scheme>

5 Emergency Management and Control Rooms

The Emergency Planning Incident Room (Basement Meeting Room) can be used as a Broadland District Council co-ordination centre when responding to emergency incidents.

The Emergency Planning Incident Room can be used for SEMT & TEMT meetings as required. These meetings will take precedence over any existing meetings which will be cancelled with immediate effect.

During an emergency no further bookings should be taken for this room until the emergency response is stood down.

Emergency Maps: Hard copies of Broadland area maps can be found in the filing cabinet located in the basement meeting room.

Other Equipment: The room also has the following equipment:

- Networked PC and permanently connected data projector
- 16 phone & network points
- Portable digital radio
- Flipchart and pens
- Magnetic flipchart clips and wall rail

Depending on the nature of the emergency, support from the BDC IT Team may be required to establish extra functionality within this room.

Multi-Agency Use

During certain emergencies it may be advantageous to co-ordinate the multi-agency emergency response from BDC offices.

The Emergency Planning Manager will work with the Facilities Team to organise appropriate facilities including:

- Guest Wi-Fi access
- IT and AV support
- Suitable meeting rooms with break out rooms if necessary
- Catering
- Out of hours access
- Car Parking
- Communications

Many Local Authority offices now have locally based staff from NCC Childrens' Services and Police Early Help Hub with direct access to their own systems. This can assist response activities such as identifying and assisting vulnerable people.

6 Rest Centres

A Rest Centre is for the shelter of people temporarily displaced by an incident. It serves as a place of safety for those who have been evacuated from their home, work or other place or are unable to return to that place, but who are essentially uninjured and not directly affected by the incident.

BDC has identified and established agreements with premises throughout the District to be used as Rest Centres. Most of the premises are high schools.

Each site has its own rest centre plan which is regularly reviewed by the Emergency Planning Manager along with premises staff.

Training is offered to volunteer Rest Centre staff to maintain the relevant knowledge and skills.

Each designated Rest Centre has an emergency Rest Centre Box stored on the premises. This includes all stationery, signage, registration books and badges, incident log and equipment required to run a Rest Centre. Volunteer staff are made aware of the Box contents and how to use them.

British Red Cross Support Staff

BDC has an MOU with the British Red Cross for the provision of rest centre support staff volunteers

This offers significant benefits in terms of organisational resilience and response times as rest centre staff have traditionally been drawn solely from within BDC putting pressure on resources which may already be stretched in dealing with operational emergency issues.

Requests for Rest Centre support should be made via the British Red Cross East Anglia 24 hour emergency pager system:

See Appendix F – Emergency Services & Other Useful Contacts

Rest Centre Manager

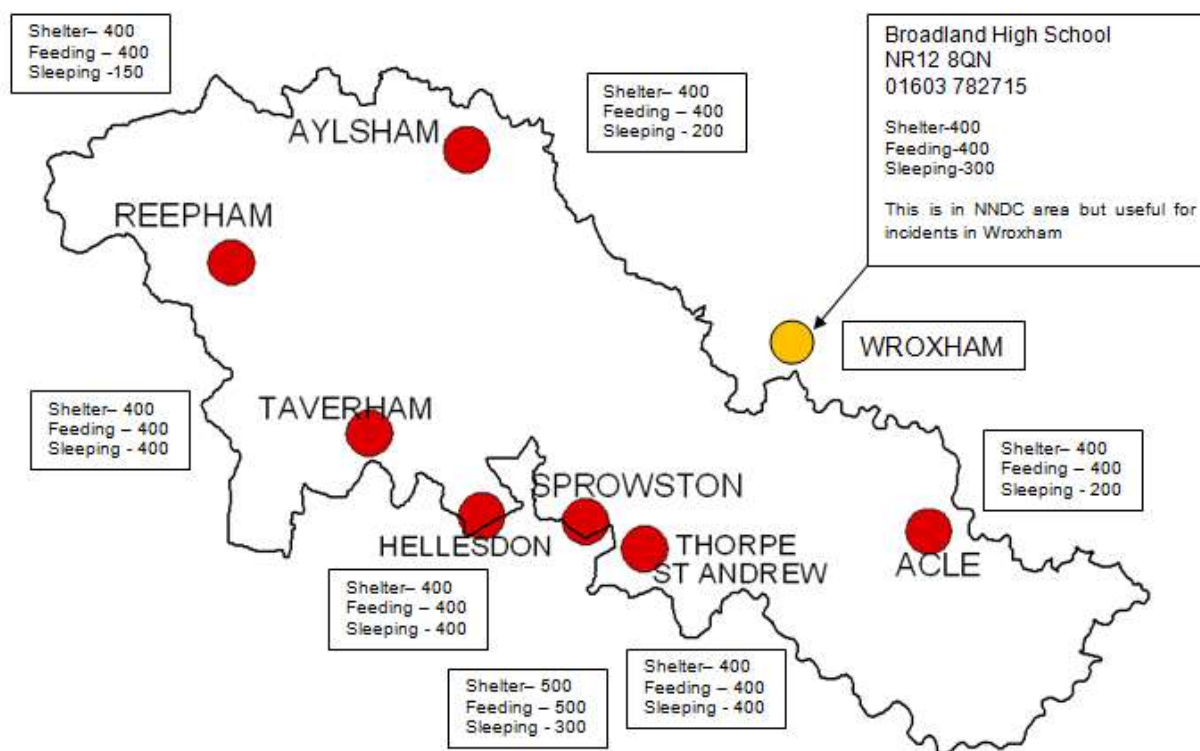
Provision and management of the rest centre is a local authority responsibility. The Emergency Planning Manager holds a list of trained BDC staff available for deployment as a rest centre manager.

24hr contact details for rest centre managers are included within Appendix C. The initials RCM denote Rest Centre Manager.

Broadland Rest Centre Details

Rest Centre	Tel. No.	Shelter Capacity	Feeding Capacity	Sleeping Capacity
Acle Academy	01493 750431	400	400	200
Aylsham High School	01263 733270	400	400	200
Hellesdon High School	01603 424711	400	400	400
Reepham High School & College	01603 870328	400	400	150
Sprowston Community High School	01603 485266	500	500	300
Taverham High School	01603 860505	400	400	400
Thorpe St Andrew High School	01603 497711	400	400	400
Totals:		2900	2900	2050

Broadland Rest Centre Locations



Rest Centre Support from other Authorities

Should evacuees need to be directed to rest centres outside of the BDC area this can be achieved via mutual aid support from neighbouring local authorities.

The emergency planning manager will liaise with local authority colleagues to arrange this if necessary.

For emergencies in the north east of the District (Wroxham) the nearest Rest Centre is located at Broadland High School, Tunstead Road, Hoveton within the North Norfolk District Council area.

Rest Centre capacity of Broadland High School:

Shelter:	400
Feeding:	400
Sleeping:	300

Broadland High School Main Contact Number

01603 782715

Note: To activate the above rest centre call Richard Cook NNDC Civil Contingencies Manager – See Appendix E

Non designated rest centres

In certain circumstances pre-arranged rest centres may not be suitable. If this is the case the emergency planning manager will work with the emergency services and community emergency contacts to establish an improvised rest centre at a suitable venue such as a village hall, community centre or public house.

Emergency Equipment

Broadland District Council has a joint store of emergency equipment (beds, blankets, pillows, wash kits etc) with Norwich City Council located at the NORSE Commercial Services depot on Fifers Lane.

This equipment is available for use by both authorities on the understanding that stock will be replenished on a like-for-like basis and jointly procured.

Any emergency equipment deployed should be recorded on the log sheet in the store room.

Under local mutual aid agreements rest centre equipment may also be deployed to other local authorities affected by an emergency and replenished on a like for like basis.

For NORSE contact details See Appendix F – Emergency Services & Other Useful Contacts

7 Operational Responses




7.1 Flood

BDC receives Flood Guidance Statements from the Flood Forecasting Centre. The statements give an indication of the risk of different forms of flooding including surface water and tidal flooding. Refer to the NRF Multi-Agency Tactical Flood Plan for details of the multi-agency response to a major flood in the District and the role of BDC in that response. Specific details on responding to a flood in Broadland District can be found in Part 2 Section 1.

BDC is also signed up to the Environment Agency (EA) Floodline service. Everyone with landline phones living in an EA designated flood zone will automatically receive flood warnings and severe flood warnings when issued. Flood Alerts are not issued to residents unless they make a specific request.

Broadland District Council receives Environment Agency flood alerts and flood warnings in the following way.

Emergency Planning Manager	Email, SMS Text
Out of Hours Duty Officer	SMS Text
Environmental Services Dept (Technical Support Team)	Email which is forwarded to dept.

 <p>FLOODING IS POSSIBLE. BE PREPARED</p>	<p>The Flood Alert stage is to warn people of the possibility of flooding and encourage them to be alert, stay vigilant and make early preparations for flooding.</p> <p>Used two hours to two days in advance of flooding.</p>
 <p>FLOODING IS EXPECTED. IMMEDIATE ACTION IS REQUIRED</p>	<p>The Flood Warning stage is to warn people of expected flooding and encourage them to take action to protect themselves and their property. Customers should only receive one Flood Warning telling them to take action.</p> <p>Used half an hour to one day in advance of flooding.</p>
 <p>SEVERE FLOODING. DANGER TO LIFE</p>	<p>The Severe Flood Warning stage is to warn people of a significant risk to life, or significant disruption to communities, and encourage them to take action to protect themselves and follow the advice of the emergency services.</p> <p>Significant risk to life means that death or serious injury is a likely risk for people in the area, rather than just a possible risk.</p> <p>Used when flooding poses a significant threat to life.</p>

The Broads

The Broads form a complex system of waterways in east Norfolk comprising the tidal rivers Waveney, Yare, Bure, Ant and Thurne which can only drain out into the North Sea at Great Yarmouth.

Tidal reaches of rivers in the Broads are particularly susceptible to tidal surges along the East coast especially when high water affects the ability of fresh water to drain to the sea, or salt water is forced deeper into fluvial systems.

Should this type of flooding occur or be forecast, the need to provide a comprehensive strategic response using significant levels of personnel and equipment will be vital.

A significant East Coast Tidal Surge is likely to be declared a major incident with a full SCG, TCG and Operational response structure established in the period leading up to the high tide.

During such an event the BDC Emergency Response Plan will be activated in tandem with the NRF Tactical Flood Response Plan Parts 1 and 2.

Part 2 of the above plan contains detailed community flood risk summary sheets relating to Environment Agency flood warning zones for each district.

The BDC area has 11 such zones and during a flood emergency the emergency planning manager will liaise with the Environment Agency Duty Officer to ascertain the specific risks for affected communities.

7.2 Severe weather

The Met Office provides a range of services that help authorities prepare for and respond to emergencies that are caused or influenced by the weather. Linked to these services is additional information co-ordinated through a regional Public Weather Service (PWS) Advisor who can be called upon to provide advice and clarification of information and implications of forecasts when required.

BDC Actions

Severe weather warnings, alerts and PWS advisories are received by the emergency planning manager and relayed to relevant service managers as appropriate.

Actions by managers will be based on their own Service and Business Continuity plans. Summaries of responses to severe cold weather and heatwave are included under the relevant headings below.

Hazard Manager

Hazard Manager is a one-stop information source web portal for the emergency response community, allowing access to services in one location, using a single username and password. It is designed to supplement the role of the Public Weather Service (PWS) Advisors.

The Emergency Planning Manager monitors Hazard Manager and will forward relevant information to appropriate staff.

All existing web services to the Response Community from the Met Office and Flood Forecasting Centre are being moved across to Hazard Manager.

Services currently available on Hazard Manager:

- Flood Forecasting Centre with Extreme Rainfall Alert updates
- Interactive Map Viewer with weather information
- National Severe Weather Warning Service
- Emergency Support

Flood Forecasting Centre

The Flood Forecasting Centre (FFC) is a partnership between the Environment Agency and the Met Office, combining meteorology and hydrology expertise to forecast for river, tidal and coastal flooding as well as extreme rainfall which may lead to surface water flooding.

Flood Guidance Statement (FGS)

Daily Flood Guidance Statements provides information for Category 1 and 2 responders to inform planning decisions. It presents an overview of the flood risk across England and Wales over five days and identifies possible severe weather, which could cause flooding and significant disruption to normal life.

National Severe Weather Warning Service (NSWWS)

The Met Office National Severe Weather Warning Service (NSWWS) issues warnings regarding impending severe weather and motoring conditions within the UK. A risk assessment is included within the warning messages so that recipients can understand the potential implications for the expected weather. These messages are received by the emergency planning manager and forwarded to relevant staff as required. All staff and members of the public are informed through scheduled weather bulletins via the media.

Types of warnings:

Advisory of severe or extreme weather
These advisories are issued by 1300 daily as routine, though they may be updated at other times if required. They indicate confidence of expected severe or extreme weather. Early warnings and Flash Warnings supersede advisories when confidence levels are 60% or greater
Early warnings of severe or extreme weather
These are issued when the Met Office has 60% or greater confidence that severe weather is expected in the next few days
Flash warnings of severe or extreme weather
These are issued when the Met Office has 80% or greater confidence that severe weather is expected in the next few hours. If warnings have been issued, click on the region affected to see more detail

7.2.1 Severe cold weather

The Cold Weather Plan for England has been drawn up to reduce winter deaths by raising public awareness and triggering actions in the NHS, social care and other community organisations to support vulnerable people who have health, housing or economic circumstances that increase their risk. The plan is also intended to mobilise communities and civil society to help their neighbours, friends and relatives to protect against avoidable harm to health in winter.

The full plan can be found at:

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digital_asset/dh_130926.pdf

The plan works through a system of cold weather alerts – linked to the existing winter weather warning system developed by the Met Office – which will trigger appropriate actions up to a major incident.

The Cold Weather Plan sets out actions at four Cold Weather Alert levels. Specific actions are explained in more detail in the plan:

Cold Weather Plan levels	
Level 1	Long term planning <i>All year</i>
	Winter preparedness programme <i>1 November – 31 March</i>
Level 2	Severe winter weather is forecast – Alert and readiness <i>60% risk of severe cold in the following days</i>
Level 3	Response to severe winter weather – Severe weather action
Level 4	Major incident – Emergency response <i>Exceptionally severe weather or threshold temperatures breached for more than six days</i>

BDC has general duties under the Civil Contingencies Act 2004 to warn and inform the public before, during and after an emergency. In the case of cold weather, BDC can assist colleague agencies, especially health related agencies through the Norfolk Resilience Forum, to provide advice to residents and staff before and during severe winter weather. “Keep Warm Keep Well” materials are available to support communication with staff and the public.

A Level 4 alert indicates a major incident. As well as impacts on the health sector there will be wider affects that can impact on the delivery of BDC services:

- Transport infrastructure – roads, rail and public transport
- Power supplies – there are plans to manage high demand but localised power cuts are possible.
- Schools - often close or send pupils home early in bad weather, sometimes putting a strain on staff childcare arrangements.

- Water supplies – may be impacted due to freezing conditions and loss of power for pumping water.

Whilst the council may be requested to support colleague agencies, internal Business Continuity plans will need to take into account severe cold weather to ensure a minimum service level can be delivered.

7.2.2 Heatwave

The Heatwave Plan for England sets out what should happen before and during periods of severe heat in England. It spells out what preparations both individuals and organisations can make to reduce health risks and includes specific measures to protect at-risk groups.

Norfolk Resilience Forum will have a role in supporting the delivery of this plan at a local level on preparations and response to a heatwave, working closely with health and wellbeing boards on longer term strategic planning.

The arrangements identify what needs to be done by health and social care services and other bodies to raise awareness of the risks relating to severe hot weather and what preparations both individuals and organisations should make to reduce those risks.

The plan also explains the responsibilities at national and local level for alerting people once a heatwave has been forecast, and for advising them how to respond and what to do during a heatwave.

A Heat-Health Watch system operates from 1 June to 15 September, based on Met Office forecasts, which triggers levels of response. However, a significant proportion of excess summer deaths occur before the health heatwave alert is triggered, which emphasises the importance of long term planning.

The health heatwave alert system is based upon temperature thresholds. There are regional variations due to the relative adaptation to heat. The threshold temperatures for Eastern England are:

- Day time temperature of 30°C or more
- Night time temperature of 15°C or more

Full details can be found in the [Heatwave Plan for England](#).

The Dept of Health page above also includes a large print version of the National Plan and the following documents:

- [Heatwave: looking after yourself and others during hot weather \(2010\)](#)
- [Heatwave: supporting vulnerable people before and during a heatwave - advice for health and social care professionals \(2010\)](#)
- [Heatwave: supporting vulnerable people before and during a heatwave - advice for care home managers \(2010\)](#)

Extended heatwaves may impose an additional demand on some BDC services as well as impacting on the ability of BDC to deliver those services. The following table indicates potential BDC Service Area Responses to a Heatwave.

Service	Response
All relevant services listed below	Raise awareness of the National Heatwave Plan among managers and staff highlighting preparedness and response measures to extreme heat.
Human Resources	Provide corporate advice and direction, in consultation with the Executive Management Team and the BDC Health & Safety Advisor, for managers and staff in response to potential or actual extreme heat conditions.
BDC Premises Management	<p>Long term preparedness: suitable comfort areas & cooled drinking water</p> <p>Short term: ensure adequate ventilation & monitor comfortable working environment</p>
Services for Older People	<p>Assess and respond to the potential effects of a heatwave on service users. Identify clients where possible who are at particular risk from extreme heat and monitor. Raise awareness among staff, service users, carers and those at risk of the dangers of heat, how to keep cool and put simple protective measures in place.</p> <p>Review surge capacity and the need for, and availability of, staff support in the event of a heatwave.</p> <p>Consult and action the DH Heatwave Plan procedures.</p>
Environmental Health	<p>Respond to requests for advice to residents on managing heat levels in homes. Refer to NHS advice: http://www.nhs.uk/livewell/summerhealth/pages/heatwave.aspx</p>
Housing	<p>Respond to requests for advice to tenants on managing heat levels in homes. Provide information through Housing Offices and Estate Managers by referring to NHS advice: http://www.nhs.uk/livewell/summerhealth/pages/heatwave.aspx</p>
Tourism	Events to be encouraged to take into account the dangers of heat by ensuring the adequate provision of shade, cold water and information for individual protection.
Member Services	Civic functions and events hosted by BDC to take into account the dangers of heat by ensuring the adequate provision of ventilation, cold water and information for individual protection.
Reception	<p>Refer enquiries to local NHS public health advice: http://www.nhs.uk/livewell/summerhealth/pages/heatwave.aspx There is a link to the above advice from the “Emergencies” page on the BDC website.</p>

Climate Change

The impacts of a changing climate are likely to result in the increased frequency of severe weather events such as those described above over the coming decades. By considering these impacts this emergency plan helps to form part of the council's climate change adaptation response.

7.3 Power outage

For information on a power cut contact UK Power Networks:

0800 31 63 105 (from a Landline)

0333 32 32 105 (from a mobile)

Have details of postcode or address of properties or the area affected.

If unable to get through on the above number or clarification of the situation and more detailed information is required there is a confidential number for emergency use by local authorities which must be used sparingly when there is a significant power outage. This number is held by the Emergency Planning Manager.

The Emergency Planning Manager works closely with Town and Parish Councils and Community Groups to encourage the development of Community Resilience Plans. This process assists in identifying vulnerable members of the community who may require additional assistance during incidents such as utility failures.

If an incident has the potential to be protracted, the emergency planning manager will liaise with the utility provider to ascertain when the supply will be restored and to ensure registered vulnerable members of the community receive the appropriate assistance.

The emergency planning manager will liaise with Community Emergency Co-ordinators to ensure information on the power outage is passed onto affected residents and information regarding the situation on the ground is relayed back to the council and, if necessary, onto UK Power Networks. Contact details for local community emergency co-ordinators are in Community Resilience Plans which are held by the Emergency Planning Manager.

7.4 Road traffic congestion

Police Traffic Management will cooperate with NCC Highways, the Highways Agency and their contractor (Atkins) to manage traffic disruption.

The maintenance and management of the following roads is the responsibility of the Highways Agency (24hr customer information line: 0300 123 5000):

- A47 from A1 Wansford to Great Yarmouth

NCC & Norwich City Highways are responsible for all other routes.

Road diversion plans exist for routes which have been risk assessed as requiring contingency plans. Notably these include:

- Closure of the A47 Acle Straight

This can occur during east coast tidal surge incidents as the road is vulnerable to flooding. Access to Great Yarmouth during an east coast tidal surge will be restricted by the Police for safety reasons but may be allowed via the following routes

To the north - A1064 via Acle Bridge

To the south - A143 Beccles Road A12 Western Bypass

BDC may assist partners in disseminating information in collaboration with Community Resilience groups to inform residents, businesses and motorists on traffic congestion problems, routes to avoid and timing for a return to normal traffic patterns.

7.5 Rail Incidents

Train Operating Companies, including Greater Anglia, have teams of trained volunteers equipped to respond to the needs of those affected in the hours and days immediately following a rail emergency. These are referred to as Rail Incident Care Teams.

In the event of an emergency involving a passenger train or station, Rail Incident Care Team members may be deployed to hospitals, Emergency Assistance Centres and train stations. Their aim is to work alongside and complement the efforts of other responding agencies, but uniquely among these, they are able to provide 'ownership' (in recognition that whatever the cause of the emergency, persons affected were customers of and hence the responsibility of the rail industry) and acknowledge/validate the loss suffered.

Rail Incident Care Teams can provide and/or fund/arrange the following for those directly involved along with their families and friends and those bereaved:

- Information (particularly that specific to the railway)
- Assistance with getting/keeping in touch with friends/family members e.g. access to phones or email
- Refreshments
- Accommodation
- Travel
- Purchase of basic personal items, e.g. toiletries, clothing
- Return/replacement of lost or damaged personal effects
- Signposting to other support agencies
- General emotional support

In the event of a major rail incident, the train operating company concerned will be seeking to make early contact with the relevant hospitals, local authorities and police to facilitate the rapid deployment and most effective use of Rail Incident Care Team members.

All members of Rail Incident Care Teams will carry a photo-ID card. They should be given all reasonable assistance in fulfilling their role of providing emotional and practical support to those affected. This could include:

- Being given access to passenger/casualty lists and contact information
- Being granted access to reception rest centres/the Humanitarian Assistance Centre/ hospitals
- Where possible, being provided with a private area they can engage with those they are seeking to assist
- Being represented on the body which takes responsibility for the overall humanitarian response

7.6 Norwich International Airport

The airport is situated 3.5 miles from Norwich city centre, predominantly in the local authority area of Norwich City Council but with the northern part of the site laying within the BDC area. The site is bordered on three sides by Broadland District Council's area. (Nearby communities include: Hellesdon, Horsford, Horsham St Faith, Spixworth, Old Catton)

The NRF Norwich International Airport (NIA) Integrated Emergency Plan details the actions to be taken in the event of an incident at the airport.

The main issues for BDC would be:

- Environmental impact (smoke plume, pollution)
- Activation of a Rest Centre should nearby communities be affected by an emergency (areas for passenger reception and family and friends are identified within the airport site).
- BDC representation may be required at a Tactical Coordinating Group (TCG) which is usually held in the NIA Terminal building.

BDC works closely with NIA and responding agencies via the NRF NIA Emergency Services Liaison Group to prepare for emergencies. This involves attending on-site meetings, consulting on emergency plans and taking part in regular training & exercising.

7.7 Briar Chemicals

Briar Chemicals (formerly Bayer Crop Science) is a large chemical production facility situated on Sweet Briar Road, (Norwich Ring Road), approximately 1.5 miles north- west of Norwich city centre in the local authority area of Norwich City Council. Due to the quantity of certain chemicals used and stored on the site, Briar Chemicals is classified as a 'top tier' site under the Control of Major Accident Hazards (COMAH) Regulations 2015.

The site is very close to the Broadland District Council boundary and an emergency could have impacts for the community of Hellesdon as well as nearby businesses such as supermarkets, retail parks and industrial units.

BDC works closely with Briar Chemicals and responding agencies via the NRF Briar Chemicals Emergency Services Liaison Group to prepare for emergencies. This involves attending on-site meetings, consulting on emergency plans and taking part in regular training & exercising.

7.8 Major Fire/Explosion

The emergency services will lead the response to a major fire or explosion. It may be necessary to evacuate nearby residents and BDC would assist in this by opening a suitable emergency Rest Centre (See section 6).

7.9 Infectious Disease Outbreak

A large scale outbreak of an infectious disease such as Pandemic Flu will principally be managed by Norfolk County Council & Public Health England. Input from BDC Environmental Health Officers may be required depending on the incident.

For more details see the PHE Norfolk, Suffolk and Cambridgeshire Joint Communicable Disease Incident/Outbreak Management Plan 2014.

7.10 Building Collapse & Dangerous Structures

Any emergency causing a building collapse or dangerous structure should be reported to CNC Building Control.

CNC provide the building control service to Broadland District Council, Norwich City Council and South Norfolk Council where their main office is based.

See Appendix F – Emergency Services & Other Useful Contacts

8 Community Resilience

During a major emergency the resources of the emergency services can be stretched sometimes resulting in delays getting to all those affected.

A growing number of communities in the Broadland area have produced their own Community Emergency Plans to enhance resilience during such incidents.

Following national guidance these plans help communities to organise resources such as volunteers, vehicles, equipment and skills so that when an emergency happens the local response is co-ordinated.

Each plan will look at a community's main risks such as flooding or isolation due to severe weather and put in place procedures to support people, especially those who may be vulnerable.

During an emergency the emergency planning manager will liaise with community emergency contacts to establish what support is needed and act as a link to the wider emergency response community.

A list of Community Emergency Plan Contacts can be found at Appendix D

9 Resilience Direct

ResilienceDirect provides a browser based tool to enable efficient and secure (accredited to Official Sensitive level) exchange of information during both routine planning and response to emergencies.

The collaboration tool will provide ready access to centrally stored information, including templates and good practice guidance, and enable timely communication of documents such as Commonly Recognised Information Pictures (CRIPS) and Situation Reports (SitReps). The tool supports strategic collaboration between partners locally, regionally, and within central government, including the Devolved Administrations. ResilienceDirect also supports applications for emergency planning and incident management.

Overall Aims of ResilienceDirect

- A secure software solution that will link the resilience community together at all levels from central government to regional/local responders
- To share Official Sensitive documents
- To support collaborative working
- To provide a level of standardisation and interoperability
- To enable timely communication and sharing of information
- To provide an easily affordable library of templates and information

ResilienceDirect can be accessed via any standard internet connection, but will require adherence to connection guidelines.

ResilienceDirect is operated by the UK Government Cabinet Office.

The emergency planning manager is the administrator for BDC's access to ResilienceDirect and can approve user requests as necessary.

10 Staff preparation and training

Staff briefings

Managers are to be made aware of the BDC Emergency Plan and any specific roles they may have through the inclusion of an emergency planning briefing in the induction process when joining the council. Refresher briefings for both managers and staff are to be run as the plan or circumstances change.

Briefings on specific emergencies will be held for relevant staff as, and when, required. For example, an all staff briefing on combating flu during an epidemic.

Emergency Management Training

Heads of departments, managers and relevant staff will be required to attend appropriate Norfolk Resilience Forum (NRF) operational, tactical and strategic emergency management training courses. BDC is a member of the NRF and courses are free to members.

Rest Centre Training

Staff recruited to support rest centres in the District will be required to attend Rest Centre training arranged by BDC and delivered by the British Red Cross.

Loggist Training

Suitable loggist training will be sourced through partner agencies.

The role of the emergency loggist is very important providing crucial support through the recording of key information at emergency management meetings

A number of BDC staff have been trained as loggists and will be assigned to support officers at both internal and external meetings and command groups when convened. BDC log books have been developed based on the training. Hard copies have been provided to loggist trained staff and additional copies can be printed as required.

Business Continuity Training

Suitable business continuity staff training will be sourced through partner agencies.

Appendix A – Integrated Emergency Management

A1 Civil Contingencies Act 2004

The Civil Contingencies Act 2004 places upon the District Council legal obligations in relation to local arrangements for civil protection. Under the Act the meaning of “emergency” is defined as:

- a) an event or situation which threatens serious damage to human welfare,
 - b) an event or situation which threatens serious damage to the environment,
- or
- c) war, or terrorism, which threatens serious damage.

Part 1 of the Act establishes a framework for civil protection at local level. This, together with accompanying guidance and regulations, gives clear expectations and responsibilities for front line responders at the local level to ensure they are prepared to deal with the full range of emergencies from localised incidents through to catastrophic emergencies. It divides responders into two categories.

A2 Category 1 Responders

- Local Authorities (including Broadland District Council, Norfolk County Council and other District Councils)
- Emergency Services (Fire, Police, Ambulance, MCA)
- Primary Care and Acute Trusts (including Great Yarmouth & Waveney and Norfolk NHS Trusts)
- Health Protection Agency
- Environment Agency.

A3 Category 2 Responders

- Utilities - Electricity, Gas, Water, Telecom
- Transport – Railway, Airport Operators, Harbour Authorities & Highways Agency
- Health and Safety Executive
- Strategic Health Authority.

As a Category 1 responder under the Civil Contingencies Act 2004 the Council has the following responsibilities:

- Risk assessment
- Business continuity management (BCM)
- Emergency planning
- Maintaining arrangements to warn, inform and advise the public

A further duty which applies to local authorities under the Act is the provision of advice and assistance to the commercial sector and voluntary organisations.

Co-operation and information sharing are essential to achieving the overall duties. The principal mechanism for multi-agency co-operation in Norfolk is the Norfolk Resilience Forum (NRF). Membership of the NRF includes Category 1 & 2 responders and other key agencies.

The Norfolk Resilience Forum (NRF) is required to produce and keep up to date a Community Risk Register which is available on the NRF website: <http://www.norfolkprepared.gov.uk/>. The register identifies priorities for emergency planning based on a collective assessment of risk.

A4 Risks within Broadland District

The Norfolk Resilience Forum Community Risk Register gives details of risks identified within the county. The main risks are:

Very High

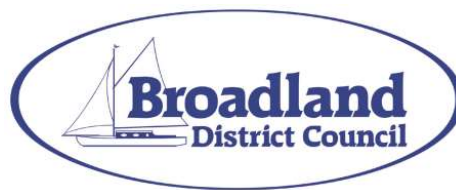
- Fires at Waste Sites
- Flooding (Tidal) - Major coastal and tidal flooding affecting parts of more than 2 UK regions
- Human Health – Pandemic Flu

High

- Severe/extreme weather conditions – Storms and Gales

Appendix B – Staff Briefing Note

Broadland Staff Emergency Briefing Note



Incident:	Any incident ABC
Date:	Friday 07 th December 2012
Brief Number:	001
Time:	10:30hrs

Overview of Incident

An incident has happened at XYZ location
Emergency Services are in attendance.

Current Situation Report

The incident has caused significant damage to the surrounding area.
The police are conducting an evacuation of affected properties.

Broadland Message

We are doing all we can to assist the emergency services and help affected families, individuals and businesses during this difficult time.

We have opened an emergency rest centre at **Anytown High School** to provide temporary accommodation and support for people affected by the incident and we are working closely with the Red Cross to make sure everyone is well looked after.

If you are worried about someone who may have been involved in the emergency or need more information please contact Norfolk Police on 01603 ??????

You can also visit www.norfolkprepared.gov.uk for further information which will be regularly updated.

Key Contacts

Insert as appropriate.

Notes