



Epsom and Ewell Borough Council Emergency Plan

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PART 2 – BOROUGH COUNCIL’S RESPONSE

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DISTRIBUTION

INTERNAL DISTRIBUTION

Job Title	Job Title
Chief Executive	Head of Corporate Risk & Resource Management
Secretary to the Chief Executive	Head of Financial Services
Director of Operations	Head of IT
Director of Finance	Head of Legal & Democratic Services
Director of Human Resources & Communication	Head of Revenues and Benefits
Directors' Secretary	Head of Consultation & Communications
Head of Policy	Facilities Manager
Head of Planning	Customer Services Manager
Head of Streetcare	Building Control Manager
Head of Housing & Personal Services	Environmental Health Manager
Head of Venues	Public Relations Manager
Head of Procurement & Projects	Incident Liaison Officers & Assembly Point Managers (x6)
Head of Regulatory Services	Assembly Point Managers (x3)
Head of Customer Services	Assistant Social Rest-Centre Managers (x3 — Cox Lane, Longmead Centre, Wells Social Centre)
Head of Operational Services	Town Hall Attendant

An electronic copy is held on:

~~1.~~ Accounts\$ on 'heracles' (O:)/Common/emergency planning/section 4 emergency planning/ emergency planning part 1- emergency plans/borough emergency plan/emergency plan.

~~2. The Borough Council's Local Incident Logging Application (LILA)~~

EXTERNAL DISTRIBUTION

1. Surrey County Council's Contingency Planning Unit.
2. An electronic copy is held on SurreyAlert (<http://alert.surreycc.gov.uk/> supporting information/emergency plans/local authority plans)

FOREWORD BY THE CHIEF EXECUTIVE

Epsom and Ewell is a safe place to live and work. Major incidents are fortunately rare, but we do have to be prepared for emergencies. We can look back over the last few years and identify events that have directly affected us here in Epsom and Ewell, such as the fuel crisis, flooding and Foot and Mouth. Our area is vulnerable to major transport accidents (road, rail and air) and to problems caused by severe weather. We, along with others, need also to plan for the possibility of a terrorist incident, whether here or nearby. Therefore, detailed and resilient emergency planning arrangements at a local and county level are required to secure an effective and timely response to an emergency or major incident.

Epsom and Ewell Borough Council is a member of Surrey's Local Resilience Forum, which comprises Chief Officers from the Emergency Services, Local Authorities, Health Protection Agency, the Strategic Health Authority and Primary Care Trusts, Environment Agency, Armed Services, Highways Agency and Government Office for the South East. Surrey's Local Resilience Forum partners work in collaboration to deliver and execute every stage of the emergency planning cycle to include planning, training, exercising and review.

It is important that we know what we would do if an incident occurred. This plan identifies the roles and responsibilities of Borough Officers in the event of an emergency or major incident and sets out the operational elements necessary for an effective response.

This plan is generic and complements plans created by Surrey's Local Resilience Forum, the emergency services and other emergency responders in Surrey. Joint planning, training and exercising will make sure that together we can react quickly to protect the residents, businesses and environment of our Borough.

David Smith
Chief Executive
Epsom & Ewell Borough Council

~~1 October 2007~~

1 August 2008

SECTION 1 - INTRODUCTION

1.1 EPSOM & EWELL BOROUGH COUNCIL EMERGENCY PLAN

1.1.1 The Civil Contingencies Act (2004) places a statutory duty on Epsom & Ewell Borough Council (the Borough Council) to maintain plans for preventing emergencies, and reducing, controlling or mitigating the effects of emergencies.

1.1.2 Surrey's overall response is planned and coordinated by Surrey's Local Resilience Forum. The Borough Council is one component of Surrey's integrated emergency response and its emergency response arrangements support those of other responders.

1.1.3 The Borough Council shares the responsibility for the local authority emergency response within its boundary with Surrey County Council.

1.1.4 The Borough Council's Emergency Plan is divided into a number of parts:

- a. **PART 1** is Surrey's Major Incident Plan. This key document summarises the joint emergency response arrangements in Surrey.
- b. **PART 2** (SECTIONS 1 to 7) is designed to allow Borough Council staff to understand how the Borough Council carries out its emergency response. Officers should read these sections at regular intervals. It is also available to the public.
- c. **PART 3** (SECTIONS 8 to 16) describes the roles of Borough Council staff (e.g. alerting, setting up and operating the Borough Emergency Control Centre, rest centre management, etc.). Part 3 has a limited distribution.

1.2 MULTI-AGENCY EMERGENCY PLANS

1.2.1 Multi-agency emergency plans relevant to the Borough Council's emergency response are listed at **SECTION 15 – MULTI-AGENCY EMERGENCY PLANS** and electronic copies are available on the SurreyAlert primary site (<http://alert.surreycc.gov.uk/>) [More information on SurreyAlert is in **SECTION 14 – COMMUNICATIONS**].

1.2.2 **SECTION 16 – SPECIAL MEASURES** outlines the Borough Council activities required to support specific emergencies.

1.3 RISK ASSESSMENT

1.3.1 The Civil Contingency Acts requires the Borough Council to have regard to the assessment of risks when deciding which plans are required.

1.3.2 The Surrey Community Risk Register

Surrey's Local Resilience Forum has created Surrey's Community Risk Register to provide public information about the hazards that exist within Surrey and the control measures that are in place to mitigate their impact. Surrey's Community Risk Register is available on the SurreyAlert public website (<http://www.surreyalert.info>).

1.3.3 The Risks Facing Epsom & Ewell

The Borough Council has analysed Surrey's Community Risk Register and concluded that:

- a. The response to most hazards is coordinated by a multi-agency Strategic Coordinating Group with Borough Council support.
- b. Its response to most emergencies is covered by the Borough Council's Emergency Plan and its Business Continuity Plan.
- c. Some hazards require special measures to be put in place to supplement this plan. Details of these measures are at **SECTION 16 – SPECIAL MEASURES**.

1.4 BUSINESS CONTINUITY

The Borough Emergency Plan does not cover issues related to business continuity, which is managed through a separate process, although during the emergency response business continuity will be monitored as set out in the Borough Business Continuity Plan.

SECTION 2 - MISSION

2.1 AIM

The aim of this plan is to provide guidance for the Borough Council's response to an emergency.

2.2 OBJECTIVES

2.2.1 The Emergency Plan:

- a. Describes the alerting procedure.
- b. Describes the procedures for opening and operating the Borough Council's Emergency Control Centre.
- c. Describes the main functions and responsibilities of the Borough Council's Emergency Management Team in the early stages of an emergency.
- d. Gives guidance on the recovery process.

2.2.2 Once the scale of the emergency is known, the Borough Council's Emergency Management Team will be able to modify the Borough Council's response.

SECTION 3 - EXECUTION

3.1 GENERAL OUTLINE

3.1.1 Declaration of a major incident

- a. If the emergency is sufficiently serious, it is declared a major incident by one of the emergency services or emergency planning representative from the Health Service or Surrey County Council.
- b. The Borough Council is unlikely to declare a major incident.

3.1.2 Notification

The agency declaring a major incident notifies its partners who activate their own emergency response procedures.

3.1.3 Phases of an Emergency

a. Initial Response

The initial response involves the protection of life, property and the environment. The emergency services (police, fire & rescue service and ambulance service) have the prime responsibility supported by Surrey County Council, the Borough Council and other agencies.

b. Consolidation

The emergency services consolidate procedures and measures implemented in the initial response whilst the local authorities and others begin to play an increasing role by providing a wide variety of support, resources and services.

c. Recovery

This phase concentrates on the welfare of people and the restoration and maintenance of normal services. Primary responsibility shifts from the emergency services to the Borough Council and other agencies.

d. Restoration of Normality

Those seriously affected by the emergency need continuing aftercare and welfare support. The environment may need to be restored and normal services reinstated. At this stage the Borough Council and other non-emergency service agencies assume primary responsibility.

3.1.4 Joint Command and Control

Emergency responders use a pre-defined command and control structure consisting of three levels; Operational (BRONZE), Tactical (SILVER) and Strategic (GOLD). The strategic command structure is coordinated by Surrey Police. Surrey County Council and the Borough Council are represented on these groups as shown in Table 1.

		RESPONSIBILITIES	LOCAL AUTHORITY ROLE
STRATEGIC COMMAND	GOLD	Strategic command of the major incident is co-ordinated by the Police through a Strategic Co-ordinating Group. Other emergency services and local authorities send senior officers who have the appropriate authority to agree upon policy and strategic direction for managing the incident. GOLD is generally established at Surrey Police's headquarters.	Surrey County Council provides a member of its Management Team and an officer from the Contingency Planning Unit at GOLD whether or not it is the nominated lead authority. It is unlikely that the Borough Council is required to provide a representative at GOLD.
TACTICAL COMMAND	SILVER	Tactical commanders concentrate on the overall management of the major incident. SILVER is located close to the scene and it decides on the hour-by-hour priorities in planning, allocating resources and coordinating when tasks are to be undertaken. When an incident has several scenes there may be several SILVERS.	The Borough Council provides the local authority representative (the Local Authority Incident Liaison Officer) at SILVER.
OPERATIONAL COMMAND	BRONZE	This is the front line level of command for each of the emergency services at the scene or scenes of a major incident. Each service nominates an operational commander who controls and deploys the resources available within a sector or specific role, and implements the decisions of the tactical commander.	It is unlikely that a permanent Borough Council representative is required at BRONZE, although specialists from either the County Council or the Borough Council may be called to give operational advice to a BRONZE commander.

TABLE 1 – GOLD, SILVER & BRONZE

3.1.5 Borough Council Response

The Borough Council:

- a. Supports the emergency services (professional advice on structures, environmental health issues, etc.).
- b. Assists people in distress (rest centres, looking after friends and relatives, setting up help lines, emergency feeding).
- c. Coordinates the activities of local authorities and other agencies.
- d. In consultation with the Police and Surrey County Council, releases information to the media and advice to the public.
- e. Maintains and restores local authority services (advice and support to the community).
- f. Rebuilds the physical and social infrastructure of the local community (structures, disaster funds, community leadership, memorial events).

3.1.6 Borough Emergency Management Team

The Borough Emergency Management Team manages the Borough Council’s emergency response from its Borough Emergency Control Centre. It also ensures that, wherever possible, it maintains normal services. The Borough Emergency Management Team consists of the Chief Executive, the Service Directors supported by heads of services, the District Emergency Planning Liaison Officer and other key staff.

3.1.7 Surrey County Council

If it has sufficient people, Surrey County Council is represented at the Borough Emergency Control Centre by a member of the Contingency Planning Unit. Representatives of Surrey County Council’s other services are not normally represented at the Borough Emergency Control Centre.

3.1.8 Lead Local Authority

If the emergency involves only the Borough Council then it becomes the lead local authority. If more than one borough/district is involved in the emergency response then Surrey County Council will assume the role of lead local authority in Surrey.

3.2 TASKS

3.2.1 Borough Emergency Management Team

- a. The Borough Emergency Management Team is set up as shown in Figure 1.

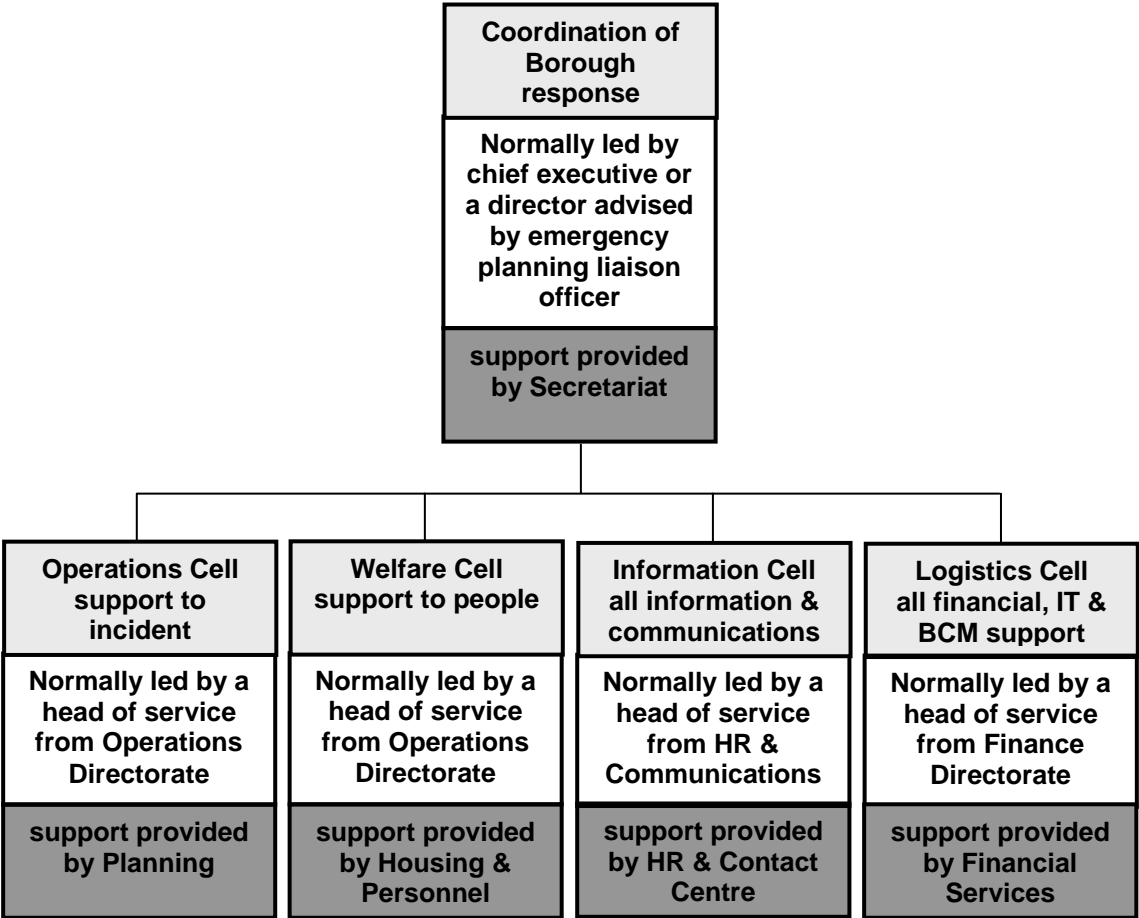


FIGURE 1 –THE BOROUGH EMERGENCY MANAGEMENT TEAM

- b. Details of the Cells' initial actions are in **SECTION 10 – OPERATION OF BOROUGH EMERGENCY CONTROL CENTRE.**

3.2.2 Local Authority Incident Liaison Officer/~~Assembly Point Manager~~

- a. As soon as possible after notification, the Borough Emergency Management Team appoints a Local Authority Incident Liaison Officer and ~~assistant~~ **Assembly Point Manager** and sends them to the Incident Control Point (SILVER).
- b. The role of the Local Authority Incident Liaison Officer is to be the eyes and ears of the Borough Emergency Management Team and he/she is required to:
- Liaise with the Police Incident Commander.
 - Identify what support the emergency services needs.
 - Provide information to the Borough Emergency Management Team.
- ~~b.~~ A Local Authority Incident Liaison Officer's aide memoire is at **SECTION 11 - LOCAL AUTHORITY INCIDENT LIAISON OFFICER'S AIDE MEMOIRE.**
- c. The Assembly Point Manager is responsible for the welfare of the evacuees/survivors at the Assembly Point. Responsibilities of the Assembly Point Manager are set out in **SECTION 12 – REST CENTRE OPERATIONS.**

3.2.3 Rest Centre Manager/~~Assembly Point Manager~~

If residents are evacuated from their homes, they are moved to a rest centre. Details of identified rest centres and responsibilities are at **SECTION 12 – REST CENTRE OPERATIONS.** In outline:

- a. The Welfare Cell identifies the location of a rest centre and nominates a rest centre manager.
- b. The Rest Centre Manager opens and manages the nominated rest centre.
- ~~c. The Assembly Point Manager is responsible for the welfare of the evacuees/survivors at the Assembly Point.~~

3.2.4 Specialist Officers

Depending on the nature of the emergency, specialist officers (e.g. building control officers, environmental health officers) may be required to go to SILVER or BRONZE to give specialist advice.

3.2.5 Elected Members

Elected members have no formal role in the emergency response. They support the Borough Emergency Management Team by linking with the residents they represent. The Coordinator will link with the Group Chairman and/via the Strategy and Resources Committee as required.

3.2.6 Voluntary Organisations

3.2.6 Voluntary Organisations

- a. Voluntary groups have an important role to play in supporting the responding organisations and the community during an emergency.

- b. Links with the British Red Cross, St John Ambulance, WRVS and RAYNET (paragraph 5.2.4) are maintained through Surrey's Local Resilience Forum. During an emergency they are contacted by Surrey County Council's Contingency Planning Unit on behalf of the Borough Council.
- c. There are many other voluntary organisations that deliver a wide range of services crucial to Epsom & Ewell. Their knowledge and skills in dealing with day to day problems, will help people in distress following a disaster. When required, they will be contacted by Epsom & Ewell Borough Council.
- d. Individuals who offer to assist in the emergency response should be directed to the voluntary organisations which are better placed to co-ordinate their activity.

3.2.7 Utilities

The emergency contact numbers for utilities are held on the IRIS telephone number database. ~~In the Borough's Local Incident Logging Application and in paper copies held by the key officers indicated in SECTION 8 – ALERT PROCEDURES.~~

3.2.8 Faith Communities

Local faith groups are likely to make their own response to an emergency. However, if the Borough Council needs extra support it should contact Surrey County Council's Contingency Planning Unit.

3.2.9 Armed Services

If the Borough Council requires assistance from the Armed Services it should contact Surrey County Council's Contingency Planning Unit.

SECTION 4 - COORDINATING INSTRUCTIONS

4.1 ALERTING

4.1.1 There are two types of emergency:

- a. One that happens without warning such as a train crash.
- b. One that builds gradually over a period of time such as flooding.

4.1.2 Emergencies that Occur without Warning

- a. The call for local authority involvement comes from Surrey County Council's Contingency Planning Unit or Surrey Police (from the local division). They are instructed to inform:

1. The Contact Centre – during working hours.
2. The Guildford Alarm Centre – out of working hours.

The Contact Centre or Guildford Alarm Centre will alert the relevant officers as shown in **SECTION 8 – ALERT PROCEDURES**.

- b. If the Borough Council is alerted by any other agency, the officer receiving the call is to contact Surrey County Council's Contingency Planning Unit to confirm that other partners are aware of the situation.

- c. If any other officer receives this initial call, he/she is alert the relevant officers as shown in **SECTION 8 – ALERT PROCEDURES** as soon as possible.

4.1.3 Emergencies that Develop over Time

For emergencies that build over a period of time, discussions take place between the District Emergency Planning Liaison Officer and Surrey County Council's Contingency Planning Unit about the action to be taken.

4.1.4 Actions

- a. The first officer receiving the alert call:
 - Should obtain the information set out in the check list at **SECTION 8 – ALERT PROCEDURES**.
 - Alert all directors/cell leaders of the Borough Emergency Management Team as set out in **SECTION 8 – ALERT PROCEDURES**.
- b. Directors/cell leaders alert members of their functional cells as set out in **SECTION 8 – ALERT PROCEDURES**.
- c. The Chief Executive or his nominated deputy authorises the opening of the Borough Emergency Control Centre. Unless otherwise told, members of the Borough Emergency Management Team are required to be at the Borough Emergency Control Centre within 2 hours of being alerted. Once the full scale of the incident is known the Coordinator can adjust the composition of the Borough Emergency Management Team to suit the situation.

4.2 OPENING THE BOROUGH EMERGENCY CONTROL CENTRE

4.2.1 The Borough Emergency Control Centre is located in Committee Room 1 in the Town Hall. An alternative Borough Emergency Control Centre is located in Bourne Hall **or Elmbridge Borough Council's Civic Centre**.

4.2.2 Instructions for opening the Borough Emergency Control Centre are at **SECTION 9 – OPENING BOROUGH EMERGENCY CONTROL CENTRE**.

4.3 OPERATION OF THE BOROUGH EMERGENCY CONTROL CENTRE

4.3.1 Responsibilities

- a. The first officers to arrive at the Borough Emergency Control Centre are to start the Borough's response.
- b. Instructions for the initial operation of the Borough Emergency Control Centre are at **SECTION 10 – OPERATION OF BOROUGH EMERGENCY CONTROL CENTRE**.
- c. The Borough Emergency Control Centre works to:
 - Its own services both in the Council Offices and in the field.
 - Surrey County Council's Emergency Centre (responding to requests and providing information).
 - Other borough/district emergency centres (responding to requests and providing information).
 - SILVER through its Local Authority Incident Liaison Officer.

- d. Normally it will work to GOLD through Surrey County Council's Emergency Centre.

4.3.2 Log Keeping

All members of the Borough Emergency Management Team are to record their telephone conversations, meetings, decisions and actions on the log sheets shown at **SECTION 10 – OPERATION OF BOROUGH EMERGENCY CONTROL CENTRE.**

4.3.3 Situation Reports

The Coordinator is to submit situation reports to Surrey County Council's Contingency Planning Unit at the intervals requested by that Unit. The format is shown at **SECTION 10 – OPERATION OF BOROUGH EMERGENCY CONTROL CENTRE.**

4.3.4 Media Management

- a. The Information Cell is to ensure that the Borough Council's media management and press releases are co-ordinated with Surrey County Council and Surrey Police as set out in Surrey's Major Incident Communications Plan.
- b. Once it is operational, SurreyAlert is to be used to provide public information and media releases.

4.3.5 Emergency Procurement

It may be necessary to obtain equipment or services during an emergency using non-routine methods. This will be carried out using emergency debit cards held by:

- a. Head of Financial Services - up to £25,000.
- b. Head of Corporate Risk & Resource Management – up to £50,000.

4.4 MUTUAL AID

- 4.4.1 Surrey's local authorities have agreed to adopt the Local Government Association's mutual aid proposal that:

"In the event of an emergency arising requiring resources beyond that available within Surrey's local authorities, it would benefit our emergency arrangements if they could render each other mutual aid and assistance. Such assistance would be subject to recompense of proper financial costs and could be instigated by any senior officer of the Council".

- 4.4.2 Contacts for surrounding local authorities are held on the IRIS telephone number database, in the Borough's Local Incident Logging Application and in paper copies held by the key officers outlined in **SECTION 8 – ALERT PROCEDURES.**

4.5 RECOVERY

- 4.5.1 After the emergency services have left the scene, the Borough Council will take on the lead role in the rehabilitation and reconstruction of the community.
- 4.5.2 Depending on the scale of the emergency it may be necessary to establish a Recovery Liaison Group. The transition is likely to be formalised through GOLD.

4.5.3 Guidance on recovery is in **SECTION 13 – RECOVERY OPERATIONS**.

4.6 STAND DOWN

At the end of an emergency, the Coordinator formally stands down the Borough Emergency Management Team and informs partner organisations.

4.7 DEBRIEFING STAFF AFTER THE INCIDENT

Once the emergency is over:

- a. The Coordinator carries out a structured debriefing session to enable staff to discuss the incident response.
- b. The Coordinator produces a report.
- c. The District Emergency Planning Liaison Officer reviews the Borough Council's existing arrangements and amends the Emergency Plan to take account of any recommendations.

SECTION 5 - COMMUNICATIONS

5.1 NORMAL COMMUNICATIONS

5.1.1 Communications between the Borough Council and its partners will be through its normal systems (telephone, email and fax).

5.1.2 Some telephones are protected by:

- a. Access Overload Control (ACCOLC).
- b. Government Telephone Preference Scheme (GTPS).
- c. Telephone numbers protected by these systems are held by the Head of Corporate Risk & Resource Management in Borough's Local Incident Logging Application.

5.2 SPECIAL COMMUNICATIONS

5.2.1 SurreyAlert

- a. SurreyAlert.info is a secure extra-net system that will be used by responding agencies who wish to communicate with one another electronically during an emergency.
- b. SurreyAlert also provides a public internet site used to communicate issues to the public and the media.
- c. Support officers in the Borough Emergency Management Team are trained in using SurreyAlert.
- d. Instructions on the use of SurreyAlert are at **SECTION 14 - COMMUNICATIONS**.

~~5.2.2 Local Incident Logging Application (LILA)~~

~~LILA is the Borough Council's local "SurreyAlert" and can hold information specific to the Borough Council's detailed response. It can be used alongside SurreyAlert. More information on LILA is at SECTION 14 – COMMUNICATIONS.~~

5.2.2 Radios

The Borough Council has a number of portable radios as back ups to mobile phones. During an emergency, they will be issued by Operational Services Staff and to staff in the Town Hall.

5.2.3 Contingency Telephone Provision

- a. The Government has issued all local authorities with a satellite telephone. This satellite phone is kept in the office of the District Emergency Planning Liaison Officer. Telephone numbers of neighbouring authorities satellite phones are held on the IRIS telephone number database. ~~in the Borough's Local Incident Logging Application (LILA) and are held by the key officers indicated in SECTION 8 – ALERT PROCEDURES.~~
- b. Instructions on its use are attached to the satellite phone.

5.2.4 Radio Amateurs Emergency Network (RAYNET)

RAYNET is a nationwide voluntary group of licensed radio operators who can provide emergency radio communications to emergency responders. If the Borough Council needs RAYNET's help it should contact Surrey County Council's Contingency Planning Unit.

SECTION 6 – ADMINISTRATION

6.1 PERSONAL ARRANGEMENTS

6.1.1 Borough Council staff nominated to response to an emergency should:

- a. Keep the Surrey's Major Incident Plan, ~~and~~ the Borough Emergency Plan, the Borough Business Continuity Plan and the Emergency Response Check List – the Yellow Pages with them at all times.
- b. Have identification at all times.
- c. Keep a list of telephone numbers of key colleagues.
- d. Keep their cars with at least half a tank of fuel.
- e. Have access to a bag of key items (e.g. change of clothes, washing items, etc), to enable them to be away from home for a period of 24 to 36 hours.

6.1.2 Borough Council employees who are required to operate from SILVER or BRONZE must wear protective high visibility clothing, which identifies them as Borough Council employees.

6.2 FEEDING

Hot drinks and snacks are available in the Borough Emergency Control Centre and Reserve Emergency Centre from local outlets.

6.3 SHIFTS AND OVERNIGHT ACCOMMODATION

6.3.1 Some emergencies may go on for an extended period. Whenever possible, members of the Borough Emergency Management Team should work for no more than 12 hours in any one shift. The Coordinator should ensure that there are sufficient numbers of staff to enable the Borough Council to operate on a 24-hour basis.

6.3.2 The Coordinator should also ensure that the handover between members of the Borough Emergency Management Team is arranged so that shift changes overlap to maintain continuity.

6.3.3 It may be necessary for officers of the Borough Emergency Management Team to be close to the Borough Council Emergency Control Centre for the duration of the emergency. In this event, the Logistic Cell arranges hotel accommodation for these officers.

SECTION 7 - TRAINING, VALIDATION AND REVIEW

7.1 The Borough Emergency Plan is validated by tabletop exercise and reviewed at least every two years, or when necessary.

7.2 Members of the Borough Emergency Management Team will receive appropriate training to fit them for their roles.

7.3 Directors and Heads of Service are to make sure that staff who have subsidiary roles in supporting the emergency response receive adequate training.

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PART 3 – DETAILED ROLES OF BOROUGH COUNCIL STAFF

SECTION 8 – ALERT PROCEDURES

8.1 CASCADE CALL OUT

- 8.1.1 The purpose of the Cascade Call Out is to enable the Borough to have an assured initial response to an emergency.
- 8.1.2 Surrey Police and Surrey County Council's Duty Emergency Planning Officer have been instructed to inform the Borough Council of an emergency through its Contact Centre during working hours and the Guildford Alarm Centre out of working hours.
- 8.1.3 The Contact Centre and Guildford Alarm Centre have been instructed to contact the first available chief officer (Chief Executive or a Director) as shown in Table 2 in paragraph 8.2 (serials 1.1 to 1.9). The aim is to have one chief officer and one support officer at the Borough Emergency Control Centre as soon as possible to lead the Coordination Cell.
- 8.1.4 The Chief Executive/Director who first receives the call from the Contact Centre/Guildford Alarm Centre should complete the sheet at paragraph 8.4. He/she should then alert cell leaders (Operations, Welfare, Information and Logistics) as shown in Table 2 in paragraph 8.2 (serials 2.1 to 2.3, 3.1 to 3.3, 4.1 to 4.3 and 5.1 to 5.3). The aim is to have one head of service as a cell leader for each cell at the Borough Emergency Control Centre as soon as possible.
- 8.1.5 Cell leaders are then to cascade information to members of their teams as shown in the Table 2 in paragraph 8.2 and alert specialist officers in Table 3 in paragraph 8.3.

8.1.6 Example

- a. It is out of working hours. The Guildford Alarm Centre's 1st call is to the Chief Executive. The Chief Executive contacts the alerting organisation (normally the County Council's Duty Emergency Planning Officer) and completes the sheet at paragraph 8.4. The Guildford Alarm Centre's task is finished.
- b. The Chief Executive decides to open the Borough Emergency Control Centre (or one of the reserve Emergency Centres if it is not possible to use the Town Hall Emergency Centre). He calls cell leaders in the order given in Table 2 until he contacts an available head of service to lead:
 - Operations Cell.
 - Welfare Cell.
 - Information Cell.
 - Logistics Cell.He then contacts an adviser and a support officer for the Coordination Cell.
- c. The cell leaders contact their support officers and alert specialist officers as shown in Tables 2 and 3.

8.1.7 Contact Names and Telephone Numbers

Contact details are held by members of the Borough's Emergency Management Team on the **Emergency Response Check List – the Yellow Pages** in the Borough's Local Incident Logging Application (LILA). Paper copies are held by the officers identified in Tables 2 and 3.

8.2 BOROUGH EMERGENCY MANAGEMENT TEAM

Serial	Who Alerts	Order of Call Out	Appointment	Emergency Role
CELL 1	COORDINATION – 1 DIRECTOR & 1 SUPPORT OFFICER REQUIRED INITIALLY			
1.1	Contact Centre/Guildford Alarm Centre	1 st	Chief Executive	Coordinator
1.2	Contact Centre/Guildford Alarm Centre	2 nd	Director of Operations	Coordinator
1.3	Contact Centre/Guildford Alarm Centre	3 rd	Director of HR & Communications	Coordinator
1.4	Contact Centre/Guildford Alarm Centre	4 th	Director of Finance	Coordinator
1.5	Coordinator	1 st	Head of Corporate Risk & Resource Management	Adviser to Coordinator
1.6	Coordinator	2 nd	Facilities Manager	Adviser to Coordinator
1.7	Coordinator	1 st	Secretariat officer	Support officer
1.8	Coordinator	2 nd	Secretariat officer	Support officer
1.9	Coordinator	3 rd	Secretariat officer	Support officer
CELL 2	OPERATIONS – 1 CELL LEADER & 1 SUPPORT STAFF OFFICER REQUIRED INITIALLY			
2.1	Coordinator	1 st Call	Head of Regulatory Services	Cell leader
2.2	Coordinator	2 nd Call	Head of Procurement & Projects	Cell leader
2.3	Coordinator	3 rd Call	Head of Operational Services	Cell leader
2.4	Leader of Operations Cell	1 st Call	Policy Planner	Support officer
2.5	Leader of Operations Cell	2 nd Call	Planning Officer	Support officer
2.6	Leader of Operations Cell	3 rd Call	Countryside/Community Development Manager	Support officer
CELL 3	WELFARE – 1 CELL LEADER & 1 SUPPORT STAFF OFFICER REQUIRED INITIALLY			
3.1	Coordinator.	1 st Call	Head of Venues	Cell leader
3.2	Coordinator.	2 nd Call	Bourne Hall Manager	Cell leader
3.3	Coordinator.	3 rd Call	Head of Planning	Cell leader
3.4	Leader of Welfare Cell	1 st Call	Social Centre Manager	Support officer
3.5	Leader of Welfare Cell	2 nd Call	To be nominated	Support officer
3.6	Leader of Welfare Cell	3 rd Call	To be nominated	Support officer
CELL 4	INFORMATION – 1 CELL LEADER & 1 SUPPORT STAFF OFFICER REQUIRED INITIALLY			
4.1	Coordinator	1 st Call	Head of Consultation & Communications	Cell leader
4.2	Coordinator	2 nd Call	Head of Customer Services	Cell leader
4.3	Coordinator	3 rd Call	Head of Policy	Cell leader
4.4	Leader of Information Cell	1 st Call	Media Communications Officer	Support officer
4.5	Leader of Information Cell	2 nd Call	Consultation & Communications Officer	Support officer
4.6	Leader of Information Cell	3 rd Call	HR Manager	Support officer
CELL 5	LOGISTICS – 1 CELL LEADER & 1 SUPPORT STAFF OFFICER REQUIRED INITIALLY			
5.1	Coordinator	1 st Call	Head of Financial Services	Cell leader
5.2	Coordinator	2 nd Call	Head of IT	Cell leader
5.3	Coordinator	3 rd Call	Head of Revenue & Benefits	Cell leader
5.4	Leader of Logistics Cell	1 st Call	Principal Accountant	Support officer
5.5	Leader of Logistics Cell	2 nd Call	Property Officer	Support officer
5.6	Leader of Logistics Cell	3 rd Call	To be nominated	Support officer

TABLE 2 – BOROUGH EMERGENCY MANAGEMENT TEAM

8.3 SPECIALIST OFFICERS

Serial	Who Alerts	Order of Call Out	Appointment	Emergency Role
TASK 1	INCIDENT LIAISON (ILO) AT SILVER/ASSEMBLY POINT			
1.1	Leader of Operations Cell	1 st Call	Operations Manager	ILO/Assembly Point Mgr
1.2	Leader of Operations Cell	1 st Call	Building Surveyor	ILO/Assembly Point Mgr
1.3	Leader of Operations Cell	2 nd Call	Assistant Head Ranger	ILO/Assembly Point Mgr
1.4	Leader of Operations Cell	2 nd Call	Assistant Head Ranger	ILO/Assembly Point Mgr
1.5	Leader of Operations Cell	3 rd Call	Countryside Officer	ILO/Assembly Point Mgr
1.6	Leader of Operations Cell	3 rd Call	To be nominated	ILO/Assembly Point Mgr
TASK 2	BUILDING CONTROL			
2.1	Leader of Operations Cell	1 st Call	Building Control Manager	Adviser to Incident Liaison Officer
2.2	Leader of Operations Cell	2 nd Call	Building Control Surveyor	Adviser to Incident Liaison Officer
2.3	Leader of Operations Cell	3 rd Call	Building Control Surveyor	Adviser to Incident Liaison Officer
TASK 3	ENVIRONMENTAL HEALTH			
3.1	Leader of Operations Cell	1 st Call	Environmental Health Manager	Adviser to Incident Liaison Officer
3.2	Leader of Operations Cell	2 nd Call	Environmental Health Officer	Adviser to Incident Liaison Officer
3.3	Leader of Operations Cell	3 rd Call	Environmental Health Officer	Adviser to Incident Liaison Officer
TASK 4	REST CENTRE			
4.1	Leader of Welfare Cell	1 st Call	Asst Social Centre Mgr	Rest Centre Manager
4.2	Leader of Welfare Cell	2 nd Call	Asst Social Centre Mgr	Rest Centre Manager
4.3	Leader of Welfare Cell	3 rd Call	Asst Social Centre Mgr	Rest Centre Manager
TASK 5	CONTACT CENTRE			
5.1	Leader of Information Cell	1 st Call	Customer Services Manager	Contact Centre Duty Officer
5.2	Leader of Information Cell	2 nd Call	Contact Centre Supervisor	Contact Centre Duty Officer
5.3	Leader of Information Cell	3 rd Call	Contact Centre Supervisor	Contact Centre Duty Officer
TASK 6	ACCESS TO TOWN HALL			
6.1	Leader of Logistics Cell	1 st Call	Town Hall Attendant	

TABLE 3 – SPECIALIST OFFICERS

8.4 LOG SHEET FOR FIRST OFFICER RECEIVING ALERT CALL

On first being informed about an emergency, explain to caller that you have to get answers to all the questions and fill in all the boxes.

Serial	Activity	Comments
1	DATE (e.g. 01/04/07).	
2	TIME OF CALL - 24 hr clock (e.g. 14.30).	
3	CALLER'S NAME	
4	CALLER'S ORGANISATION	
5	LOCATION OF CALLER	
6	CONTACT NUMBER	
7	LOCATION OF INCIDENT Surrey A to Z page and square and grid reference if possible	
8	TIME OF INCIDENT - 24 hr clock.	
9	INCIDENT DETAILS What has happened? What is the problem? Who is involved? What is incident number?	
10	ACTIONS REQUIRED What does the caller expect from you? Give your name and contact number.	
11	END CALL Let caller know you will ring back with update if appropriate. Consider District and County responsibilities. Consider other agency responsibilities.	
12	ACTION TAKEN BY YOU Alert Borough Emergency Management Team (see paragraph 8.1). Record who you informed. Start a log (see SECTION 10).	

Name:

Signature:

SECTION 9 - OPENING BOROUGH EMERGENCY CENTRE

9.1 LOCATION

9.1.1 Primary Location

Town Hall, Committee Room 1.

9.1.2 Reserve Location

a. Bourne Hall.

b. Elmbridge Civic Centre (by arrangement with Elmbridge Borough Council).

9.2 ACTIONS

9.2.1 The emergency box is located in the storeroom next to the Council Chamber. ~~Committee Room 1~~ and in the manager's office in Bourne Hall. Unpack emergency box. The inventories for the emergency box and the Borough Emergency Control Centre are in paragraphs 9.4 and 9.5.

9.2.2 Set up as shown in the layout in paragraph 9.3.

9.2.3 Set up one phone with headset placed by each PC.

9.2.4 Designate two phones for incoming calls and inform the Contact Centre.

9.2.5 Turn on all PCs to enable access to files and email.

9.2.6 Log on to SurreyAlert <http://alert.surreycc.gov.uk/> - contact numbers and incident log can be viewed here (see **SECTION 14 – COMMUNICATIONS**).

~~9.2.7 Open LILA (as for SurreyAlert).~~

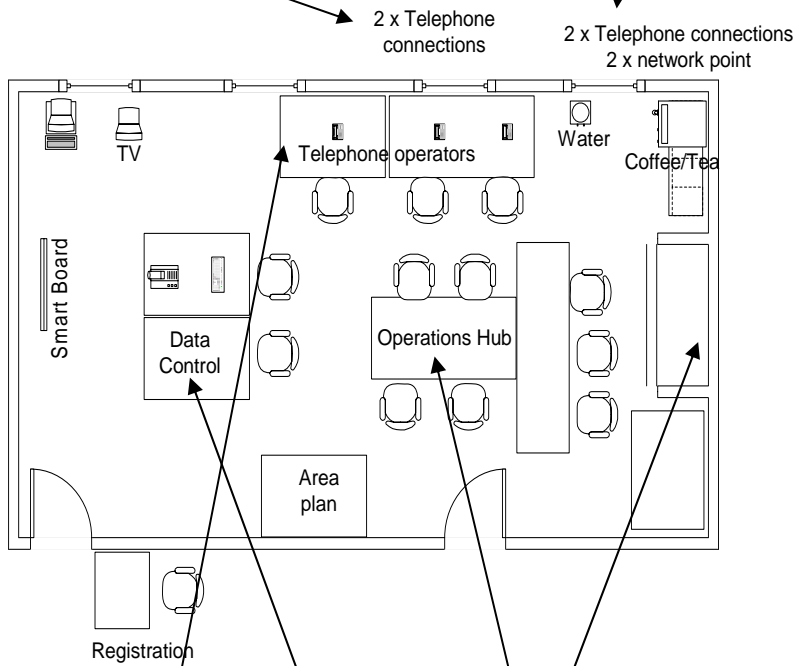
9.2.7 Turn on TV.

9.2.8 Put out log sheets on each table - key information and actions must be recorded.

9.2.9 Put out signing in sheet (see paragraph 9.6).

9.2.10 Display any information cards, maps and other useful information such as telephone numbers or incident details on the white boards for quick reference.

9.3 LAYOUT OF BOROUGH EMERGENCY CONTROL CENTRE



9.4 BOROUGH EMERGENCY CONTROL CENTRE - ROOM INVENTORY

Serial	Item	Quantity	Obtained from
1	First action check list – opening the emergency centre (red folder)	1	Emergency box
2	Emergency Control Centre sign	1	Emergency box
3	First action check list – registration table (blue folder)	1	Emergency box
4	First action check list (coordination cell, operations cell, information cell, logistics cell, welfare cell) (green folders). Each folder contains the borough emergency plan	5	Emergency box
5	Guidance for support officers (coordination cell, operations cell, information cell, logistics cell, welfare cell) (green folders)	5	Emergency Box
6	Surrey Major Incident Plan (red sleeve)	5	Emergency box
7	Recovery check list (black folder)	1	Emergency box
8	Computer*	3	
9	Electronic Smart Board*	1	Committee Room 1
10	Projector*	1	Committee Room 1
11	Telephone*	5	Emergency box
12	Network splitters*	4	Emergency box
13	RJ45*	4	Emergency box
14	Satellite phone and charger – number*	1	Head of Corporate Risk & Resource Management
15	Instructions for satellite phone	1	Emergency box
16	Spare mobile phone and charger - numbers	2	
17	TV*	1	Committee Room 1
18	VHS*	1	Committee Room 1
19	Booster aerial*	1	TBC
20	Radio*	2	Committee Room 1
21	Printer/Fax*	1	Emergency box
22	Laminated map of Borough	1	Emergency box
23	Flip chart	1	Emergency box
24	SurreyAlert instructions (yellow sleeve)	6	Emergency box
25	Log sheets (clear sleeve)	50	Emergency box
26	Situation reports (blue sleeve)	10	Emergency box
27	Torches*	4	Emergency box
28	AA batteries #	12	Emergency box
29	High visibility jackets	3	Emergency box
30	Identification bibs	6	Emergency box
31	Name badges		Emergency box

Item	Quantity	Date Checked & Initials	Date Checked & Initials	Date Checked & Initials	Date Checked & Initials	Date Checked & Initials	Date Checked & Initials
Electronic Smart Board*	1						
TV*	1						
VHS*	1						
Booster aerial*	1						
Desk top computer SurreyAlert/LILA	1						
Desk top computer GIS*	1						
Desk top computer Logging	1						
Fax*	1						
Printer*	1						
Projector*	1						
Flipchart	1						

9.5 EMERGENCY BOX INVENTORY

Item	Quantity	Date Checked	Date Checked	Date Checked	Date Checked	Date Checked	Date Checked

		& Initials	& Initials	& Initials	& Initials	& Initials	& Initials
Photo and plan of Emergency Control Centre	4						
Emergency Control Centre signs	4						
Emergency Control Centre signing in sheets	4						
Surrey Alert instructions	1						
Telephones *	6						
Network splitters	4						
RJ45s *	4						
Digital Radios *	13						
Borough Emergency Plan	1						
Surrey Major Incident Plan	1						
Epsom & Ewell Maps 1:50,000	6						
Marker pens #	4						
Blu-Tack packs #							
Sellotape rolls #							
Flip charts							
Torches	4						
AA batteries #	12						
High visibility jackets	6						
Identification bibs	6						
Name badges	13						

Notes:

1. Inventory to be checked every three months.
2. Electronic equipment marked * is to be switched on and tested.
3. Consumables marked # are to be replaced every 6 months.

SECTION 10 – OPERATION OF BOROUGH EMERGENCY CONTROL CENTRE

10.1 FIRST ACTIONS

<p>FIRST ACTIONS</p> <ul style="list-style-type: none"> • Make a start with whoever turns up first.
<p>EMERGENCY EVENT LOG (see 10.3)</p> <ul style="list-style-type: none"> • Open an Emergency event log, record actions taken, requests made etc.
<p>CONFIRM CALL OUTS</p> <ul style="list-style-type: none"> • Have all the members of the Borough Emergency Management Team been called? • Have Incident Liaison Officers, Rest Centre Teams and other Specialist Officers been alerted?
<p>TAKE CONTROL</p> <ul style="list-style-type: none"> • Are incoming calls diverted to the Borough Emergency Control Centre? • Have other control rooms been informed that Borough Emergency Control Centre is open? <ul style="list-style-type: none"> ➢ Surrey County Council Emergency Centre. ➢ Surrey Police HQ (Mount Browne). ➢ Neighbouring Districts.
<p>CONFIRM DEPLOYMENTS</p> <ul style="list-style-type: none"> • Has Incident Liaison Officer been deployed to SILVER? • Have rest centres been opened?
<p>ACTIVATE MESSAGE AND INFORMATION SYSTEM</p> <ul style="list-style-type: none"> • Are phones working? • Is information being displayed on information boards, maps, SurreyAlert, LILA?
<p>SEEK AND DISSEMINATE</p> <ul style="list-style-type: none"> • Is information being sought from sources such as: <ul style="list-style-type: none"> ➢ Incident Liaison Officers. ➢ Rest centres. ➢ Surrey County Council. ➢ Emergency services. ➢ Media. ➢ Other districts. ➢ Utilities, local business and physical reconnaissance.
<p>AGREE LEAD AUTHORITY</p> <ul style="list-style-type: none"> • Are lead/support roles clear and unambiguous? • Have officers been made aware of County/Borough agreed roles?
<p>DETERMINE ACTIONS</p> <ul style="list-style-type: none"> • Have preparations been made to: <ul style="list-style-type: none"> ➢ Provide services and support. ➢ Predict requirements. ➢ Be proactive.
<p>MAINTAIN LOGS – STAND DOWN STAFF AT END OF INCIDENT</p>

10.2 INITIAL TASKS FOR BOROUGH EMERGENCY MANAGEMENT TEAM (FIRST ACTION CHECK LISTS ARE HELD IN THE EMERGENCY BOX – SEE SECTION 9.4)

Cell	Actions	Done Yes/No
Coordinator	<ol style="list-style-type: none"> 1. Lead the borough response. 2. Authorise call out and opening of the Borough Emergency Control Centre and Contact Centre. 3. Alert the cell leaders and co-ordinate the actions of the cells. 4. Organise the management team shifts (12 hour maximum plus half ½ hour handover at beginning & end of shift). Arrange handover of first shift to second shift so that only half of the Management Team change over at one time. 5. Monitor welfare of staff. 6. Authorise emergency expenditure. 7. Confirm lead local authority with chief executives of Surrey County Council and districts involved in the emergency response and agree mutual aid arrangements. 8. If the scale of the emergency requires, authorise the cessation of normal borough services. 9. Brief the Group Chairman, Chairman of the Strategy & Resources Committee and elected members. 10. Check that there is no duplication of effort and that no task is left undone. 11. Ensure that logs are being maintained by all cells and check that logs, notes, emails are not destroyed. 12. Post key information and advice on white board in control centre. 13. Check that partner organisations are getting the assistance they need. 14. Chair regular management team meetings (at the beginning every 30 minutes, thereafter every hour). 15. Brief the Chief Executive every hour at the beginning of the incident and thereafter 3 times each day (early morning, midday and late afternoon). 16. Start to think about the recovery and form and chair the Recovery Group. 17. Produce an official record of the emergency response. 	
Operations Cell	<ol style="list-style-type: none"> 1. Contact Incident Liaison Officers and put them on standby. 2. Contact Surrey County Council's Contingency Planning Unit, other districts, Surrey Police and Surrey Fire & Rescue Service Control Rooms and set up links (telephone/fax numbers and email addresses). 3. Obtain location of SILVER, RV points, scene access points, assembly areas and send Incident Liaison Officer to SILVER. 4. Make contact with Surrey County Council's Transportation Service and seek assistance (if required) for equipment and highways matters (road closures and diversions). 5. Coordinate the employment of contractors to support the response, re-direct contract and direct labour resources. 6. Check with Incident Liaison Officer if assembly point manager, building control officers/environmental officers are required as advisers and put them on standby. 7. Provide transport and fuel and co-ordinate the provision of coaches as necessary. 8. Contact utilities depending on the nature of the incident. 9. Implement measures to deal with all aspects of pollution caused by the emergency and contact the Environment Agency in the event of any industrial and chemical health risk to the community. 10. Source emergency stores, including portaloos, sand bags, skips, removal of refuse, debris 	

Cell	Actions	Done Yes/No
Welfare Cell	<ol style="list-style-type: none"> 1. Identify rest centre managers and put them on standby. 2. Check if rest centres are required. If yes activate rest centre teams. 3. Check that rest centres can provide emergency feeding for at least 24 hours. 4. Identify voluntary groups needed to support welfare at rest centres (St John Ambulance, British Red Cross, WRVS, and RSPCA) and inform Surrey County Council's Contingency Planning Unit. 5. Inform the Voluntary Services Liaison Officer that other voluntary organisations might be required to support the recovery phase. 6. Activate Surrey County Council's Adult & Children's Services through Surrey County Council's Contingency Planning Unit. 7. Keep rest centres informed of the situation. 8. Identify bed & breakfast accommodation for those who are homeless. 9. If there is large scale loss of life in a transport emergency, check if a relative handling centre/human assistant centres is required and if so make the necessary arrangements. 	
Information Cell	<ol style="list-style-type: none"> 1. Ensure SurreyAlert and LILA are is operating. 2. Retrieve Surrey's Major Incident Communications Plan from SurreyAlert. 3. Contact communications staff at Surrey County Council, other districts and Surrey Police and set up links (telephone/fax numbers and email addresses). 4. Check if PRONET is established. 5. Set up helpline in Contact Centre and maintain flow of information to and from the Contact Centre. 6. Notify Guildford Alarm Centre. 7. Check if Surrey Police require a media centre and, if it does, make the necessary arrangements. 8. Monitor media, gather information from all responding organisation and establish what is happening. 9. Clear any Borough media statements with County Council's /Surrey Police's Communications (GOLD). 10. Provide information to Borough residents (discuss with Surrey County Council's Communications). 11. Keep staff informed by providing regular situation reports on Borough intranet. At the beginning of an incident send message out on phone pagers that informs staff to look at IRIS. 	
Logistics Cell	<ol style="list-style-type: none"> 1. Control entry to Borough Emergency Control Centre. Ensure that the registration sheet is kept with the log sheets. Send a copy of the registration sheet to the Contact Centre supervisor when shifts change. 2. Ensure that IT support and telephone lines are sufficient. 3. Provide maps to Borough Emergency Management Team and emergency service partners if required. 4. Deal with health and safety matters including Risk Assessments. 5. Co-ordinate and record all financial transactions (including insurance) relating to the emergency. 6. Check if a disaster appeal is to be established. Arrange fund management (see British Red Cross Guide). 7. Agree standby and emergency payment structure. 8. Advise on corporate property issues. 9. Arrange access to council premises as required. 10. Provide alternative accommodation if needed. 11. Monitor impact of emergency on delivery of normal services. 12. Check if emergency expenditure qualifies for reimbursement under the Bellwin scheme. 13. If required, arrange hotel accommodation for members of the Borough Emergency Management Team. 	

Support Officers	<ol style="list-style-type: none">1. Open your Cell's log as soon as you arrive.2. Check first action check list for your cell and assist cell leader in carrying out actions.3. Open & monitor SurreyAlert on behalf of your Cell.4. Answer telephone calls and emails to your cell.5. Make telephone calls and send emails on behalf of your cell.6. Log actions and information obtained from telephone calls and emails on log sheets.7. Note any instructions in you log given to you by any member of the Emergency Management Team.8. Make notes of meetings involving your cell and put essential points in log sheet.9. Maintain your Cell's log and check that log pages, notes and emails are not destroyed.10. Post key information and advice and on white board in control centre.	
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10.3 BOROUGH EMERGENCY CONTROL CENTRE - LOG SHEET

INCIDENT LOG SHEET

Serial	Date Time (e.g. 10 Apr 1400)	Incoming or Outgoing Message	Action Taken On Incoming Message	Initials (person making entry)

Sheet Number _____

10.4 SITUATION REPORT

To: epu@surreycc.gov.uk. Where possible all messages should be sent by e:mail

Date:

Time:

The report is an exception report and only key events and detrimental effects to services should be included.

10.4.1 The Last 24 hours:

- a. What support have you given to the emergency services?
- b. What support have you given to your residents?
- c. Have you been unable, or had to restrict, any services?
- d. What effect is this having on the public?

10.4.2 The next 24 hours:

- a. What changes do you forecast?
- b. What will the effect be?

10.4.3 The next week:

- a. What changes do you forecast?
- b. What will the effect be?

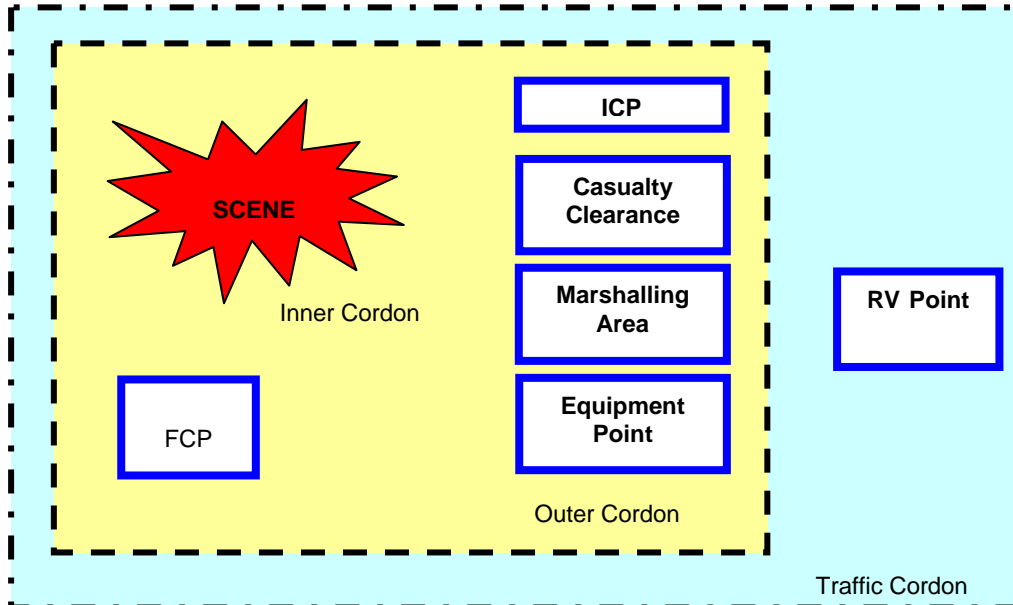
SECTION 11 - LOCAL AUTHORITY INCIDENT LIAISON OFFICER'S AIDE MEMOIRE

Borough Council Services

- Provide and staff a Rest Centre
- Provide and staff a Survivor Reception Centre
- Provide and staff a Friends and Family Reception Centre
- Provide transport
- Ensure a Building Control Officer/s is available (advice on structural safety)
- Ensure an Environmental Health Officer/s is available (EHO)
- Provide land for use by the emergency services
- Provide sand bags (limited)
- Provide an Incident Liaison Officer/s (ILO)
- Assist with waste collection
- Provide limited emergency feeding for those affected (responders have own arrangements)
- Provide media management (in conjunction with the County Council and emergency services)

Surrey County Council Services

- Provide transport
- Provide trauma support (surrey trauma support service)
- Provide heavy lifting equipment (long delay)
- Provide lighting (long delay)
- Provide land for use by the emergency services
- Provide links to voluntary agencies
- Members of the clergy
- Provide Portaloos (long delay)
- Provide blankets and bedding
- Provide mattresses
- Provide access to general plant hire (long delay)
- Provide sand bags (limited number)
- Provide communications equipment through RAYNET (limited)
- Coordinate closure of footpaths and open spaces
- Establish temporary mortuary (in liaison with the coroner and police)
- Provide media management (in conjunction with the Districts and emergency services)
- Assist with waste disposal



Police: Co-ordination at scene/ Providing inner and outer cordons/ Controlling access to scene/ Process casualty details/Casualty bureau/ Identification on behalf of Coroners Office/ Manage media/Investigate and obtain evidence at possible crime scene.

Fire Service: Responsible for Health and Safety within Inner Cordon/ Control of chemical incidents/ Provide assistance at ambulance loading points/ Investigation and preservation of evidence.

Ambulance: Provide Ambulance Incident Officer/ Alert receiving hospitals/ Liaison officer to receiving hospitals/ Establish casualty clearance station/ Triaging and evacuation of casualties/ Liaise with receiving hospitals/ Declare casualty evacuation complete.

Local Authority: Provide support for the emergency services/ Assist people in distress/ Co-ordinate the activities of the various elements of local authorities and other agencies/ In consultation with the Police, release information to the Media/ Give advice to the community/ Maintenance and restoration of local authority services.

ILO ACTIONS	ILO EQUIPMENT
<p><i>The following list of actions is intended as a guide only.</i></p> <p>BEFORE LEAVING</p> <ol style="list-style-type: none"> Before leaving, attempt to arrange the next shift to replace you, check items of equipment (<i>listed to the right</i>) are in order. Check communications are working; ensure you know how to contact the Borough Emergency Centre. <p>UPON ARRIVAL</p> <ol style="list-style-type: none"> Report arrival to the Borough Emergency Centre. Start and maintain a log. Consider what the emergency services will want from the Local Authority. Request support staff (Building Control Environmental Health, etc) if required. Make yourself known to the Police Incident Commander and tell that person what you can provide. Obtain a CHALET report (see below). Find out when the next SILVER briefing is and attend. Do you require an Assembly Point/Rest Centre/ Transport/ Survivor Reception Centre/ Friends and Family Reception Centre? Is there a need for Environment Agency/ Health and Safety Executive? Regularly brief Borough Emergency Control Room. Upon changing shift, brief the next ILO fully. <p>C - Casualties H - Hazards A – Access including rendezvous points L - Location E – Emergency services present T – Type of incident</p>	<p>Have you considered the following?</p> <ul style="list-style-type: none"> ID. Adequate clothing Hi-vis jacket(s) Wet weather gear Charged mobile phone, <u>not pay as you go</u> Emergency Plans Any personal medication Food and drink Log sheets Stationery Surrey A to Z map Key contact numbers

TERMS used at the scene	
Term	Description
Assembly point	Area where evacuees and survivors are directed before continuing their journey or being taken to the Rest Centre/ Survivor Reception Centre.
Body holding area	Area close to the scene where bodies can be temporarily held until they are moved to the mortuary.
BRONZE	See FCP
Casualty clearing station	Set up by Ambulance Service and Medical Incident Officer to triage and treat casualties and direct their evacuation.
CHALET	Casualties, Hazards, Access, Location, Emergency services, Type of incident. Primarily used by the emergency services to report key information from the scene back to their control rooms.
Cordons	Perimeter of an area, for example, the Inner Cordon or a sector. This may be a firm barrier or improvised.
Equipment point	Point where all equipment is assembled before it is used.
FCP	Forward Control Point. Control point nearest the scene of the incident, responsible for immediate deployment and security of the scene.
GOLD	Gold Command is the strategic command for the incident. This is likely to be located at Police HQ, Mount Browne. Senior officers from responding organisations will attend.
ICP/SILVER	Incident Control Point. Point from which the incident is managed and co-ordinated. The central point of contact for all specialist and emergency services on the site. This is where the ILO is stationed.
Marshalling point	Area where resources and personnel go when not immediately needed at the scene or are being held for further use. These areas are also suitable for staff briefings, refreshments and re-stocking equipment.
RVP	Rendezvous-Point. Point where all resources arriving at the Outer Cordon are sent for logging, briefing, equipment issue and deployment.
Scene access control point	Access point where everyone who needs access to the scene will be checked out. This will be at the entrance to the Inner Cordon.
Triage	Process of assessing and deciding on the medical priorities of the injured before they are transported to hospitals.

SECTION 12 – REST CENTRE OPERATIONS

12.1 REST CENTRES

The Borough Council has identified the following ~~five~~ rest centre locations:

Name and Address	Normal Use	Capacity	Phone Number	Emergency Box Yes/No
Cox Lane, off Ruxley Lane, West Ewell, Surrey, KT19 9PL	Elderly & Disabled persons day centre	100	0208 3915669	Yes
Wells Social Centre, Spa Drive, Epsom, Surrey, KT18 7LR	Elderly & Disabled persons day centre	100	01372 724614	Yes
Longmead Day Centre, Sefton Road, Epsom, Surrey, KT19 9HG	Elderly & Disabled persons day centre	100	01372 720563	Yes
The Rainbow Leisure Centre, East Street, Epsom, Surrey, KT17 1BN	Recreational Leisure Centre	To be negotiated	01372 727277	No
Ebbisham Centre, 6-7, The Derby Square Epsom, Surrey KT19 8 AG			020 83939571	
Bourne Hall, Spring Street, Ewell Epsom, Surrey, KT17 1UF			01372 846806	
Ewell Court, Lakehurst Road, Epsom, Surrey, KT19 0EB			0208 3939573	
Mansion House				
Queens Stand, Epsom Race Course, Epsom Downs, Surrey, KT18 5LQ	Horse Racing Venue	To be negotiated	01372 726311	No

12.2 GENERAL RESPONSIBILITIES:

12.2.1 Details of rest centre management are set out in the Borough Council's Welfare Plan.

12.2.2 Welfare Cell

The Welfare Cell:

- a. Identifies an appropriate rest centre(s) and alerts the key holder(s).
- b. Alerts a rest centre manager(s) and request that he/she/they go to the rest-centre and 'set up'.

- c. Contacts rest centre staff (depending on the anticipated number of evacuees) to support the rest centre manager at the rest centre (1 manager and 6 staff per 50-100 people).
- d. Contacts Surrey County Council's Contingency Planning Unit and requests Surrey County Council's Adults and Community Care attendance at the rest-centre.
- e. Requests a police presence.

12.2.3 Operations Cell

The Operations Cell:

- a. Identifies an Assembly Point Manager (accompanies Incident Liaison Officer).
- b. Coordinates the transportation of evacuees/survivors from the assembly point to the rest centre.
- c. Informs the Assembly Point Manager and Rest Centre about resources (capacity of buses), timings (arrival at assembly point, rest centre).

12.2.4 Assembly Point Manager

The welfare of the evacuees/survivors becomes the responsibility of the Borough Council at the Assembly Point. The Assembly Point Manager:

- a. Liaises with the Incident Liaison Officer and police and establishes a safe area for evacuees to gather.
- b. Keeps evacuees safe and informed on what is going on and prepares evacuees/survivors for the move to a rest centre.
- c. Liaises with the Operations Cell (number of evacuees/survivors, special needs, transport requirements, location of rest centre, rendezvous point, access).
- d. Keeps a log and provides regular situational reports to the Borough Emergency Control Centre.

12.2.5 Rest Centre Manager

The Rest Centre Manager:

- a. Establishes the appropriate lay out of the centre.
- b. Manages all staff including those from external organisations and coordinates their activities.
- c. Meets the needs of the evacuees.
- d. Provides refreshments.
- e. Keeps a log and provides regular situational reports to the Borough Emergency Control Centre.
- f. Closes the rest centre at the end of the incident.

SECTION 13 – RECOVERY OPERATIONS

13.1 LOCAL AUTHORITY LEAD ROLE

- 13.1.1 After the emergency services have left the scene of a major incident, the local authority will take on the lead role in the rehabilitation and reconstruction of the community. The transition is likely to be formalised through GOLD.
- 13.1.2 The Local Authority will lead the recovery process and it will establish a multi-agency Recovery Liaison Group. Agencies such as the utilities, private companies and voluntary organisations need to be brought together to discuss priorities for action.
- 13.1.3 This section highlights some of the considerations. More information is included in the Home Office document “Recovery: An Emergency Management Guide”. A copy is stored electronically in:

Accounts\$ on 'heracles' (O:)/Common/emergency planning/section 1 cooperation/civil contingencies act/recovery an emergency management guide.

13.2 RECOVERY LIAISON GROUP

- 13.2.1 Preparation for the recovery phase should begin much earlier and should be part of day to day emergency management.
- 13.2.2 The aim is to reach a point where additional demands on services have been reduced to the level at which they were before the incident occurred, often described as ‘a return to normality’.
- 13.2.3 The physical reconstruction and restoration of amenities and normal services need to be managed effectively with due consideration given to the wishes of the community.
- 13.2.4 There are many key issues that the co-ordination group will need to progress and these are set out in paragraph 13.3 and in the Recovery Check List stored in the Emergency Box.

13.3 CONSIDERATIONS FOR RECOVERY LIAISON GROUP

Serial	Area	Considerations
1.	<p>Staffing</p> <p>A strategy will be needed to ensure that staff will be available to deal with both the recovery phase and the maintenance of essential business. Staff may find themselves working in unusual areas and under stressful circumstances.</p>	<ul style="list-style-type: none"> • Covering the workload of diverted staff. • Strategies for briefing and debriefing staff. • Health and Safety issues. • Keeping all staff informed of the Council activity. • Support networks for staff through internal helplines and newsletters. • Occupational Health issues. • Implications for staff not involved.
2.	<p>Expenditure</p> <p>There is a need to recognise the limits of any duties and moral obligations.</p>	<ul style="list-style-type: none"> • Systems for emergency expenditure. • Maintaining comprehensive and accurate financial records. • Liaising with the insurance industry, particularly loss adjusters. • Avoiding undertaking tasks that are other organisation's responsibility.
3.	<p>Reimbursement</p> <p>The local authority will, in most cases, need to make claims for reimbursement from a variety of sources within relatively short time scales.</p>	<ul style="list-style-type: none"> • Activation of the Bellwin Scheme. • Grants from Central Government and/or the European Union. • Pursuing organisations that caused damage and/or pollution. • Encouraging those with insurance to make appropriate claims. • The impact on future budgets.
4.	<p>Elected Members</p> <p>Elected members can provide support within the community and give advice about the affected area.</p>	<ul style="list-style-type: none"> • Role in assisting with the media. • Role during VIP visits. • Liaising with other elected representatives (MPs/MEPs).
5.	<p>VIP Visits</p> <p>VIP visits are an inevitable part of a serious incident.</p>	<ul style="list-style-type: none"> • Redeployment of essential resources. • Involvement of Civic Leaders.
6.	<p>Media Handling</p> <p>The media can be a powerful ally. It is essential to develop a coherent media strategy and senior staff or elected members can play a significant role in this area. National media focus is likely to decline but local interest will remain.</p> <p>The Central Office of Information can help.</p>	<ul style="list-style-type: none"> • Maintaining a consistent media message. • Activating press handling procedures and information flows. • Timing of briefings. • Use of the Internet. • Media handling for positive stories. • Providing staff with updates as regularly as the media. • Passing information to the public through local or national media. • Monitoring the letters' page and community response in local newspapers.
7.	<p>Co-ordinate Offers of Material Help</p> <p>It is likely that many offers of help will arrive from the general public, businesses, charities, voluntary agencies and others.</p>	<ul style="list-style-type: none"> • Procedures to register and co-ordinate offers of help. • Forming a panel to assess needs and the distribution of donated help. • Identifying storage areas. • A disposal mechanism for unused donations.

Serial	Area	Considerations
8.	<p>Welfare Support to the Community</p> <p>The management of the welfare response will require a significant diversion of staff resources from normal duties.</p>	<ul style="list-style-type: none"> • Establishing a public helpline. • Setting up a database of offers of support. • Opening 'Drop in Centres' to provide a focus for communities. • The co-ordination of voluntary organisation activity. • Using leaflets/newsletters to distribute information.
9.	<p>Personal Support for Individuals</p> <p>Support should be co-ordinated and managed sympathetically.</p>	<ul style="list-style-type: none"> • Sharing the role with voluntary agencies. • Consultation with, and use of, the community. • Linking with the Police Family Liaison organisation.
10.	<p>Voluntary Organisations</p> <p>The voluntary sector is a major resource that can be drawn upon. The involvement of the voluntary sector in Epsom and Ewell will be managed by the Council for Voluntary Services advised by the Borough's Voluntary Services Liaison Officer</p> <p>There is a wide range of welfare orientated voluntary organisations that can assist.</p>	<ul style="list-style-type: none"> • Ensuring clarity of roles, responsibilities and expectation. • Use of experienced and trained personnel. • Health & Safety and insurance implications. • The need for effective co-ordination. • Involving volunteers in a consultation process. • Faith communities for extra help. • Long term cost implications.
11.	<p>Alternative Accommodation</p> <p>Alternative accommodation may be inappropriate for long-term occupation.</p>	<ul style="list-style-type: none"> • Using neighbouring authorities, housing associations or private landlords. • Sensitivity to location, type and standard of temporary housing. • Disruption to other services.
12.	<p>Public appeals and donations</p> <p>Early planning is needed to deal with several complex issues that arise from the management of appeals.</p>	<ul style="list-style-type: none"> • Establishing a Local Authority led appeal. • Activating the British Red Cross Appeal Scheme as an alternative. • The use of money raised by public appeal. • Limitations placed on the use of funds.
13.	<p>Community Involvement</p> <p>Local authorities should engage fully with the community and elected members at all levels in any restoration measure.</p>	<ul style="list-style-type: none"> • Consultation on major building projects. • Liaison with representative and special interest groups. • Developing a public information strategy. • Opportunities for sponsorship by local companies. • Opportunities to improve amenities.
14.	<p>Physical Reconstruction</p> <p>Local authority planning departments, will need to be proactive and flexible with landowners and building proprietors in securing their cooperation in reconstruction.</p>	<ul style="list-style-type: none"> • Appearance of the affected area. • Public health issues may delay reconstruction. • Damage offers an opportunity to improve facilities/create new ones. • Fear of a repeat incident may require preventative initiatives. • Reconstruction may be little more than a clearing-up operation.

Serial	Area	Considerations
15.	<p>Memorials and Anniversaries</p> <p>The Borough Council may be a natural focus for establishing memorial or other remembrance services and should continue to take this on whilst the demand remains.</p>	<ul style="list-style-type: none"> • Introducing books of condolence. • Establishing a condolence website. • Consultation on memorial design. • Additional complexities where there have been fatalities. • The impact of anniversaries. • Public Inquiry or litigation will provide reminders and media attention.
16.	<p>Economic Impact</p> <p>Disruption may have a detrimental effect and business may look to the Authority for support.</p>	<ul style="list-style-type: none"> • Assessing economic impact of the incident. • A strategy for maintaining business confidence. • Gathering views through trade associations and business fora. • The pressures from business to return to 'normality'.
17.	<p>Review of Performance</p> <p>The nature and severity of the incident will dictate the type and number of requests for Authority contributions to debriefings and reports. A review of the Authority's response will contribute to future preparedness and the development of work programmes.</p>	<ul style="list-style-type: none"> • Preparing an incident report. • Different types of performance Review. • Assessing existing arrangements. • Introducing changes and improvements. • Evaluating victims' experience.
18.	<p>Litigation</p> <p>Analysis of a major incident is now typically accompanied by legal considerations. Often these will be questions of financial reimbursement or insurance disputes.</p>	<ul style="list-style-type: none"> • Audit trails. • Comprehensive records of decisions, actions and expenditure. • Long term resource implications of Public Inquiries. • Prolonged litigation may capture media attention. • Internal investigations.

SECTION 14 – COMMUNICATIONS

14.1 ACCESS OVERLOAD CONTROL (ACCOLC)

ACCOLC is a government authorised scheme whereby the major mobile telephone companies can reserve exclusive use of available channels for the emergency services during an emergency. The Borough Council has a number of mobile phones that are registered as ACCOLC phones. Details are held by the Head of Corporate Risk and Resource Management on LILA.

14.2 GOVERNMENT TELEPHONE PREFERENCE SCHEME (GTPS)

GTPS provides a contingency facility for the withdrawal of outgoing telephone services from key staff and locations. Details are held by the Head of Corporate Risk & Resource Management on LILA.

14.3 SURREYALERT

- a. SurreyAlert.info is a secure extra-net system that will be used by responding agencies who wish to communicate with one another electronically during an emergency. Instructions on its use are in paragraph 14.5.
- b. A number of Contact Centre and Public Relations staff are trained in using SurreyAlert. Details are held by the Head of Corporate Risk & Resource Management.

~~14.4 LOCAL INCIDENT LOGGING APPLICATION (LILA)~~

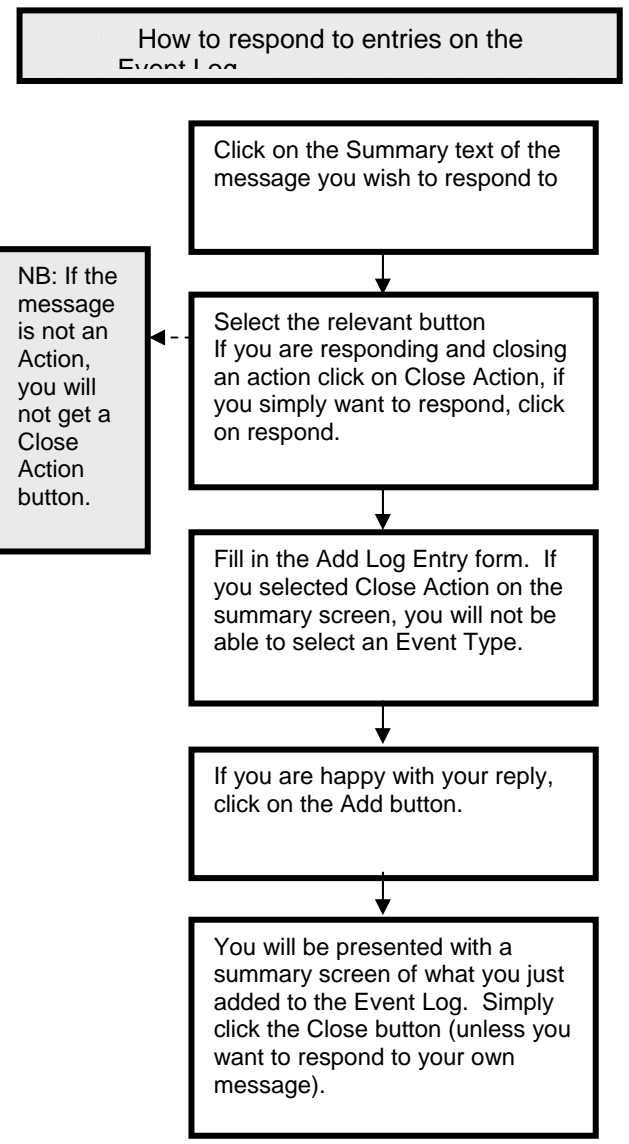
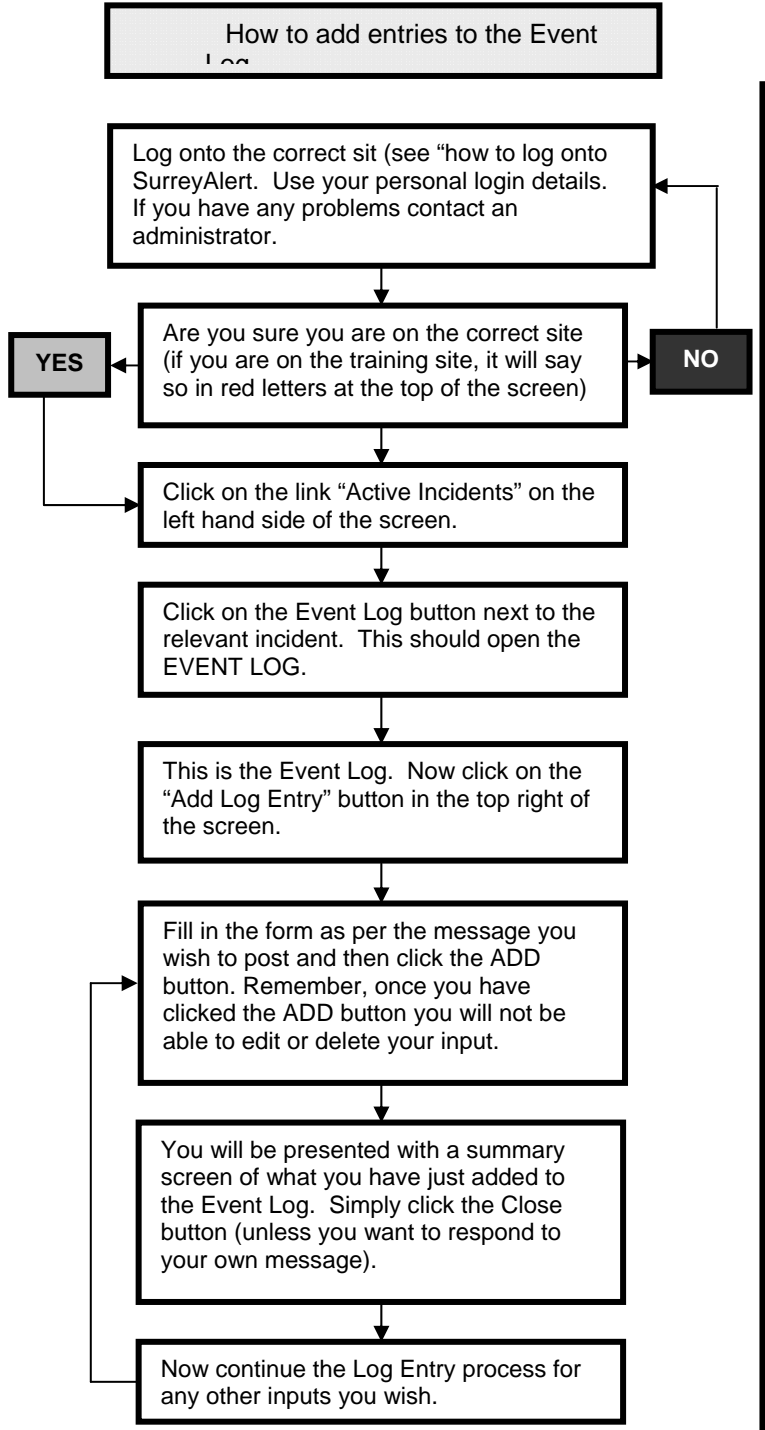
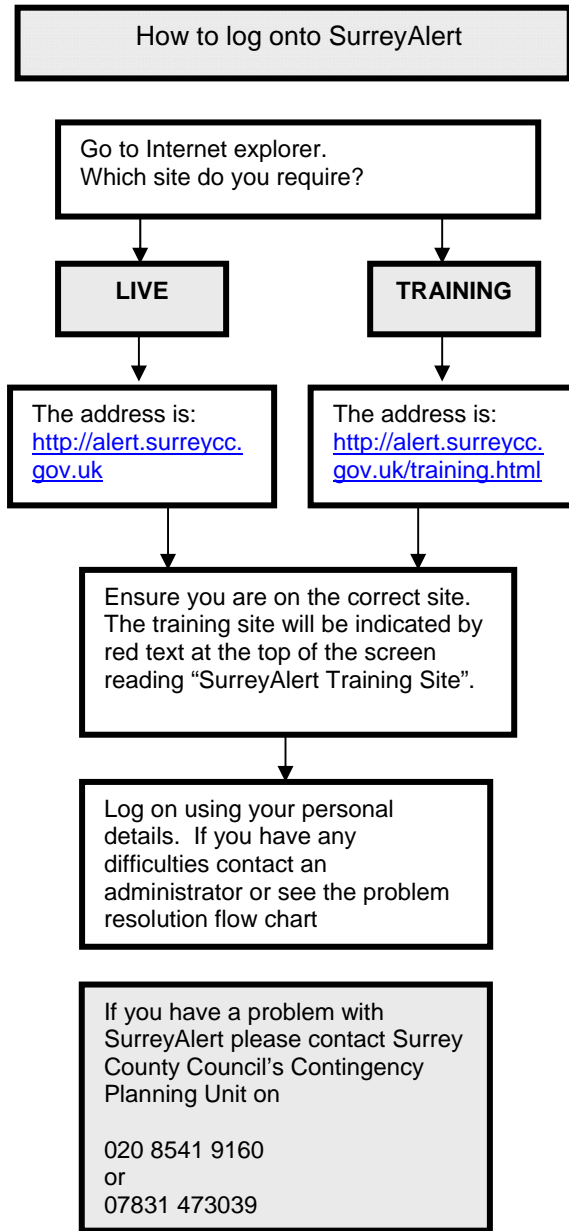
~~14.4.1 LILA has the following attributes:~~

- ~~a. Emergency Contacts Data Base.~~
- ~~b. An area where supporting information can be stored.~~
- ~~c. Event Log.~~

~~14.4.2 The Emergency Contact Data Base is used to:~~

- ~~a. Keep a current record of key internal and external contacts. Nominated data owners are responsible for keeping these records up to date.~~
- ~~b. Inform Borough officers of the cascade call out arrangements.~~

14.5 HOW TO USE SURREYALERT ~~LILA~~



SECTION 15 – MULTI-AGENCY EMERGENCY PLANS

15.1 The following multi-agency emergency plans are relevant to the Borough Council and can be accessed from the SurreyAlert primary site (<http://www.surreyalert.info>).

Serial	Plan	Content
1	County Emergency Plan.	This plan outlines Surrey County Council's response to a major emergency or any incident where the coordination of Surrey County Council, or support of a service specific response, is required.
2	Downstream Oil Emergency Response Plan.	This plan identifies how the resources of downstream oil industry and the Government can be utilized in an emergency.
3	GRIDLOCK Plan.	This plan details the over-arching strategy to a Gridlock incident on the strategic road network.
4	Joint Services Protocol for Chemical, Biological, Radiological and Nuclear Incidents (CBRN).	This protocol details the multi-agency response to emergencies involving the deliberate release of CBRN materials and is supported by the by the Local Authority aide memoir for incidents involving CBRN material or substances
5	Major Accident Hazard Pipeline Plan.	This plan explains what action is needed to protect the health and safety of people and the environment.
6	Radiation Emergencies and Public Information Preparedness Plan.	The Radiation Emergency Preparedness and Public Information Regulations place a duty on us to ensure we are able to provide information to the general public in advance of any radiation emergency or during an actual event.
7	SASSOON Plan.	This plan outlines Surrey's concept of operations in support of a wide scale evacuation from London. This is supported by a Mass Care Shelter Plan which details the response to a mass evacuation into Surrey.
8	Severe Weather Plan.	Surrey's Local Resilience Forum (SESMIC) Severe Weather Plan details the multi-agency response to severe weather and flooding in Surrey.
9	Surrey Churches Major Incident Plan.	This Plan outlines the faith community response to an emergency.
10	Surrey's Major Incident Plan.	This Plan is Surrey's Local Resilience Forum's main document detailing the County's multi-agency response to major incidents.
11	Surrey's Major Incident Communications Plan.	This Plan details the multi-agency, coordinated policy for communicating with the media.

SECTION 16 – SPECIAL MEASURES

16.1 PRINCIPLES

16.1.1 The Borough's response to emergencies is covered by the Borough Emergency Plan and its Business Continuity Plan. However some hazards require special measures to be put in place.

16.1.2 These measures are set out in separate plans and this Section outlines the following plans:

- a. Animal health emergency plan.
- b. Derby Day plan.
- c. Evacuation support plan.
- d. Flood emergency plan.
- e. Flu emergency plan.
- f. Fuel emergency plan.
- g. Gas pipeline emergency plan.

16.2 ANIMAL HEALTH EMERGENCY PLAN

16.2.1 INTRODUCTION

The Community Risk Register identifies a range of notifiable infectious diseases in animals. The main diseases are:

- Avian influenza (flu).
- Rabies.
- Anthrax.
- Foot & mouth.
- Newcastle disease.
- Swine fever.

16.2.2 THE BOROUGH'S ANIMAL HEALTH EMERGENCY PLAN

The Borough's Animal Health Emergency Plan provides guidance for the Borough Council's contribution to the response to an animal health emergency. It is located in:

Accounts\$ on 'Heracles' (O:)/Common/emergency planning/section 4
emergency planning/ emergency planning part 1- emergency plans/animal
health emergency plan/animal health emergency plan.

16.2.3 EXECUTION

a. General Outline

- (1) Unlike most other emergencies, the Department for the Environment, Food & Rural Affairs is responsible for both the national and local response to outbreaks of animal diseases.
- (2) In Surrey, Surrey County Council Trading Standards leads on planning and response arrangements. It is also responsible for enforcement, implementation of some of the controls and providing assistance to the Department for Environment Food & Rural Affairs.
- (3) There is a range of contingency plans for some animal diseases. They are also held electronically. These plans will be adapted to in the event of outbreaks of other animal diseases for which separate plans do not currently exist.

b. Borough Tasks

- (1) During an outbreak, the Borough Council may be required to assist Surrey County Council's Trading Standards and the Department for the Environment, Food & Rural Affairs with the provision of resources such as staff, vehicles, equipment and buildings. The level of assistance will depend on local circumstances.
- (2) Most animal disease will occur in farmed animals or birds. However, a member of the public may report suspected cases of rabies and avian flu to the Borough Council. The Borough's Animal Health Emergency Plan outlines the action to be taken.

16.3 DERBY DAY PLAN

16.3.1 INTRODUCTION

- a. The Epsom Derby is an international event that attracts very large numbers of people. In addition, members of the Royal Family and VIPs attend the event. For these reasons it is not treated as a normal race day.
- b. Additional contingencies are laid on by the racecourse and emergency services in order to reduce the likelihood of an incident arising at the event of, and effect an immediate response. Surrey Police is responsible for policing the event and coordinating the emergency response if it is required.
- c. An incident at the Derby could bring about a mass evacuation from the racecourse and need local authorities to provide welfare assistance for higher-than-average numbers.

16.3.2 DERBY DAY PROTOCOL

- a. The Surrey Local Authority Response set out in the Derby Day Protocol has been produced to ensure a rapid and integrated local authority response by:
 - Epsom and Ewell Borough Council.
 - Mole Valley District Council.
 - Reigate and Banstead Borough Council.
 - Surrey County Council.
- b. The Derby Day Protocol is located in:

Accounts\$ on 'Heracles' (O:)/Common/emergency planning/section 4 emergency planning/ emergency planning part 1- emergency plans/derby plan/Derby LA Response.
- c. The Protocol:
 - Establishes emergency planning arrangements.
 - Identifies the capabilities of the local authorities in Surrey.
 - Specifies the roles and responsibilities of responding local authorities.
 - Provides relevant information, necessary for the emergency response.

16.3.3 THE BOROUGH'S ROLE

- a. In the event of a major incident, the Borough Council will lead the response of the Surrey local authorities.
- b. The Borough will:
 - Identify assembly areas for evacuees in conjunction with the Police.
 - Support the emergency services.
 - Accommodate evacuees in rest centres.
 - Provide additional transport for evacuees to rest centres.
 - Assist with media arrangements and the dissemination of information.

16.4 EVACUATION SUPPORT PLAN

16.4.1 INTRODUCTION

- a. The Government has plans to respond to a terrorist or threat of a terrorist attack on a large conurbation which may require an evacuation of many thousands of people.
- b. London is the most likely target for such a catastrophic incident. If London is attacked, an evacuation known as Operation SASSOON may be implemented.
- c. It is also possible that a city or town in a neighbouring county or in Surrey itself could be attacked. The SASSOON concept of operations will act as a guide to Surrey's response.

16.4.2 THE BOROUGH'S EVACUATION SUPPORT PLAN

The Borough's Evacuation Support Plan gives guidance on the role of the Borough Council in supporting evacuees who come into the Borough's geographic area. It is located in:

Accounts\$ on 'Heracles' (O:)/Common/emergency planning/section 4 emergency planning/ emergency planning part 1- emergency plans/evacuation support plan/evacuation support plan.

16.4.3 EXECUTION

a. **General Outline**

- (1) It is unlikely that other statutory organisations will be able to support Epsom & Ewell for some hours after the evacuation and so the Borough will initially have to look to its own resources.
- (2) To have any chance of success, the Borough will need the support of the business community and the Borough's Evacuation Support Plan relies on entertainment venues looking after evacuees with Borough staff providing the coordination.

b. **Borough Tasks**

- (1) The Borough Emergency Management Team will:
 - Mobilise its staff to support evacuees at the Assembly Points and Primary Evacuation Shelters.
 - Suspend all but its life saving services for up to 48 hours.
 - Activate Primary Evacuation Shelters.
 - Request shops, banks and restaurants in the town centre to remain open for as long as possible.
- (2) Railhead Assembly Point Teams will arrange the movement of evacuees from Epsom Station to Evacuation Shelters. Road Assembly Point Teams will arrange the movement of evacuees from the Road Assembly Point to Evacuation Shelters.
- (3) Evacuation Shelter Management Teams will work with site owners to support evacuees for up to 48 hours.

16.5 FLOOD EMERGENCY PLAN

16.5.1 INTRODUCTION

Parts of Epsom & Ewell are vulnerable to flooding from the River Hogsmill. Heavy rain can also cause flash flooding in the same vulnerable areas.

16.5.2 THE BOROUGH'S FLOOD EMERGENCY PLAN

a. The Borough's Flood Emergency Plan is located in:

Accounts\$ on 'Heracles' (O:)/Common/emergency planning/section 4
emergency planning/ emergency planning part 1- emergency plans/flood
emergency plan/flood emergency plan.

b. The Borough's Flood Emergency Plan:

- Outlines the flood threat to Epsom & Ewell.
- Gives details on the properties at risk and the roads prone to flooding.
- Outlines the alerting procedure.
- Gives guidance on the monitoring of the rivers.
- Gives guidance on the delivery of sandbags to threatened properties.
- Can be used as a guide for the response to flash flooding.

16.5.3 EXECUTION

a. **General Outline**

- (1) The Borough Council's ability to respond to river flooding is limited. It cannot prevent flooding but it will provide a restricted number of sandbags to residents whose dwellings are threatened.
- (2) If residents have to leave their homes, the Borough will provide rest centre accommodation for those who cannot make their own arrangements.
- (3) Once the flood waters have subsided, the Borough will assist where appropriate in the recovery operation.

b. **Borough Tasks**

Following a flood watch alert from the Environment Agency:

- (1) Operational Services will:
 - Monitor the River Hogsmill.
 - Arrange for 24 hour staffing of the Depot
 - Distribute sandbags to threatened properties.
- (2) The Contact Centre will monitor information received from the public and inform the Head of Operational Services.

16.6 FLU EMERGENCY PLAN

16.6.1 INTRODUCTION

- a. Experts predict pandemic flu but cannot say exactly when it will happen. The extent and severity of the illness is likely to exceed those of the most severe flu epidemic. There may be more than one epidemic wave with an interval of several months. Based on Government parameters the possible impact of a flu pandemic on Epsom & Ewell is:

	Population	Cases	Deaths
First Wave	67,059	16,765	62
Second Wave	67,059	33,530	839
Total	67,059	50,285	901

- b. The NHS will lead the response to pandemic flu. Surrey's Strategic Coordinating Group (GOLD) will provide the focus for multi-agency work in support of the NHS.

16.6.2 THE BOROUGH'S FLU EMERGENCY PLAN

- a. The Borough's Flu Emergency Plan is located in:

Accounts\$ on 'Heracles' (O:)/Common/emergency planning/section 4 emergency planning/ emergency planning part 1- emergency plans/ flu emergency plan/flu emergency plan.

- b. The Borough's Flu Emergency Plan:

- Gives guidance on:
 - The preparations the Borough will carry out.
 - The special arrangements that the Borough will put in place to allow it to continue to provide its critical services.
 - The support the Borough will give to its partners and to its community.
 - The advice it will give to residents and staff.
- Outlines the alerting procedure.
- Outlines the coordination arrangements.

16.6.3 EXECUTION

- a. **General Outline**

National emergency plans will be activated on confirmation of the onset of a likely pandemic. Surrey's responders will work under the direction of Surrey's Strategic Coordination Group.

- b. **Borough Tasks**

As part of Surrey's response, the Borough Council will:

- Provide support for sick and vulnerable people in the community.
- Provide support to the NHS and manage designated vaccination centres.
- Assist with provision of information to the public.
- Put in place measures to protect staff as far as reasonably practicable.
- Maintain its critical services.

16.7 FUEL EMERGENCY PLAN

16.7.1 INTRODUCTION

- a. If fuel supplies are disrupted nationwide, the Department of Trade & Industry will implement its Down Stream Oil Emergency Response Plan. This Plan sets out the processes, roles and responsibilities of the key stakeholders in managing the joint response to a fuel crisis.
- b. The Surrey response to a fuel crisis is known as Operation ECHO and this will be invoked by Surrey's Strategic Coordinating Group (GOLD). The Borough has a key role in supporting Surrey's response.

16.7.2 THE BOROUGH'S FUEL EMERGENCY PLAN

- a. The Borough's Fuel Emergency Plan is located in:

Accounts\$ on 'heracles' (O:)/Common/emergency planning/section 4 emergency planning/ emergency planning part 1- emergency plans/fuel emergency plan/fuel emergency plan.
- b. The Borough's Fuel Emergency Plan gives guidance on:
 - The responsibilities of the Borough's Emergency Management Team.
 - The management of the priority use scheme.
 - The management at the designated filling stations.

16.7.3 EXECUTION

- a. **General Outline**
 - (1) The Government has drawn up a Priority Use List which identifies those Priority Users who will receive fuel.
 - (2) If there is a serious disruption to the supply of road transport fuels, Government nominated filling stations, known as Designated Filling Stations, will come into effect. Only Priority Users with relevant documents will be able to purchase fuel from Designated Filling Stations.
- b. **Borough Tasks**

As part of Surrey's response:

 - (1) The Borough's Emergency Management Team will:
 - Activate and manage its Fuel Emergency Plan.
 - Ensure that the public is informed of the arrangements in place within the Borough.
 - Register its own Priority Users with the Contact Centre.
 - (2) The Contact Centre will manage the priority use scheme within Epsom & Ewell. It will register priority users, issue them with the relevant forms and give advice to the public.
 - (3) Operational Services will provide the local authority teams at the two Designated Filling Stations in Epsom & Ewell.

16.8 GAS PIPELINE EMERGENCY PLAN

16.8.1 INTRODUCTION

- a. A high pressure natural gas pipeline crosses Epsom & Ewell. There are a number of gas holders in East Street with a capacity of 58 tonnes of natural gas.
- b. Damage to the pipelines or gas holder could lead to natural gas being released under pressure. If the gas ignites it may result in a thermal radiation hazard. And possibly an explosion if the released gas is confined and there is enough of it to ignite.

16.8.2 THE BOROUGH'S GAS PIPELINE PLAN

- a. The Borough's Gas Pipeline Emergency Plan is located in:

Accounts\$ on 'heracles' (O:)/Common/emergency planning/section 4 emergency planning/ emergency planning part 1- emergency plans/gas pipeline emergency plan/ gas pipeline emergency plan.
- b. The Borough's Gas Pipeline Emergency Plan:
 - Outlines the risk to Epsom & Ewell.
 - Gives details on the properties at risk and roads that are vulnerable.
 - Gives guidance on the evacuation procedures.
- c. The pipeline is designated as a Major Accident Hazard Pipeline by the Pipeline Safety Regulations 1996. To satisfy these Regulations, Surrey County Council has written a Major Accident Hazard Pipeline Plan and an electronic copy is also available on the SurreyAlert primary site (<http://alert.surreycc.gov.uk/>).

16.8.3 EXECUTION

- a. **General Outline**
 - (1) The emergency response to a pipeline incident is the responsibility of the emergency services and the pipeline operators.
 - (2) If residents are advised to leave their homes by the emergency services, the Borough will provide rest centre accommodation for those who cannot make their own arrangements. This is described in the Borough's Emergency Plan.
 - (3) Once the pipeline has been made safe, the Borough will assist where appropriate in the recovery operation. The procedures are described in the Borough's Emergency Plan.
- b. **Borough Tasks**
 - (1) In the event of a pipeline incident, the overall coordination of the response in Surrey will be carried out by a Strategic Coordination Group (GOLD).
 - (2) The Borough may be required to provide rest centre accommodation for 200 to 500 people.