



Newport City Council

Corporate Emergency Management Plan

Version 2.3.
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Page 1 of 40

CONTENTS

LEGISLATIVE DUTIES	5
CORPORATE PREPAREDNESS	5
AMENDMENTS	6
AIM	7
OBJECTIVES	7
SUMMARY OF PLANS	7
SPECIFIC PLANS FOR NEWPORT CITY COUNCIL	7
JOINT AGENCY PLANS	8
MANAGEMENT OF EMERGENCIES	9
NOTIFICATION OF INCIDENTS	9
CRITERIA FOR ASSESSING THE IMPLEMENTATION OF THE PLAN	9
NOTIFICATION OF AN INCIDENT	10
IMPLEMENTATION	11
NOTIFICATION OF AN INCIDENT	12
EMERGENCY MANAGEMENT STRUCTURE	13
<i>Personnel at ERT</i>	14
<i>Strategic Issues</i>	14
DELEGATION OF POWERS	14
EMERGENCY MANAGEMENT STRUCTURES	15
CO-ORDINATION BETWEEN LOCAL AUTHORITIES	15
MULTI AGENCY CO-ORDINATION ARRANGEMENTS	16
LOCAL AUTHORITY CO-ORDINATION ROLE	16
CO-ORDINATION WITH MILITARY, VOLUNTARY GROUPS AND OTHER AGENCIES	16
ESTABLISHMENT OF AN EMERGENCY CONTROL CENTRE	17
LOCATION OF ERT	17
ACCESS TO EMERGENCY CONTROL CENTRE	17
INITIAL ACTIONS	18
RESOURCES	18
STAND DOWN	18
RECOVERY	18
DEFINITION	18

RECOVERY CO-ORDINATION GROUP (RCG) – INITIATION.....	19
RGC STRUCTURE	19
COUNCIL ROLE AND RESPONSIBILITY	20
HANDOVER OF CO-ORDINATION ROLE FROM SCG TO RCG.....	20
APPENDIX A.....	22
HEAD OF EMERGENCY RESPONSE TEAM – INITIAL CHECKLIST.....	22
APPENDIX B.....	23
EMERGENCY RESPONSE TEAM - INITIAL MEETING AGENDA.....	23
APPENDIX C.....	25
EMERGENCY RESPONSE TEAM CHECKLIST.....	25
APPENDIX D.....	26
EMERGENCY RESPONSE TEAM – ROLE OF INFORMATION OFFICER	26
APPENDIX E	27
SCG/SILVER/BRONZE/MICO CONTROL REPRESENTATIVE (CHECK LIST)	27
APPENDIX F	28
SILVER REPRESENTATIVES	28
APPENDIX G.....	29
ELECTED MEMBER CHECKLIST	29
APPENDIX H.....	30
SERVICE AREA - EMERGENCY RELATED RESPONSIBILITIES	30
<i>Street Scene</i>	30
<i>Regeneration and Regulatory Services</i>	30
<i>Social Services</i>	30
<i>Continuing Learning and Leisure</i>	31
<i>People and Transformation</i>	31
<i>Education Services</i>	31
<i>Finance</i>	31
<i>Customer & Information Services</i>	31
<i>Law & Standards</i>	32
APPENDIX I	33
FINANCE, RESOURCES AND MUTUAL AID	33
APPENDIX J	35
SUGGESTED AGENDA FOR RECOVERY CO-ORDINATION GROUP (RCG) FIRST MEETING.....	35

APPENDIX K.....36
 MACC FORMAL APPLICATION 36

APPENDIX L40
 DISTRIBUTION LIST 40

LEGISLATIVE DUTIES

The Civil Contingencies Act 2004 and its supporting, (Contingency Planning) Regulations 2005, place a number of duties upon Local Authorities. These include a requirement to maintain plans to enable the Council to respond to an emergency, whilst continuing normal service delivery, as far as is reasonably possible, and to ensure that every plan is supported by relevant training and exercising to aid the effectiveness of such plans.

CORPORATE PREPAREDNESS

When emergencies affect our communities we, as senior managers, must ensure that the Council responds swiftly in providing the services for which we are responsible. This plan contains information to guide the corporate actions of officers and members, setting out the responsibilities of each service area and explaining how officers may be brought together, as an Emergency Response Team (ERT), to manage and co-ordinate our joint service response.

In order to ensure prompt activation of an effective management of the Council's response to an emergency, Elected Members have granted authority to the Chief Executive / Strategic Directors to determine and lead the initial stages of the response.

The success of the plan will depend on each Service Area being able to meet, whenever necessary, the demands placed upon it. We each need to be familiar with the content of the plan and ensure that Service Area Plans are available to guide staff, who may be tasked with providing services outside their experience or routine working hours.

During the initial stages of an incident the Chief Executive may liaise with relevant Cabinet and local members to inform and advise them of the situation.

As the emergency progresses the Chief Executive may engage with relevant Elected Members, where necessary forming an Emergency Committee, in order to gain appropriate political input on strategic and major financial issues.

This Corporate Emergency Management Plan addresses the response to "emergency situations" and should not be activated for normal responses to minor/routine incidents that can be dealt with by existing Service Area operational procedures.

The Council's level of emergency preparedness requires more than emergency plans. We must ensure that our plans are tested and that staff involved, at a management or operational level, have access to relevant training. The Civil Contingencies Unit (CCU) will provide support in the development and testing of the plans and in meeting training needs. The CCU is also available to offer advice during emergencies.

Chief Executive

AMENDMENTS

To ensure that the validity of this plan is maintained, plan holders are requested to inform The CCU of any amendments, by e-mail to:-

civil.contingencies@newport.gov.uk

Any enhancement or amendment of the plan will be submitted by the CCU for authorisation, with supporting evidence, to the strategic leadership team and will be distributed to all plan holders as indicated at Appendix L.

Additional copies are available from the CCU. All major policy revisions will be subject to Cabinet approval.

Controlled copies will be managed by the CCU, who will also publish, via the web site, a public information copy. Any amendments to the controlled document will be reflected in the public version but the latter will be an uncontrolled document.

Date	Author	Amendment	Current Version
01/12/06	CCU	Revised Issue	2.0
21/11/08	CCU	Updates to: <ul style="list-style-type: none">• ERT responsibilities• ERT check list• Financial arrangements• Service Area responsibilities• Distribution list• Addition of Virtual ERT• Addition of Recovery section	2.1
11/01/2012	CCU	Updated to include new recent Plans and to incorporate NCC's reorganisation and revised service area responsibilities	2.2
01/06/2014	CCU	Revised Issue	2.3

1. **AIM**

The aim of the Newport City Council's Corporate Emergency Management Plan is to set out the Council's corporate approach to management of emergencies and to provide information to guide and support the Council Emergency Response Team (ERT).

2. **OBJECTIVES**

- To provide a structured pathway for the notification of potential / actual incidents both to the Council by external emergency responders and within the Council by Service Areas.
- To establish a formal structure for the assessment of reported incidents and determination of an appropriate level of response.
- To establish a structured system for the activation of the required corporate response.
- To provide for the establishment of appropriate corporate co-ordination of the incident and where necessary relevant emergency centre facilities.
- To enable, together with other emergency responders, an integrated and co-ordinated response from the Council to an incident.
- To establish the specific emergency response roles of each Service Area in support of the overall corporate response.

In support of this Aim and Objectives

The Corporate Emergency Management Plan will:

- be reviewed every two years
- be exercised every two years
- be supported by half yearly testing the functioning of the Emergency Centres
- ensure that there is a commitment to an incident de-brief within a designated time frame.

3. **SUMMARY OF PLANS**

The Corporate Emergency Management Plan is one of a set of integrated plans used by the Council to ensure staff, managers and officers from the emergency services and other organisations meet their responsibilities within an overall co-ordinated response. The Council, via the Civil Contingencies Unit (CCU), maintains and holds operational plans as identified at paragraphs 3.1 - 3.3 below, to enable the Council to respond to and manage emergencies. Copies of these documents are circulated, as appropriate, within the Council.

3.1 **SPECIFIC PLANS FOR NEWPORT CITY COUNCIL**

- Eastman Emergency Off-Site Plan
- Wales and West Utilities Major Accident Hazard Pipelines Plan

- Air Products Pipeline Plan
- NCC Emergency Fuel Plan
- NCC Emergency Mortuary Arrangements
- NCC Adverse Weather Plan

3.2 JOINT AGENCY PLANS

The Council, Gwent Local Resilience Forum (GLRF) and other partners have signed up to the plans listed below.

- The Gwent Major Emergency Arrangements (which explains how the combined response of all agencies, within the Gwent Police area, will be co-ordinated)
- Gwent Loss of Telephony 999/112 Resilience Plan
- Gwent Flood Plan
- Gwent Chemical Plan
- Gwent Joint Agency CBRN Response Arrangements
- Gwent Recovery Plan
- Gwent Pandemic Influenza Plan
- Gwent Faith Community Emergency Response Arrangements
- Gwent LRF Emergency Fuel Co-ordination Plan
- Gwent LRF Fuel Sharing Protocol
- Gwent LRF Warning & Informing Plan
- Gwent Emergency Mortuary Arrangements
- Gwent Evacuation & Shelter Plan

3.3 The Council has other plans which are integrated with the following documents held in the Emergency Plans Folder.

3.3.1 Service Area Emergency Plans developed and maintained by individual Service Areas with the support of the CCU. They contain activation and operational procedures to help staff meet their emergency responsibilities, as set out in the Corporate Emergency Management Plan and Specific Plans.

3.3.2 The Emergency Care Centre Handbook is a guidance document for Council staff and Police, to aid the establishment of a Care Centre for survivors, evacuees or their friends and relatives during an incident.

3.3.3 The Corporate Emergency Contacts List is reviewed twice a year and provides 24hr contact details for key Council staff that may have a direct role in initiating the NCC response to an emergency. The CCU also maintain a more comprehensive data base of relevant external contacts, copies of which are held by all CCU Duty Officers and at the designated Council Emergency Centres.

4. **MANAGEMENT OF EMERGENCIES**

4.1 NOTIFICATION OF INCIDENTS

(refer to Fig 1 and Fig 2)

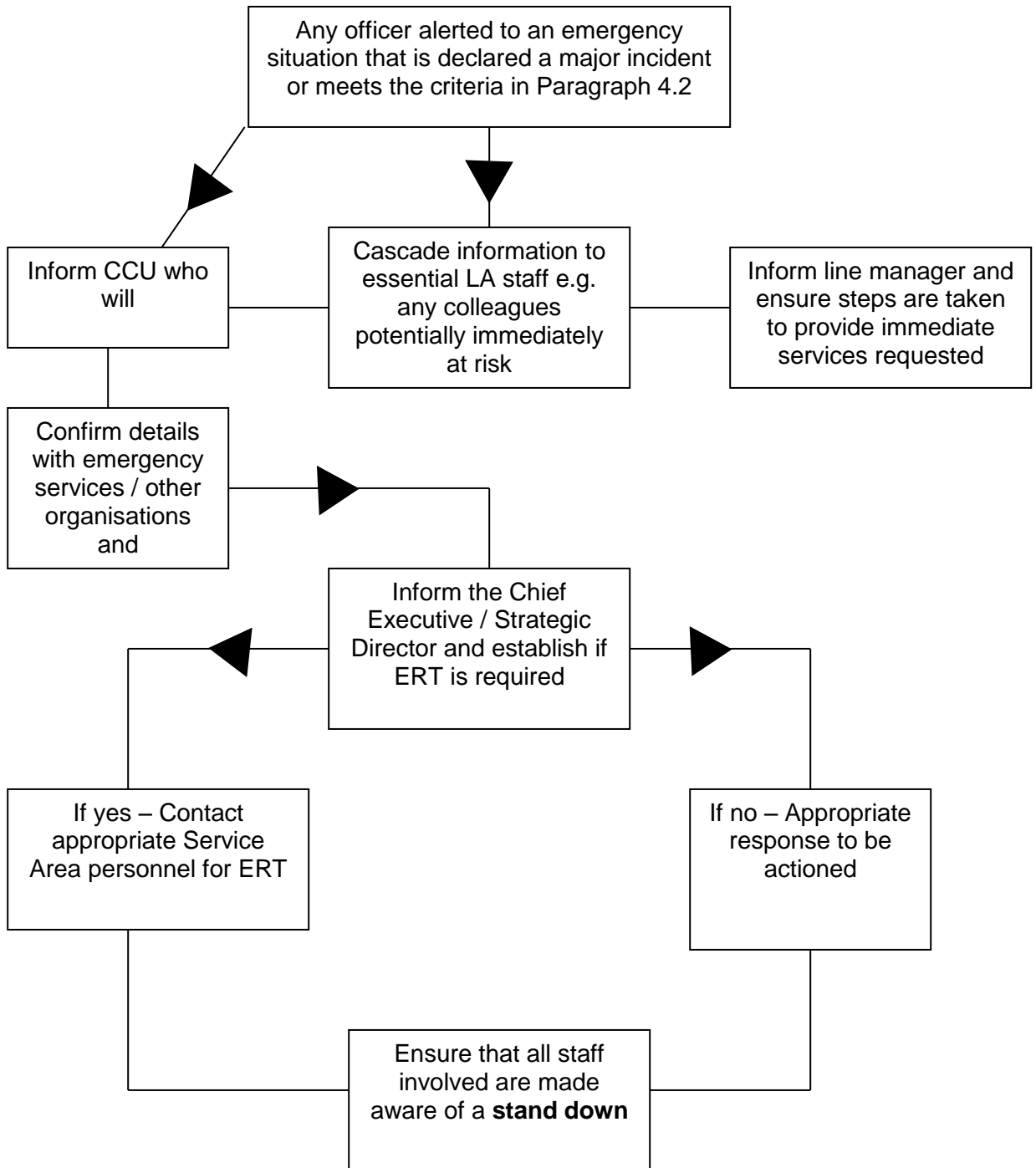
- 4.1.2 External emergency responders such as Police, Fire and Coastguard will utilise the CCU 24 hour emergency response contact point for the notification of incidents to the Council in accordance with the agreed detailed procedures for the identification of such incidents.
- 4.1.3 The Council's Contact Centre and the out of hours Control Centre will refer any potential/actual incident to the CCU 24 hour emergency response contact point.
- 4.1.4 Service Areas will notify the CCU 24 hour emergency response contact point of any incident where the criteria detailed in this corporate plan may be met.
- 4.1.5 The CCU will initially consider the implications of any incident against existing plans and procedures and will contact the Chief Executive/Strategic Director to assess and determine the required response.

4.2 CRITERIA FOR ASSESSING THE IMPLEMENTATION OF THE PLAN

- 4.2.1 If the Police declare a major incident and request Council representation, or if Police or other joint agency Control is set up and request Council' representation, but a major incident has NOT been declared.
- 4.2.2 If the demands on the Council, or any Service, require special arrangements for the Services to work together.
- 4.2.3 If an incident occurs that causes widespread disruption to local community.
- 4.2.4 If an incident occurs that is likely to generate large scale media/public interest.

Fig 1

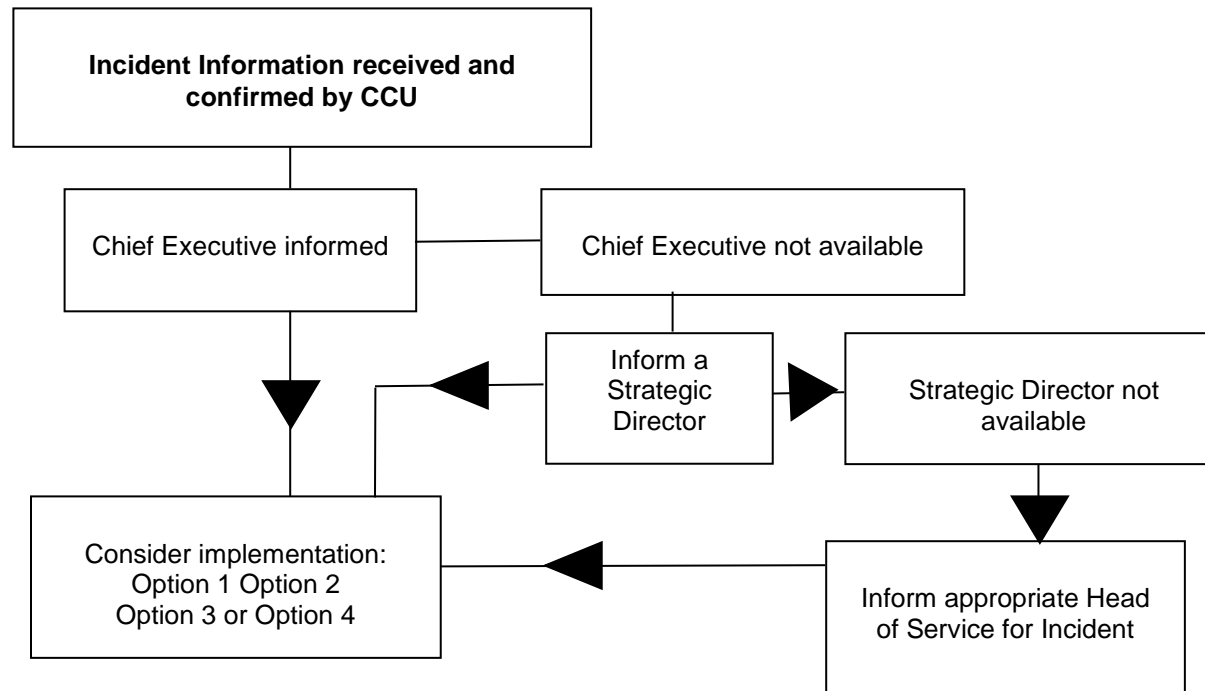
NOTIFICATION OF AN INCIDENT



4.3 IMPLEMENTATION

- 4.3.1 Implementation of the Corporate Emergency Management Plan arrangements is not dependent upon the declaration of a major incident. These arrangements can be introduced as appropriate and in terms of flexibility should be considered at four scaled levels of response. These levels can be used to escalate and de-escalate the Council's level of response (refer to Fig 2).
- Option 1 Where the incident is likely to be of a short duration and/or involves few Service Areas, the Chief Executive, in conjunction with the CCU, may determine that it be managed through personal meetings, or telephone contacts, co-ordinated by the Chief Executive and CCU.
- Option 2 Where the incident is potentially of a longer duration and/or involves multiple Service Areas the Chief Executive, in conjunction with the CCU, may determine that in order to provide adequate co-ordination and communication the Council's response to the incident should be managed from one of the Councils emergency control centres. As a minimum this would be staffed by a Civil Contingencies Duty Officer, supported as necessary by staff from relevant Service Areas.
- Option 3 Where the incident is of sufficient magnitude the Chief Executive, in conjunction with the CCU, will determine that an ERT be established. Unless option 2 arrangements are already in place the CCU will, via its 24 hour emergency response system, provide the co-ordination point for multi - agency aspects of the response until an ERT is in place.
- Option 4 Where the incident is such that transport to the ERT is not a viable option due to the nature of the incident a "Virtual ERT" should be considered as a first option in order to initiate the Council's response e.g. a gridlock of Newport's road network where, due to the management of the incident(s) the establishment of an ERT is not immediately viable, a virtual ERT may be established using telephone/email links. This would be determined by the Chief Executive/ Strategic Director or in their absence by the appropriate Head of Service.

Fig 2 NOTIFICATION OF AN INCIDENT



4.4 EMERGENCY MANAGEMENT STRUCTURE

4.4.1 The Council's Emergency Management Structure (Fig.3) provides a framework of integrated emergency management to ensure co-ordination within the Council and with external agencies. It is designed to be used flexibly to meet the particular requirements of both small and large scale emergencies.

4.4.2 The structure enables the Council to respond at an operational, tactical and strategic level.¹

4.4.3 At an operational level appropriate staff will be deployed to provide the Service Area(s) response, delivering the services required. Staff will respond in accordance with their Service Area Emergency Management Plans, supported by their routine and emergency procedures.²

4.4.4 The ERT will nominate an Information Officer to co-ordinate all public/media statements on behalf of the Council.³

4.4.5 Location of ERT

The Council has 5 potential options for the location of an ERT:

- Primary ECC – based in Committee Room 3 at the Civic Centre
- Secondary – based at the Information Station
- Newport Leisure Centre - based in the Usk Room
- Newport International Sports Village (NISV) – based in designated rooms
- Newport City Homes – based at Nexus House, Mission Court, Lower Dock Street, Newport.

The capabilities of each potential ECC vary, with the primary and secondary having the best facilities. The ECC's at the other locations are of more limited capability. They can support an ERT if required to assist with the management of the rest centre.

4.4.6 Communications

- There are telephone facilities at all sites with internal and external capability
- All ERT sites have network and email capabilities linking to the Civic Centre. The ERT at Committee Room 3 has a satellite phone facility in place.

4.4.7 Council's response

The Head of the ERT will manage the organisation and co-ordination of the Council's overall response to the emergency.⁴

- I. Ensuring strategic matters are considered at an appropriate level.

¹ refer to Appendix E – Check lists for Council Representatives at multi – agency controls

² refer to Appendix H – Emergency Response Specific Service Area Responsibilities

³ refer to Appendix D – Information Officer Checklist

⁴ refer to Appendix A – Head of ERT Initial Checklist.

- II. Co-ordinating provision of Council services and liaising with Service Area(s) Response Team(s), (SART's), if established.
- III. Directing and ensuring appropriate allocation of staff and resources.
- IV. Ensuring adequate liaison, at all levels, with external organisations.
- V. Ensuring effective information and communication systems are in place for liaison between all elements of the Council's Emergency Management Structure.
- VI. Authorising provision of information to the media, staff and the public, in consultation with the Council's Corporate Communications Team.
- VII. Considering the use of voluntary agencies for immediate and/or long term assistance.
- VIII. Considering how the Authority will manage the Recovery phase of the incident, if applicable and where necessary, in conjunction with the Strategic Directors' Team, establish an appropriate structure for the management of this element of the response.

4.4.8 *Personnel at ERT*

The ERT will comprise representatives from those Service Areas involved in the response and will be led by the Chief Executive or nominated representative. Dependant on the nature of the incident, ERT members should initially be drawn from the Strategic Directors' Team and/or relevant Heads of Service, supported by staff from their Service Areas with specialist knowledge or skills, as necessary.⁵ Ideally the Civil Contingencies Unit and the Corporate Communications Team should be represented on any initial ERT and available to support it throughout its duration. Where any formal ERT meetings are held Democratic Services should also be in attendance to support with recording of decisions.

4.4.9 *Strategic Issues*

Where necessary i.e. when Strategic Directors are not part of the ERT, strategic issues will be referred to the Council's Strategic Directors' Team.

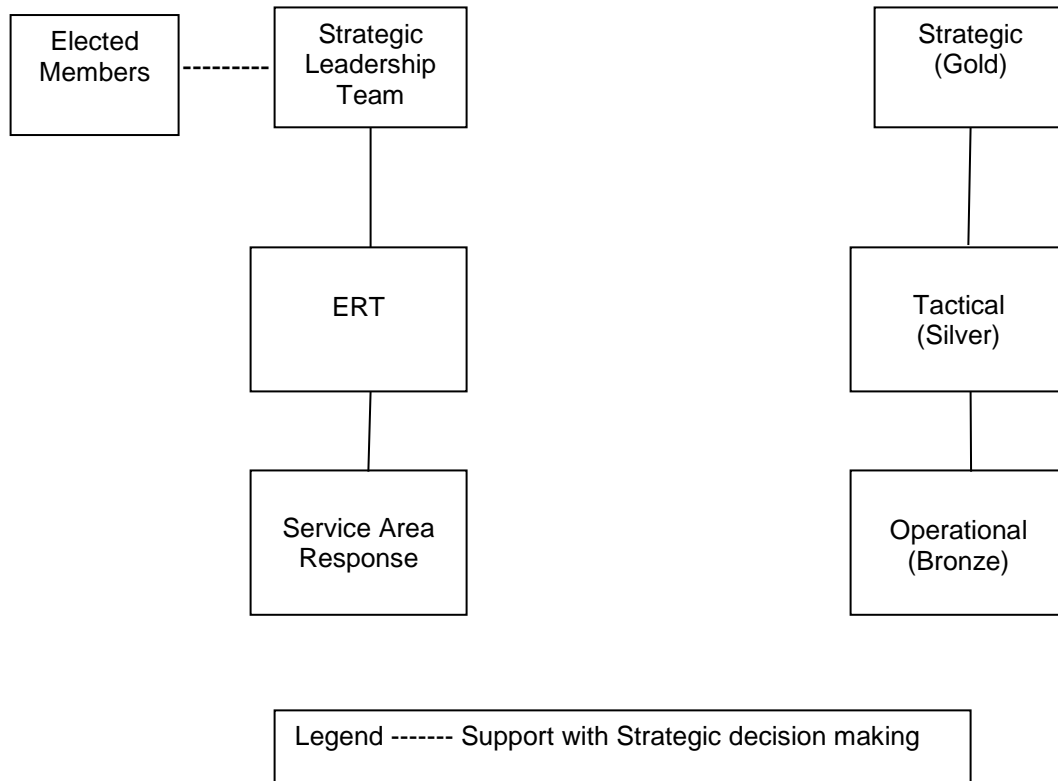
4.5 DELEGATION OF POWERS

- 4.5.1 The Chief Executive, or their representative, after consultation with the Leader, or in his absence the Deputy Leader, or in their absence any Cabinet Member, may be authorised to undertake all necessary action on behalf of the Council in emergencies. This may include the authorisation of expenditure and / or direction of resources.
- 4.5.2 Should reasonable efforts to affect such consultation prove unsuccessful, the Chief Executive, or their representative, is authorised to undertake all necessary action on behalf of the Council in emergencies. This may include the authorisation of expenditure and/or direction of resources.
- 4.5.3 All Strategic Directors of the Council and if necessary Heads of Service have delegated responsibilities, in support of the Chief Executive, to establish the emergency management arrangements described in this document.

⁵ refer to Appendix C – ERT Personnel

EMERGENCY MANAGEMENT STRUCTURES

Fig 3



5. CO-ORDINATION BETWEEN LOCAL AUTHORITIES

- 5.1 If an emergency has implications for a neighbouring local authority(s) within the Gwent Police area, the Chief Executive will be responsible for liaison with the authority(s) involved and determining whether a joint authorities ERT should be established to co-ordinate the response and whether there are any mutual aid requirements.⁶
- 5.2 When an emergency impacts within the Newport area and has the potential to, or affects a neighbouring authority outside the Gwent Police area, the Chief Executive will establish liaison with relevant Councils to consider, in consultation with the Chief Executive(s) / Managing Director(s) any mutual aid and co-ordination requirements as appropriate to the scale and locality of the incident.

⁶refer to Appendix I - Finance Resources and Mutual Aid

6. **MULTI AGENCY CO-ORDINATION ARRANGEMENTS**

- 6.1 The Council's emergency management arrangements also integrate with those of the Police and other organisations, as set out in the Gwent Major Emergency Response Arrangements document.
- 6.2 When joint agency co-ordination is led by the Police or Coastguard the Council will be represented in relevant co-ordinating groups. Dependent upon circumstances, the Council may need to be represented in the Police Strategic, Tactical Co-ordination groups and at Operational level at the scene, or the Coastguard Maritime Information Communications Office (MICO). (If the latter, this will be located at Swansea).
- 6.3 The Chief Executive (and support officer) should attend, or be represented at, Strategic Co-ordination Group and where necessary any joint agency meetings which will usually be located at the Police Headquarters, Croesyceiliog, Cwmbran, or the joint Strategic Co-ordination Centre (SCC) at Cardiff Gate.
- 6.4 A senior officer(s) from the Council will, if required, represent the Council at any joint agency Silver control and / or SCC. The location of the Silver Control will be determined at the time of the incident.
- 6.5 The representative(s) on the joint agency co-ordination group will liaise with the ERT, keeping them well briefed on the situation and passing on any requests for Council assistance⁷.

7 **LOCAL AUTHORITY CO-ORDINATION ROLE**

- 7.1 In most incident scenarios the Police will undertake the initial lead on the multi-agency co-ordination role. There are however, two sets of circumstances where the Local Authorities may assume this role.
- 7.1.1 When the nature of the incident is such that Police involvement is minimal and the Local Authority's prominent. The agreement for the Local authority, or other organisation, to assume the multi-agency co-ordination role will be approved at a Strategic Co-ordination Group meeting summoned by the Police.
- 7.1.2 When the incident has progressed from an emergency response phase into one of Remediation and Recovery, it is anticipated that Local Government will lead the co-ordination response. Again, Strategic Co-ordination Group agreement will be required before the transfer of the lead multi-agency co-ordination role.

8. **CO-ORDINATION WITH MILITARY, VOLUNTARY GROUPS AND OTHER AGENCIES**

- 8.1 Co-ordination of the involvement of the Military, voluntary groups or other

⁷ refer to Appendix E – Check lists for Council Representatives at multi – agency controls

agencies to support the Council will normally be initiated by the ERT. If any of these organisations has a major supporting role, it may be appropriate for them to be directly represented on the ERT, or within a Police, or Coastguard, led joint agency co-ordination group.

- 8.2 If the ERT consider military assistance is required, this will require the endorsement of the Chief Executive and is essential prior to any request being formally made. Financial arrangements, if applicable, must be agreed and a form of indemnity signed on behalf of the Local Authority – this will be provided by the military at the time of a formal request.⁸

9. ESTABLISHMENT OF AN EMERGENCY CONTROL CENTRE

9.1 LOCATION OF ERT

As described in 4.4.5 the Council has 5 potential options for the location of an ERT:

- Primary ECC – based in Committee Room 3 at the Civic Centre
- Secondary – based at the Information Station
- Newport Leisure Centre - based in the Usk Room
- Newport International Sports Village (NISV) – based in designated rooms
- Newport City Homes – Nexus House, Lower Dock Street, Newport.

9.2 ACCESS TO EMERGENCY CONTROL CENTRE

During office hours - If an ECC is needed during office hours, contact the Civil Contingencies Duty Officer who will contact the appropriate person namely:

- Committee Room 3 - Regeneration & Regulatory Services (Estates)
- Information Station – C&IS
- Newport Leisure Centre - the Duty Manager will be contacted
- NISV - the Duty Manager will be contacted
- Newport City Homes - 24hr number

9.3 **Outside Office Hours Access – If an ECC is needed OOH**, contact the Civil Contingencies Duty Officer who will contact the appropriate person namely:

- Committee Room 3 – Estates, or in their absence the Head of Regeneration & Regulatory Services or their nominated officer. All CCU D/O's also have the ability to access the Civic Centre in emergency situations.
- Information Station – The Head of C&IS, or in their absence their nominated Officer.
- Newport Leisure Centre - The Head of CLL, or in their absence their nominated Officer.
- NISV – The Head of Service, or in their absence their nominated Officer.
- Newport City Homes – 24hr number

⁸ Refer to Appendix K

9.4 INITIAL ACTIONS

An ECC can, if required, be established solely for a Local Authority incident or a Multi Agency Response. If not already aware, inform the CCU who will liaise with the Chief Executive/Strategic Director/appropriate Head of Service to establish an ERT, if required. (refer to Appendix A – initial actions)

9.5 The extension numbers the ERT will be using in Committee Room 3 are preset. This information is detailed in the contacts' directory.

9.6 If any ERT representative requires administrative support and is unable to obtain it from their own Service Area, requests can be made to the Law & Standards or Human Resources and Policy and Performance for assistance.

9.7 RESOURCES

- Telephone handsets and emergency plans are in the cupboards.
- Committee Room 3 has a limited supply of stationary, maps and equipment.
- Limited refreshments available. (Arrangements for food and refreshments can be made through Continuing Learning & Leisure).
- Laptops are available via the CCU with additional support from C&IS

9.8 STAND DOWN

This will be a Corporate decision, which will be informed to Heads of Service, who will in turn:

- Ensure all staff and agencies previously notified during the response are told of the stand down.
- All log sheets should be collected and given to the CCU who will retain them on behalf of the Council.
- All borrowed resources should be returned and/or replenished.
- Notify the relevant premises manager or security staff that rooms used in the emergency are clear.

All managers should ensure staff are aware of debriefs to be arranged.

10. RECOVERY

It is not the purpose of this Corporate Emergency Management Plan to encompass the detail of the Council's response to the Recovery Phase of an incident. These details are set out in the Gwent Recovery Arrangements. This Recovery section of the plan is aimed at providing an outline to the Council to effectively initiate its role in the co-ordination and management of the Recovery aspects of any incident.

10.1 DEFINITION

Recovery is an integral part of the emergency management process. It can be defined as:

- The process of rebuilding, restoring and rehabilitating the community following an emergency.(Emergency Response and Recovery Guidance, HM Government)

It is distinct from, but will usually overlap with, the Response phase which can be defined as:

- The actions taken to deal with the immediate effects of an emergency

- 10.1.1 Local communities may also look upon an emergency as an opportunity to regenerate an area. Again, this regeneration phase may overlap with the Recovery phase, with regeneration being defined as:

Transformation and revitalisation - both visual and psychological. This transformation can be physical, social and economic, achieved through building new homes or commercial buildings, raising aspirations, improving skills and improving the environment whilst introducing new people and dynamism to an area.

- 10.1.2 Recovery is a co-ordinated process of supporting disaster affected communities in the reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.

- 10.1.3 Community Recovery is, however, more than simply the replacement of what has been destroyed and the rehabilitation of those affected. It is a complex social and developmental process rather than just a remedial process. The manner in which recovery processes are undertaken is critical to their success. Community Recovery is best achieved when the affected community is able to exercise a high degree of self-determination.

- 10.1.4 In many scenarios, the Response phase to an emergency can be relatively short in contrast to the Recovery phase. Recovery usually takes years rather than months to complete as it seeks to address the enduring human, physical, environmental, and economic consequences of emergencies.

10.2 RECOVERY CO-ORDINATION GROUP (RCG) – INITIATION

- 10.2.1 The decision to establish an RCG can be taken by two separate Groups.
- In a major incident the Strategic Co-ordination Group should determine upon the initiation of a RCG.
 - In an incident impacting upon Newport the Council's ERT will, at an early stage, also consider the need for such a group.

- 10.2.2 Any group established by the SCG may, due to the nature of the incident, encompass two or more Councils. Any RCG established by the Council is not dependant upon any decision of the SCG, but will of course have to work in an integrated manner with any wider area RCG.

10.3 RGC STRUCTURE

Whilst the nature and scale of any incident will vary it may be necessary to establish a support structure under the RCG covering the following topics:

- Finance & Legal
- Communications – Media & PR
- Business & Economic Recovery
- Health & Welfare
- Environment & Infrastructure

These may necessitate dedicated groups or be merged as necessary provided representation and access to expertise remains relevant.

To support work on these issues the RCG may also wish to establish a Community Recovery Committee and to link with the Scientific & Technical Advice Cell (STAC)

10.4 COUNCIL ROLE AND RESPONSIBILITY

- Chair the RCG and provide other officers to assist if required
- Lead the waste management for the Recovery phase process including sourcing specialist contractors to dispose of toxic waste
- Lead on providing support to the local community working with community groups and residents
- Deal with any highways issues in conjunction with the South Wales Trunk Road Agency dependent on the roads involved such as road closures, clean up etc
- Implement, with the support from other agencies, a communication's strategy
- Deal with the implications of any schools or school children that have been affected
- Provide Environmental Health advice
- Co-ordinate the support from the voluntary agencies
- Co-ordinate the local political involvement
- Provision of Humanitarian Assistance Centres
- Provision of alternative accommodation for displaced persons
- Co-ordination of the restoration of the utilities

A suggested Agenda for the initial meeting of the Group is attached at Appendix J.

11. **HANDOVER OF CO-ORDINATION ROLE FROM SCG TO RCG**

- 11.1 At some point within the incident the SCG will stand down and the responsibility for the ongoing co-ordination and management passed over to the Chair of the RCG. The criteria for assessing when the handover can take place from response to Recovery should be agreed between the Chair of the SCG Group (the Police) and the Chair of the RCG (the Council).

- 11.2 This could be a phased event depending on the emergency, e.g. if a number of disparate sites were affected which are released to the RCG over a period of time. Suggested criteria are:
- The emergency is contained and there is no significant risk of resurgence.
 - Public safety measures are in place and working effectively.
 - Recovery Co-ordinating Group (and any supporting Sub-Groups) is firmly established and pro-active.
 - The Council's ECC is functioning effectively and has the necessary:
 - Resources
 - Communications
 - Media co-ordination support
 - Individual organisations are functioning effectively with adequate:
 - Resources
 - Communications
 - Management of outstanding issues

APPENDIX A

HEAD OF EMERGENCY RESPONSE TEAM – INITIAL CHECKLIST

1 Initial actions

Upon notification by CCU of an incident

- I. Establish the nature and the scale of the incident
- II. Assess available options for a response
- III. Determine required initial ERT level; response; members; location: timing and agree with CCU who will inform the ERT members
- IV. Consider advising Leader/Elected Members

2 Immediate actions on establishment of physical ERT

- 2.1 When sufficient ERT members are in attendance, liaise with CCU for update and commence initial ERT using the agenda at Appendix B.

3 Establishing a virtual ERT

If an incident occurs and the nature is such that it would/is not practical to establish an actual ERT then a virtual ERT should be considered by the Managing/Strategic director or in their absence an appointed Head of Service. This can be achieved by:

- I. Establishing landline or mobile telephony links between appropriate Strategic directors/Heads of Service and liaising with the CCU until an actual ERT can be established
- II. Establish email links if possible within the Council
- III. Maintain a communication with the CCU until such time that an ERT, or SART if appropriate, can be established.

APPENDIX B

EMERGENCY RESPONSE TEAM - INITIAL MEETING AGENDA

1. Introductions
2. Membership – CDT / all (relevant) service areas / CCU / Corporate Communications / Democratic Services
3. Confirm logging procedure for the recording of all ERT actions/decisions
4. Confirm lead communications officer
5. Briefing on current situation by Chair of ERT
 - a. Situation update - Chair
 - b. Actions to date: completed & outstanding – Chair
 - c. Additional supporting information - All
6. Assessment of current and potential impact on Council services / staff – All
 - a. Emergency response
 - b. Business continuity
7. Consideration of emergency response / incident mitigation options – immediate & probable.
8. Consider:
 - a. The need to confirm requirement for specific recording of all costs relating to the incident response and for a specific emergency expenditure code from Finance.
 - b. The potential need for additional groups to support the ERT in relation to specific issues e.g. Business Continuity / Recovery Group / Voluntary Sector
 - c. Any requirements for additional data from service areas e.g. vulnerable persons / detailed mapping information
 - d. Any contact arrangements / representational requirements at strategic / tactical level controls
 - e. Any potential requirement for military assistance
 - f. Any potential requirement for mutual aid from other LA's / agencies
 - g. The potential duration of the incident and the need to instigate staff welfare / shift working arrangements
9. Formulate action plan and allocate tasks and responsibilities
10. Confirm ECC operational arrangements
 - a. Location of ECC
 - b. Head of ERT
 - c. Staffing at ECC
 - d. Support to ECC e.g. CCC / IT

11. Communications to: elected members / staff / public
12. Communications to SART's / Multi agency control(s) / other LA's
13. Formalise with the CCU the transfer of the coordinating role from CCU to the ERT
14. Schedule of meetings
15. AOB

APPENDIX C

EMERGENCY RESPONSE TEAM CHECKLIST

- I. Upon activation, confirm in which emergency centre the team will operate.
- II. Ensure that your Service Area is aware of your role, your location and how to contact you.
- III. Establish liaison with essential contacts and make sure they understand your role and how to contact you.
- IV. Make sure you know who is heading the ERT and that you are kept aware of the situation and the involvement of the Council's activities.
- V. Activate staff and resources from your Service Area to meet needs as they arise.
- VI. Consider the need for support for yourself within the ERT.
- VII. Ensure that the involvement of your Service Area is co-ordinated with the Corporate response of the Council.
- VIII. Inform the Head of the ERT and other essential contacts of any significant problems or developments.
- IX. If the resources are inadequate to meet essential needs, in consultation with the Head of ERT, arrange for additional support from neighbouring authorities or contracted services and make any necessary provision re costs incurred.
- X. If you consider that one or more of the voluntary agencies would enhance the response, arrange for their activation via the ERT.
- XI. Inform the Head of the ERT of any additional Service Area(s) or organisation you think should be asked to join the team.
- XII. Consider the need to establish joint agency/combined Service Area(s) operational teams to ensure co-ordination of specific elements of the response (e.g. public health implications or provision of emotional care).
- XIII. **LOG ALL requests for ACTIONS TAKEN and ensure that all information relating to the incident is adequately recorded and filed. You will need to account for the actions you have taken in the event of a public enquiry.**

APPENDIX D

EMERGENCY RESPONSE TEAM – ROLE OF INFORMATION OFFICER

The Head of the ERT will designate an officer from the ERT, ideally a member of the Corporate Communications Team, to act as information officer, to take responsibility for the following:

- I. Information for the public is clear, accurate and in accordance with any policy determined through joint agency controls.
- II. Establish a system to gather, validate, collate and disseminate information to all staff involved in the response. Those needing information could include:-
 - ERT.
 - Joint Agency Team Representatives (SCG/Silver/MICO control).
 - Service Area(s) involved in the response (advice to staff).
 - Public Information Centre/Helpline Staff.
 - Public Relations Officer.
 - Media Briefing Centre Staff.
 - Care Centre Staff.
 - Directors' Team.
 - Elected Members.
- III. Liaise with the Contact Centre Manager about public enquiries and any potential dedicated "helpline" team established in the Contact Centre. The "helpline" should be properly briefed and supplied with accurate information to impart on a regular basis by the information officer.
- IV. Consider production of information to the people in the area by way of information sheets, the media and/or liaising with the Heads of Customer & Information Services and Continuing Learning & Leisure regarding the establishment of public information centres and /or use of the Information Station.
- V. Consider a co-ordinated joint agency strategy for provision of information to the media with the Police.
- VI. Discuss with the Police their plans to set up a media briefing centre from which to release joint agency statements to the media and integrate those arrangements with the needs of the Council.
- VII. Media interviews or statements should only be given by the Chief Executive, Strategic Directors, Elected Members or Heads of Service, and the Public Relations Officer, with the Directors' approval. Statements must be confined to the correct facts relating to the Council business only.
- VIII. Ensure media statements have been agreed by the Head of the ERT before release.

APPENDIX E

SCG/SILVER/BRONZE/MICO CONTROL REPRESENTATIVE (CHECK LIST)

Upon activation:

- I. Obtain as much information on the incident as possible and confirm whether SCG is being established at Police HQ or the Strategic Co-ordination Centre (SCC)
- II. Confirm that a second officer is being activated to support you, if possible.
- III. Start and maintain an incident log.
- IV. Before leaving home ensure you:
 - Are wearing/carrying identification.
 - Have a contact for liaison with the ERT and with the appropriate Control representative(s) and where relevant
 - Have basic requirements e.g. mobile phone, contact telephone numbers, remote email access device.

On arrival at SCG Control/Silver/Bronze/MICO:

- I. Report to the Police Officer in charge
For SCG only - If the main entrance to Police HQ or the SCC at Cardiff Gate is locked use the intercom to gain access.
- II. Assess the situation and report back to the ERT.
- III. Ensure they have details of how to contact you.

During the Emergency:

- I. Attend all joint agency meetings and provide briefings on the Council response.
- II. Ensure that the ERT are aware of:-
 - The needs of the situation.
 - Priorities.
 - Any joint Police or statements agreed by SCG.
- III. Liaise with the ERT and establish areas of concern for the Council.
- IV. Liaise with the Council's ERT Information Officer in relation to any intended public media statements.
For maritime Incident only, if necessary, request support via the Civil Contingencies Unit.

If handing over to a replacement:

- I. Fully brief replacement on current situation and hand over incident log
- II. Introduce replacement to the Officer in charge and explain any systems essential to operational needs e.g. timing of meetings and IT & communications
- III. Inform the ERT of the handover

On receipt of a stand down:

Complete incident log and ensure the ERT is informed

APPENDIX F

SILVER REPRESENTATIVES

This Appendix is currently
under review.

The CCU have commenced an ongoing training programme for “Silver Representatives”. It is intended with further training dates that all Services will have a nominated Silver representative(s)

APPENDIX G

ELECTED MEMBER CHECKLIST

- I. Report any emergency situation to the Council, unless Council involvement is already evident.
- II. As a local community representative provide feedback to the Council upon the response provided and any concerns the community may have that can be influenced by the Council.
- III. As a local community representative act as a channel of communication to the local community on behalf of the Council.
- IV. Cabinet Members should liaise with the Chief Executive to ensure they are briefed upon the Council's involvement in any emergency.
- V. Cabinet Members should provide appropriate advice and support to the Chief Executive in relation to strategic and major financial issues.
- VI. Cabinet Members should, as any emergency progresses, undertake the role of Council spokesperson in dealing both with the media and any public forums.

APPENDIX H

SERVICE AREA - EMERGENCY RELATED RESPONSIBILITIES

Street Scene

- Traffic and road safety
- Co-ordination of Emergency transport of goods/materials
- Co-ordination of Emergency transport of people / staff
- Traffic management
- Flood alleviation
- Highways repairs & maintenance
- Severe weather warnings - dissemination
- Waste management
- Burial services
- Emergency tree safety
- Initial co-ordination of corporate emergency response
- Advice & support to ERT
- Communication with City Centre stakeholders

Regeneration and Regulatory Services

- Facilitating opening of Civic Centre ECC
- Assessment of dangerous buildings and instructions upon required remedial safety works
- Aid regeneration via contacts, funding, etc. following the incident
- Facilitation of communications with Business
- Property asset register
- Emergency works – manpower & equipment (mechanical & electrical)
- Provision of temporary accommodation
- Accommodation provider contacts
- Disease outbreak response
- Animal health & welfare
- Consumer advice
- Emergency Mortuary – specific roles
- Community safety
- Community wardens

Social Services

- Staff support for the provision of welfare support and management of Care Centre premises
- Vulnerable persons assessment and care planning / delivery

Continuing Learning and Leisure

- Provision and operational support of (secondary) care centre premises
- Provision and operational support of public information centre premises (Libraries)
- Provision and operational support of media briefing centre premises
- Emergency Feeding (primary)
- Community support – anti social behaviour & communities first

People and Transformation

- Public enquiries/Web enquiries
- Press enquiries and Public Relations
- Management of Media Briefing Centres
- Management support to and co-ordination of public information centre(s)
- Internal Communications
- Human Resources information
- Health and Safety
- Staff welfare / psychological support / counselling
- Administrative support services
- Project management support
- Community support – cohesion

Education Services

- Psychological support for school children and Schools
- Resourcing Support & Co-ordination for Schools
- Emergency assistance in relation to school visits and youth group trips
- Provision and operation of (secondary) care centre premises
- Provision and operational support of (secondary) public information premises
- Provision and operational support of (secondary) care centre premises
- Provision and operational support of (secondary) media briefing centre premises
- Emergency Feeding (secondary)
- Multi ethnic support service including translation services

Finance

- Emergency finance
- Emergency appeal fund
- Procurement of emergency equipment / services

Customer & Information Services

- Help lines (via Contact Centre)
- GIS based mapping system & Land & Property database
- Humanitarian Assistance Centre / Public Information Centre – Information Station
- Emergency communications & IT equipment
- Secondary ECC – Information Station

Law & Standards

- Legal Services
- Public Enquiry Co-ordination
- Co-ordination of Funeral/Memorial Service arrangements
- Insurance Services
- Registration of Births, Deaths and Marriages
- Cremation services
- Administrative support services

APPENDIX I

FINANCE, RESOURCES AND MUTUAL AID

Finance:-

- I. The response to life threatening situations should not be delayed by uncertainty concerning recovery of costs or financial restraints. In the event of a major emergency, costs must be initially met through the budget of the Service Area(s) responding. If normal financial systems are unacceptable to the provider service areas may use purchasing cards, or request assistance from the CCU. Finance can arrange for an emergency expenditure code to be issued, to help Service Areas identify specific spending in an emergency situation. If circumstances require major expenditure, the Strategic Directors may make the decision to implement any additional financial arrangements.
- II. A record of expenditure incurred must be kept by all Service Areas, to enable them to recover costs corporately, from third parties or through the Assembly's Emergency Financial Assistance Scheme
- III. Where a request for the Council to respond is made by the Emergency Services or other statutory agency, this Council will provide the services for which it is responsible and meet its own costs.
- IV. A charge may be made if requested, to provide services which are not the responsibility of the Council. In these circumstances, it should be clearly stated that a charge may be made.
- V. Where an incident crosses boundaries, or occurs within the geographical area of one authority but has implications for another, each local authority will be responsible for its own costs in responding to the incident.
- VI. If, as a result of the incident, there is a request/need to establish a Disaster Fund, Finance will co-ordinate the response.

Resource Acquisition:-

Resources will be required at very short notice in an emergency and Council Service Areas should try to meet the demands from within their own resources. Requests to Service Areas for resources that cannot be readily met should be passed to the ERT and if necessary in turn by the ERT to Strategic Procurement (Finance), who will try to obtain items needed either from within the Council or neighboring authority, or external suppliers. They can also access information on suppliers and may be able to assist in identifying possible sources of supply.

Mutual aid:-

The Council has, with the approval of this plan, adopted the Welsh Local Government Association (WLGA) recommended policy statement to render mutual aid and assistance to other Councils in an emergency, requiring resources beyond those available within their own capability. Such a system would be subject to recompense of proper financial costs and could be instigated by any senior officer of the Council in consultation with the Head of the ERT.

APPENDIX J

SUGGESTED AGENDA FOR RECOVERY CO-ORDINATION GROUP (RCG) FIRST MEETING

The following is a list of points that could be put on the initial agenda for the RCG

- Introductions
- Terms of reference for the group
- Membership
 - Responsibilities and authority
 - Other agencies that may be required
- Briefing/progress report, including the last impact assessment and the SCG strategy (brief overview, keep concise)
- Agree Recovery strategy (including detailed objectives and targets as necessary)
- Immediate actions/or urgent issues related to the emergency
- Recovery action plan formulation and delegation of tasks
- Priorities action
- Any other issues
- Schedule of meetings

Notes of minutes of the meeting should be taken as well as the maintenance of a key decision/action log. Law and Standards support staff may be brought in for this function.

APPENDIX K MACC FORMAL APPLICATION

FORM OF INDEMNITY FOR MILITARY AID TO THE CIVIL COMMUNITY TASKS/TRAINING AND LOGISTIC SUPPORT TO THE POLICE

To: The Secretary of State for Defence (through[insert HQ as appropriate]).

1. I/We of
(Hereinafter called 'the Sponsor') do hereby apply to you (hereinafter called 'the Secretary of State' for assistance (hereinafter called 'the Service') in or towards carrying out the works/service described in the schedule hereto.

2. **Indemnity.** In the event of the Secretary of State accepting and agreeing to act on this application the Sponsor undertakes to furnish a completed Indemnity Form as appropriate prior to the completion of the Service other than where a standing indemnity has already been furnished to the Secretary of State and the period covered in the form has not expired.

3. **Insurance.** In the event of the Secretary of State accepting and agreeing to act on this Application, the Sponsor undertakes:

a. To effect with an insurer or insurers a policy or policies of insurance to cover the requirements of the indemnities as follows:
(1) **Ground Risk Insurance.** Minimum of £2,000,000 (two million pounds) any one claim/incident.

(2) **Aviation Risk Insurance.** Minimum of £7,500,000 (seven and a half million pounds).

b. To duly pay the premium or premiums payable in respect of the said policy or policies and to produce the policy or policies and receipt or receipts whenever so required by or on behalf of the Secretary of State.

4. **Payment.** In the event of the Secretary of State accepting and agreeing to action this Application, the Sponsor undertakes to:

a. Pay on demand the charge for the Service determined by the Secretary of State on termination of the Service notwithstanding any prior estimate of charge which may have been given.

b. Deposit with the Secretary of State the sum of £ and to make such further payments towards the charge as may be required before termination of the Service.

5. **General.**

a. The Sponsor acknowledges the right of the Secretary of State to discontinue the Service without notice.

b. The Sponsor certifies that it has obtained a statement in writing from every trade union, association of employers and other organisation whose members are likely to be affected by the provision of the Service that such trade union, association of employers or organisation does not object to such provision by the Secretary of State.

Description of the service:

Signature

.....

being duly authorised to sign on behalf of the Sponsor

Name

Address.....

.....

.....

Position

(where applicable)

Dated

Witnesses*

(Second witness – *Scotland only*)

Address.....

.....

.....

Dated

* Two witnesses required in Scotland

THE SCHEDULE OF WORKS

**HQ 15 (NE) BDE
UK OPS SI 002**

IN CONSIDERATION of the Secretary of State for Defence (hereinafter called 'the Secretary of State') agreeing to provide:*
(hereinafter called 'the Organisation') with

**

1. The Organisation **HEREBY UNDERTAKES AND AGREES:**

a. That if any servant or agent of the Crown, shall suffer sickness or personal injury (including injury resulting in death) by reason of or arising out of any negligent act or omission connected with the performance of this agreement, the Organisation will fully and effectively indemnify the Crown in respect of:

(1) All sums payable to that servant or agent or any dependant, relative or representative of his or hers by pay of pension, gratuity or other compensation (other than retired pay, pension or gratuity to which the servant or agent may be entitled by reason of length of time for which he or she has served as a servant or agent of the Crown) or by way of pay and allowances payable to him or her during any period of absence from duty as a result of sickness or injury.

(2) The costs and expenses of any hospital or medical treatment afforded to him or her on account of such sickness or injury, including any medical care or repatriation costs.

(3) Any funeral expenses incurred as a result of the death of the servant or agent.

PROVIDED that if the Secretary of State elects the indemnity under (1) above shall be deemed to be satisfied by the payment of the Organisation to the Secretary of State of a capital sum determined by the Government Actuary **and the Insurers**.

b. That if any property of the Crown or of any servant of the Crown or any other property which, at the discretion of the Crown, falls to be replaced at public expense is lost or damaged, and such loss or damage occurs as a result of any negligent act or omission of the Organisation arising out of or in any way connected with the performance of the agreement, the Organisation will repay the Crown, as it may require, either the cost of replacement or repair, whichever is the less.

c. That the Organisation will fully and effectively indemnify the Crown and any servant or agent of the Crown against all liabilities, claims, actions, proceedings, demands, costs, charges or expenses which may be incurred by or made against the Crown or any servant or agent of the Crown in respect of sickness or personal injury (including injury resulting in death) or loss of or damage to any property as a result of a negligent act or omissions arising out of or any way connected with the performance of this agreement.

d. That the Organisation will indemnify the crown against all payments made

by the crown of sums paid to its servants or agents for the purpose of indemnifying them against any such liabilities, claims, actions, proceedings, demands, costs, charges and expenses as referred to in sub-paragraph c above.

- e. The Organisation will not make against the Crown or any servant or agent of the Crown any claim in respect of loss or damage to property from whatever cause, except negligence on the part of the Crown, sustained by the Organisation (or by any person employed by the Organisation or for whom the Organisation is responsible) by reason of or arising out of or in any way connected with the performance of this agreement.
- f. To effect with an Insurance Company or Companies a policy or policies of insurance covering all the matters which are the subject of the indemnities and undertakings herein and contained in the sum of £2,000,000 (min. £7,500,000 in the case of Aviation Risks) at least in respect of any one incident and unlimited in total and to ensure that the said policy or policies are endorsed as follows:

‘It is hereby declared and agreed that notwithstanding anything contained in this policy or in any memorandum, condition or schedule attached to or forming part of this policy, this policy covers all the sums within the total sum assured which the insured shall become liable to pay under an undertaking to the Crown a copy of which undertaking is set out at the foot hereof,’

PROVIDED ALWAYS that nothing in this paragraph shall be construed as limiting or affecting in any way the Organisation’s liability under any of the said indemnities or undertakings

- g. To assign the Crown all sums hereafter to become due under the said policy or policies and to ensure that the interest of the Crown therein is duly noted by the insurer or insurers.
- h. To duly pay the premium or premiums payable in respect of the said policy or policies and to produce the policy or policies and receipt or receipts for the premiums for inspection whenever so required by or on behalf of the Secretary of State.

2. This indemnity will not apply to any of the liabilities referred to in 1a to 1f inclusive or to any other liabilities incurred by criminal acts.

Signed for and on behalf of

Position Dated

Witnessed Second witness[Ⓢ]
([Ⓢ] *Scotland Only*)

Address

*Insert name and authority/organisation
** Insert facility or service to be provided

APPENDIX L

DISTRIBUTION LIST

Leader of the Council
Cabinet Member, Regulatory Services
Elected Members Library
Chief Executive
Strategic Directors
Heads of Service
Nominated Service Area Representatives and Liaison Officers
Civil Contingencies Unit