



# Newport City Council

# Corporate Emergency Management Plan

Version: 2.5  
Date: 15<sup>th</sup> April 2021

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## LEGISLATIVE DUTIES

The Civil Contingencies Act 2004 and its supporting (Contingency Planning) Regulations 2005, delivers a single framework for civil protection both in the UK and at a local level. The Act is separated into two substantive parts.

- Part 1: focuses on local arrangements for civil protection, establishing a statutory framework of roles and responsibilities for local responders.
- Part 2: focuses on emergency powers, establishing a modern framework for the use of special legislative measures that might be necessary to deal with the effects of the most serious emergencies.

The Act divides local responders into two categories depending on the extent of their involvement in civil protection work and places a set of duties on each.

As a Category One responder, the Council is subject to the full set of duties assigned under the Act. These being:

- Assess the risk of emergencies occurring and use this to inform contingency planning;
- 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;
- Put in place Business Continuity Management arrangements;
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency;
- Share information with other local responders to enhance co-ordination;
- Co-operate with other local responders to enhance co-ordination and efficiency;
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only).

## 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.

To ensure resilience on a strategic leadership level the Council have adapted a 'Gold Duty Officer' rota system whereby the Chief Executive, Strategic Directors and Heads of Service all participate. Whilst this system provides essential resilience, the Chief Executive or Strategic Leaders may take the overall strategic leadership role if applicable.

In the early stages of an incident, the Gold Duty Officer will liaise with the CCU DO (Civil Contingencies Unit Duty Officer) to collect information on the emerging events.

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 Gold Duty Officer 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 Service Area Arrangements that 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 Gold Duty Officer may liaise with relevant Cabinet and local members to inform and advise them of the situation.

As the emergency progresses the Gold Duty Officer 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 and to maintain appropriate awareness of the political leadership to emerging events.

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

## DOCUMENT CONTROL

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](mailto: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 holders as indicated at Appendix O.

All major policy revisions will be subject to Cabinet approval.

The Corporate Emergency Management Plan will:

- be reviewed every three years \*
- be exercised every three 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.

\*Note: if an incident has occurred and the plan has been implemented within the 3 yearly cycle, an exercise is not required. A review of the plan will be carried out accordingly following activation. All activations of the plan will be evidenced by Civil Contingencies Duty Officer incident logs.

Any changes to the plan will be managed by the CCU, who will also publish the plan via the website for public viewing.

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"> <li>• ERT responsibilities</li> <li>• ERT check list</li> <li>• Financial arrangements</li> <li>• Service Area responsibilities</li> <li>• Distribution list</li> <li>• Addition of Virtual ERT</li> <li>• Addition of Recovery section</li> </ul>	2.1
11/01/12	CCU	Updated to include new recent Plans and to incorporate NCC's reorganisation and revised service area responsibilities	2.2
01/06/14	CCU	Revised Issue	2.3
19/03/19	CCU	Revised Issue	2.4
26/04/21	CCU	Update to reflect the availability of the 'Gov.Notify' messaging system for communication with Elected Members and the outcome of recent audit.	2.5

## 1. PURPOSE AND SCOPE

- 1.1 The Council, along with other designated emergency responders, has a legal obligation to provide an integrated response in relation to emergency planning. The purpose of 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).
- 1.2 To achieve this, the Newport City Council Corporate Plan outlines arrangements which are intended to assist the co-ordination of the Authority's response to any actual, or threatened incident, or emergency, while maintaining normal services as far as possible.
- 1.3 The plan provides a flexible framework of procedures to enable a quick, effective and appropriate response to mitigate the effects of an incident or emergency that may have an impact on the Council's response.
- 1.4 The Plan:
  - Provides a structured pathway for the notification of potential / actual incidents both to the Council by external emergency responders and within the Council via Service Areas.
  - Establishes a formal structure for the assessment of reported incidents and determination of an appropriate level of response.
  - Establishes a structured system for the activation of the required corporate response.
  - Provides appropriate corporate co-ordination of the incident and the relevant emergency facilities where necessary.
  - Enables, together with other emergency responders, an integrated and co-ordinated response from the Council to an incident.
  - Establishes the specific emergency response roles of each Service Area in support of the overall corporate response.
  - Is a central document to be referred to and guide an incident response.

## 2. SUMMARY OF PLANS

- 2.1 The Corporate Emergency Management Plan is one of a set of integrated arrangements 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 both specific for Newport City Council and also joint agency plans. A list of these documents can be found in Appendix H. Electronic copies of these plans can be found on Resilience Direct<sup>1</sup>. Further to this there are specific service area arrangements.

<sup>1</sup> Access to Resilience Direct will be available. Resilience Direct is a Cabinet Office website. Access to the NCC section of the site is managed by CCU.

### **3. MANAGEMENT OF EMERGENCIES**

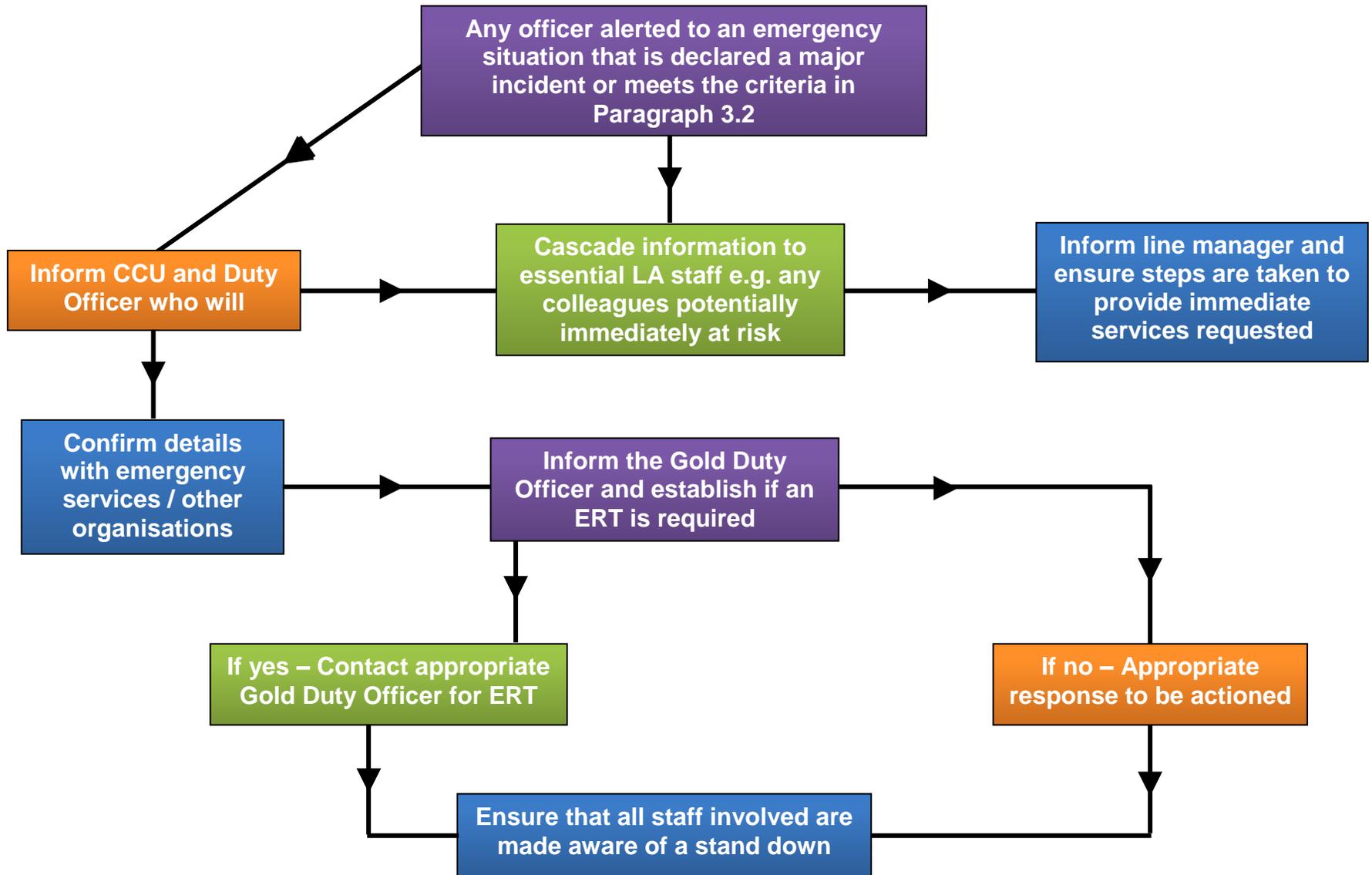
#### **3.1 NOTIFICATION OF EMERGENCIES (refer to Fig 1)**

- 3.1.1 External emergency responders such as Police, Fire and Coastguard will utilise the CCU DO 24-hour emergency response contact number for the notification of incidents to the Council in accordance with the agreed detailed procedures for the identification of such incidents.
- 3.1.2 The Council's Contact Centre and the out of hours Control Centre will refer any potential/actual incident to the CCU DO 24-hour emergency response contact number.
- 3.1.3 Service Areas will notify the CCU DO 24-hour emergency response contact point of any incident where the criteria detailed in this corporate plan may be met.
- 3.1.4 The CCU DO will initially consider the implications of any incident against existing plans and procedures and will contact as necessary, the Gold Duty Officer to assess and determine the required response.

#### **3.2 CRITERIA FOR ASSESSING THE IMPLEMENTATION OF THE PLAN**

- 3.2.1 If the Police declare a major incident and request Council representation.
- 3.2.2 If Police or other joint agency Control is set up and request Council representation, but a major incident has NOT been declared.
- 3.2.3 If the demands on the Council, or any Service, require special arrangements for the Services to work together.
- 3.2.4 If an incident occurs that causes widespread disruption to local community.
- 3.2.5 If an incident occurs that is likely to generate large scale media/public.
- 3.2.6 If an incident occurs that significantly affects the environment.

Fig 1 NOTIFICATION OF EMERGENCIES



### 3.3 IMPLEMENTATION

3.3.1 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 three scaled levels of response. These levels can be used to escalate and de-escalate the Council's level of response.

**Option 1** - Where the incident is likely to be of a short duration and/or involves few Service Areas, the Gold Duty Officer, in conjunction with the CCU, may determine that it be managed through 'face to face' meetings (either in person or via Microsoft Teams), or telephone, co-ordinated by the Gold Duty Officer and CCU.

**Option 2** - Where the incident is of sufficient magnitude the Gold Duty Officer, in conjunction with the CCU, will determine that an ERT be established. Unless option 1 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. The scale and duration of an ERT are flexible.

**Option 3** - 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 (video or teleconferencing e.g. Microsoft Teams and Openscape) 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 Gold Duty Officer or in their absence by the appropriate Head of Service, Strategic Director or Chief Executive.

### 3.4 EMERGENCY MANAGEMENT STRUCTURE

3.4.1 The Council's Emergency Management Structure (Fig.2) 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.

3.4.2 The structure enables the Council to respond at an operational, tactical and strategic level.<sup>2</sup>

3.4.3 At a strategic level in any incident a Gold Duty Officer will be available to decide on what actions to take.

3.4.4 The Gold Duty Officer is responsible for liaising initially with the Leader or the Deputy Leader in the Leader's absence. Following discussions with the Leader, additional briefings for Cabinet Members may be necessary.

<sup>2</sup> Refer to Appendix E – Check lists for Council Representatives at multi – agency controls

3.4.5 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 routine and emergency procedures.<sup>3</sup>

3.4.6 The ERT will nominate a Corporate Communications Officer to co-ordinate all public/media statements on behalf of the Council. The nominated officer will also liaise with colleagues in employee engagement services in the development of key internal communication messages to staff.<sup>4</sup>

#### 3.4.7 Location of ERT

ERTs can be convened at short notice and in numerous locations within normal office working hours and outside of office working hours, due to the distribution of working laptops and mobile phones for staff and the ability to access required systems remotely.

The Council has 3 potential options for the location of an ERT:

- Primary - Emergency Control Centre (ECC) – based in Committee Room 3 at the Civic Centre
- Secondary – CCTV Control Room, Civic Centre (*this would be the main initial option outside office hours*).
- Newport City Homes – based at Nexus House, Mission Court, Lower Dock Street, Newport (Back-up power capability).

The capabilities of each potential ECC vary, however with agile working capabilities; it is possible to convene an ERT in multiple locations in addition to the 3 listed above.

#### 3.4.8 Access to emergency control centre

**During and outside of office hours' access** - If an ECC is needed during office hours, contact the Civil Contingencies Duty Officer who will contact the appropriate person.

#### 3.4.9 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 Gold Duty Officer to establish an ERT.

#### 3.4.10 Communications

- The majority of staff that will be present within an ERT will have mobile phones with internal and external capability
- All ERT sites have network and email capabilities linking to the Civic Centre.
- If staff cannot be present at ERTs then it is possible to dial in and communicate via tele/video conferences. With the implementation of Office 365 and Microsoft Teams, there is the ability to hold telephony or video conferences. Openscape can also be utilised to conduct teleconferences when appropriate.

<sup>3</sup> refer to Appendix I – Emergency Response Specific Service Area Responsibilities

<sup>4</sup> refer to Appendix D – Corporate Communications Checklist

#### 3.4.11 Council's response

The Gold Duty Officer will manage the organisation and co-ordination of the Council's overall response to the emergency:<sup>5</sup>

#### 3.4.12 Personnel at ERT

The ERT will include representatives from those Service Areas involved in the response and will be led by the Gold Duty Officer or nominated representative.<sup>6</sup>

Core Members:

- Gold Duty Officer (e.g. Chief Executive, Strategic Director, Head of Service)
- Democratic services personnel for minute taking of the ERT meetings and also for the dissemination of any agreed communications to Elected Members via 'Gov.Notify' messaging system.
- External communications to handle media enquiries and to disseminate information
- Civil Contingencies Unit (CCU)

Optional Members:

- Staff communications to provide information to staff
- Members of relevant service areas with specialist expertise and knowledge
- External partner agencies (e.g. Emergency Services, Public Health Wales, Natural Resources Wales etc.)

### 3.5 **DELEGATION OF POWERS**

3.5.1 The Gold Duty Officer or their representative, after consultation with the Leader, or in the Leader's 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.

3.5.2 Should reasonable efforts to affect such consultation prove unsuccessful, the Gold Duty Officer, 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.

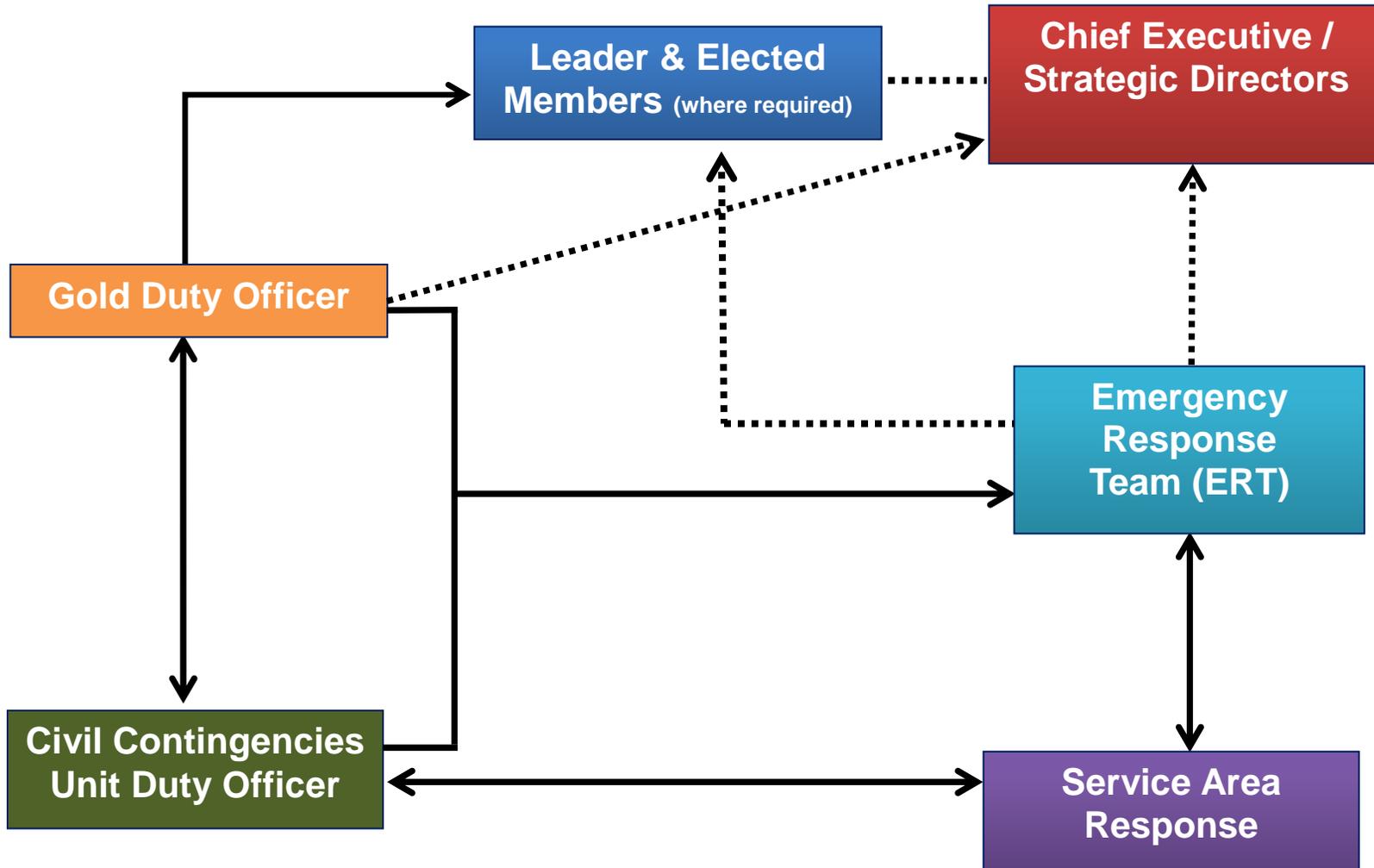
### 3.6 **STAND DOWN**

- Corporate/multi-agency decision by SCG / NCC Gold.
- CCU to inform Heads of Services and agencies notified during the response.
- Ensure all staff 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.

<sup>5</sup> Refer to Appendix A – Head of ERT Initial Checklist.

<sup>6</sup> Refer to Appendix C – Emergency Response Team Member Checklist

Fig 2 Emergency Management Structure



## 4. CO-ORDINATION BETWEEN LOCAL AUTHORITIES

- 4.1 If an emergency has implications for a neighbouring local authority(s) within the Gwent Police area, the Gold Duty Officer (see page 3 – Corporate Preparedness) 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.<sup>7</sup>
- 4.2 When an emergency impacts within the Newport area and has the potential to, or affects a neighbouring authority outside the Gwent Police area, the Gold Duty Officer will establish liaison with relevant Councils. In consultation with the Chief Executive(s) any mutual aid and co-ordination requirements can be considered, as appropriate to the scale and locality of the incident.

## 5. MULTI AGENCY CO-ORDINATION ARRANGEMENTS

- 5.1 Established as a requirement of the Civil Contingencies Act 2004 and its supporting (Contingency Planning) Regulations 2005, Local Resilience Forums (LRF) are the principal mechanism for the multi-agency collaboration to ensure the effective delivery of the duties identified under the Act.
- 5.2 The Gwent Local Resilience Forum covers the Gwent Police Force area and is a partnership made up of both Category One and Two responders along with the military, Welsh Government, voluntary organisations and other private agencies. As a Category One Responder the Council is a key partner of the Gwent LRF.
- 5.3 The Gwent LRF's strategic aim is to establish and maintain effective multi-agency arrangements to respond to major emergencies, to minimise the impact of those emergencies on the public, property and environment of the Gwent Police area.
- 5.4 Through the Gwent LRF Major Incident Response Arrangements (GMIRA) the strategic and tactical framework and structures for dealing with generic and where appropriate specific arrangements for a multi-agency combined response to major incidents are provided.
- 5.5 The Council's emergency management arrangements are designed to integrate with the GMIRA and ensures that the Council participates in the multi-agency integrated response to a major incident, including representation across the Strategic, Tactical and Operational multi-agency coordination management structure, where required.
- 5.6 The Gold Duty Officer (and support officer) should attend or be represented at the Strategic Co-ordination Group and where necessary any other 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.

<sup>7</sup>refer to Appendix J - Finance Resources and Mutual Aid

- 5.7 A senior officer(s) from the Council will, if required, represent the Council at any joint agency Tactical control and/or SCC. The location of the Tactical Control will be determined at the time of the incident.
- 5.8 Should the Strategic or Tactical coordination of the major incident be led by the Coastguard, the Coastguard Maritime Information Communications Office (MICO) may be established. This will be established at a designated appropriate facility which may be nearby to the incident, where arrangements would quickly be put in place to allow dial-in, virtual attendance or delegated attendance as required for the affected authority.
- 5.9 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 assistance<sup>8</sup>.
- 5.10 As part of joint working, the emergency services have adopted the agreed standard JESIP Principles of Joint working and Situational Awareness. A copy of this can be found in Appendix M.

## 6. LOCAL AUTHORITY CO-ORDINATION ROLE

- 6.1 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 are the owners of the incident, these are noted below.
  - 6.1.1 When the nature of the incident is such that the Local Authority's role is most prominent. The agreement for the Local authority, or other organisation, to assume the multi-agency co-ordination role will be approved at a Strategic or Tactical Co-ordination Group meeting convened by the Police.
  - 6.1.2 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 or Tactical Co-ordination Group agreement will be required before the transfer of the lead multi-agency co-ordination role.<sup>9</sup>

<sup>8</sup> Refer to Appendix E – Check lists for Council Representatives at multi – agency controls

<sup>9</sup> Refer to Appendix E – Check lists for Council Representatives at multi – agency controls

## 7. CO-ORDINATION WITH MILITARY, VOLUNTARY GROUPS AND OTHER AGENCIES

- 7.1 Co-ordination of the involvement of the Military, voluntary groups or other 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 at the multi-agency meeting or, led joint agency co-ordination group.
- 7.2 There are various forms for a Military request, however if a request is required for Community based Local Authority Support, then a formal Military Aid to the Civil Authorities (MACA) applications is to be completed. This will require the endorsement of the Gold Duty Officer 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.<sup>10</sup>

In the absence of the noted point of contact, an alternative can be sought via the Brigade Duty Officer number noted in the GLRF Contacts directory.

## 8. 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 LRF Recovery Plan Arrangements. This Recovery section of the plan is aimed at providing an outline to the Council to set out its approach to the management of the recovery phase and effectively initiate its role in the co-ordination and management of the Recovery aspects of any incident.

### 8.1 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.

### 8.2 PURPOSE

The purpose of providing recovery support is to assist the affected community towards management of its own recovery. It is recognised that where a community experiences a major emergency, there is a need to supplement the person, family and community structures which have been disrupted.

<sup>10</sup> Refer to Appendix L – MACC Formal Application

- 8.2.1 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.
- 8.2.2 Community Recovery is, however, more than simply the remedial process, or replacement of what has been destroyed and the rehabilitation of those affected. It is a complex social and developmental 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.
- 8.2.3 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.

### **8.3 RECOVERY CO-ORDINATION GROUP (RCG) – INITIATION**

- 8.3.1 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.
- 8.3.2 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 dependent upon any decision of the SCG, but will of course have to work in an integrated manner with any wider area RCG.
- 8.3.3 The RCG will run in parallel to the SCG.

### **8.4 RCG STRUCTURE**

- 8.4.1 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:
- Economic /Environmental
  - Communications & Community Liaison Group
  - Health & Welfare
  - Infrastructure
- 8.4.2 These may necessitate dedicated groups or be merged as necessary provided representation and access to expertise remains relevant.
- 8.4.3 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).

## 8.5 COUNCIL ROLES AND RESPONSIBILITIES

- Chair the RCG and provide other officers to assist if required
- Assist with waste management for the Recovery phase process, potentially including sourcing specialist contractors to dispose of hazardous waste
- Lead on providing support to the local community working with community groups and residents
- Deal with any highways issues, as necessary in conjunction with the South Wales Trunk Road Agent 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 K.

## 9. HANDOVER OF CO-ORDINATION FROM SCG TO RCG

- 9.1 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).
- 9.2 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

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- Appendix M – JESIP Principles for joint working and situational awareness
- Appendix N – Glossary
- Appendix O – Distributional List

## APPENDIX A: HEAD OF EMERGENCY RESPONSE TEAM – INITIAL CHECKLIST

### 1 Initial actions

Upon notification by CCU of an incident:

- Establish the nature and the scale of the incident
- Assess available options for a response
- Determine initial ERT level; response; members; location: timing and agree with CCU who will inform the ERT members
- Consider advising Leader/Elected Members/Chief Executive/Strategic Directors

### 2. Immediate actions on establishment of any physical ERT

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 a face to face ERT then a virtual ERT should be considered by the Gold Duty Officer. This can be achieved by:

- Utilisation of Office 365 Microsoft Teams and Openscape to host teleconference.
- Establishing landline or mobile telephony links between appropriate Senior Management and liaising with the CCU until a face to face ERT can be established
- Establish email links if possible within the Council
- Maintain a communication with the CCU until such time that an ERT can be established.

### 4. Key points for Gold Duty Officer /Head of ERT to consider in the Council's response:

- Ensure strategic matters are considered at an appropriate level.
- Co-ordinate the provision of Council services and liaising with service areas.
- Ensure appropriate allocation of staff and resources.
- Ensure adequate liaison, at all levels, with external organisations.
- Ensure effective information and communication systems are in place for liaison between all elements of the Council's Emergency Management Structure.
- Authorise provision of information to the media and the public, in consultation with the Council's Corporate Communications Team. Additionally, providing information to staff, in consultation with the Council's internal communications team.
- Authorise provision of information to Elected Members including utilising the 'Gov.Notify' system via Democratic Services.
- Consider the use of voluntary agencies for immediate and/or long term assistance.
- Consider how the Authority will manage the Recovery phase of the incident, if applicable and where necessary; establish an appropriate structure for the management of this element of the response.

## **APPENDIX B: EMERGENCY RESPONSE TEAM – INITIAL MEETING AGENDA**

1. Introductions.
2. Membership – Gold Duty Officer/ all (relevant) service areas / CCU / Corporate Communications / Democratic Services.
3. Confirm logging procedure for the recording of all ERT actions/decisions.
4. Briefing on current situation by Chair (usually Gold Duty Officer) of ERT.
  - Situation update - Chair
  - Actions to date: completed & outstanding – Chair
  - Additional supporting information - All
5. Assessment of current and potential impact on Council services / staff – All.
  - Emergency response
  - Business continuity – those present to report on impact of the incident on their service area and establish which priority services need to be maintained.
6. Consideration of emergency response / incident mitigation options – immediate & probable.
7. Consider:
  - 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.
  - The potential need for additional groups to support the ERT in relation to specific issues e.g. Business Continuity / Recovery Group / Voluntary Sector
  - Any requirements for additional data from service areas e.g. vulnerable persons / detailed mapping information
  - Any contact arrangements / representational requirements at strategic / tactical level controls
  - Any potential requirement for military assistance
  - Any potential requirement for mutual aid from other LA's / agencies
  - The potential duration of the incident and the need to instigate staff welfare / shift working arrangements
8. Formulate action plan and allocate tasks and responsibilities.
9. Confirm ECC operational arrangements (if appropriate).
  - Location of ECC
  - Staffing at ECC
  - Support to ECC e.g. City Contact Centre / IT
10. Communications to: elected members / staff / public/ media.

11. Communications to Service Areas, multi-agency control(s), Welsh Government and other Local Authorities.
12. Formalise with the CCU the transfer of the co-ordinating role from CCU to the ERT.
13. Schedule of meetings.
14. AOB

## APPENDIX C: EMERGENCY RESPONSE TEAM MEMBER CHECKLIST

1. Upon activation, confirm where and when the ERT will take place.
2. Ensure that your Service Area is aware of your role, your location and how to contact you.
3. Establish liaison with essential contacts and make sure they understand your role and how to contact you.
4. 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.
5. Activate staff and resources from your Service Area to meet needs as they arise.
6. Consider the need for support for yourself within the ERT.
7. Ensure that you bring appropriate resources i.e. laptop, mobile, chargers etc.
8. Ensure that the involvement of your Service Area is co-ordinated with the Corporate response of the Council.
9. Inform the Head of the ERT and other essential contacts of any significant problems or developments.
10. 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.
11. If you consider that one or more of the voluntary agencies would enhance the response, arrange for their activation via the ERT.
12. Inform the Head of the ERT of any additional Service Area(s) or organisation you think should be asked to join the team.
13. 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).
14. **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 CORPORATE COMMUNICATIONS**

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:

1. 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/Tactical/Operational/MICO control).
  - Service Area(s) involved in the response (advice to staff).
  - Public Information Centre/Helpline Staff.
  - Communication Officer (if not in this role).
  - Media Briefing Centre Staff.
  - Care Centre Staff.
  - Directors' Team.
  - Elected Members (via Democratic Services if utilising 'Gov.Notify').
2. Ensure information for the public is clear, accurate and in accordance with any policy determined through joint agency controls. Information must be issued in a timely manner to be of benefit to the public/key audiences.
3. Identify target audiences and advise ERT on the best ways of communicating key information with them. Coordinate resulting activities which may include:
  - Information on the NCC website
  - Media statements/interviews/press conferences
  - Use of social media (guidance regarding information from trusted accounts should be considered as detailed in the LRF Warning and Informing Plan)
  - Information on the intranet
  - Staff email bulletins
  - 'Gov.Notify' (see page 24 for more information)
4. 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.

5. Coordinate all media liaison to include consideration of the following:
  - All information intended for the press and public should be directed through the Communications team to ensure appropriate and consistent liaison across all departments and relevant agencies.
  - All media enquiries and interview requests should be directed to [public.relations@newport.gov.uk](mailto:public.relations@newport.gov.uk) as per corporate policy.
  - Work with the ERT/Gold Duty Officer to prepare statements and other media opportunities.
  - Consider a co-ordinated joint agency strategy for provision of information to the media with the partner organisations (as detailed in the LRF Warning and Informing plan).
  - All media statements must be agreed by the Head of the ERT before release.
  - Media interviews or statements should only be given by the Chief Executive, Strategic Directors, Elected Members or Heads of Service.
  
6. Lead on the development of key internal messages and liaise with colleagues in People and Business Change/ Employee Engagement to ensure effective dissemination of information to employees. All communication should:
  - Be agreed by the Head of the ERT and Head of People and Business Change/HR Manager before release.
  - Be issued in a timely fashion, taking into consideration when information is being shared publicly.
  - Complement/reflect the media and resident information being issued.
  - Take into consideration the diverse workforce of the authority – for example, it is not appropriate to assume all staff will have access to emails or the intranet.
  - Include points of contact/reference for employee-specific queries and where possible, details of where/when further updates will be issued.

### **Gov.Notify System**

The Council has adopted an existing Government run secure system known as 'Gov.Notify' which will allow the Council's Emergency Management Team to inform elected members via a text message of an ongoing or potential major incident affecting their communities and where to obtain further updates on the incident.

Please note that it is not intended for this new system to be utilised for all emergencies, but for those that of significant scale that require a corporate response through the establishment of the Council's Emergency Response Team.

If determined by the ERT that 'Gov.Notify' is to be utilised, agreed messages will be issued through the system by Democratic Services to those Elected Members who have agreed to register their details on the system. Messages can be targeted to specific elected members for the areas impacted by the incident.

## APPENDIX E: SCG/TACTICAL/OPERATIONAL/MICO CONTROL REPRESENTATIVE (CHECK LIST)

1. Upon activation:
    - 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).
    - Confirm that a second officer is being activated to support you, if possible.
    - Start and maintain an incident log.
    - 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, laptop and chargers.
      - Identify a safe route to access the designated location.
  2. On arrival at SCG Control/Tactical/Operational/MICO:
    - Report to the 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. You will also be allocated an access fob for use of the facility.
    - Assess the situation and report back to the ERT.
    - Ensure they have details of how to contact you.
  3. During the Emergency:
    - Attend all joint agency meetings and provide briefings on the Council response.
    - Ensure that the ERT are aware of: -
      - The needs of the situation.
      - Priorities.
      - Any joint Police or statements agreed by SCG / TCG / MICO.
    - Liaise with the ERT and establish areas of concern for the Council.
    - 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.
4. If handing over to a replacement:
    - Fully brief replacement on current situation and hand over incident log
    - Introduce replacement to the Officer in charge and explain any systems essential to operational needs e.g. timing of meetings and IT & communications
    - Inform the ERT of the handover
  5. On receipt of a stand down:
    - Complete incident log and ensure the ERT is informed.

## APPENDIX F: TACTICAL REPRESENTATIVES

Newport City Council Officers have completed Local Authority Tactical training in conjunction with the Gwent LRF. Below is a list of NCC staff who have completed the training, and are therefore the nominated Corporate Tactical Representatives.

Name	Service Area
Ceri Jones	People and Business Change
Kate Osment	People and Business Change
Rachael Davies	People and Business Change
Jane Westwood	People and Business Change
Shaun Powell	People and Business Change
Ian Martin	People and Business Change
Tracy Mckim	People and Business Change
Katy Rees	Education Services
Andrew Powles	Education Services
Joanne Ascott	Adult and Community Services
Helen Lloyd	Adult and Community Services
Matthew Cridland	Law and Regulation
Christine Thomas	City Services
Martin Coombes	City Services
Silvia Gonzalez-Lopez	City Services

The above NCC officers have completed formal Multi-Agency Tactical level training in conjunction with the Gwent Local Resilience Forum. Newport City Council (NCC) undertake Gold Officer and refresher training for designated staff. All training for NCC staff is recorded on the Civil Contingencies database, and is reviewed regularly.

## APPENDIX G: ELECTED MEMBER CHECKLIST

1. Report any emergency situation to the Council, unless Council involvement is already evident.
2. 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.
3. As a local community representative, act as a channel of communication to the local community on behalf of the Council.
4. Cabinet Members should liaise with the relevant Head of Service to ensure they are briefed upon the Council's involvement in any emergency.
5. Cabinet Members should provide appropriate advice and support to the Gold Duty Officer in relation to strategic and major financial issues.
6. Cabinet Members could, as any emergency progresses, undertake the role of Council spokesperson in dealing with both the media and any public forums.

### **Gov.Notify System**

The council has implemented an existing government secure system known as 'Gov.Notify' to allow the ERT to inform Elected Members via a text message for a potential major incident affecting their communities. The system will also allow for updates to be provided for the ongoing incident.

**Please note:** This system is not intended for all emergencies but for those emergencies that are of significant scale that require a corporate response. If determined by the ERT that 'Gov.Notify' is to be utilised, agreed messages will be issued through the system by Democratic Services.

## APPENDIX H: PLANS

Newport City Council have the following plans in place detailed below. Along with the Gwent Local Resilience Forum (GLRF) and other partners, wider plans have been developed.

### **SPECIFIC PLANS FOR NEWPORT CITY COUNCIL**

- Adverse Weather Plan
- Air Products Major Accident Hazard Pipelines Plan
- Coastal Pollution
- Crisis Support Workers Scheme Arrangements
- Eastman External Emergency Plan
- Emergency Care Centre Handbook
- Emergency Fuel Plan
- Emergency Mortuary Arrangements
- Flood Plan
- Pandemic Influenza Corporate Plan
- Wales and West Utilities Major Accident Hazard Pipelines Plan

### **GWENT LRF JOINT AGENCY PLANS**

- Gwent Major Incident Response Arrangements (GMIRA).
- Gwent Chemical Plan
- Gwent Crisis Support Workers (CSW) Arrangements
- Gwent Emergency Fuel Co-ordination Plan
- Gwent Emergency Mortuary Arrangements
- Gwent Evacuation & Shelter Plan
- Gwent Flood Arrangements Plan
- Gwent Fuel Resilience Plan
- Gwent Joint Agency CBRN Response Arrangements
- Gwent Loss of Telephony 999/112 Resilience Plan
- Gwent Mass Casualty Framework
- Gwent Pandemic Influenza Plan
- Gwent Recovery Plan
- Gwent Resilient Telecommunications Plan
- Gwent Severe Weather Arrangements
- Gwent Warning & Informing Plan
- Gwent Water Distribution Tactical Plan

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 possess a more comprehensive database of relevant external contacts, copies of which are held by all CCU Duty Officers and stored on Resilience Direct.

## **APPENDIX I: SERVICE AREA – EMERGENCY RELATED RESPONSIBILITIES**

### **City Services**

- Burial services/Cremation services
- Communication with City Centre stakeholders
- Co-ordination of Emergency transport of goods/materials
- Co-ordination of Emergency transport of people / staff
- Emergency tree safety
- Flood alleviation
- Help lines (via contact centre)
- Highways repairs & maintenance
- Humanitarian Assistance Centre /Public Information Centre
- Management support to and co-ordination of public information centre(s)
- Traffic and road safety
- Traffic management/Traffic and road safety
- Waste management

### **Regeneration, Investment and Housing**

- Accommodation provider contacts
- Aid regeneration via contacts, funding, etc. following the incident
- Assessment of dangerous buildings and instructions upon required remedial safety works
- Emergency feeding
- Emergency works – manpower & equipment (mechanical & electrical)
- Facilitating opening of Civic Centre ECC
- Facilitation of communications with Business
- Operational support of emergency facilities
- Property asset register
- Provision and operation support of public information centre premises (Libraries)
- Provision and operational support of (secondary) care centre premises.
- Provision of temporary accommodation
- required remedial safety works

### **Adult and Community Services**

- Provide advice for vulnerable persons or those affected by incidents to provide a suitable solution to their concerns.
- Staff support for the provision of welfare support and management of Care Centre premises
- Staff welfare / psychological support / counselling
- Vulnerable person's assessment and care planning / delivery

### **Children and Young People Services**

- Provide advice for vulnerable persons or those affected by incidents to provide a suitable solution to their concerns.
- Provision and operational support of (secondary) care centre premises.
- Staff support for the provision of welfare support and management of Care Centre premises
- Vulnerable person's assessment and care planning / delivery

### **People and Business Change**

- Administrative support services
- Advice & support to ERT
- Advice and support to ERT (CCU)
- Community support – cohesion
- Emergency communications & IT equipment
- GIS Based mapping system & Land & Property database
- Health and Safety
- Human Resources information
- Initial co-ordination of corporate emergency response
- Internal Communications
- Project management support
- Severe weather warnings – dissemination
- Civil Contingencies Duty Officer system
- Management of Media Briefing Centres
- Press enquiries and Public Relations
- Provision and operational support of media briefing centre premises.
- Public enquiries/Web enquiries

### **Education Services**

- Emergency assistance in relation to school administration and youth group trips
- Emergency Feeding (secondary)
- Multi ethnic support service including translation services
- Operational support of emergency facilities (e.g. schools)
- Provision and operation of (secondary) care centre premises
- Psychological support for school children and Schools
- Resourcing Support & Co-ordination for Schools

### **Finance**

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

### **Law & Regulation**

- Administrative support services
- Animal health & Welfare
- CCTV
- Community safety
- Community support – anti social behaviour & communities' first
- Community wardens
- Consumer advice
- Co-ordination of Funeral/Memorial Service arrangements
- Disease Outbreak response
- Emergency Mortuary – specific roles
- Insurance Services
- Legal Services
- Management of 'Gov.Notify' messaging system
- Public Inquiry Co-ordination
- Registration of Births, Deaths and Marriages

## APPENDIX J: FINANCE RESOURCES AND MUTUAL AID

### Finance:

- 1 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.
- 2 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.
- 3 Where a request for the Council to respond is made by the Emergency Services or other statutory agency, the Council will provide the services for which it is responsible and meet its own costs.
- 4 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.
- 5 Where an incident crosses geographical 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.
- 6 If, as a result of the incident, there is a request/need to establish a Disaster Fund, Finance will co-ordinate the response.

It should be noted the British Red Cross can also administer an appeal fund and discussions should be directed towards their representative.

### 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 K: SUGGESTED AGENDA FOR FIRST MEETING OF THE RECOVERY CO-ORDINATION GROUP (RCG)**

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
- Ensure formal handover agreement has been signed with the Chair of the Strategic Coordination Group
- Task each agency to carry out an impact assessment and action plan.
- Briefing/progress report, including the last impact assessment and the SCG strategy (brief overview, keep concise).
- Establish sub-group structure and agree chairs and communications lead within each group.
- Appoint a project manager to coordinate the ongoing work of the sub-groups and report to the RCG chair.
- Agree Recovery strategy (including detailed objectives and targets as necessary).
- Immediate actions/or urgent issues related to the emergency
- Recovery action plan formulation and delegations of tasks.
- Priorities action
- Recover site clearance
- 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 Regulation support staff may be brought in for this function.

## APPENDIX L: MACA FORMAL APPLICATION

Request for Military Aid to the Civil Authorities (MACA)			
Date of request			
Requesting Agency		Operation Name	
POC Name		Mil HQ Assisting	160 <sup>th</sup> Inf Bde and HQ Wales - Brecon
POC Contact Details		Mil POC	Lt Col Jacqueline Symmons Joint Regional Liaison Officer 01874 613381 <a href="mailto:Jacqueline.Symmons513@mod.gov.uk">Jacqueline.Symmons513@mod.gov.uk</a>
Department of State Representing Agency		JRLO Aware	
1) Summary of situation – Requesting agency to complete			
2) What is military support sought to achieve? – Requesting agency to complete			
3) Is there a requirement for armed assistance? – Requesting agency to complete			
4) When is the effect required? – Requesting agency to complete			

5) What alternatives have been considered? – Requesting agency to complete			
6) What, When, Where and for how long – MOD LO to complete			
6.1) Effect to be achieved	6.2) What <i>Assets required</i>	6.3) When <i>DTG of all taskings and duration</i>	6.4) Where <i>Location/s</i>
7) Impact Statement – MOD LO to complete			
7.1) Disruption to Defence			
7.2) Hazard Summary			
7.3) Threat Assessment			
7.4) Presentational Issues			
8) Liabilities and charges (delete where applicable) – MOD LO to complete			
8.1) Requesting Authority accepts responsibility for own risk assessment?	8.2) Requesting authority accepts own indemnity against loss, damage, injury or death while on MOD estate <b>or</b> Requesting authority has been issued with an appropriate license from Defence Estates?	8.3) Requesting authority aware that costs will be recovered by the MOD?	
9) Estimated Costs– MOD LO to complete			
10) Comment by HQ SJC(UK)			

UNCONTROLLED DOCUMENT  
Newport City Council Corporate Emergency Management Plan

Requesting Officer (empowered to agree spend):		MOD LO	Name
			Signed
	Date		Date

**Government approvals**

Department	Name	Date and time	Signature
Requesting Department			
Ministry of Defence			

## APPENDIX M: JESIP PRINCIPLES FOR JOINT WORKING AND SITUATIONAL AWARENESS

### Principles for Joint Working



### Shared Situational Awareness

If you are the first resource on scene of an incident – use METHANE to send a message to your control room.

- M** Major Incident declared?
- E** Exact Location
- T** Type of incident
- H** Hazards present or suspected
- A** Access - routes that are safe to use
- N** Number, type, severity of casualties
- E** Emergency services present and those required

## APPENDIX N: GLOSSARY

CCU	Civil Contingencies Unit
CCDO	Civil Contingencies Duty Officer
CSW	Crisis Support Worker
ECC	Emergency Control Centre
ERT	Emergency Response Team
GLRF	Gwent Local Resilience Forum
GMIRA	Gwent Major Incident Response Arrangements
JESIP	Joint Emergency Services Interoperability Programme
LA	Local Authority
LRF	Local Resilience Forum
MACA	Military Aid to Civil Authorities
MICO	Maritime Information Communications Office
NCC	Newport City Council
RCG	Recovery Coordination Group
SCC	Strategic Co-ordination Centre
SCG	Strategic Co-ordination Group
TCG	Tactical Co-ordination Group
STAC	Scientific & Technical Advice Cell
WLGA	Welsh Local Government Association

## APPENDIX O: DISTRIBUTION LIST

Distribution list	
Councillor Jane Mudd	Leader of the Council
Councillor Roger Jeavons	Deputy Leader/ Cabinet Member, City Services
Beverly Owen	Chief Executive
Rhys Cornwall	Head of Service
Sarah Morgan	Head of Service
Gareth Price	Head of Service
Tracey Brooks	Acting Head of Service
Paul Jones	Head of Service
Meirion Rushworth	Head of Service
Chris Humphrey	Head of Service
Sally Ann Jenkins	Head of Service
Nominated Service Area Representatives and Liaison Officers	
Civil Contingencies Duty Officers	
Civil Contingencies Unit	