

# **NORTHUMBERLAND COUNTY COUNCIL**

## **RESILIENCE TEAM**

# **EMERGENCY COMMUNITY ASSISTANCE PLAN**

**VERSION 1.1  
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**For further information please contact:**

**Sharon Shute  
Resilience Officer  
Northumberland County Council  
Fire and Rescue Headquarters  
Loansdean  
Morpeth  
Northumberland  
NE61 2ED**

**Tel: (01670) 534739  
Fax: (01670) 534620  
Email: [sharon.shute@northumberland.gov.uk](mailto:sharon.shute@northumberland.gov.uk)  
Web: [www.northumberland.gov.uk](http://www.northumberland.gov.uk)**

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**SECTION ONE**

**GENERAL PLAN**

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## **1.1 INTRODUCTION**

The Emergency Community Assistance Plan (ECAP) has been developed in a format that takes account of advice contained in “Emergency Preparedness” and “Emergency Response and Recovery”; Guidance on the Civil Contingencies Act 2004.

Within the Civil Contingencies Act an “Emergency” is defined as;

- An event or situation which threatens serious damage to human welfare.
- An event or situation which threatens serious damage to the environment
- War or terrorism which threatens serious damage to security.

The definition of “emergency” is concerned with consequences, rather than with cause or source. Therefore, an emergency inside or outside the UK is covered by the definition, provided it has consequences inside the UK.

The ECAP details Northumberland County Councils’ and other responding organisations response by detailing;

- An emergency management structure
- Responsibilities
- Emergency contact procedures

Northumberland County Council will operate in support of the uniformed emergency services and other agencies involved and will take appropriate action.

## **1.2 AIM**

The aim of this ECAP is to provide an effective framework to facilitate an integrated emergency response by Northumberland County Council and its partner organisations to mitigate and alleviate the effects of an emergency which disrupts the normal provision of services or threatens the safety of the community following an emergency occurring within the County of Northumberland.

### **1.3 OBJECTIVES**

In an emergency the main objectives are;

- Activation of Northumberland County Councils ECAP in conjunction with relevant specific contingency plans (if required).
- Provide a central point of contact on behalf of Northumberland County Council.
- Receive, co-ordinate and disseminate information regarding the emergency situation to responding organisations.
- Maintain normal services as fully as reasonably practical.

### **1.4 EMERGENCY EXPENDITURE**

#### **Emergency Finance Assistance Scheme**

Under s138 of the Local Government Act 1972 local authorities are empowered when an emergency involving, "destruction of, or damage to, life or property occurs, is apprehended or is imminent", to incur whatever expenditure they consider necessary. These powers, which can be used in the event of any major accident or natural disaster, include the power to make grants or loans to other persons or bodies, subject to conditions determined by the Council. This legislation is modified by s156 of the Local Government and Housing Act 1989, which extends these powers to incur expenditure on contingency planning for such events.

The Emergency Finance Assistance Scheme exists to provide special financial assistance to authorities who would otherwise be faced with an undue burden as a result of providing relief and carrying out immediate work resulting from large scale emergencies.

The Emergency Finance Assistance Scheme is discretionary; local authorities have a general duty to deal with emergencies and there is no automatic entitlement to special assistance.

Incidents for which assistance is sought must involve conditions that are clearly exceptional by local standards.

Applicants must clearly demonstrate that undue financial burdens would otherwise fall on the local authority.

Central Government must be advised of the authority's intention to apply for Emergency Financial Assistance as soon as possible after the emergency incident has occurred (within one month of the incident). In exceptional cases Ministers may

consider that the nature and scale of the emergency warrant announcing the activation of the scheme shortly after the incident.

It is essential to maintain accurate records of all related financial transactions, for eventual collation. The establishment of a specific expenditure code for emergency use by all units shall be set up at the appropriate time.

### **1.5 NEEDS OF DIVERSE COMMUNITIES AND MORE VULNERABLE MEMBERS OF SOCIETY**

Section 71(1) of the Race Relations Act places a general statutory duty on most local authorities whilst carrying out their functions, to ensure they have 'due regard' for the needs of ethnic groups which include;

- eliminate unlawful racial discrimination;
- promote equality of opportunity; and
- promote good relations between people of different ethnic or racial groups.

It is unlawful to discriminate - directly or indirectly - against someone on relevant grounds. (Relevant grounds mean race or ethnic or national origins.) Under the Act, 'racial grounds' means reasons of race, colour, nationality (including citizenship) or ethnic or national origins. In responding to an emergency Council staff will have regard to the needs of diverse communities.

There are also members of our community who are more vulnerable, this may be because of a physical or learning disability, because they are elderly or ill or in some cases English may not be their first language (interpreters both of spoken or sign language may be required).

Some needs may extend beyond communication and could include personal or medical care. Where these needs can not be met by the immediate responding officer(s) advice should be sought from the Emergency Centre.

## **1.6 MUTUAL AID ARRANGEMENTS**

Regulation 4 of the Civil Contingencies Act (CCA) provides that Category 1 responders must cooperate with each other.

Guidance to the CCA recognises that the emergency planning process may identify some areas where existing capabilities to deal with an emergency are insufficient, and presumes Category 1 responders will use mutual aid arrangements as a means of addressing this.

To align arrangements the Local Authorities (LAs) in the Northumbria Local Resilience Forum have entered into a mutual aid protocol. This protocol is not a legally binding contract; but rather a statement of intent.

Each of the LAs will endeavour to provide assistance in the form of provision of personnel and/or equipment, following, or in anticipation of, an emergency or business continuity disruption affecting the area of another of the LAs which is party to the protocol, in accordance with the following guidelines;

- A formal request for aid shall only be made by the Chief Executive/Head of Paid Service or other Authorised Person acting on behalf of that Officer of the affected LA, to the Chief Executive/Head of Paid Service or other Authorised Person acting for the LA providing assistance.
- A Chief Executive/Head of Paid Service or other Authorised Person who receives a request for assistance shall take the appropriate action to respond to the request without delay.
- The responsibility for co-ordinating aid, supervisory control and the financial arrangements rest with the affected LA.
- An affected LA agrees to reimburse the assisting LA on a cost recovery basis upon termination of the aid.
- The assisting LA will undertake to provide assistance in the form of suitably trained staff and/or equipment, so far as is reasonable practicable.
- Each LA will, for the duration of their participation maintain suitable insurance arrangements arising from the deployment of resources outside its area. The affected LA will not hold liable an assisting LA unless loss injury or damage arises from negligence of the assisting LA or any of its employees.
- All parties to this Protocol shall endeavour to amicably resolve any dispute through discussion and negotiation.

Please see Northumbria Local Resilience Forum (LRF) Local Authority Mutual Aid Protocol Document held in File P11 located in the Emergency Planning Department Office.

Section Six – Confidential Telephone Directory held within Resilience Dept.

## **1.7 RECOVERY AND RESTORATION**

Recovery may be defined as the process of restoring normality and/or rebuilding the affected community in the aftermath of a major incident. This applies equally to both the environment and the social fabric.

The recovery phase takes place when the emergency services have left the scene and the incident has been 'handed over' to Local Authorities by the Police. The timing of this decision will be dependent on the severity of the on-going incident and may occur within hours, days or weeks.

The Strategic Co-ordinating Group has overall responsibility for the multi agency management of the emergency response and they will continue to direct planning and operations beyond the immediate response in order to facilitate the recovery process.

As the emphasis moves from response to recovery, local authorities will take the lead in facilitating the rehabilitation of the community and the restoration of the environment. Northumberland County Council will work with partners to:

- Meet the longer-term welfare needs of survivors and the community
- Facilitate the remediation and reoccupation of sites or areas affected by an emergency.

The aim of the recovery phase is to reach a point where additional demands on Local Authorities have been reduced to the level at which they were before the incident occurred, which is often referred to as 'restoration of normality'.

## **Recovery Working Group**

Northumberland County Council's response in the recovery process will be lead through the Recovery Working Group (to be established in the near future) consisting of the key agencies involved and will consider;

The social impacts of the incident

- Education
- Disruption to utilities/essential services
- Welfare etc

Health impacts including fatalities and suffering

- Physical
- Psychological

Economic impacts

- Businesses
- Infrastructure
- Individuals needs

Environmental impacts

Memorials and anniversaries

- Introduce books of record of condolence
- Establish condolence website
- The impact of anniversaries

## **1.8 ACTIVATION OF THE EMERGENCY COMMUNITY ASSISTANCE PLAN**

Notification of an emergency may originate from any source, but it is essential that the Northumberland County Council Emergency Planning Department is contacted as quickly as possible.

**The Resilience Tam operates a 24 hour callout system, the Duty Resilience Officer can be contacted at any time through Fire Control on Tel 01670 534699 (ask for the Duty Resilience Officer to be paged).**

**If this fails the Duty Resilience Planning Officer can, as a last resort, be contacted through Police Control on 01661 872555 (ask for Northumberland County Council's Duty Resilience Officer to be contacted).**

**The Plan provides for two levels of response:**

- |                |                                  |
|----------------|----------------------------------|
| <b>Level 1</b> | <b>Emergency Response</b>        |
| <b>Level 2</b> | <b>Major Incident Assistance</b> |

each level will be activated as shown below:-

### **LEVEL 1 – Emergency Response**

**Definition –**

**"Any situation whereby the County Council considers that the community requires assistance beyond the normal day to day level".**

#### **Activation of Level 1 of the Plan:**

The Duty Resilience Officer will:

- Log County Council involvement
- Advise Director of Community Safety of the situation
- Contact the Chief Executive if necessary
- Advise the Head of Resilience Manager/Senior Resilience Officer if available
- Activate relevant emergency plans/arrangements as appropriate
- Arrange to alert other Groups of the County Council as appropriate
- If requested, attend and possibly chair multi-agency (or silver) groups at or near incident locations
- Arrange to open County Emergency Centre at Fire and Rescue Service Headquarters if necessary

### **Activation of Level 1 of the Plan Continued:**

- Notify Spokesperson
- Request members of Emergency Co-ordination Team to attend County Emergency Centre as appropriate
- Request assistance from voluntary agencies as appropriate
- Consider mobilising Emergency Incident Unit to scene as temporary site office/information point/liaison point
- Provide effective communications between scene of incident, County Emergency Centre, and other administrative centres involve
- Arrange for personnel to provide 24 hour operation of County Emergency Centre if appropriate
- Brief Directors/Senior Officers/elected members in preparation for media conferences if appropriate
- Provide liaison with public utilities if appropriate
- Provide access to emergency resource information
- Provide information for corporate report to the County Emergency Committee

### **LEVEL 2 – Major Incident Assistance**

#### **Definition -**

**"Any situation arising with little or no warning, causing or threatening death, injury or serious disruption to normal life or contamination of the environment, on a scale in excess of that which can be dealt with by the uniformed emergency services and which may require local authority assistance."**

#### **Major Incident Activation Sequence**

The following activation sequence has been agreed between the Police, the Fire Service and the County Council for requesting local authority assistance, to ensure that the County Council is kept informed of a potential major emergency, avoiding unnecessary early commitment of personnel and resources. The sequence may also be used independently of the Uniformed Emergency Services.

Following a request to '**stand by**' the severity of the incident will either escalate to the point where we will be requested to '**implement**' the planned response, or the situation will be improved to the point where we will be instructed to '**stand down**'.

**Action envisaged during the three phases is as follows:**

**STANDBY:** would be used as an early warning of a hazardous situation to indicate that local authority support may be required. Details of the incident will be given to the Duty Resilience Planning Officer by the uniformed emergency service. The Duty Resilience Planning Officer will alert the relevant emergency contacts of the County and District Councils. Following this first contact and having assessed the situation, chief officers and service managers may wish to check on the availability of officers and resources pending actual mobilisation. Should the incident escalate to a point where specific local authority support is required; the Duty Resilience Planning Officer will be notified by the uniformed emergency service to:

**IMPLEMENT:** and follow the alerting procedures in the Plan. However, should the incident not develop beyond the capacity of the emergency services, the Duty Resilience Planning Officer will be notified by the uniformed emergency service to:

**STAND DOWN:** this phase would also signify the conclusion of the emergency action following full implementation and/or handover of recovery operations by the uniformed emergency service to the local authority. The Duty Resilience Planning Officer will then contact those contacted in the Stand-by phase to Stand Down.

**NB: The Major Incident Activation Sequence may not necessarily run to the order above i.e. 'Major Incident Standby' may be bypassed.**

**Activation of Level 2 of the Plan:**

On the request of the Police, after the Senior Police Officer present at the scene has declared a 'Major Incident Standby' or 'Major Incident Implement':

The Duty Resilience Officer will:

- **All actions as in Level 1 above, and state that 'Level 2' of the plan – 'Major Incident Assistance' has been requested**
- Advise Director of Community Safety
- Contact Chief Executive and advise of situation
- Resilience Manager/Senior Resilience Officer or the Chief Executive to attend GOLD if activated
- Provide Liaison Officer at Incident Control
- Arrange for any other possible assistance requested by uniformed emergency services

## **1.9 Other Northumberland County Council Plans/Arrangements**

This plan provides a generic framework for the response to all emergencies. However, some contingency plans/arrangements are required to deal with specific threats, these include:

### **Hazard Plans**

Alcan Lynemouth Smelter Offsite Emergency Plan (COMAH)  
Campact Ltd Off-Site Emergency Plan (COMAH)  
Radiation Emergency Response Plan  
Northern Gas Networks Emergency Pipeline Plan Northumberland Sector  
Sabic Petrochemicals UK Emergency Pipeline Plan Northumberland Sector  
Northumbria Flood Action Plan  
Contingency Plan for Coastal and River Oil Pollution Incidents  
Northumberland Flood Warning Plan

### **Support Plans/ Arrangements**

Emergency Rest Centre Plan  
Temporary Mortuary Plan  
School Emergency Incident Procedures  
Humanitarian Assistance Centre Plan  
Mass Fatalities Plan  
Winter Services an Emergency Planning  
Northumberland County Council Business Continuity Plan

## **SECTION TWO**

### **CATEGORY ONE RESPONDERS**

This section of the plan is a description of the services each Category One Organisation can provide in an emergency.

#### **Category One Responders**

- 2.1 Northumberland County Council
  - 2.1.1 People Group
  - 2.1.2 Performance Group
  - 2.1.3 Place Group
  - 2.1.4 Adult Services
- 2.2 Northumbria Police
- 2.3 British Transport Police
- 2.4 North East Ambulance Service NHS Trust
- 2.5 Health Protection Agency
- 2.6 Northumberland Care Trust
- 2.7 Marine and Coastguard Agency
- 2.8 Environment Agency

#### **Roles and Responsibilities of Northumberland County Council**

- 1 Roles and Responsibilities of Northumberland County Council's Chief Executive/Chief Fire Officer
- 2 Roles and Responsibilities of Northumberland County Council's Chief Officers/Service Managers
- 3 Role and Responsibilities of Northumberland County Council's Resilience Team
- 4 Action by the Northumberland County Council's Emergency Co-ordination Team
- 5 Action by Northumberland County Council's Emergency Support Staff
- 6 Action by Northumberland County Council's County Emergency Committee

## **2.1 NORTHUMBERLAND COUNTY COUNCIL**

### **Northumberland County Council**

**County Hall**

**Morpeth**

**Northumberland**

**NE61 2EF**

### **2.1.1 PEOPLE GROUP**

**Incorporating**

#### **Children's Services**

- Early Years and Childcare
- Extra-Curricular Activities
- School Children
- School Library Service

#### **Services Provided in an Emergency**

Although a families and children's trust exists where there are number of organisations working in partnership to deliver integrated services to children and young people, the children's services element of the People Group would only be responsible for leading on providing the following support in the event of an emergency.

- 1** Providing a Senior Officer(s) to attend the Emergency Co-ordination Team
- 2** Identifying/ liaison with schools for use as Emergency Rest Centres following evacuation or temporary homelessness.
- 3** Assisting with transportation of schoolchildren and other evacuees, using regular contractors.
- 4** Providing interim care for students unable to return home.
- 5** Provision of counselling support services to those affected by incidents
- 6** Provision of social care and welfare support to children and families directly affected by incidents

NB any child health/medical requirements would be delivered through the Care Trust and their plan should be consulted for any emergency response that is required.

## **Schools and Family Support**

### **Incorporating**

- Students in Further Education
- Support for Families Community Protection (Response and Prevention)

### **Services Provided in an Emergency**

TBA

## **Safeguarding and Commissioning**

- Business and Facilities

### **Services Provided in an Emergency**

TBA

## **Community Safety**

### **Incorporating**

- Community Safety Academy
- Command and Control
- Resilience Planning
- Fire Safety
- Personnel and Equalities
- Personal Development
- Performance Management
- Crime Reduction

### **Services Provided in an Emergency**

The Senior Fire & Rescue Service Officer present has sole charge and control of operations on the fireground. At any incident where the Fire & Rescue Service is not initially involved, the Police will alert Fire & Rescue Service Control, who will then respond in accordance with standard procedures. On arrival at the scene of the incident an assessment will be made of the situation and any additional reinforcements or special services needed - including Incident Command and Control Unit - will be requested by the senior Fire & Rescue Service Officer at the scene.

- 1 Take charge of fire fighting and rescue operations.
- 2 Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- 3 Establish Forward Control Point(s).
- 4 Take action in respect of toxic, noxious substances release or the likelihood of explosion.
- 5 Advise the Police on effects and actions to be taken to safeguard workers and Section Six – Confidential Telephone Directory held within Resilience Dept.

- the general public.
- 6 Provide access to CHEMET and CHEMDATA.
  - 7 Take appropriate measures to prevent loss of life, injury, damage to property;  
OR
  - 8 lessen the likely effects.
  - 9 Provide specialist equipment.
  - 10 Arrange for Local Authority and other organisations support, as required.
  - 11 Implement detection and monitoring procedures where radioactive substances are suspected or known to be involved.
  - 12 Liaise with other emergency services.

### **Resilience Planning**

#### **Services Provided in an Emergency**

##### **Activation of Level 1 of the Plan:**

- 1 Log County Council involvement
- 2 Advise Director of Community Safety of the situation
- 3 Contact the Chief Executive if necessary
- 4 Advise the Head of Resilience Manager/Senior Resilience Officer if available
- 5 Activate relevant emergency plans/arrangements as appropriate
- 6 Arrange to alert other Groups of the County Council as appropriate
- 7 If requested, attend and possibly chair multi-agency (or silver) groups at or near incident locations
- 8 Arrange to open County Emergency Centre at Fire and Rescue Service Headquarters if necessary

##### **Activation of Level 2 of the Plan**

##### **All actions as in Level 1 above, plus:-**

- 9 Contact Chief Executive and advise of situation
- 10 Resilience Manager, Senior Resilience Officer or the Chief Executive to attend GOLD if activated
- 11 Provide Liaison Officer at Incident Control
- 12 Arrange for any other possible assistance requested by uniformed emergency services

## **2.1.2 PERFORMANCE GROUP**

### **Incorporating**

- Regeneration
- Crime Reduction
- Community and Marketing
- Executive Support
- Corporate Performance
- Supporting and advising the democratic process
- Contributing to corporate governance
- Maintaining sound financial administration and stewardship
- Delivering services and providing information to members of the public and the community
- Supporting and advising officers in their operational roles
- ICT
- LMS Manual
- Job Vacancies
- Personnel Policies
- Staff Conditions of Service
- Occupational Health
- Support Services
- Democratic Services
- Personnel Services

### **Health and Safety**

#### **Services Provided:**

The Health and safety teams' main focus of service delivery is to the Managers of County Councils Services including;

- Health and Safety Policy and Strategy
- Health and Safety advice and guidance
- Health and Safety Inspections
- Liaison with the health and Safety Executive
- Health and Safety Assessment Framework
- Corporate Accident reporting
- Health and Safety Investigations

- Strategic Risk Management Liaison
  - Health and Safety legislation – research and development
  - Development of safety documentation
  - Facilitate the operation of safety forums
  - Liaison with regard to civil claims
  - Support and approval service for Educational and Outdoor visits
- 
- Legal Services
  - Training and Development
  - Freedom of Information

### **2.1.3 PLACE GROUP**

#### **PLACE GROUP - Highways & Transport**

##### **Incorporating**

- Street Lighting & Electrics Management
- Countryside Access & Recreation
- Highways Maintenance
- Highways Construction
- Design
- Policy Strategy
- Fleet Management
- Passenger Transport

##### **Services Provided:**

- 1 Provide Senior Officer(s) to attend Emergency Co-ordination Team
- 2 Provide plant, equipment, transport and personnel to support the County Council and responding agencies.
- 3 Provide specialised winter services equipment.
- 4 Provision of radio communications and liaison with civil engineering
- 5 contractors.
- 6 Provision of transport services.
- 7 Assist with clear-up of coastal and river oil-pollution.
- 8 Facilitating resource acquisition.
- 9 Procurement provision.
- 10 Co-ordinating labour, plant and transport to aid recovery operations
- 11 Assist with setting up and signing of route diversions as necessary under the direction of the emergency services.
- 12 Provision of emergency lighting.
- 13 Clearance and removal of debris, inspection and repair of highways, bridges and sewers.
- 14 Disposing of other waste material, including toxic chemicals.
- 15 Emergency measures against flooding.
- 16 Providing transport for evacuees, local authority staff and rescue workers.
- 17 Rectify faults on street lighting

## **PLACE GROUP - Facilities Management**

### **Incorporating**

Food in Schools

Caretaking/Cleaning

Partnership Supervision – District Council building cleaning

Partnership Manager – Central Area

Partnership Manager – Haydon Bridge/Hexham/Prudhoe/Ponteland

Partnership Manager – Northern Area

Partnership Supervisor – Ashington/Hirst

Partnership Supervisor – Morpeth

Partnership Supervisor – Blyth

Partnership Supervisor – Cramlington/Bedlington Station/Seaton Valley

Partnership Supervisor – Alnwick/Berwick/Coquet

### **Services Provided;**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required

TBA

## **PLACE GROUP - Neighbourhood Services**

### **Incorporating**

Street Cleansing

Grounds Maintenance

Green Spaces Management

Parks and Open Spaces

Cemeteries and Crematoria

Car Parks

Markets

Public Conveniences

Environmental Enforcement

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required

TBA

## **PLACE GROUP - Waste**

### **Incorporating**

Waste Management & Recycling

Refuse Collection

Waste Transfer Stations

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required  
TBA

## **PLACE GROUP - Planning Strategy**

### **Incorporating**

Planning Policy

Evidence Base, Monitoring & Engagement

Planning Projects and Programmes

Specialist Planning Services

Sustainability and Climate Change

### **Services Provided;**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required  
TBA

## **PLACE GROUP - Development Management**

### **Incorporating**

Planning Applications

Discharge of Conditions and Planning Obligations

Planning Control

Appeals Handling

Statutory Consultations

Procedural Complaints

Building Regulation Applications

Building Inspectors

Disabled Access

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required  
TBA

Section Six – Confidential Telephone Directory held within Resilience Dept.

## **PLACE GROUP - Public Protection**

### **Incorporating**

- Environmental Health
  - Food Hygiene
  - Environmental Protection
  - Housing Standards
- Trading Standards
  - Port Health
  - Trading Standards
  - Metrology
  - Animal Health
- Public Safety and Enforcement
  - Licensing
  - Land Charges
  - Animal Welfare

### **Food Hygiene**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Inspections of commercial businesses
- Investigation of complaints and infectious diseases investigation to ensure to ensure the availability of safe and wholesome food for everyone, and to promote health living

### **Environmental Protection**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Protect key elements of our environment important for human health including:
  - Contaminated land
  - Air quality strategy
  - Noise and nuisance investigating
  - Emergency Planning

## **PLACE GROUP - Housing Standards**

### **Incorporating**

Housing

Gypsy and Travellers Liaison

Homelessness and Housing Options

Small Task Repairs

Right to Buy

Sheltered Housing Wardens

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Helping tenants living in private sector housing, by requiring landlords to carry out necessary repair or improvement work
- Help owner-occupiers, advising and arranging grants and other financial assistance for repairs and improvements

## **PLACE GROUP - Environmental Enforcement**

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Pest control
- Environmental crime

## **PLACE GROUP - Trading Standards**

### **Port Health**

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Undertake statutory duties for the River Blyth Port health including shipping inspection and certification

### **Trading Standards Officers**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Visit, inspect and test every conceivable type of product or service

### **Fair Trading Officers**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Enforce a wide range of criminal laws; the main areas of work include dealing with:
  - Misdescribed goods and services
  - Counterfeit goods
  - Misleading price indications
  - Misdescriptions by estate agents and property developers
  - Mileage fraud on motor vehicles
  - Package holidays and timeshare
  - Sale of unroadworthy vehicles
  - Rogue and doorstep traders

### **Metrology**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Buying petrol, heating oils, packaged goods and sales of bulk and industrial products
- Verifies new and repaired equipment to ensure accuracy

### **Animal Health Officers**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Promote and enforce food, agriculture and animal health laws
- Food is correctly labelled and that it contains legal ingredients
- National food safety alerts
- Livestock movement

## **PLACE GROUP - Public Safety & Enforcement**

### **Licensing**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Premises and personal licenses
- General licensing

### **Land Charges**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Register of local land charges
- Land searches affecting land and property

### **Animal Welfare**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Dog control, stray dog and dog fouling services
- Domestic animal welfare
- Animal related noise nuisance and licensing

### **Regeneration**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Strategy
- Economic Development
- Programme Management & External Funding

### **Housing**

#### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Housing services
- Gypsy and Travellers Liaison
- Homelessness and Housing Options
- Small Talk and Repairs
- Right to Buy
- Sheltered Housing Wardens

## **Tourism and Culture**

### **Incorporating**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required
- Leisure
- Heritage & Libraries
- Tourism and Culture

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required

## **Customer Facilities**

### **Incorporating**

Customer Service Advisory

Reception Services

Cashier Service

Service Integration

### **Services Provided:**

- Provide Senior Officer(s) to attend Emergency Co-ordination Team if required

## **2.1.4 ADULT SERVICES GROUP**

### **Incorporating**

Adaptations to your home  
Support for vulnerable adults in their own homes  
Adult Placement Service  
Alarm Call Systems and Telecare  
Assessment Home Centres  
Care Homes  
Day Care  
Direct Payments  
Employment/ Training  
Equipment to help with disability or illness  
Home Care  
Looking after pets in an emergency  
Meals on Wheels  
Occupational Health  
Short Break Care  
Supporting People Services

### **(Community Health Services)**

Podiatry  
Prison Healthcare  
Hospital Based Occupational Therapy  
Community Rehabilitation Teams  
Community Nursing  
Palliative Care  
Specialist Nursing Services  
Salaried Dental Services (Berwick)

### **Services Provided - TBA**

### **2.1.5 NORTHUMBERLAND COUNTY COUNCIL EMERGENCY COMMITTEE**

In an emergency the Emergency Committee must be informed of the situation, one of them will normally attend Resilience Office or the Emergency Centre to monitor progress. Regular briefs by the Resilience Manager or Chief Executive will be made to the Emergency Committee for their information which will provide the opportunity for them to ask questions and make any decisions required.

## **2.2 NORTHUMBRIA POLICE**

### **Overall Role of the Police at a Major Incident**

The overall role of the Police Service at any incident in the UK is to co-ordinate the multi-agency response. Local response is in accordance with the Northumbria Police Major Incident Plan.

#### **Specific roles include:**

- Initial assessment of emergency; and consideration of Major Incident declaration
- Control, co-ordination of activity and security of incident site; implementation of inner and outer cordons, traffic diversions, establishment of access routes, traffic diversions, establishment of access routes, rendezvous points, and incident command points
- Mobilisation of appropriate police response, alerting of other emergency services, Local Authorities and other support organisations
- Provision of emergency communications to the Incident Officer of each of the other agencies involved if required and authorised.
- The decision to evacuate can be recommended by the police in consultation with other emergency services, or on information from, the fire service and any other specialists.
- Arrangements for control and co-ordination of media, including media statements, conferences and liaison with Press Officers of other organisations
- Identification of the deceased on behalf of HM Coroner
- Establishment of casualty bureau; overall responsibility for documentation at temporary casualty reception and rest centres
- Investigation of the incident, in conjunction with other investigation bodies where applicable
- 

Under the Civil Contingencies Act 2004, Category 1 Responders are required to make arrangements to warn, inform and advise the public in the event of an emergency. Timely and accurate information released to the public can have a wide variety of benefits in the event of an emergency – e.g. saving life, reducing loss and damage to property, providing clear and concise guidance and reducing the impact of public enquiries upon critical service providers.

To assist with this Northumbria Police have established, and will manage, a telephone facility to be used by members of the Northumbria Local Resilience Forum to provide advice and information to the public.

Section Six – Confidential Telephone Directory held within Resilience Dept.

NEIL is a telephone facility provided by BT which allows messages from partner organisations to be put onto a 'voicebank' system, which can be accessed by members of the public. Northumbria Police will be responsible for putting all messages onto NEIL in accordance with the text provided by partner organisations.

The telephone number of NEIL is held in file **G3** in the Resilience Office. Access to this telephone number is restricted to Resilience Planning staff.

The Duty Resilience Planning Officer will:-

- Seek the authority to link into NEIL from the Chief Executive. Once approved
- Contact (in office hours) the Communications Team at County Hall or (out of hours) the Communications Unit Duty Officer who will compile a message to put onto NEIL (details to be confirmed)
- Contact Northumbria Police - (see confidential telephone directory) and ask for the duty supervisor, Northern Communications Centre
- Request activation of NEIL and give the codeword (see File G3)
- Give the name and contact details of the person responsible for updating the message
- E-mail the text message to (see File G3)
- Agree a time for the next update to be provided
- At the conclusion of the emergency, it is the responsibility of the partner organisation to ensure that NEIL is updated to reflect this

### **2.3 BRITISH TRANSPORT POLICE**

British Transport Police

1<sup>st</sup> Floor

The Axis

10 Holliday Street

Birmingham

B1 1UP

British Transport Police are responsible for all policing matters for the property of the British Railways Board and Railtrack. Powers and responsibilities are similar to those exercised by other police forces in the United Kingdom.

## **2.4 NORTH EAST AMBULANCE SERVICE NHS TRUST**

North East Ambulance Service NHS Trust

Bernica House

Goldcrest Way

Newburn Riverside

Tyne and Wear

NE15 9RT

At any incident where medical and ambulance resources are required the North East Ambulance Service will be responsible for initiating the major incident plan and activating the Acute Hospitals appropriate to receive casualties.

The incident will be assessed following the arrival of the first ambulance attendance on the scene. Additional resources and arrangements will then be made available and major incident plans activated accordingly.

### **SERVICES PROVIDED:**

- Emergency medical aid to the incident site.
- Carry out Primary Triage and treatment of casualties and arrange transportation to designated hospitals.
- Select and alert most appropriate receiving hospitals.
- Arrange for liaison officers at designated hospitals.
- Request Medical Incident Commander.
- Request Mobile Emergency Response Incident Team.
- Call out immediate care schemes and local GPs if available and appropriate.
- Establish Ambulance Control Point.
- Establish Ambulance Casualty Clearing and Secondary triage.
- Establish Ambulance Loading Point.
- Establish Ambulance Parking Points.

## **2.5 HEALTH PROTECTION AGENCY NORTH EAST**

The Health Protection Agency is dedicated to protecting people's health by providing an integrated approach to health protection and reducing the impact of infectious diseases, poisons, chemicals, biological, and radiation hazards.

### **SERVICES PROVIDED:**

It brings together the expertise of a number of organisations, including:

- The Public Health Laboratory Service, including the Communicable Disease Surveillance Centre and Central Public Health Laboratory
- The Centre for Applied Microbiology and Research
- The National Focus for Chemical Incidents
- The Regional Service Provider Units that support the management of chemical incidents
- The National Poisons Information Service
- NHS public health staff responsible for infectious disease control, emergency planning, and other protection support

## **2.6 NORTHUMBERLAND CARE TRUST**

### **SERVICES PROVIDED:**

- Provision of immediate post-disaster care for adults (18+)
- Provision of immediate welfare advice to adults
- Staffing an emergency telephone helpline
- Liaison with Police Casualty Bureau
- Liaise with voluntary and welfare organisations to provide people with short term comfort and support
- Assisting with the distribution of monies from the disaster fund
- May be able to make available resources such as buildings or transport

## **2.7 MARITIME AND COASTGUARD AGENCY (MCA)**

### **SERVICES PROVIDED:**

- The Maritime and Coastguard Agency is responsible for the initiation of civil maritime search and rescue within the United Kingdom search and rescue region. This includes the mobilisation, organisation and tasking of adequate resources to respond to persons either in distress at sea, or to persons at risk of injury or death on the cliffs or shoreline of the United Kingdom
- Counter pollution operations

The Maritime and Coastguard Agency (MCA) has a lead role in dealing with incidents at sea and responding to maritime emergencies.

- Minimising loss of life amongst seafarers and costal users
- The initiation and Co-ordination of all maritime search and rescue within the UK SAR region which includes the mobilisation, organisation and tasking of adequate resources to respond to persons either in distress at sea, or to persons at risk of injury or death on the cliffs or shoreline of the UK
- Enforcing standards of maritime safety and pollution prevention for ships
- When pollution occurs, minimising the impact on UK interests

HM Coastguard is the blue light emergency response side of the Maritime and Coastguard Agency. For all maritime SAR incidents and those arising from Aviation Accidents over the sea, the coastguard co-ordinates all SAR facilities and acts as the prime communications link as required for other emergency services and shore based authorities and agencies.

To aid any SAR operation HM Coastguard may also request the establishment of a Temporary Danger Area and if necessary Temporary Restriction of Flying Regulations at the scene of an incident.

The MCA co-ordinates maritime search and rescue through its network of 19 Rescue Co-ordination Centres. For the area from the Scottish border to Tetney in Lincolnshire (just south of the entrance to River Humber) this role would be undertaken by the Humber Coastguard located at the Maritime Rescue Co-ordination Centre at Bridlington. This would be the first point of contact for Coastguard services including assistance to other Government Departments, Local Authorities and Emergency Services.

## **2.8 ENVIRONMENT AGENCY (EA)**

### **SERVICES PROVIDED:**

The Environment Agency will always work within the principles of Integrated Emergency Management. At incidents involving actual or potential environmental damage, our role is to provide co-ordination and management of the environmental response to the incident. In particular, we will take action, where appropriate, to:

- Assess the risk of the incident to the people, environment and property
- Prevent or minimise the impact of the incident on human health, the environment and property particularly where the risk is serious or immediate
- Investigate and gather information and evidence for possible enforcement and legal action in accordance with its role as regulator
- Ensure the owner/operator/polluter takes responsibility for the appropriate remedial actions
- Where the source is not identified or the required action is not instigated by the owner/operator/polluter, consider what action to take in respect of remedial actions
- Ensure remedial action is undertaken in an approved, professional and competent manner and not, in general, to do the work ourselves
- Notify, warn or advise relevant stakeholders
- Work effectively with external partners e.g. the emergency services
- Recover the costs of the incident response and investigation at every opportunity.

## **ACTION BY NORTHUMBERLAND COUNTY COUNCIL'S CHIEF EXECUTIVE**

The Chief Executive may take control of the County Council's response to the emergency.

### **The Chief Executive will have overall responsibility for:**

- Representing the County Council at 'Gold' Command established by Northumbria Police
- Providing Senior Officer(s) to attend Emergency Co-ordination Team
- Liaison with District Council Chief Executive(s)
- Authorisation of expenditure via Chief Officer
- Production of official post-incident report on the County Council's operational response and expenditure
- Some or all of the following tasks may be delegated to, or undertaken by, other officers of the County Council;
- Notifying appropriate Elected Members
- Convening meeting with Emergency Coordination Group to determine immediate strategy
- Chairing Emergency Coordination Group meetings
- Liaison with Communications Team regarding media arrangements
- Arranging for recording of personal decisions, requests for assistance, and actions taken
- Briefing Elected Members
- Monitoring effectiveness of response and maintain personal log
- Convening de-briefing meeting with Emergency Coordination Group to review Council's response
- Submitting report to County Emergency Committee
- Ensuring rapid return to normal services

## **ACTION BY NORTHUMBERLAND COUNTY COUNCIL'S DIRECTORS**

Service Managers involved in the emergency response may wish to delegate some responsibilities to their Directorate's representative on the Emergency Coordination Group; however overall responsibility for service provision during the emergency and recovery period remains with the Chief Officer.

### **Upon activation of the plan Service Managers may be required to:**

- Undertake policy decisions
- Give representation at Gold, if appropriate
- Monitor Group response to the incident
- Decision making
- Give representation on the Emergency Coordination Group, if appropriate
- Authorise Directorate actions
- Authorise Directorate expenditure
- Produce official Directorate post-incident report on operations and expenditure

Some or all of the operational actions listed may be delegated to the Directorate's representative on the Emergency Co-ordination Group and may include:

- On notification of incident ascertain the extent of Directorate support initially required
- Request assistance of staff as required
- Convene meeting with Emergency Coordination Group and appropriate staff to agree action to be taken and arrange internal communications
- Supervise implementation of Directorate response
- Attend meetings of the Emergency Coordination Group as required
- Maintain Directorate record of all requests for assistance, decisions and actions taken, and expenditure incurred; ensure all documentation related to the Directorate response is retained, for possible production in the event of a subsequent official inquiry
- Monitor the effectiveness of the Directorate response and modify as necessary
- Authorise procurement of agreed resources/services on request
- Authorise all incident/emergency expenditure
- Maintain Directorate incident records
- Review Directorate response and identify areas for improvement

- Provide Chief Executive or his representative with a copy of the official Directorate report together with any supplementary documentation
- Revise Directorate emergency arrangements as necessary
- Ensure a rapid return to normal service provision

**ACTION BY MEMBERS OF NORTHUMBERLAND COUNTY COUNCIL'S HEADS  
OF SERVICE (Emergency Co-ordinators)**

Each Group of Northumberland County Council has nominated representatives to act as Group liaison and to form the Emergency Co-ordination Group.

This group may be convened as appropriate and will consist of the Management Board (above) and other appropriate nominated chief officers/service managers on an ad hoc basis.

**Upon activation of the plan, each member of the Team may be required to:**

- Act as liaison officer for their own Group for the duration of the emergency.
- Provide information on their Groups response as required.
- Advise on their Groups area of expertise as required.
- Assist in calling out staff from their own Group.
- Keep their Director informed of their Groups response.
- Attend meetings of the Emergency Coordination Group at the County Emergency Centre or elsewhere, if appropriate, to discuss strategy and aspects of the County Council's response.
- Assist in briefing Elected Members as appropriate.
- Maintain Group records of action and expenditure

## **ACTION BY NORTHUMBERLAND COUNTY COUNCIL'S EMERGENCY COMMITTEE**

The structure of this committee is made up of TBA Councillors (eight members in total).

### **Emergency Committee Councillors:**

#### **TBA**

In an emergency the Emergency Committee must be informed of the situation, one of them will normally attend Resilience Office or the Emergency Centre to monitor progress. Regular briefs by the Resilience Manager or Chief Executive will be made to the Emergency Committee for their information which will provide the opportunity for them to ask questions and make any decisions required.

**SECTION THREE**  
**CATEGORY TWO RESPONDERS**

This section of the plan is a description of the services Category Two organisations can provide in an emergency.

- 3.1 North East Strategic Health Authority NHS Trusts
- 3.2 CE Electric /Scottish Power
- 3.3 Health and Safety Executive
- 3.4 Sabic Ethylene Pipeline
- 3.5 National Grid plc
- 3.6 Northern Gas Networks
- 3.7 British Telecom
- 3.8 Cellular Airtime Providers (O2 , Orange, T Mobile, Vodafone)
- 3.9 Northumbria Water Limited
- 3.10 Highways Agency
- 3.11 Network Rail (GNER, Cross Country, Northern Spirit, Arriva)
- 3.12 Newcastle International Airport

### **3.1 NORTH EAST STRATEGIC HEALTH AUTHORITY NHS TRUSTS**

North East Strategic Health Authority

Riverside House

Goldcrest Way

Newburn Riverside

Newcastle upon Tyne

NE15 8NY

North East Strategic Health Authority (SHA) covers the counties of Northumberland, Tyne and Wear, Durham and Teesside and is responsible for the development of health services in the north east, on behalf of the Department of Health. The SHA's role is to make sure that services are fit for purpose, that the quality and improvement targets are met and that NHS organisations in the region, such as primary care trusts, hospitals and the ambulance trust, are providing well-planned, good quality services.

#### **SERVICES PROVIDED:**

The strategic health authority (SHA) does not directly provide any front line services. The SHA's role in a major incident is to ensure local health services are operating as required, that they are resourced appropriately and to liaise with the Department of Health to ensure up to date information is shared. The decision about which hospital/s should be alerted will be taken at the scene of the incident by the ambulance service.

The designated receiving hospital may send a medical team to the site, headed by a doctor who would act as the Medical Incident Officer.

Wansbeck Hospital has an Accident & Emergency Department for reception of casualties from most types of accident; however information on receiving hospitals for casualties of incidents involving contamination by chemical or radiation hazards and requiring specialist emergency treatment are listed in subsequent paragraphs.

#### **Chemically-contaminated Casualties**

The principles of dealing with contaminated casualties commences with North East Ambulance Service (NEAS) who will decontaminate any casualty who, has as part of the incident, has external contamination. Patients from chemical incidents are not knowingly transported in NEAS vehicles without prior decontamination.

There are two designated hospital sites in Northumberland which can deal with members of the public who self refer to a Hospital. The sites are Hexham and Wansbeck.

Any casualty who has immediate life-threatening injuries will be transported to the most appropriate hospital, after decontamination.

### **Radiation-contaminated Casualties**

There is no designated unit within Northumberland for the treatment of radiation-contaminated casualties, as Health Service Circular (89)8 stipulates that such units must have access to a medical physics department. The nearest such unit is: **Newcastle General Hospital**. The same considerations for casualties with injuries requiring urgent hospital treatment should apply as above.

As with chemically contaminated casualties the NEAS will decontaminate externally, the only difference is that any patient who has life threatening injuries will be transported immediately and external decontamination will take place at the most appropriate hospital, injuries take priority not contamination in this type of incident.

### **Infectious Diseases, Food Poisoning and Environmental Health**

Problems concerning notification or handling of the above should be referred to the Northumberland Care Trust Via Wansbeck Hospital switchboard. (Request to be put in contact with the Duty Public Health Consultant).

## **3.2 CE ELECTRIC**

CE Electric  
Northern Electric Distribution Ltd  
Manor House  
Station Road  
New Penshaw  
Houghton-Le Spring  
Tyne & Wear  
DH4 7LA

### **SERVICES PROVIDED:**

CE Electric UK distributes electricity to its customers in the North East of England, Yorkshire and Northern Lincolnshire through its subsidiary companies, Northern Electric Distribution and Yorkshire Electricity Distribution plc. CE Electric UK, which is a wholly owned subsidiary of MidAmerican Energy Holding Company.

CE Electric supply power to the majority of Northumberland except for two areas:-

- 1 Belford to the Scottish Border which is covered by Scottish Power (see below).
- 3 Haltwhistle to the Cumbrian Border which is covered by United Utilities (see below).

## **UNITED UTILITIES**

Responsible for supplying power from Haltwhistle to the Cumbrian border.

United Utilities

Customer Care

Hartington Road

Preston

LANCS

PR1 8LE

## **POWER SYSTEM (SCOTTISH POWER)**

Responsible for supplying power from Belford to the Scottish Border.

Scottish Power

Forth Region

10 Fishwives Causeway

Portobello

EDINBURGH

EH15 1EP

### **3.3 HEALTH AND SAFETY EXECUTIVE**

#### **SERVICES PROVIDED:**

- Specialist technical and scientific advice.
- Advice on safety procedures.
- Response to industrial major incidents.
- Initiate enquiries and recommendations following an industrial major accident.
- Expertise in the fields of chemical toxicity, fire and explosion risks, civil and electrical engineering.
- Advise through its medical service on the effects and treatment of chemical poisons.

### **3.4 SABIC UK ETHYLENE PIPELINE**

SABIC UK operates the Ethylene Pipeline running through Northumberland from Wilton on Teesside to the Grangemouth area of Scotland.

The Wilton to Grangemouth Ethylene pipeline is one of a network of four similar pipelines traversing the Pennines and Northern England, distributing ethylene between source manufacturers and customers.

### **3.5 NATIONAL GRID plc**

National Grid plc is responsible for the transmission of natural gas from its source throughout the country by a national grid network of high pressure pipelines.

Following an incident on a Major Accident Hazard Pipeline (MAHP) the Hinckley Control Centre can be contacted direct.

### **3.6 NORTHERN GAS NETWORKS**

Northern Gas Networks are responsible for distributing gas to homes and businesses across the north of England, an area covering West, East & North Yorkshire, the North East and northern Cumbria. The network area extends south from the Scottish border to South Yorkshire and has coastlines on both the east and west sides of the region. It contains a mixture of large cities such as Newcastle, Sunderland, Leeds, Hull and Bradford and a significant rural area including North Yorkshire and Cumbria. The area covers around 6.7 million inhabitants and has approximately 2.5 million customers. The network has an extensive distribution system comprising 36,000 kilometres of distribution gas mains; it is supplied from 23 offtakes from the National Transmission System.

### **3.7 BRITISH TELECOM PLC**

Head of BT Emergency Planning

pp LF 13

Libra House

Sunrise Parkway

Linford Wood

Milton Keynes

Buckinghamshire

MK14 6PH

#### **SERVICES PROVIDED:**

##### **BT National Emergency Linkline**

The 24hr National Emergency linkline number should be used:-

- By any Emergency Authority, during a major civil emergency, to contact BT to request urgent support.
- By any Emergency Authority to warn of a major incident directly affecting one of BT's buildings.
- By any Emergency Authority wishing to urgently contact BT management.

- Requests for BT to attend Police GOLD, SILVER or BRONZE or RCCC or emergency meeting.
- Requests for 'Fast Time' provision of telecommunications services during major incidents in support of emergency services and other responders.

**The emergency Linkline number must not be issued to the public. It must be used solely by Category One and Two responders.**

**Information required by BT when invoking Linkline:**

- Origin of report, name and telephone number of the caller.
- Date and time of report.
- Type of emergency.
- Location of the incident.
- Estimated number of casualties if known.
- Name, location and telephone number of Local Authority liaison officer at the incident ground.
- Assessment of immediate telecommunications facilities required from BT.
- Details of any no-go areas at the incident location.

**BT Linkline - resources and facilities available:**

- Emergency communications management advice.
- Technical expertise.
- Provision of additional public telephone network exchange lines to any site, either by landline or microwave link.
- Provision of telephone switchboards for call handling.
- Provision of mini telephone switches.
- Mobile telephone kiosk units.
- Mobile communications office with telephone lines, cellular telephones, fax, telex, electronic mail, stand alone computer, desks, seating and cooking facilities for approx 10 - 15 operators.
- Mobile digital telephone exchange units, in case of telephone exchange failure or back up.
- Mobile cellnet transmitter to ease traffic burdens on the cellular network.
- Cellular telephones, both Cellular Access Overload Registered (approx 10) and (approx 300 - 500) non registered, with batteries and chargers.
- Radio pagers, batteries and chargers.

- Telephones, fax machines, telex machines or any other communications equipment advertised in the BT Business Catalogue held by the Emergency Planning Communications Officer.

### **3.8 CELLULAR AIRTIME PROVIDERS**

O2 TBA

Orange TBA

T Mobile TBA

Vodafone TBA

### **3.9 NORTHUMBRIA WATER LIMITED**

CONTACT CENTRE

THORNABY

Trenchard Avenue

Thornaby on Tees

CLEVELAND

TS17 0EQ

#### **SERVICES PROVIDED:**

In a major incident, the company would undertake the following roles:

- Render safe any damaged or threatened water supply pipes.
- Advise the Emergency Services of any potential hazard.
- Cut off supply should the situation demand.
- Ensure supply of water for fire fighting.
- Reinstate supplies where necessary.
- Provide scientific advice.

Control Room for Northumberland Area, Howden, Wallsend

### **3.10 HIGHWAYS AGENCY**

Highways Agency

Area 14

3 South

Lateral

Leeds

LS11 9AT

The Highways Agency is an executive agency of the Department for Transport. On behalf of the Secretary of State for Transport they are responsible for managing, maintaining and improving England's trunk roads and motorways.

The Agency's purpose is to provide safe and reliable long distance journeys on strategic national routes by managing the traffic using our roads as well as administering the network as a public asset.

#### **Agency's Aim**

- Safe Roads.
- Reliable Journeys
- Informed Travelers

#### **Prime Objective**

- Reducing congestion and improving reliability through:
- Improving road safety.
- Respecting the environment.

### **3.11 NETWORK RAIL (GNER, Cross Country, Northern Spirit, Arriva)**

Network Rail own and maintain 21,000 miles of track across Britain. Their main customers are the train and freight operating companies who run the nation's train services. Network Rail provides access to the tracks for all passenger and freight trains.

### **3.12 NEWCASTLE INTERNATIONAL AIRPORT**

Newcastle Airport  
Woolsington  
Newcastle upon Tyne  
NE13 8BZ

Air travel to Northumberland is provided through Newcastle International Airport, just to the south of the County, near Ponteland.

## SECTION FOUR OTHER ORGANISATIONS

This section of the plan is a description of the services other organisations can provide in an emergency.

### 4.1 Voluntary Agencies

- 4.1.1 British Red Cross Society
- 4.1.2 Raynet – Radio Amateur’s Emergency Network
- 4.1.3 Salvation Army
- 4.1.4 Samaritans
- 4.1.5 St John Ambulance
- 4.1.6 WRVS
- 4.1.7 Rotary Re-Action Northumberland

### 4.2 Government Office North East

### 4.3 Military

### 4.4 BBC

### 4.5 Tyne Tees

### 4.6 Metro FM / Magic 1152 & Century Radio

### 4.7 Government News Network

### 4.8 BBC London

### 4.9 DEFRA

### 4.10 Food Standards Agency

### 4.11 MET OFFICE

### 4.12 Clergy

### 4.13 English Nature (EN)

### 4.14 Newcastle Map Centre (Ordnance Survey)

### 4.15 Royal Society for the Prevention of Cruelty to Animals (RSPCA)

### 4.16 Road Link

### 4.17 A-One

### 4.18 Northumberland National Park Authority

### 4.19 HM Coroner

### 4.20 Emergency Planning Departments / Units

### 4.21 COMAH Sites

#### 4.21.1 Alcan

#### 4.21.2 Campact

## **4.1 VOLUNTARY AGENCIES**

### **4.1.1 BRITISH RED CROSS**

Croft House  
Western Avenue  
Newcastle Upon Tyne  
NE4 8SR

#### **SERVICES PROVIDED:**

- Provision of first aiders.
- Provision of emotional and practical support.
- Support to Ambulance Service.
- Transport and Escort Service.
- Support of HAC, Rest Centres and Evacuation Centres.
- Supply of bedding and clothing.
- Disaster Appeal Scheme.

### **4.1.2 RAYNET**

Hunters Moon  
Station Road  
Newton-le-Willows  
Bedale  
DL8 1SX

#### **SERVICES PROVIDED:**

RAYNET, is the United Kingdoms' national voluntary communications service provided for the community by Radio Amateurs. Its purpose is to provide third party emergency communications on behalf of duly authorised "user services".

"User services" who may call on Raynet services during disaster relief operations are the Police, the Head of Resilience, Fire and Rescue Service, North East Ambulance Service, British Red Cross Society and St John Ambulance Brigade. Raynet Services are free of charge to "user services".

#### **4.1.3 SALVATION ARMY**

##### **SERVICES PROVIDED:**

- Activators of Clergy Major Incident Plan.
- Supportive role in provision of spiritual assistance at scene of incident.
- Catering support, via mobile emergency unit.
- Minor first aid.
- Hospitals/home visits.
- Overnight/short stay in Salvation Army accommodation.

#### **4.1.4 SAMARITANS**

Samaritans of Northumbria

##### **SERVICES PROVIDED:**

- Support at Reception/Rest Centres for those affected by the disaster.
- Support by volunteers of those who have undergone deep emotional stress.
- Ongoing listening/support service (available 24 hours a day, all year around) as required.

#### **4.1.5 ST JOHN AMBULANCE**

St John House

Westgate Road

Newcastle Upon Tyne

NE4 9PQ

St John Ambulance is a national organisation controlled and directed by the Order of St John.

##### **SERVICES PROVIDED:**

- Provision of first aiders.
- Ambulances and additional medical supplies.
- Assistance at reception centres.
- Provision of medical teams as required.
- Welfare services at reception centres.
- Assistance with relatives and friends.

#### **4.1.6 WRVS**

33 Nursery Park  
Ashington  
Northumberland

The WRVS is an all purpose Emergency and Community Welfare Service organised throughout the United Kingdom. The WRVS is a recognised leader in providing integrated emergency management support to local authorities.

#### **SERVICES PROVIDED:**

- Emergency Feeding and Welfare, Administration, Reception, Registration and Distribution of Clothing/ Bedding within an Emergency Rest Centre.
- Preparation of light refreshments.

In the event of an emergency in any part of the county the WRVS may be called out by the Police or the Local Authority.

#### **4.1.7 ROTARY RE-ACTION**

Rotary Re-Action is committed to help the Emergency Services and Local Authorities in the running of a friends and relatives reception area by,

- Documentation, stewarding and general duties within the centre.
- Acting as transport for friends and relatives as well as support staff during its duration,
- Meeting friends and relatives at stations/airports etc and transporting them to the scene
- General befriending & mentoring of the friends and relatives any other duties that arise of an untrained nature.

Rotary is International and therefore may be able to arrange international assistance and contact if most of the friends and relatives are arriving from one geographical area.

Some translation services may also be available from within the membership.

This Rotary district covers all four North East counties and comprises 69 clubs spread over most of the area with 2000+ members. As such we are available to assist in any way that requires large manpower and transport of a general nature for any level of incident or situation. This may be of particular benefit in the immediate area even though it may be remote in distance or time from the main conurbations.

## **4.2 GOVERNMENT OFFICE NORTH EAST**

Government Office for the North East

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4WH

The role of Government Office for the North East is to provide an interface between local responders on the one hand, and central government departments and their Ministers on the other.

### **In a major local incident or other locally based emergency**

The Government Office for the North East might be involved in the response to any emergency in the region that triggers Ministerial interest. The Government Office for the North East may also be involved in the response as a result of a request to attend a Strategic Coordinating Group (SCG) from the Police Gold Commander to help co-ordinate the wider response to a local emergency.

### **SERVICES PROVIDED:**

The Government Office engagement could take the form of:

- Attending a SCG or Gold Command, supporting the Government Liaison Officer as required;
- Monitoring the wider impacts of an emergency
- Facilitating communications between local and central partners where required
- Advising on consequence management issues, or other issues relating to specialist policy areas for which Government Office for the North East has experience

### **In a Significant, Catastrophic or other emergency on a regional/national scale**

Initially, the Government Office for the North East will respond to an emergency on these scales in much the same way as it would a major local incident or other locally based emergency. The constituent teams within the Government Office for the North East will be on hand to provide specific assistance and resources to support the response, according to their own area of expertise. The RRT will carry out the same functions described above. However, in wider scale emergencies, there are some key differences in the nature of the response of Government Office for the North East and the RRT.

### 4.3 MILITARY

Routine requests for military assistance are to be made to the Joint Regional Liaison Officer.

#### HQ 15 (NE) BDE

The provision of Military Aid to the Civil Authorities (MACA) is guided by 3 principles:

1. Military aid should always be the last resort. The use of mutual aid, other agencies and the private sector must be insufficient or unsuitable.
2. The Civil Authority lacks the required level of capability and it is unreasonable to expect it to develop one.
3. The Civil Authority has a capability, but the need to act is urgent and there is an immediate lack of Civil Authority resources.

MACA consists of 3 types of military aid:

1. **Military Aid to the Civil Power (MACP)**. MACP involves assistance by the Armed Forces to the Civil Power (usually the police) in the maintenance of law, order and public safety using specialist capability or equipment (eg Explosive Ordnance Disposal). Ministerial authority is required for MACP.
2. **Military Aid to the Other Government Departments (MAGD)**. MAGD is the assistance provided by the Armed Forces on urgent work of national importance or in the maintenance of essential supplies and services essential to the life, health and safety of the community (e.g. temporary fire cover during a dispute). Ministerial authority is required for MAGD.
3. **Military Aid to the Civil Community (MACC)**. MACC is the provision of unarmed military assistance to the civil authorities when they have an urgent need for help or deal with the aftermath of a natural disaster or a major incident; or to sponsors either by carrying out special projects of significant value to the community, or by attaching volunteers full-time for specific projects. MACC arrangements can often be made at a local level and consist of 3 categories of aid:
  - Category A.** Assistance in an emergency such as natural disaster where there is immediate danger to life.
  - Category B.** Routine assistance for projects and events.
  - Category C.** Individual assistance by volunteers in the social services field.

The Ministry of Defence Search and Rescue force is comprised of dedicated Royal Navy and Royal Air Force (RAF) rescue helicopters, RAF maritime patrol aircraft, RAF mountain rescue teams and Rescue Co-ordination Centres. These assets are available to give assistance at civil aircraft incidents and, at the discretion of the Rescue Co-ordination Centre, to assist at emergency situations involving civilians on land or at sea. In many circumstances where life is deemed to be at risk, charges will not normally be raised for the Search and Rescue services provided by Ministry of Defence.

#### **4.4 BBC NORTH EAST TELEVISION AND RADIO**

Broadcasting Centre

Barrack Road

Newcastle upon Tyne

NE99 1RN

##### **BBC Radio Newcastle**

BBC Radio Newcastle broadcasts to an area stretching from the Scottish border to the City of Durham. Therefore Northumberland westwards to Hexham, Tyne and Wear and much of County Durham are within its service area.

The newsroom is staffed from 5am to 10pm weekdays and shorter periods at weekends. Outside these times, the key management staff may be reached at home or by mobile.

Frequencies:-

- 95.4 FM - Main FM frequency
- 96.0 FM - Northumberland, North of Morpeth
- 103.7 FM - Tyne Valley
- 104.4 FM - Gateshead
- 1458 AM - Main AM frequency

#### **4.5 TYNE TEES**

TBA

#### **4.6 METRO FM / MAGIC 1152 & CENTURY RADIO**

##### **Metro FM**

Frequencies:-

- 97.1 FM - Main FM Frequency
- 102.6 FM - North Northumberland
- 103.4 FM - Tynedale

##### **Magic**

Frequency:

- 1152 AM

##### **Century FM**

Frequency:-

- 100 - 102 FM

#### **4.7 GOVERNMENT NEWS NETWORK (GNN)**

GNN is the Government Agency which handles regional media liaison for many Whitehall departments and other public sector bodies. In the event of a major disaster or incident GNN press officer assistance is free for the first 24 hrs. Thereafter, their presence would be at the discretion of the lead Government department.

#### **SERVICES PROVIDED:**

GNN assistance can range from:-

- Helping to staff a press centre
- Handling VIP visits
- They can be deployed wherever media pressure is stretching local resources to capacity.

Press officers could come with their own equipment so that they can be immediately effective and not make demands on the local resources.

#### **4.8 BBC LONDON**

It is important to confirm that London will be informed of requests for emergency announcements. If local arrangements for emergency announcements fail to operate contact the BBC in London, Glasgow, Cardiff or Belfast according to circumstances.

The Broadcast Duty Manager at Broadcasting House in London acts for the whole of the BBC and is available throughout the night and outside normal office hours. He/she will put you in contact with the staff who will handle the details of liaison.

It is essential that the BBC should be able to authenticate your message. When appropriate, the BBC will use local staff for this purpose.

#### **4.9 DEFRA**

Veterinary Exotic Notifiable Disease Unit (VENDU)

Area 5D

Nobel House

17 Smiths Square

London

SW1P 3JR

#### **Animal Health (Formally the State Veterinary Service)**

Animal Health is the government's executive agency, primarily responsible for ensuring that farmed animals in England, Scotland and Wales are healthy, disease-free and well looked after. Additionally Animal Health have a responsibility for managing outbreaks of notifiable animal diseases. As such Animal Health support the farming industry (helping it compete successfully worldwide), protect the welfare of farmed animals and safeguard public health from animal bourn disease

#### **Animal Health- Newcastle Animal Health District Office**

Newcastle Animal Health Divisional Office

The Quadrant

Newburn Riverside

Newcastle upon Tyne

NE15 8NZ

#### **4.10 FOOD STANDARDS AGENCY**

Food Standards Agency

7<sup>th</sup> Floor

Aviation House

125 Kingsway

London

WC2B 6NH

#### **SERVICES PROVIDED:**

Incidents Branch deals with environmental contamination incidents with the potential to affect the food chain including fires, toxic discharges, waterways contamination and accidents at industrial sites, which may lead to chemical or radiological contamination. The branch also deals with all food contamination incidents where the food is in the distribution chain or available for sale. This could include all types of food contamination including physical, chemical, microbiological, malicious tampering or a serious Food Poisoning Outbreak.

Section Six – Confidential Telephone Directory held within Resilience Dept.

#### **4.11 MET OFFICE**

##### **SERVICES PROVIDED:**

National severe weather warning service.

- Specialist advisory service to emergency services e.g. CHEMET Scheme for toxic gas releases.

#### **4.12 Clergy**

##### **SERVICES PROVIDED:**

Spiritual and Pastoral Care (Visiting mortuary with bereaved, arranging funerals and memorial services, counselling etc).

#### **4.13 NATURAL ENGLAND**

Natural England

The Quadrant

Newburn Riverside

Newcastle upon Tyne

NE15 8NZ

##### **SERVICES PROVIDED:**

Natural England is there to enhance the natural environment, for its intrinsic value, the wellbeing and enjoyment of people and the economic prosperity that it brings.

#### **4.14 NEWCASTLE MAP CENTRE (ORDNANCE SURVEY)**

##### **SERVICES PROVIDED:**

- Producers, stockists and suppliers of Ordnance Survey maps.

#### **4.15 ROYAL SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS**

Newcastle Branch Office

Kennels, Kyle Road

Gateshead

The RSPCA's influence covers the whole range of animal protection. The Society is involved in practical welfare, law enforcement as well as high-profile campaigning and education. It employs veterinary experts and consultants in the care and treatment of farm livestock, wildlife, domestic pets and animals used in research.

#### **4.16 ROAD LINK**

Stocksfield Hall

Stocksfield

Northumberland

NE43 7TN

Road Link (A69) Ltd is a private company responsible for the operation of the A69 road from Newcastle-Upon-Tyne to Carlisle. Daily maintenance of the road is sub-contracted to the appropriate local authorities along its length.

#### **4.17 A-ONE**

A-one manages the Motorways and Trunk Roads on behalf of the Highways Agency for MAC Area 14 comprising :-

A1/A1(M) from J49 Dishforth to the border with Scotland

A66(M)/A66 from J57 of the A1(M) to Teesside Retail Park and from A66 Scotch corner to the Durham/Cumbria border.

A696 from the A1 to Prestwick Roundabout at Newcastle Airport.

A19 from the junction with A1 at Seaton Burn to the Tyne Tunnel.

A-one have strategic depots at Alnwick , Swalwell, Carrville, Bradbury & Kneeton with an emergency depot at Berwick.

The company operates 24hrs/day 365 days of the year and can be contacted at the Integrated Network Control Centre.

#### **4.18 NORTHUMBERLAND NATIONAL PARK AUTHORITY**

Northumberland National Park Authority assists the emergency services with advice and/or provision of maps and local information in relation to search operations etc.

#### **4.19 HM CORONER**

##### **Northern Area**

Quay Walls

Berwick upon Tweed

TD15 1HD

##### **Southern Area (including West)**

Stanley Street

Blyth

Northumberland

NE24 2BS

##### **SERVICES PROVIDED:**

- On receipt of notification from the Police, arrange for call-out of Supervising Pathologist. In the event of an military aircraft accident contact the RAF Pathologist
- Attend the scene of the incident (if able). In conjunction with the Police Incident Officer and the Supervising Pathologist decide if the incident warrants the setting up of a temporary mortuary

##### **If a decision is made to open a temporary mortuary**

- Liaise with the hospitals handling casualties to ensure that any who subsequently die are taken to the temporary mortuary
- Liaise with funeral directors for the transport of bodies from the incident site to the temporary mortuary
- Liaise with Pathologist to arrange the call-out of Odontologists, Radiologists and other mortuary staff as necessary
- Arrange for doctors to be available to pronounce death
- In due course, establish the identity of the deceased and the cause, location and time of death.
- Issue the appropriate legal documentation required in the disposal of the dead.

#### **4.20 EMERGENCY PLANNING DEPARTMENTS / UNITS**

(See confidential telephone directory for contact details)

## 4.21 COMAH SITES

The Control of Major Accident Hazard Regulations 1999 (COMAH) came into force on 1ST April, 1999 and require on and off site emergency arrangements to be made for certain potential hazardous activities which use dangerous substances.

COMAH implements the Council Directive 96/82/EC. This is often referred to as the Seveso II Directive.

The COMAH Regulations 1999 relate to the identification, prevention and mitigation of major accidents to people and the environment.

The Regulations are enforced by a joint Competent Authority (CA) comprising of the Health and Safety Executive (HSE) and Environment Agency (EA) in England and Wales.

Regulation 10 (1) of the COMAH Regulations 1999 require the Local Authority to prepare and keep up-to-date Off-Site Emergency Plans for top tier COMAH sites in their area of jurisdiction. In compliance with Regulation 2 (1) of the same regulations, this duty is placed on Northumberland County Council. The content of such plans shall be adequate for meeting the requirements of objectives outlined in Part 1 of Schedule 5 and contain the details specified in Part 3 of the same Schedule.

### 4.21.1 ALCAN

#### Lynemouth Smelter

Ashington

Northumberland

NE63 9YH

#### Alcan Lynemouth Smelter (COMAH) Site

In the event of a Major Incident occurring at the Alcan Site; The Alcan Emergency Management Team will ensure that the emergency services are alerted via the Gatehouse Security –

The following alerting statement should be used;

“This is ..... (state name of caller)”

“There is a MAJOR ACCIDENT at **Alcan Lynemouth Smelter** ; state type of incident (Leak, Fire or Explosion); state chemicals involved, if known”

“Wind direction blowing from .....

“State which RVP is to be used by emergency services”

“There are ..... casualties or persons reported trapped (if known or suspected)”

### Notification of Alert

**Alcan** shall immediately notify:

- Northumberland County Fire and Rescue Service Fire Control,
- Northumbria Police Force Communications Centre; and
- North East Ambulance Service NHS Trust Control,

**repeating** the alerting statement and information given by Alcan.

**Alcan** will also inform:

- Network Rail North East Production Control, York;
- Newcastle International Airport
- Health and Safety Executive

#### 4.21.2 CAMPACT Ltd

Anick Grange Road  
Hexham  
Northumberland  
NE46 4JS

Campact Ltd (COMAH Site)

In the event of a Major Incident occurring at the Campact Egger Site, the Site Main Controller (SMC) will ensure that the emergency services are alerted by Gatehouse Security –

The following alerting statement should be used;

“ **This is .....(state who)**  
**There is an *INCIDENT* involving ..... at Campact Ltd, Hexham.**  
**which requires the activation of the off-site Plan**  
**The site entrance to use is .....**  
**The rendezvous point is .....**  
**Wind Speed and direction is .....**  
**Areas affected are .....**  
**There are ..... (give number of) casualties “**

## **Notification of Alert**

**Campact Ltd** shall immediately notify:

- Northumberland County Fire and Rescue Service Fire Control,
- Northumbria Police Force Communications Centre; and
- North East Ambulance Service NHS Trust Control,

*repeating the alerting statement and information given by Campact Ltd.*

**Campact Ltd** will also inform:

- Network Rail North East Production Control, York;
- Newcastle International Airport
- Health and Safety Executive

**SECTION FIVE**

**EMERGENCY CENTRE**

- 1 NORTHUMBERLAND COUNTY COUNCIL

## **1 NORTHUMBERLAND COUNTY COUNCIL EMERGENCY CENTRE**

The County Emergency Centre is situated within on the Northumberland Fire and Rescue Service Headquarters site at Loansdean, Morpeth.

The Centre will be activated on the implementation of the Emergency Response Plan to monitor incidents ranging from local emergencies to major incidents. Activation may be on a 24-hour basis and will be supervised by a member of the Emergency Planning Department.

### **The functions of the Centre are to:**

- Implement and co-ordinate local authority and voluntary organisations' initial response and recovery operations.
- Provide emergency communications facilities.
- Receive, collate, and analyse information.
- Provide regular situation reports.
- Brief and advise Chief Officers, Elected Members and other organisations.
- Determine priorities.
- Monitor and allocate resources and provide information on availability and access.
- Liaise with emergency services and other agencies.
- Request support from central government departments, other local authorities, the armed services and voluntary organisations as appropriate.
- Maintain a record of events and expenditure.

## COUNTY EMERGENCY CENTRE - SITE PLAN

