



# Northumberland County Council

## Northumberland County Council

### Incident Response Plan V2.2

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#### Agreed By

Role	Signature	Date
Chief Executive	Agreed at EMT	17 Oct 2024
Executive Director of Place & Regeneration	Agreed at EMT	17 Oct 2024
Executive Director of Adults, Ageing & Wellbeing	Agreed at EMT	17 Oct 2024
Executive Director of Children, Young People & Education	Agreed at EMT	17 Oct 2024
Executive Director of Public Health, Communities & Inequalities	Agreed at EMT	17 Oct 2024
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# DOCUMENT CONTROL

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Action Cards	S Shute C Reader	Yearly – October (or as required)	
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## INTRODUCTION

This plan replaces the Northumberland Incident Response Plan v1.2 and now incorporates business continuity response, also replacing the Corporate Business Continuity Plan v12.0.

The Northumberland Incident Response Plan v2.2 (NIRP) has and will continue to be developed taking into consideration local, regional and national guidance, learning from previous incidents and planned exercises ensuring it remains fit-for-purpose.

This plan will be reviewed annually, unless there is significant change to guidance, Northumberland County Council (NCC) structure or service delivery of the Council.

- business interruption
- flood monitoring; alerts and warnings
- forecast severe weather
- emerging risks (rising tide incidents)
- immediate incidents etc

## SCOPE

All areas of the Council, including Northumberland Fire & Rescue Service (NFRS) are covered by this plan. It does not cover any incident response by partner agencies or suppliers.

## PURPOSE

The purpose of this plan is to set out the Council's framework for monitoring, responding to and recovering from a business interruption (business continuity incident), an emergency or a major incident.

## AIM

The aim of this plan is to minimise the impact of an incident to Council Services and to Northumberland as a whole.

## OBJECTIVES

- the method and means of alerting the council responders
- outlining command and control arrangements for responding
- communicating with staff, Members, suppliers, partners and the public during a business interruption and, where appropriate, advise the public of risks
- ensure that council services experiencing a business interruption have the support of a governance structure
- allowing critical business functions to continue uninterrupted, at an acceptable level of performance
- recovery to be considered as early as possible during the response phase
- the full resumption of all business-as-usual services occurs as quickly as possible
- maintaining the Council's priority 1 functions in a business interruption while also responding to an emergency
- restoring all the Council's priority 2 & 3 services affected during a business interruption in a structured way, within a reasonable timescale
- effective emergency response to support the communities of Northumberland

The JESIP Principles should be used to help support the response. [JESIP Website](#)

## DEFINITIONS

A **Business Interruption** is any unwanted incident which threatens personnel, buildings or the operational procedures of the organisation and requires special measures to be taken to maintain critical business functions.

Critical functions have been classified based on their Recovery Time Objective.

Interruption status	Critical functions affected	Re-instate within
Minor	Priority 3	7 days
Significant	Priority 2	48 hours
Major	Priority 1	24 hours

**An Emergency Incident** – a sudden or unexpected sequence of events that does or has the potential to disrupt and impact on the safety of Northumberland residents or stakeholders, delivery of commissioned service, the reputation of the County or Council.

Declaring an Emergency Incident as an organisation helps to mobilise resources needed to manage the impact of the incident.

**A Major Incident** - an event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency. NCC is a category one responder as defined by the Civil Contingencies Act 2004.

A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security.

A major incident may involve a single-agency response, although it is more likely to require a multi-agency response. The severity of the consequences associated with a major incident are likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally. The decision to declare a major incident will always be a judgement made in a specific local and operational context, and there are no precise and universal thresholds or triggers.

**Recovery and Restoration** - the process of restoring normality and/or rebuilding any affected community in the aftermath of an emergency or 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 NCC 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.

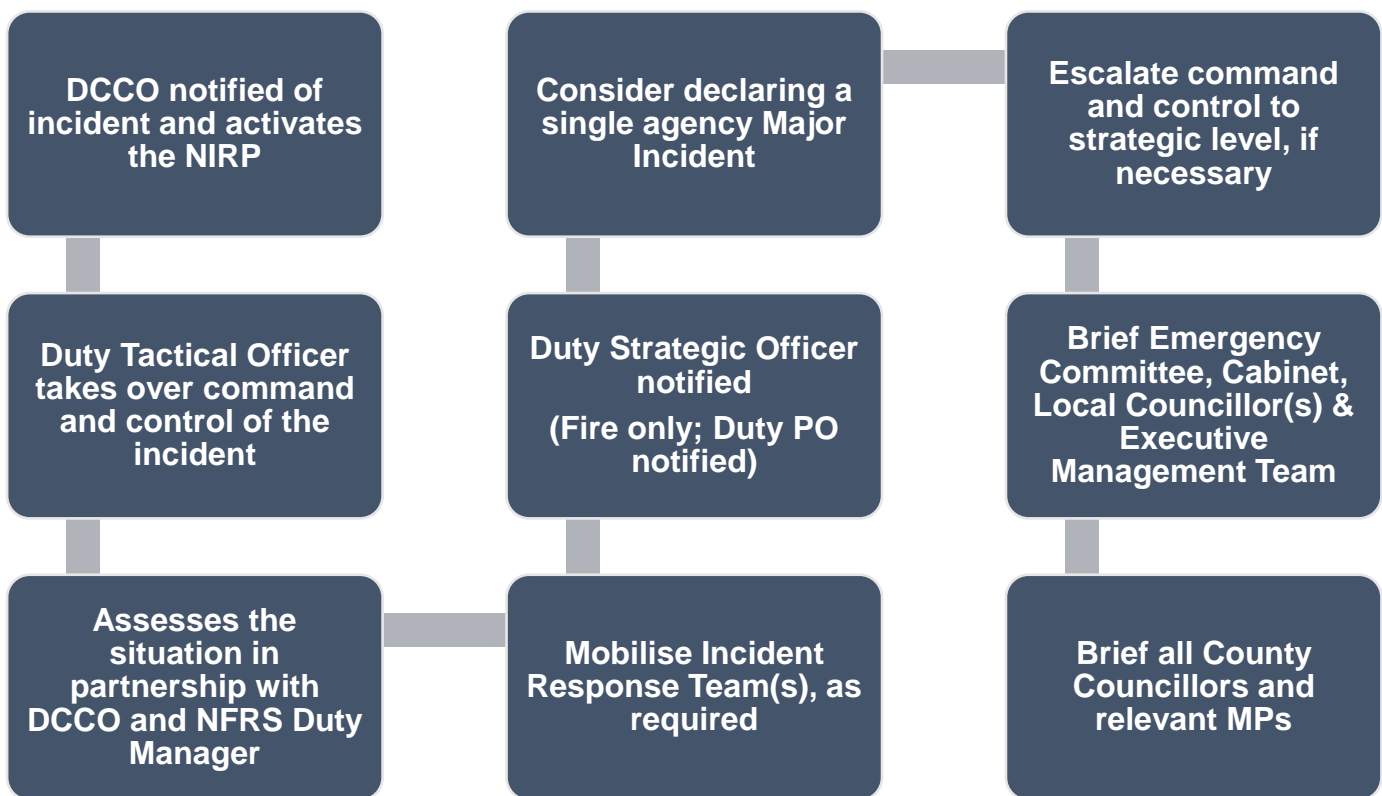
## PLAN ACTIVATION

The Civil Contingencies Team carry out the Duty Civil Contingencies Officer (DCCO) role for NCC. This role acts as a point of contact and coordination prior to and during the Council's response to an incident.

This plan will be activated by the DCCO who will initiate the response by contacting the Duty Tactical Officer in the event of;

- becoming aware of a developing situation
- a business interruption not being able to be managed using normal working procedures or Service Business Continuity Plan(s)
- following a request from an external agency

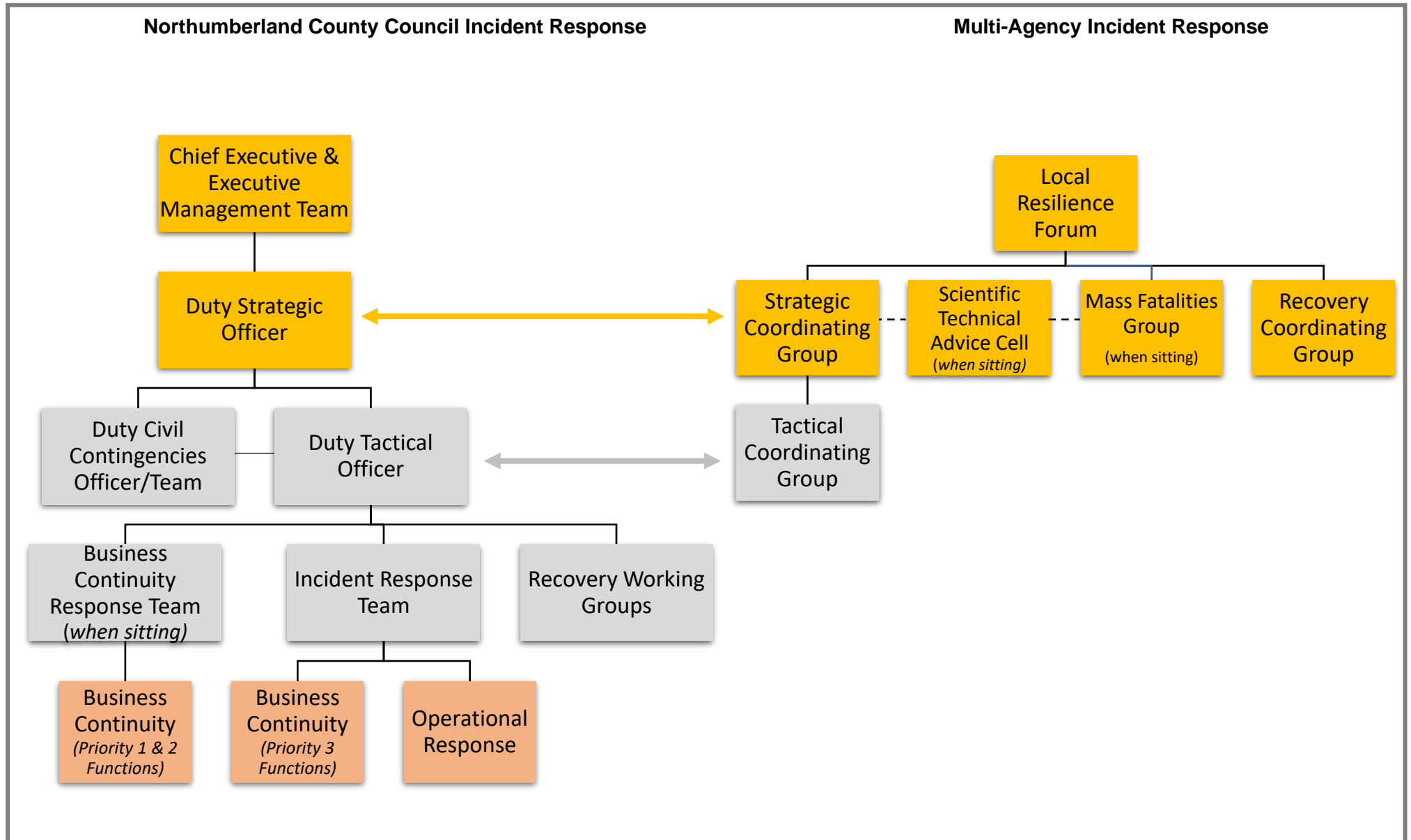
The Duty Tactical Officer and DCCO will speak to the Northumberland Fire and Rescue Service (NFRS) Duty Manager, as appropriate, to further assess the situation.



Action and Information Cards provide details on actions required by individuals allotted to specific roles and information designed to assist in the response.

An Emergency Response SharePoint page is available for Strategic and Tactical Officers, this provides links to response plans and other resources.

# COMMAND AND CONTROL STRUCTURE





## **ACTION CARD - DUTY CIVIL CONTINGENCIES OFFICER**

### **Summary**

Northumberland County Council operates a 24/7 Duty Civil Contingencies Officer (DCCO) scheme to facilitate the implementation of the County Council's response to an incident, until this is transferred to a Duty Tactical Officer.

Initial responsibility will fall to the DCCO, to undertake an assessment of the situation and where necessary;

- retain oversight of the incident
- identify and contact the most appropriate NCC officers
- mobilise resources to provide support to an incident response

### **Alerting**

In the event of an incident affecting Northumberland or the Council, the DCCO will be contacted by;

- Council service areas
- Northumberland Fire and Rescue Service Control Room
- LRF or cross-border partner agency, i.e., Northumbria Police
- Environment Agency or Met Office automated messages/text alerts
- Coastguard (marine pollution or shipping issue)

### **Purpose**

- A single point of contact for initiating an internal or external incident response
- Lead the internal or external response until handover to the Duty Tactical Officer
- Activate the Duty Tactical Officer
- Inform Duty Strategic Officer of incident
- Initiate operational response by contacting the appropriate NCC officers
- Continued support for NCC officers during an incident
- Collate evidence of response for learning and potential investigations
- Work with partner agencies to affect the best response
- Facilitate the flow of information

### **Role**

- 24/7/365 availability through the DCCO Rota
- Establish an incident action and decision log
- Collaborate with Duty Tactical and Strategic Officers to establish a proportionate response
- Provide advice and guidance to Duty Tactical and Strategic Officers

## ACTION CARD - DUTY CIVIL CONTINGENCIES OFFICER

### Actions

- ☐ Complete an initial M/ETHANE (template on page [65](#))
- ☐ Open and contribute to an Action and Decision Log
- ☐ Alert Duty Tactical Officer and hand over command and control
- ☐ Maintain Duty capability during incident response, in the event of a concurrent incident contact another Civil Contingencies Officer for support
- ☐ Collaborate with Duty Tactical Officer to establish a proportionate response
- ☐ Assess the potential impact of the incident on the Council, community and the environment with Duty Tactical Officer
- ☐ Assist the Duty Manager and Northumberland Fire and Rescue Service (NFRS) personnel to set up the Incident Support Room(s) (ISR) or a virtual meeting, as required
- ☐ Invite NCC colleagues to the ISR or a virtual meeting to establish the Incident Response Team, as required
- ☐ Invite NCC colleagues to the ISR or a virtual meeting to establish the Business Continuity Response Team, as required
- ☐ Invite partner agencies to attend the ISR or virtual meeting, as required
- ☐ Arrange loggist support for within the ISR, as required
- ☐ Discuss with the Duty Tactical and Strategic Officers whether to declare a Major Incident as a single agency
- ☐ Set up a Resilience Direct response page, if required
- ☐ Ensure Resilience Direct is updated as required
- ☐ Collaborate with the Duty Tactical and Strategic Officers to ensure planning for recovery is to be established as soon as possible within the response phase
- ☐ If nominated by Duty Tactical Officer, represent the Council at multi-agency Tactical Coordination Group virtual/physical meetings
- ☐ Discuss with the Incident Response Team the need for assistance from voluntary agencies, if required
- ☐ Provide a handover to incoming Civil Contingencies Officer, if required

## ACTION CARD - DUTY TACTICAL OFFICER

### Summary

Northumberland County Council operates a 24/7 tactical duty rota made up of officers from across the organisation. Once activated this officer will have the tactical co-ordination and leadership role on behalf of the County Council.

### Alerting

In the event of an incident affecting Northumberland or the Council, the Duty Tactical Officer will be alerted by;

- Duty Civil Contingencies Officer
- Head of Service(s) affected

### Purpose

Tactical leadership during an incident affecting Northumberland or the Council.

### Role

- 24/7/365 availability through the Tactical Duty Rota
- Interprets strategic direction
- Lead the Incident Response Team
- Lead the Business Continuity Response Team
- Develop tactical response, coordinate activities and assets
- Contribute to the decision-making process
- Represent the Council within the multi-agency Tactical Coordinating Group, or nominate a deputy
- If required, Chair the multi-agency Tactical Coordinating Group
- Support the Northumberland Recovery Coordinating Group

### Actions

- ☐ Receive an initial M/ETHANE from the DCCO
- ☐ Accept hand over of command and control of the incident from DCCO
- ☐ Maintain Duty Tactical Officer capability during incident response, in the event of a concurrent incident contact another Tactical Officer for support
- ☐ Contribute to the Action and Decision Log
- ☐ Assess the potential impact of the incident on the Council, community and the environment with DCCO
- ☐ Alert the Duty Strategic Officer, if required
- ☐ Discuss with the Duty Strategic Officer and DCCO whether to declare a Major Incident as a single agency
- ☐ Agree with the Strategic Duty Officer if command and control remains at a tactical level or if it is escalated to a strategic level
- ☐ Decide whether the Incident Response Team should meet physically (and where this will be located) or virtually

## ACTION CARD - DUTY TACTICAL OFFICER

- ☐ Task the DCCO with the setting up of the Incident Support Room (in conjunction with NFRS Officers), informing the NFRS Duty Manager and inviting NCC colleagues and partner agencies to attend, as appropriate
- ☐ Identify appropriate administrative support for tactical officer(s)
- ☐ Attend Incident Support Room(s) or virtual meeting
- ☐ Complete an updated M/ETHANE (template on page [65](#)) and share with the Incident Response Team
- ☐ Contact the Coroner, if necessary
- ☐ Establish a meeting schedule and task DCCO with inviting NCC colleagues and partner agencies to attend, as appropriate
- ☐ Chair scheduled meetings
- ☐ If required, attend multi-agency Tactical Coordination Group virtual/physical meetings, or nominate a deputy
- ☐ Obtain a designated response budget cost code, if necessary
- ☐ Work with the Duty Communications Officer to prepare a brief for the Emergency Committee, if required (template on page [68](#))
- ☐ Collaborate with the DCCO and Duty Strategic Officers to ensure planning for recovery is to be established as soon as possible within the response phase
- ☐ Discuss with the Incident Response Team the need for assistance from voluntary agencies, if required
- ☐ Discuss with Duty Strategic Officer the need for mutual aid from partner agencies
- ☐ Provide a handover to incoming Tactical Officer(s), if required
- ☐ Initiate incident stand-down

## ACTION CARD - DUTY STRATEGIC OFFICER

### Summary

The Northumberland County Council's Executive Team run a 24/7 strategic duty rota made up of senior officers delegated by the Chief Executive. During an incident this officer will have overall responsibility for setting the Council's strategic position.

### Alerting

The Northumberland County Council Duty Strategic Officer is activated by;

- Duty Tactical Officer
- Duty Civil Contingencies Officer
- Head of Service(s) affected

### Purpose

Strategic leadership during an incident affecting Northumberland or the Council.

### Role

- 24/7/365 availability through the Strategic Duty Rota
- Provide strategic leadership and set NCC's strategic direction
- Lead the decision-making process, prioritise resources
- Represent the Council within the multi-agency Strategic Coordinating Group, or nominate a deputy
- If required, Chair the multi-agency Strategic Coordinating Group
- Attend the multi-agency Strategic Coordination (Gold) Command Suite, when required
- Direct a Council led multi-agency response

### Actions

- Receive a M/ETHANE from the Duty Tactical Officer
- Contribute to strategic actions and decisions within the Log
- Attend Incident Support Room(s) or virtual meeting, if necessary
- Discuss with the Duty Tactical Officer and DCCO whether to declare a Major Incident as a single agency
- Agree with the Tactical Duty Officer if command and control remains at a tactical level or it is escalated to a strategic level
- Identify appropriate administrative support for strategic officer(s)
- Attend multi-agency Strategic Coordination Group (SCG) virtual/physical meetings, or nominate a deputy
- Consider the need for mutual aid from partner agencies
- Early consideration of the need to request Military Aid to the Civil Authorities (MACA)
- Communicate strategic directives to the Incident Response Team for action
- Liaise with the Duty Communications Officer on briefing for the media and County Councillors
- Collaborate with the Duty Tactical Officer and DCCO to ensure planning for recovery is to be established as soon as possible within the response phase

## **ACTION CARD - DUTY STRATEGIC OFFICER**

- Brief the Council's Leader, Cabinet, Chief Executive and Executive Team
- Maintain Duty Strategic Officer capability during incident response, in the event of a concurrent incident contact another Strategic Officer for support
- Authorise stand-down

If an incident requires an additional recovery element, the NCC Duty Strategic Officer will;

- Accept the transfer of incident control from the Police or SCG Chair to the Council
- Identify a Strategic Recovery Lead
- Provide a handover to incoming NCC Strategic Officer(s), if required

### **Strategic Considerations**

During an incident the Duty Strategic Officer will consider;

- Social and welfare dynamics of the problem
- Technical or Technological aspects
- Economic impacts
- Environmental significance
- Political ramifications
- Organisational implications for the different agencies concerned
- Legal implications
- Ethical considerations

### **Major Incident Stand-down**

Following notification of a Multi-Agency Major Incident Stand Down the Duty Strategic Officer will;

- Confirm with the Police, or SCG Chair the formal closure of the incident
- Stand-down the NCC incident response
- Request a single and multi-agency debrief

## ACTION CARD – FIRE AND RESCUE SERVICE

### Summary

Northumberland Fire and Rescue Service (NFRS) Operational, Tactical and Strategic responsibilities during an incident.

### Purpose

NFRS, along with other responding Council Services, will work to ensure that the Councils response to an incident operates effectively to meet the local authorities' and Fire Service Category 1 responsibilities under the Civil Contingencies Act 2004, whilst also fulfilling its statutory responsibilities under the Fire & Rescue Services Act 2004.

### Actions

- ☐ The NFRS Officer in Charge (OiC) present at the scene has control of operations for fire and rescue related incidents and will act as the point of contact for any other incident that is being led by another agency
- ☐ On arrival at the scene of the incident an assessment will be made of the situation and any additional resources or special services will be requested, if needed
- ☐ A Forward Control Point(s) will be established
- ☐ Act in respect of toxic, noxious substances release or the likelihood of explosion
- ☐ Advise the Police and other attending agencies of effects and actions to be taken to safeguard workers and the public
- ☐ Provide access to CHEMET and CHEMDATA
- ☐ Take appropriate measures to prevent or lessen loss of life, injury, damage to property
- ☐ Provide specialist equipment
- ☐ Arrange for NCC and other organisations support, as required
- ☐ Implement detection and monitoring procedures where radioactive substances are suspected or known to be involved
- ☐ Liaise with other emergency services
- ☐ Support the recovery and restoration activities
- ☐ Identify appropriate administrative support for NFRS Officers
- ☐ Consider setting up a Resilience Direct response page, if required
- ☐ Ensure Resilience Direct is updated as required
- ☐ Alongside the DCCO set up the Incident Support Room and inform the NFRS Duty Manager
- ☐ The Duty Manager and/or Duty Principal Officer (or nominated deputy) will attend the Incident Support Room (ISR) and appoint an ISR Manager / Welfare Officer
- ☐ Support the smooth running of the ISR for the duration of the incident
- ☐ Provide information to the National Strategic Advisory Team member and/or Chief Fire and Rescue Adviser Duty Officer at national level incidents, major incidents and request/receive advice and support as required
- ☐ The Duty Principal Officer (or nominated deputy) will represent the Fire Service within the Strategic Coordination Group
- ☐ The Duty Manager (or nominated deputy) will represent NFRS within the Tactical Coordinating Group, if required

## **ACTION CARD – FIRE AND RESCUE SERVICE**

- ☐ The Duty Principal Officer (or nominated deputy) will represent NFRS within the Strategic Coordinating Group, if required
- ☐ Support the Council within the Business Continuity Response Team, if called, to enable the continued delivery of Council services
- ☐ Ensure sufficient emergency cover is available to respond to business-as-usual type incidents throughout Northumberland, including sufficient staffing in Fire Control  
Support the Northumberland Recovery Coordinating Group
- ☐ Ensure NFRS representatives will provide support to staff and their families (including next-of-kin)



## ACTION CARD – CHIEF EXECUTIVE

### Summary

To ensure the Council can meet Category 1 responsibilities under the Civil Contingencies Act 2004.

### Alerting

In the event of an incident disrupting the ability of the Council to deliver services the Chief Executive will be notified by the;

- Duty Strategic Officer

### Purpose

To ensure the Council can meet Category 1 responsibilities under the Civil Contingencies Act 2004.

### Role

- support and empower the Duty Strategic Officer
- represent the Council, if required

[Local authorities' preparedness for civil emergencies; A good practice guide for Chief Executives](#)

## ACTION CARD – INCIDENT RESPONSE TEAM

### Summary

Members of the Incident Response Team will be determined by the incident's impact and the scale of the Council's response.

### Alerting

In the event of an incident the Incident Response Team (IRT) will be activated by

- Duty Tactical Officer
- Duty Civil Contingencies Officer/Team

### Purpose

To support the Council's tactical response to an incident. To bring together the core membership of;

- Duty Strategic Officer
- Duty Tactical Officer
- Duty Civil Contingencies Officer/Team
- Fire and Rescue Service Duty Manager/Officers
- Duty Communications Officer
- Administrative/loggist support
- Representatives from Council services, if required

Incident specific membership could include;

- Multi-agency representatives
- Military representative
- Voluntary Sector representatives

### Role

- Provide specialist advice and co-ordination
- Support the Duty Strategic and Tactical Officers (or nominated deputies)
- Manage NCC's response to an incident
- Implement and maintain emergency processes and procedures

### Actions

- ☐ Report to the ISR at West Hartford for an initial briefing
- ☐ Attend meetings of the IRT (template on page [72](#))
- ☐ Contribute to the Actions and Decision Log, including rationale
- ☐ Identify and activate other appropriate resources from the Council, if required
- ☐ Consider the potential impact of the incident on the delivery of council services and escalate to Duty Tactical Officer, if necessary
- ☐ Collaborate with the Duty Communications Officer to notify and regularly update NCC colleagues and communities on the incident
- ☐ Collate and assess the situation reports from individual services
- ☐ If required, bring in subject matter experts from departments to advise IRT

## ACTION CARD – INCIDENT RESPONSE TEAM

- ☐ Ensure planning for recovery is established as soon as possible within the response phase
- ☐ Consider the need for assistance from voluntary agencies, if required
- ☐ Consider developing a shift pattern to support 24/7 working, if required

### IRT Stand-down Actions

- ☐ Decide when IRT should be stood down, in consultation with the Duty Tactical Officer
- ☐ In conjunction with the Duty Communications Officer inform all staff and key stakeholders of the incident end time and date
- ☐ Ensure any issues identified during the incident are logged
- ☐ Conclude Action and Decision Logs
- ☐ Conduct a hot debrief, capture immediate lessons identified
- ☐ Close the Incident Support Room(s)
- ☐ Hold a full debrief within a suitable timeframe, if required (template on page [73](#))
- ☐ Prepare a formal post-incident report from debrief
- ☐ Disseminate the post-incident report to all parties concerned

## ACTION CARD - BUSINESS CONTINUITY RESPONSE TEAM

### Summary

Members of the BC Response Team (previously known as BIMT) will be determined by which services, and the number of critical functions affected.

### Alerting

Critical Functions have been categorised Priority 1, 2 or 3;

- Minor Business Interruption - affects only Priority 3 functions.
- Significant Business Interruption - affects Priority 2 and 3 functions.
- Major Business Interruption - affects Priority 1 functions.

In the event of a significant / major business interruption, the Business Continuity Response Team (BCRT) will be requested by;

- Duty Tactical Officer
- Duty Civil Contingencies Officer/Team
- Head of Service(s) affected

### Purpose

To support the Council's tactical response to a significant / major business interruption. Bring together the core membership of;

- Civil Contingencies Team
- Duty Tactical Officer
- Service Directors / Heads of Service affected
- Administrative support
- Representatives from Council services, if required

### Role

- Provide specialist advice and co-ordination
- Support the Duty Strategic and Tactical Officers (or nominated deputies)
- Manage NCC's response to a significant / major business interruption
- Implement and maintain business continuity processes and procedures
- Support services to maintain critical functions, including emergency response

### Actions

- ☐ Report to the ISR at West Hartford for an initial briefing
- ☐ Hold meetings of the BCRT (template on page [72](#))
- ☐ Contribute to the actions and decision log, including rationale
- ☐ Identify and activate other appropriate resources from the Council, if required
- ☐ Consider the potential impact of the incident on the delivery of council services and escalate to Duty Tactical Officer, if necessary
- ☐ Use BIAs to prioritise the maintenance of Priority 1 critical functions
- ☐ Support the implementation of BCPs and 'alternative ways of working'
- ☐ Collaborate with the Duty Communications Officer to notify and regularly update NCC colleagues and communities on the incident

## **ACTION CARD - BUSINESS CONTINUITY RESPONSE TEAM**

- ☐ Collate and assess the situation reports from individual services
- ☐ Monitor resumption of Priority 2 and 3 functions and escalate as appropriate
- ☐ If required, bring in subject matter experts from departments to advise BCRT
- ☐ Ensure planning for recovery is established as soon as possible within the response phase
- ☐ Consider the need for assistance from voluntary agencies, if required
- ☐ Consider developing a shift pattern to support 24/7 working, if required

### **BCRT Stand-down Actions**

- ☐ Decide when BCRT should be stood down, in consultation with the Duty Tactical Officer
- ☐ In conjunction with the Duty Communications Officer inform all staff and key stakeholders of the incident end time and date
- ☐ Ensure any issues identified during the incident are logged
- ☐ Conclude Action and Decision Logs
- ☐ Conduct a hot debrief, capture immediate lessons identified
- ☐ Close the Incident Support Room(s)
- ☐ Hold a full debrief within a suitable timeframe, if required (template on page [73](#))
- ☐ Prepare a formal post-incident report from debrief
- ☐ Disseminate the post-incident report to all parties concerned

## **ACTION CARD – INCIDENT SUPPORT ROOM MANAGER / WELFARE OFFICER**

### **Summary**

The Incident Support Room (ISR) Manager / Welfare Officer will be responsible for the management of the ISR and the welfare of staff within it.

### **Alerting**

- NFRS Duty Manager
- NFRS Duty Principal Officer

### **Purpose**

To help manage the smooth running of the ISR to support the response to an incident.

### **Role**

- To oversee ISR logistics and staff welfare to support the response to an incident.

### **Actions**

- ☐ Ensure actions within the ISR Management Folder are complete i.e. ISR set up
- ☐ Maintain managerial oversight of the ISR
- ☐ Consider the specific needs of individual workers and yourself
- ☐ Organise shift replacements, if required
- ☐ For incidents likely to last more than 24 hours, ensure that shifts are planned to allow a minimum rest time between shifts of 11 hours
- ☐ Assess the demands placed upon employees working extended hours
- ☐ Activate 'Virtual Credit Card', held within Fire Control
- ☐ Ensure food and refreshments are made available, either through the restaurant or from local suppliers
- ☐ Collaborate with Facilities Management partners if issues arise with the building, electricity, gas or water
- ☐ In consultation with the Duty Tactical Officer decide when the ISR Manager / Welfare Officer should be stood down

## **ACTION CARD – INCIDENT SUPPORT ROOM LOGGIST**

### **Summary**

Accurate logs are important to the decision-making process and for their post-incident evidential value. They also allow lessons to be learned and will benefit those involved in emergency planning and response in the future.

### **Alerting**

- Duty Tactical Officer
- Duty Civil Contingencies Officer
- NFRS Duty Manager

### **Purpose**

Log-keeping plays an integral part in any response. The Civil Contingencies Act (2004) Guidance has emphasised the importance of these documents for good communications and audit purposes, ensuring written material can be relied upon in any subsequent legal proceedings. It is therefore essential that those keeping logs do so in keeping with best practice standards and understand their importance.

### **Role**

- Ensure accurate information in the action and decision log

### **Actions**

- To record and collate accurate information provided by the Incident Response Team(s)

## ACTION CARD – ADMINISTRATIVE SUPPORT

### Summary

Administrative support within the Incident Support Room(s).

### Alerting

In the event of an incident support staff will be contacted by;

- Duty Tactical Officer
- Duty Civil Contingencies Officer
- Own Head of Service(s)

### Purpose

To provide administrative support to the Incident Response Team and Business Continuity Response Team.

### Role

- To support colleagues in the Incident Support Room(s)

### Actions

- ☐ Monitor telephones and incoming email
- ☐ Ensure status boards are kept up to date with relevant information
- ☐ To prepare agendas (template on page [72](#)), set up and invite participants to meetings
- ☐ To record and collate accurate meeting minutes, actions and decisions



## ACTION CARD – ASSISTANCE CENTRE

### Summary

The initial decision to carry out an emergency evacuation resides with the Police. They have no legal authority to enforce evacuation except in a terrorist incident. The final decision rests with individual residents or businesses.

### Alerting

In the event of an incident the Duty Civil Contingencies Officer or Duty Tactical Officer will be contacted by;

- Northumbria Police
- Northumberland Fire and Rescue Service (NFRS)

### Purpose

Assistance centre is an umbrella term for the different types of accommodation that can be used to provide short term temporary welfare and accommodation for displaced persons.

### Actions

The NCC Incident Response Team will;

- ☐ agree if an assistance centre needs to be opened
- ☐ liaise with Northumbria Police to identify suitable premises to act as either:
  - An Evacuation Assembly Point (initial place of safety)
  - A Community Hub / Warm Space
  - Adhoc identified premises
  - An overnight Rest Centre

Once suitable premises have been identified a nominated officer from the Incident Response Team will:

- ☐ contact the identified building's key holder (held within NCC's Assistance Centre Database) to open the premises. If the keyholder cannot be contacted identify the next suitable location and contact the key holder
- ☐ contact pre identified Council Officers to attend the assistance centre to help with the management of evacuees
- ☐ contact ComfortDelGro to arrange transport for evacuees, if required
- ☐ contact British Red Cross and Salvation Army and ask for volunteers to attend the assistance centre to help with resources for evacuees, if required
- ☐ ensure the assistance centre management box (currently held at West Hartford and Berwick Leisure Centre) is delivered to the nominated premises, if required
- ☐ ensure beds/bedding/pillows/sanitary pack etc (currently West Hartford and Berwick Leisure Centre) are delivered to the nominated premises, if required
- ☐ request the Salvation Army catering van to attend the assistance centre, if required
- ☐ If the incident is protracted and evacuees cannot return to their properties temporary accommodation may need to be sought via the Council's Homelessness & Housing Team

## ACTON CARD – ADULT SERVICES

### Summary

Adult Services provides a range of support to adults with care and support needs.

### Alerting

In the event of an incident affecting Northumberland, the Adult Services On-Call Manager will be alerted by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer

### Purpose

Provide specialist knowledge to support the response to an incident.

### Role

- Support colleagues in the Incident Support Room(s)
- Provide specialist advice and co-ordination
- Manage Adult Services response to an incident

### Actions

- ☐ Where Adult Services operations are disrupted follow own Business Continuity Plan(s)
- ☐ Attend the Incident Support Room (ISR) if requested
- ☐ Identify high risk service users from the vulnerable adult extract from Swift (VALS) and RAG ratings, based on the type of emergency
- ☐ Triage and deliver prioritised support, planning actions and interventions that protect the health, care, and welfare of those most vulnerable within the community
- ☐ Visit/phone high risk groups at intervals agreed by the Director of Adult Social Services (DASS) or other member of the Council's Executive Management Team for welfare checks and to pass on key information
- ☐ Carry out actions in relation to specific issues that are identified
- ☐ Review and identify which external providers could be affected by the incident
- ☐ Communicate with external providers as required
- ☐ Update Swift to reflect contact with service users.
- ☐ Share key messages with staff including utilising the CM2000 system to send a broadcast to STSS care staff
- ☐ Refer to local risk assessment documentation as required
- ☐ Decide when Adult Services should be stood down, in consultation with the Duty Tactical Officer

## ACTION CARD – DUTY COMMUNICATIONS OFFICER

### Summary

The Duty Communications Officer provides a 24/7 warning and informing capability during any incident that impacts on Northumberland.

### Alerting

In the event of an incident the Duty Communications Officer will be contacted by

- Duty Civil Contingencies Officer
- Duty Tactical Officer

### Purpose

Produce effective communications through various media for staff and the public.

### Role

- Outline an overall strategy for communicating with both internal and external stakeholders
- Manage NCC's communication response in consultation with partner agencies
- Identify reputational risks and provide ongoing advice

### Actions

- ☐ Refer to Emergency Communications Plan
- ☐ Attend the Incident Support Room (ISR) if requested
- ☐ Agree a communications plan with the Duty Tactical Officer
- ☐ Agree who will approve/sign-off initial internal and external communications
- ☐ Agree with Duty Tactical and Strategic Officers on who the appropriate spokesperson(s) is, if necessary
- ☐ Put on standby/mobilise/brief the Comms Team and external resources, if necessary
- ☐ Liaise with partner agencies on press release continuity
- ☐ Prepare and agree media statements in conjunction with partner agencies
- ☐ Coordinate NCC's actions within the Northumbria Local Resilience Forum Media Communications Protocol
- ☐ Advise Duty Tactical Officer of any single or multi-agency press releases
- ☐ Produce key messages for staff and issue via email, The Beat and Staff socials
- ☐ Produce key media messages for residents via NCC website and social channels
- ☐ Monitor, review and update the Council's social channels and website, as appropriate
- ☐ Prepare a brief for the Emergency Committee with the Duty Tactical Officer (template on page [68](#))
- ☐ Where communications channels are disrupted follow NCC Comms Team Business Continuity Plan
- ☐ Decide when the Communications Team should be stood down, in consultation with the Duty Tactical Officer

## ACTION CARD – DUTY DIGITAL AND IT OFFICER

### Summary

The Duty Digital & IT Officer provides an out of hours support capability during any incident that impacts on NCCs critical functions. During office hours all outages should be reported to the IT Service Desk.

### Alerting

In the event of a significant / major business interruption out of office hours, the Duty Digital & IT Officer will be contacted via Fire Control by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer

### Purpose

Participate in the business continuity process, including decision making and support to the Business Continuity Response Team (BCRT)

### Role

- Identify and consolidate ICT requirements for services affected
- Plan and coordinate ICT disaster recovery activities
- Provide technical ICT advice to the BCRT
- Engage third-party recovery services, as required

### Actions

- ☐ Provide regular situation reports to the BCRT
- ☐ Assess impact to service level during a business interruption
- ☐ Activate controls and procedures to minimise further impact to ICT systems
- ☐ Estimate the duration and scale of an ICT interruption
- ☐ Monitor the scale and severity of a business interruption
- ☐ Work with Property Services to implement workplace recovery arrangements
- ☐ Consider specialist contractors to restore ICT systems
- ☐ Continual liaison with third-party recovery services, as required

## **ACTON CARD – EMERGENCY COMMITTEE**

### **Summary**

To ensure the Council meets obligations under the Civil Contingencies Act 2004 and to provide political leadership.

### **Alerting**

On-going reports will be circulated to the Emergency Committee and if a virtual/physical meeting is required, they will be contacted by;

- Duty Tactical Officer
- Civil Contingencies Business Resilience and Emergency Planning Lead
- DCCO

### **Purpose**

Provide strategic support to the Duty Strategic Officer during a significant / major incident.

### **Actions**

- ☐ Receive regular briefings
- ☐ Ask questions
- ☐ Contribute to decision making
- ☐ Represent NCC to local and national media, if required

## **ACTION CARD – FINANCE**

### **Summary**

The maintenance of effective financial management of an incident.

### **Alerting**

In the event of an incident the designated Finance Officer will be contacted by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer
- Head of Service(s) affected

### **Purpose**

To ensure resources and maintain an oversight of spending during an incident to enable reporting. All normal policies, finance and contracting rules will apply.

### **Role**

- Support colleagues in the Incident Support Room(s)
- Provide specialist advice and co-ordination
- Manage Finance response to an incident

### **Actions**

- ☐ Where Finance operations are disrupted follow own Business Continuity Plan(s)
- ☐ Attend the Incident Support Room (ISR) if requested
- ☐ Contact Procurement to make any non-contract or large value purchases
- ☐ Decide when Finance should be stood down, in consultation with the Duty Tactical Officer

## ACTION CARD - HUMAN RESOURCES

### Summary

Human Resource (HR) hold emergency contact data for all staff and can be called in to manage staff welfare.

### Alerting

In the event of an incident the HR officer will be contacted by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer
- Director of Workforce & Organisational Development

### Purpose

Prioritise staff welfare and maintain correct application of HR and staff welfare policies during an incident.

### Role

- Support colleagues in the Incident Support Room(s)
- Provide specialist advice and co-ordination
- Manage HR response to an incident
- Identify business continuity risks to NCC services

### Actions

- ☐ Where HR operations are disrupted follow own Business Continuity Plan
- ☐ Attend Incident Support Room(s), if required
- ☐ Consider if the Council is responding to the incident in accordance with staff contract provisions and laws
- ☐ Obtain an up-to-date staff list
- ☐ Establish the status of those involved, including details of any NCC casualties
- ☐ Collate data on staffing that could be useful to support incident. i.e. gathering additional skills/experience that people have across the Council that could be beneficial to support if their own service area does not need them to support or service isn't being delivered as a result of the incident
- ☐ Undertake headcounts, if necessary
- ☐ Collaboration with the Communications Team to disseminate appropriate information internally
- ☐ Provide the BCRT with personal details of staff and their families (including next-of-kin or any health conditions that would require them to isolate or would rule them out of supporting)
- ☐ Arrange appropriate transportation, reception and rehabilitation treatment for staff and their families following the incident (including next-of-kin)
- ☐ Ensure council representatives provide support to staff and their families (including next-of-kin)
- ☐ Assess the effects of an incident on staff wellbeing
- ☐ Arrange welfare calls or data gathering in the form of risk assessments before return to workplaces, if applicable

## **ACTION CARD - HUMAN RESOURCES**

- ☐ Arrange for visits by council representatives to staff and their families, including next-of-kin, if necessary
- ☐ Consider if this incident requires the approval and/or establishment of any special programmes
- ☐ Consider cultural issues affected by this incident
- ☐ Consider if this incident is likely to provoke hostile staff actions
- ☐ Consider if actions have been taken to liaise with union representatives and/or contractors
- ☐ Decide when HR should be stood down, in consultation with the Duty Tactical Officer



## ACTION CARD – LOCAL SERVICES

### Summary

Local Services operate a year-round out of hours duty officer rota for any incident.

### Alerting

In the event of an incident affecting Northumberland, the Duty Officer will be activated by

- Duty Civil Contingencies Officer
- Duty Tactical Officer
- Head of Service(s) affected

### Purpose

Provide specialist knowledge to support the response to an incident.

### Role

- Support colleagues in the Incident Support Room(s)
- Provide specialist advice and co-ordination
- Manage Local Services response to an incident
- Identify business continuity risks to NCC services

### Actions

- ☐ Where Local Services operations are disrupted follow own Business Continuity Plan(s)
- ☐ Attend the Incident Support Room (ISR) if requested
- ☐ Provide plant, equipment, transport and personnel to support NCC and responding agencies
- ☐ Provide advice on highways accessibility issues (suitable diversion routes etc)
- ☐ Take emergency measures against flooding; strategic deployment of sandbags, road signage etc
- ☐ Assist with setting up and signing of route diversions as necessary (under the direction of the emergency services)
- ☐ Assist with the clear-up of coastal and river oil-pollution
- ☐ In coordination with Public Protection ensure the safe collection, removal, and disposal of dead wild birds from public open spaces
- ☐ Provide specialised winter services equipment
- ☐ Liaison with civil engineering contractors
- ☐ Provision of emergency lighting
- ☐ Inspection and repair of highways, bridges and other highway structures
- ☐ Co-ordinate labour, plant and transport to aid recovery operations
- ☐ Clearance and removal of debris from the highway and where appropriate community skips etc as part of response/recovery activity
- ☐ Ensure the Communications Duty Officer is aware of road closures and diversions for council website updates
- ☐ Decide when the Local Services Teams should be stood down, in consultation with the Duty Tactical Officer

## ACTON CARD – NORTHUMBERLAND COMMUNITIES TOGETHER

### Summary

Northumberland Community Together (NCT) provides a place-based approach to supporting residents, communities, and volunteers.

### Alerting

In the event of an incident affecting Northumberland, the Duty Officer will be activated by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer

### Purpose

Provide specialist knowledge to support the response to an incident.

### Role

- Support colleagues in the Incident Support Room(s)
- Provide specialist advice and co-ordination
- Manage NCT response to an incident

### Actions

- ☐ Where NCT operations are disrupted follow own Business Continuity Plan
- ☐ Attend the Incident Support Room (ISR) if requested
- ☐ Deploy a site officer to enable local intelligence to be reported back to the ISR
- ☐ Provide information, intelligence and/or personnel to support NCC and responding agencies
- ☐ Assist in the activation and mobilisation of local community response where a wider or more sustained level of community support is required
- ☐ Support Adult Social Care in the triage and delivery of prioritised support planning actions and interventions that protect the health, care, and welfare of those most vulnerable within our communities
- ☐ Providing access to information, advice and support with emergency assistance and welfare provision
- ☐ To be aware of and connect to Public Information Points to enable the provision local access to up-to-date information
- ☐ Liaise with and co-ordinate with Voluntary, Community and Social Enterprise sector (VCSE) partners, partnerships, and networks to provide a co-ordinated local response and address individual or community needs
- ☐ Ensure effective communication with local networks including community groups
- ☐ Support asset-based community development and response, identifying, mapping, developing, and supporting local capability and capacity to respond
- ☐ Co-ordinate volunteer recruitment and deployment as part of the community response.
- ☐ Liaise with VCSE, Private and Public Sector partners in regards their offers of support that provide social value and/or social responsibility
- ☐ Decide when NCT should be stood down, in consultation with the Duty Tactical Officer

## **ACTION CARD – PROPERTY SERVICES / FACILITIES MANAGEMENT PARTNERS**

### **Summary**

The maintenance of effective response during an incident can be facilitated by managing command location facilities and access to utilities.

### **Alerting**

In the event of an incident the Property Services / Facilities Management (FM) Partners will be contacted by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer
- Head of Service(s) affected

### **Purpose**

Maintain utilities and the physical resources that are necessary for critical functions and command locations to operate.

### **Role**

- Support colleagues in the Incident Support Room(s)
- Provide specialist advice and co-ordination
- Manage Property Services / FM partners response to an incident
- Identify business continuity risks to NCC services

### **Actions**

- ☐ Prioritise access and utilities for command locations
- ☐ Prioritise security of command locations, if required
- ☐ Where facilities are disrupted follow own Business Continuity Plan(s)
- ☐ Attend the Incident Support Room (ISR)
- ☐ Ensure back-up arrangements are operational in the event of a loss of mains supplies
- ☐ Support the Incident Response Team(s) in addressing estates and facilities issues
- ☐ Ensure security of the Council's assets / buildings during an incident
- ☐ Oversee site security of any affected building(s)
- ☐ Plan and coordinate any relocation activities, if required
- ☐ Engage third-party recovery services, if required
- ☐ Assess damage to the building(s) in collaboration with Building Control Officers
- ☐ If required, mobilise a local security team, and ensure arrangements meet regulatory compliance
- ☐ Work with the Duty Digital & IT Officer to implement workplace recovery arrangements
- ☐ Consider specialist contractors to restore/reinstate premises and facilities
- ☐ Decide when the Property Services / FM Partners should be stood down, in consultation with the Duty Tactical Officer

## **ACTION CARD – PUBLIC PROTECTION**

### **Summary**

Public Protection provides advice on human & animal health, environmental protection and building control, and investigate, if necessary. It does not offer an out of hours service.

### **Alerting**

In the event of an incident Public Protection officers will be contacted by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer

### **Purpose**

Provide specialist knowledge to support the response to an incident. In the main this will be in relation to a notifiable disease or a dangerous structure.

### **Role**

- Provide specialist advice and co-ordination
- Mitigate danger from a dangerous structure

### **Actions**

- ☐ Where Public Protection operations are disrupted follow own Business Continuity Plan(s)
- ☐ Attend the Incident Support Room (ISR) if requested
- ☐ Provide, equipment, transport and personnel to support NCC and responding agencies
- ☐ Provide advice on building control matters
- ☐ Take emergency measures to mitigate the danger from a dangerous structure
- ☐ Assist with setting up and signing of notices in infected areas around notifiable diseases
- ☐ In coordination with Local Services ensure the safe collection, removal, and disposal of dead wild birds from public open spaces
- ☐ Provide specialised advice and guidance as required
- ☐ Ensure the Duty Communications Officer is aware of any infected areas in relation to a notifiable disease

## ACTION CARD – SCIENTIFIC AND TECHNICAL ADVISORY CELL

### Summary

The Scientific and Technical Advice Cell (STAC) provides timely and coordinated scientific, technical, environmental, and public health advice to the Strategic Coordination Group (SCG).

The STAC can be established:

- Following the formation of a SCG (the most likely route)
- By UK Health Security Agency (UKHSA) or following a national direction
- Following a declaration of an Off-Site Nuclear Emergency (OSNE) plan activation

### Alerting

The UKHSA will contact;

- NCCs Director of Public Health
- Senior Environmental Health Officer

### Purpose

Provide specialist knowledge to support the response to an incident.

### Role

Virtual working is likely to be used in many instances. If the STAC is meeting in person, it will normally be located where the SCG meets.

- Support colleagues in the SCG
- Provide specialist advice and co-ordination

### Actions

- ☐ The STAC will be chaired by the UKHSA
- ☐ Provide a single point of contact for scientific advice to the SCG
- ☐ Develop an agreed risk assessment based on the scientific and technical advice available
- ☐ Agree with the SCG on the advice to be given to the public on the health aspects of the incident
- ☐ Fully document the issues, risk assessment, decisions, actions, advice to SCG
- ☐ As the incident progresses, brief SCG on the extent of the evidence base available, and how the situation might develop, what this means, and the likely effect of various mitigation strategies
- ☐ Monitor the responding science and technical community to deliver SCG high-level objectives
- ☐ Agree any divergence from the arrangements for providing science and technical input
- ☐ Ensure all appropriate expert resource is available to the STAC to ensure the best possible advice is provided
- ☐ Ensure continuity of council support to the STAC with an appropriate staff rotation and comprehensive briefing regime for staff joining STAC
- ☐ Decide when Adult Services should be stood down, in consultation with the Duty Tactical Officer

## ACTION CARD – LOSS OF ELECTRICITY SUPPLY

### Summary

Most local authority areas will experience electrical power losses regularly, most of which will be localised, potentially only affecting small numbers of households or larger numbers for short periods of time.

### Alerting

If the situation escalates above Northern PowerGrid (NPg) normal operating procedures NPg will contact;

- Duty Civil Contingencies Officer

If the situation escalates above Scottish Power Energy Networks (SPEN) normal operating procedures SPEN will contact;

- Duty Civil Contingencies Officer

### Purpose

Northern PowerGrid are responsible for distributing electricity to most households in the Northumberland and will hold any information in relation to the duration of a power cut on their network and the number of households affected.

A small pocket within North Northumberland is serviced by SPEN who will hold any information in relation to the duration of a power cut on their network and the number of households affected.

### Action

- ☐ Ensure electricity loss at an NCC premises has been reported to the Property Helpdesk or Facilities Management Partner
- ☐ Contact Northern PowerGrid and SPEN to establish the number of affected properties and possible duration
- ☐ Contact the Duty Tactical Officer to inform them of the situation
- ☐ Ensure the Incident Support Room (ISR) is made ready for use, if required
- ☐ Stand-up the Incident Response Team, if required
- ☐ Assess whether any NCC Priority 1 or 2 critical functions are affected
- ☐ Stand-up the Business Continuity Response Team, if required

## ACTION CARD – LOSS OF GAS SUPPLY

### Summary

In the event of a loss of gas supply Northumberland County Council (NCC) may receive notification from a range of sources at any time of the day or night.

### Alerting

If the situation escalates above Northern Gas Networks (NGN) normal operating procedures NGN will contact;

- Duty Civil Contingencies Officer

### Purpose

Northern Gas Networks are responsible for distributing gas to households in the Northumberland and will hold any information in relation to the duration of a loss of supply on their network and the number of households affected.

### Action

- ☐ Ensure loss of gas supply at NCC premises has been reported to the Property Helpdesk or Facilities Management Partner
- ☐ Contact NGN to establish the number of affected properties and possible duration
- ☐ Contact the Duty Tactical Officer to inform them of the situation
- ☐ Ensure the Incident Support Room (ISR) is made ready for use, if required
- ☐ Stand-up the Incident Response Team, if required
- ☐ Assess whether any NCC Priority 1 or 2 critical functions are affected
- ☐ Stand-up the Business Continuity Response Team, if required

## **ACTION CARD – LOSS OF WATER SUPPLY AND SEWAGE MANAGEMENT SERVICES**

### **Summary**

In the event of a loss of water supply Northumberland County Council (NCC) may receive notification from a range of sources at any time of the day or night.

### **Alerting**

If the situation escalates above Northumbrian Water (NWL) normal operating procedures NWL will contact;

- Duty Civil Contingencies Officer

### **Purpose**

Northumbrian Water are responsible for distributing water and sewage management in Northumberland and will hold any information in relation to the duration of a loss of supply on their network and the number of premises affected.

### **Action**

- ☐ Ensure loss of water supply at NCC premises has been reported to the Property Helpdesk or Facilities Management Partner
- ☐ Contact NWL to establish the number of affected properties and possible duration
- ☐ Contact the Duty Tactical Officer to inform them of the situation
- ☐ Ensure the Incident Support Room (ISR) is made ready for use, if required
- ☐ Stand-up the Incident Response Team, if required
- ☐ Assess whether any NCC Priority 1 or 2 critical functions are affected
- ☐ Stand-up the Business Continuity Response Team, if required
- ☐ In liaison with NWL prepare a list of suitable locations to use as potential water distribution points, if required



## ACTION CARD – FUEL DISRUPTION

### Summary

The Northumberland Local Resilience Forum (NLRF) is responsible for taking overall responsibility for a national fuel disruption within the Northumbria area.

### Alerting

The NLRF Fuel Supply Disruption Protocol would be activated in response to National Emergency Plan – Fuel (NEP-F) activation, which is a ministerial decision and will be heavily dependent on the nature of the disruption. NLRF will contact;

- Duty Civil Contingencies Officer

### Purpose

To ensure critical functions are maintained, at acceptable predefined levels.

### Action

- ☐ NCC Comms Team to share internal and external communications
- ☐ Cease all non-essential tasks that rely on fuel
- ☐ Consider where electric vehicles could be redeployed to cover critical functions
- ☐ If appropriate, instruct staff to work from home or the nearest NCC premises
- ☐ Maintain Priority 1 functions in the first instance
- ☐ Mutual Aid may not be available from partner agencies in these circumstances; however we may have to consider requests from partner agencies and whether we can assist them
- ☐ Ensure NCC and NFRS Fleet Managers maintain contact with fuel suppliers to establish impacts on delivery
- ☐ Request regular fuel level updates from NCC and NFRS Fleet Managers
- ☐ Ensure Services maintain contact with critical suppliers/contractors to establish impacts on delivery of resources
- ☐ Provide reports to Resilience and Emergencies Division (RED) via the NLRF Secretariat, as required
- ☐ Attend Multi-Agency TCG and SCGs as required
- ☐ Identify fleet vehicles required for critical activities in readiness for the activation of the Temporary Logo Scheme (TLS)
- ☐ Identify private vehicles required for critical activities in readiness for the activation of the Bulk Distribution Scheme (BDS).
- ☐ If emergency powers are invoked, be aware of the Bulk Distribution Scheme (BDS), Designated Filling Station Scheme (DFS) and Temporary Logo Scheme (TLS)

## ACTION CARD – INTERNAL DEBRIEF

### Summary

For each incident an internal debrief will take place, which will allow for the lessons identified to be captured and monitored through an action plan. The internal debrief will feed into the multi-agency debrief, if held.

### Alerting

Depending on the type of incident the Debrief Chair will be either: trained debrief personnel from NCC, NFRS, or the Local Resilience Forum. This process will be initiated by;

- Duty Civil Contingencies Officer/Team
- Duty Tactical Officer

### Purpose

To capture lessons identified to feed into the wider LRF Debrief Protocol and to initiate a review of the Northumberland Incident Response Plan, if required (template on page [73](#)).

### Actions

- ☐ Identify issues raised in the Action and Decision Log and add to an Action Plan
- ☐ Complete internal debrief form
- ☐ The Debrief chair will oversee the production of a debrief report
- ☐ Dependent upon the issues identified an overview report should be prepared for the Executive Management Team
- ☐ The findings of the internal debrief will be fed into the Multi-Agency Debrief, if held

## ACTION CARD – MULTI AGENCY DEBRIEF

### Summary

Following a multi-agency incident, a multi-agency debrief should be held within 2-4 weeks of the event.

Once all organisations involved in the incident have held their own internal debriefs the lead agency (as identified during the incident) will request a multi-agency debrief meeting.

### Purpose

The focus of the multi-agency debrief is to identify issues that need to be addressed in an expedient manner (template on page [73](#)).

### Actions

- ☐ Initiate open and frank discussion between partner agencies
- ☐ Record the meeting to assist with the production of minutes and reports, with copies made available to all attending organisations
- ☐ Produce a detailed Debrief Report and Action Plan for internal and multi-agency use
- ☐ A copy of the Debrief Report will be formally submitted to all agencies involved and the Northumbria Local Resilience Forum (NLRF) Tactical Business Management Group (TBMG)
- ☐ The NLRF TBMG will, where appropriate, act as auditor of the delivery of recommendations and/or actions.

The identified lead agency is responsible for retaining the master copy of any relevant documentation as a matter of historical record.

## ACTION CARD – RECOVERY WORKING GROUP(S)

### Summary

Recovery is defined as the process of restoring business-as-usual post incident. The planning for recovery is to be established as soon as possible within the response phase.

### Alerting

For an internal incident, the post-incident recovery phase begins when the Business Continuity Response Team (BCRT) has stood down. The Recovery Working Group will be identified jointly by;

- Duty Tactical Officer
- Duty Civil Contingencies Officer/Team
- Head of Service(s) affected

For an external incident the post-incident recovery phase begins when the incident has been stood down by Police and handed over to the local authority. The Recovery Working Group will be identified jointly by;

- Duty Tactical Officer
- Duty Civil Contingencies Officer/Team
- Head of Service(s)

### Purpose

To coordinate restorative activities required to return to business-as-usual.

### Role

- Continue to prioritise NCC critical functions
- Manage increased workload during active recovery
- Meet the longer-term welfare needs of the community / staff
- Facilitate the remediation and reoccupation of sites or areas affected by an incident

### Actions

- ☐ Produce an Action Plan of work identified
- ☐ Ensure HR undertake welfare and health checks for impacts on staff
- ☐ Ensure incident cost code has been applied to all incident expenses
- ☐ Monitor effects of the incident on;
  - Communities
  - Education
  - Utilities / essential services
  - Welfare and Health
  - Economic
  - Environment
  - Memorials and anniversaries
  - Books of condolence, if required
  - Condolence website, if required

## INFORMATION CARD – JESIP JOINT DECISION-MAKING MODEL

### Summary

JESIP is the thread that should run through all plans and subsequent incidents, and recovery from these. All incident phases need to consider multi-agency working, best served by following the JESIP principles.



The underlying aim of JESIP is to develop flexible and adaptable arrangements, which will enable an effective response to and recovery from disruptive challenges. In order to be effective, the application of this Joint Doctrine needs to be similarly wide to include all responder organisations.

JESIP Joint Decision-Making template on page [66](#).

## INFORMATION CARD – JESIP JOINT DECISION-MAKING MODEL

### A) WHY ARE WE DOING THIS?

- What goals are linked to this decision?
- What is the rationale, and is that jointly agreed?
- Does it support working together, saving lives, reducing harm?

### B) WHAT DO WE THINK WILL HAPPEN?

- What is the likely outcome of the action; in particular, what is the impact on the objective and other activities?
- How will the incident change as a result of these actions, what outcomes do we expect?

### C) IN LIGHT OF THESE CONSIDERATIONS, IS THE BENEFIT PROPORTIONAL TO THE RISK?

- Do the benefits of proposed actions justify the risks that would be accepted?

### D) DO WE HAVE A COMMON UNDERSTANDING AND POSITION ON:

- The situation, its likely consequences and potential outcomes?
- The available information, critical uncertainties and key assumptions?
- Terminology and measures being used by all those involved in the response?
- Individual organisation working practices related to a joint response?
- Conclusions drawn and communications made?

### E) AS AN INDIVIDUAL:

- Is the collective decision in line with my professional judgement and experience?
- Have we, as individuals and as a team, reviewed the decision with critical rigour?
- Are we, as individuals and as a team, content that this decision is the most practicable solution?

## INFORMATION CARD – IIMARCH BRIEFING

Information should be relayed in a structured way that can be easily understood by those who will carry out actions or support activities. The IIMARCH template (on page [68](#)) may help responders in preparing a brief.

When using IIMARCH, it is helpful to consider the following:

- Brevity is important - if it is not relevant, leave it out
- Communicate using unambiguous language free from jargon and in terms people will understand
- Check that others understand and explain if necessary
- Consider whether an agreed information assessment tool or framework has been used



## INFORMATION CARD – VIRTUAL / INCIDENT SUPPORT ROOM

### Summary

If not held virtually, the Incident Support Room (ISR) will be situated within the Northumberland Fire and Rescue Service (NFRS) Headquarters site at West Hartford, Cramlington. Standby Incident Support Rooms are available in NFRS sites at Pegswood, Hexham and Alnwick. These can be activated if the main ISR is unavailable.

The following documents are kept within the ISR at West Hartford;

- activation and operation of the ISR
- business continuity plans
- emergency plans and guidance
- confidential telephone directory

### Purpose

To monitor and coordinate NCC's response. To allow for communication and coordination with colleagues and partner agencies, if required

### Role

The decision to open the ISR or to operate virtually will take place between the Duty Tactical Officer, the DCCO and the Northumberland Fire and Rescue Service (NFRS) Duty Manager. Both NFRS and the Civil Contingency Team personnel are trained in the activation and management of the ISR.

### Actions

- ☐ The ISR can be accessed 24/7 via Fire Control, staff from NFRS and CCT have building passes and access to master keys
- ☐ The ISR Manager / Welfare Officer will be identified by the NFRS Duty Manager on establishment of the ISR
- ☐ The ISR Manager / Welfare Officer should follow instructions within the ISR Management Folder

If NCC and/or partner agencies cannot respond in person to an incident virtual response would be managed using Microsoft Teams.

The Teams channel is set up by;

- Duty Civil Contingencies Officer/Team
- Duty Tactical Officer

### Actions for Virtual Response

- ☐ Set up a new channel with suitable incident name including date
- ☐ Add colleagues and assign 'owner' status to DCCO and CCT



## INFORMATION CARD – VIRTUAL / INCIDENT SUPPORT ROOM

- ☐ Copy “Action and Decision-Making Log Template” from General Channel to incident channel and rename with incident name
- ☐ Notify Officers through the Channel Chat function that there is now a live incident
- ☐ Populate ‘Incident’ tab within Action and Decision-Making Log spreadsheet and commence log
- ☐ Invite virtual Incident Response Team members to Teams meeting
- ☐ Discuss initial situation report
- ☐ Assign tasks, as appropriate
- ☐ Agree time of next virtual meeting and any additional attendees
- ☐ Consider developing a shift pattern to support 24/7 working, if required
- ☐ Decide when the virtual IRT should be stood down

## INFORMATION CARD – ACTION AND DECISION LOG(S)

### Summary

Accurate logs are important to the decision-making process and for their post-incident evidential value. They also allow lessons to be learned and will benefit those involved in emergency planning and response in the future.

### Purpose

Log-keeping plays an integral part in any response. The Civil Contingencies Act (2004) Guidance has emphasised the importance of these documents for good communications and audit purposes, ensuring written material can be relied upon in any subsequent legal proceedings. It is therefore essential that those keeping logs do so in keeping with best practice standards and understand their importance.

### Types

- Paper log / Log Book (see below)
- Electronic Log i.e. Spreadsheet / documents
- Bespoke Incident Management System

	<i>Thursday, 19/05/2011</i>
7.40pm	<i>Received call from Jane Sutcliffe at the council Report of a fire at school (although she's unsure which parts of the building are affected). Police and fire service are on-scene. Jane offered to send someone to the school to assist with the response - I gave her my mobile number and she'll let me know who will attend. I'll contact Philip Healy (caretaker) and we'll aim to arrive at school within half an hour.</i>
7.50pm	<i>Ring Philip. Number engaged.</i>
7.55pm	<i>Ring Philip. Told him about the situation and asked him to meet me at the school entrance as soon as possible. He'll be there for 8.15pm.</i>
8.05pm	<i>Received text message from Jane - someone from her team (Andrew Taylor) will meet us at the entrance in about 10 / 15 minutes. Mobile number for Andrew: 07802 333 07802 333 202.</i>
8.20pm	<i>Arrived at school. Philip and Andrew already there. Spoke to fire officer - one classroom ablaze, adjacent ones likely to be severely affected by smoke damage. Unsure of the cause but arson can't be ruled out at the moment. We'll have to close the school tomorrow. Also need to arrange a site visit in the morning (provisional time 8am)</i>
8.40pm	<i>Informed Anna Hughes (deputy headteacher) about the incident. Asked her to notify parents / carers that the school will be closed tomorrow. She'll arrange for other staff and governors to be told and put a notice on the school website. I'll contact the radio stations.</i>

Notes should be recorded in chronological order.

If you make a mistake don't try to overwrite the original text - cross it out with a single line and start again.

Only include times, dates or initials within the margins.

- Notes should be clear, intelligible and accurate, include factual information
- Use plain and concise language
- Do not remove any pages, do not use correction fluid

## INFORMATION CARD – ACTION AND DECISION LOG(S)

### Electronic Log – spreadsheet

The log is the 'single source of the truth' for the incident it is opened for. Therefore, all issues should be recorded on the log. These items could be a note of a telephone call, an email sent or received or a specific request for action.

<b>Classification when Complete</b>	<b>Official Sensitive</b>			
<b>Name of person completing log</b>	<b>Print Name</b>	<b>Signature</b>	<b>Time</b>	<b>Date</b>
<b>Date and time log commenced</b>				
<b>Incident numbers</b>				
<b>Location of incident</b>				
<b>Incident / Event</b>				

### Main Log

Issues that are for; informaton (no further action needed), for action (need to be assigned to someone) or a decision taken within exisiting plans or policies should all be recorded and tracked on the main log.

Date	Time	Recorded by	Location	Issue	Issue type	Info / Action / Decision / Key Decision	Handed to	Actions / Updates	Open / Closed	Contact Replies / Time
LOG CLOSED dd/mm/yyyy									LOG CLOSED dd/mm/yyyy	

### Decision

Any decisions that are made in line with existing plans and polices.

### Key Decisions

Any decisions that are made outside of exisiting plans and polices or that significantly change the Council's response.

## INFORMATION CARD – ELECTED MEMBERS

### Summary

Elected Members of the affected community(ies) will have an important role to play in the response and recovery to an incident.

### Alerting

Elected Members will be alerted by;

- Duty Strategic Officer
- Duty Tactical Officer
- Duty Civil Contingencies Officer
- Members of the public

### Purpose

To represent the local community within the response and recovery phases of an incident and to provide local knowledge and insight.

### Role

- Represent their community
- Support their community to prepare for, respond to and recover from emergencies
- Advise on local issues and priorities
- Disseminate information and advise their community
- Liaise between communities and the Incident Response Team

## INFORMATION CARD – TACTICAL COORDINATION GROUP

### Summary

The size and magnitude of the incident may require formal activation of a multi-agency Tactical Coordination Group (TCG) which will coordinate a tactical response.

This Group is generally chaired by Northumbria Police, but this is not exclusive, any agency can chair a multi-agency TCG.

### Alerting

TCG members will be alerted by the lead agency and given a date, time and location to attend. If required, meetings can be held virtually via Teams.

### Purpose

Tactical leadership during a multi-agency incident affecting Northumberland.

### Role

If chairing the TCG, NCC's Duty Tactical Officer or nominated deputy will;

- identify a suitable location to hold the TCG
- take the lead in inviting other agencies
- ensure adequate admin is in place
- ensure any actions are documented and followed up

If not chairing the TCG, NCC's Duty Tactical Officer or nominated deputy will attend;

- the officer appointed to the TCG is empowered to act with the full authority of the Chief Executive
- contribute to the overall tactical response to the incident and coordinate NCC's resources at a tactical level
- if required, specific subject matter experts from the Council may also attend the TCG

should the incident be health related the Council's Director of Public Health or nominated deputy may also attend

## INFORMATION CARD – STRATEGIC COORDINATION GROUP

### Summary

The size and magnitude of the incident may require formal activation of a multi-agency Strategic Coordination Group (SCG) which will coordinate a strategic response.

Although this group is generally chaired by Northumbria Police, it can also be chaired by the lead agency. For example, the local authority is the lead agency for a coastal oil pollution incident and would be expected to convene and chair an SCG.

### Alerting

Nominated SCG members will be alerted by the lead agency and given a date, time and location to attend. If required, meetings can be held virtually via Teams.

### Purpose

Strategic leadership during a multi-agency incident affecting Northumberland.

### Role

- the officer appointed to the SCG is empowered to act with the full authority of the Chief Executive
- contribute to the overall strategic response to the incident and coordinate NCC's resources at a strategic level
- if required, specific subject matter experts from the Council may also attend the SCG
- should the incident be health related the Council's Director of Public Health or nominated deputy may also attend

## INFORMATION CARD – PUBLIC PROTECTION

### AVIAN INFLUENZA OUTBREAK

#### Summary

Avian Influenza (A.I.) is a virus which is believed to be spread by migratory birds. This is why the virus is prevalent during Autumn and Winter months. In recent years, the Northumberland area has experienced outbreaks of Highly Pathogenic Avian Influenza (HPAI). Highly pathogenic avian influenza viruses cause severe disease and high mortality in infected poultry.

All cases of HPAI in poultry must be reported to the World Organisation for Animal Health. This means Great Britain loses its disease-free status until certain restrictions have been applied. Many infected premises or a lack of effective control measures could result in trade restrictions across the GB poultry / egg industry.

Following an Avian Influenza outbreak measures are required to be taken to reduce the risk of transference of the virus.

#### Alerting

If a call is received with information which suggests that there is a suspicion of bird flu, any dead birds found must first be reported to DEFRA (The Department for Environment, Food and Rural Affairs) who will decide on whether they need to test any dead birds found. It would be useful to ask the caller to use the 'what3words' app to give a precise location of the dead birds.

If a call is received during 9-5 working hours from the Animal and Plant Health Agency, a department within DEFRA, to advise of suspicion of avian influenza at a premises, or confirmation of an outbreak at a premises, then please contact the Animal Health team. Outside of office hours and at the weekend please send an email to advise details of the call to [tradingstandards@northumberland.gov.uk](mailto:tradingstandards@northumberland.gov.uk)

#### Purpose

NCC will work with partners to ensure that the virus is contained, and that residents and businesses can operate as usual.

#### Role

NCC has a legal duty to enforce the rules put in place to control and eradicate HPAI. Notifiable animal disease outbreaks are also identified as high risk in accordance with the Civil Contingencies Act 2004, which means local authorities are required to help coordinate the local multiagency response to an animal disease outbreak.

#### Actions

APHA vets are responsible for controls on the infected premises and deal with a range of activities including culling birds. They will also monitor the health of other commercial poultry flocks in the controlled zones.

## **INFORMATION CARD – PUBLIC PROTECTION AVIAN INFLUENZA OUTBREAK**

Using APHA guidance on risk and priorities, the focus of the Local Authority role during an outbreak of HPAI is;

- ☐ enforcement of controls within the Protection and Surveillance Zones
- ☐ foot patrols / communication on the controlled zones to ensure that kept birds are housed
- ☐ foot patrols / communication to build data on kept birds
- ☐ promote bio security
- ☐ erecting road signs and public information signs where relevant
- ☐ guidance for local businesses and the public on the impact of controls
- ☐ in coordination with Local Services ensure the safe collection, removal, and disposal of dead wild birds from public open spaces



## INFORMATION CARD – MUTUAL AID

### Summary

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

The Guidance 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.

### Purpose

To align arrangements the Local Authorities (LAs) in the Northumbria Local Resilience Forum have entered into a mutual aid protocol. And the Cross Border Forum.

### Role

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 or other authorised person acting on behalf of that Officer of the affected LA, to the Chief Executive/authorised person acting for the LA providing assistance
- A Director 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 coordinating 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
- The assisting LA will undertake to provide assistance in the form of suitably trained staff and/or equipment, so far as is reasonably practicable
- Each LA will, for the duration of their participation maintains 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 the 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

## INFORMATION CARD - FINANCIAL MANAGEMENT

### Summary

When effective financial management is above the capacity of NCC in any incident.

### Alerting

Generally, contact with the Finance Team will take place within one month of the incident.

### Purpose

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
- advise Central Government on NCCs intention to apply for emergency financial assistance as soon as possible after the incident has occurred

In exceptional cases, Ministers may consider that the nature and scale of the incident 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.

## BELLWIN SCHEME

### Summary

Emergency Finance Assistance Scheme Under s138 of the Local Government Act 1972 local authorities are empowered when an incident involving, “destruction of, or damage to life or property occurs, is apprehended or is imminent”, to incur whatever expenditures they consider necessary.

These powers, which can be used in the event of any incident or natural disaster, including the power to make grants or loans to other persons or bodies, subject to conditions determined by the Council. This legislation is modified by s155 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 incident.

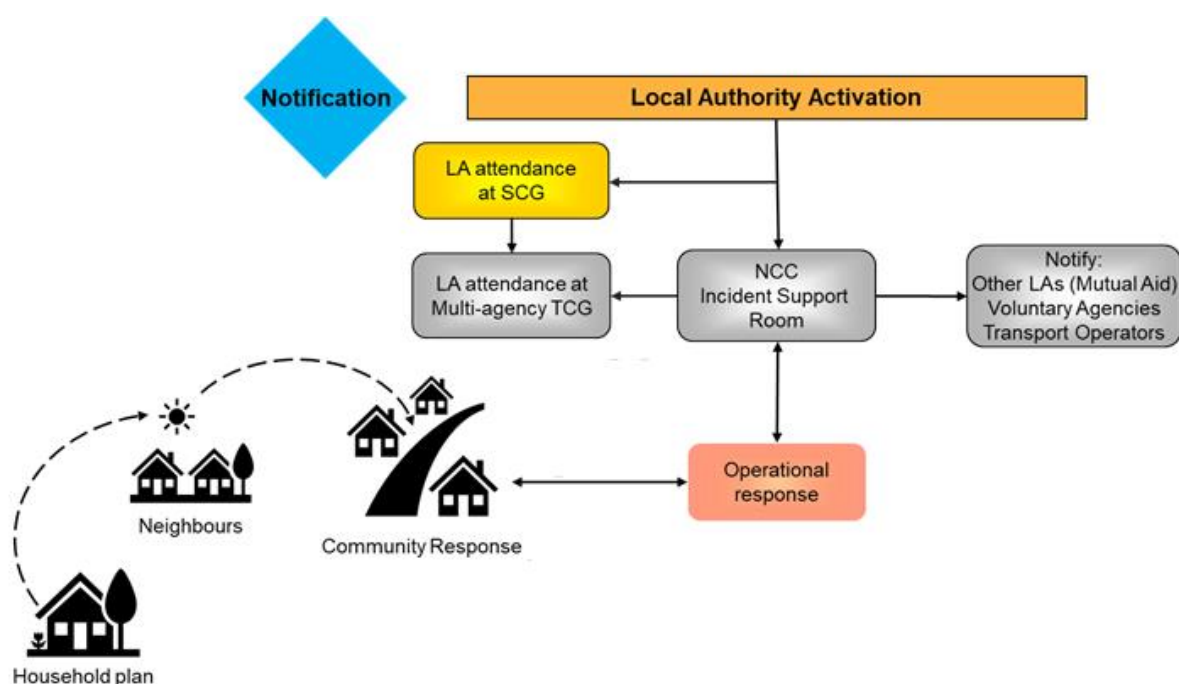
The Emergency Finance Assistance Scheme is discretionary; local authorities have a general duty to deal with incidents and there is no automatic entitlement to special assistance.

[Bellwin Scheme](#)

## INFORMATION CARD – COMMUNITY RESILIENCE

### Summary

Building on learning from incidents NCC have taken a 'Community to Council' approach to community resilience. Working with existing networks in communities, recognising the significant role that they play in responding to incidents and linking that closely to incident management. Communities play an important part in supporting their neighbours and providing on the ground information that can help inform wider decision making.



### Community Response Hub

Building on the existing list of potential assistance centres a network of 'community response hubs' has been developed. This approach uses community buildings that can be opened by local people to support their community when needed.

These are based on pre-existing assets such as church halls, village halls, community centres etc. The buildings are well known to the community and many already operate as Warm Spaces and/or host community groups.

There are 90 locations across the County that can be used as Community Response Hubs, if needed.

Further information about this network and the specific facilities available can be provided by the Civil Contingencies Team and Northumberland Communities Together.

Importantly Community Response Hubs can activate without waiting for permission or instruction from NCC or other agencies.

## INFORMATION CARD – COMMUNITY RESILIENCE

They are operated by community volunteers who come together to provide support to their communities.

They serve as a place of information for the affected community, can help provide assistance to individuals (as reasonably practicable, within available resources), and provide a focal point to help with any clean up needed in the community.

Some hubs many also have partner agencies co-located within them. These have a joint role to help coordinate multi-agency operational activity within a local area, sometimes known as Forward Control Points for the emergency services.

**When hubs are also used as Forward Control Points there must be separate areas for operational personnel to maintain operational confidentiality.**

Community Response Hubs are not expected to provide overnight accommodation therefore, they do not hold a stock of beds or bedding.

They will be able to provide the community with somewhere, warm, dry and safe to come together. Where other assistance/equipment is needed they can work through the NCC Civil Contingencies Team to obtain support. Most, if not all will be able to provide hot water for drinks and some may be able to provide a limited amount of food.

## INFORMATION CARD – BRITISH RED CROSS

### Summary

The British Red Cross (BRC) provides short term practical and emotional support to people in crisis. Trained volunteers respond to the needs of individuals in an incident by deploying emergency response volunteers, BRC enable Cat 1 & 2 responders to focus on supporting those who most need their help.

### Activation

The BRC will be activated by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer or

### Role

- Offer practical and emotional support for evacuees within an assistance centre
- Supply a limited amount of clothing and hygiene packs
- Offer financial assistance to evacuees through vouchers supplied to NCC staff
- Offer practical and emotional support within the community affected by an incident

The BRC may be able to support with the following in the recovery phase:

- Access to the Disaster Fund Appeals Scheme
- Independent Living Services (A&E discharge, support at home) mobilisation

### Mobilisation

Time scales vary according to capabilities at the time of an incident. Every endeavour will be made to mobilise the desired assets and personnel; however, due regard should be made of the voluntary nature of service delivery; therefore, a response is not always possible. We would expect to have personnel on site within 90 minutes if not sooner.

## INFORMATION CARD – SALVATION ARMY

### Summary

The Salvation Army offer chaplain and pastoral care services to persons affected by an incident.

### Activation

The Salvation Army will be activated (if required) by;

- Duty Civil Contingencies Officer
- Duty Tactical Officer

### Role

A Chaplain can;

- provide pastoral and spiritual guidance during challenging times, including during and after an incident
- liaise with other faith groups and act as a central contact point to provide coordination for all affected.
- in the event of a mass fatality incident provide Chaplains who will provide support to families when viewing the remains of deceased loved ones

The Salvation Army can also provide;

- an Incident Response Vehicle (which can be staffed and made available within 1-2 hours of activation) which can be directed to an Assistance Centre or other location as required
- hot and cold food and drinks, if required
- a large gazebo, which could be assembled to provide additional shelter

## INFORMATION CARD – HUMAN DISEASE OUTBREAK

### Summary

To ensure a comprehensive and timely response to a human disease outbreak.

### Multi-Agency Notification & Coordination

**International:** The World Health Organisation (WHO) and/or European Centre for Disease Prevention and Control (ECDC) will notify the UK via the UK Health Security Agency (UKHSA)/Department for Health (DH) of any serious pandemic/ disease outbreaks and continue to inform as the situation develops.

**National:** The DH/UKHSA will notify stakeholders with advice and guidance to allow preparations to begin in earnest and to begin the process of gathering information/ monitoring nationally.

Depending on the severity of the outbreak, Cabinet Office briefings may be issued via the Cabinet Office Briefing Room (COBR) to health bodies and Category 1 and 2 Responders to provide ongoing updates.

**Regional:** The UK Health Security Agency will ensure that local frontline health services are prepared and informed to deal with the outbreak.

**Local:** Coordination will initially be provided via the Local Health and Resilience Partnership (LHRP). Northumberland's attendee would be a member(s) of the Public Health Team.

### Northumbria Local Resilience Forum (NLRF)

- The NLRF will agree a joint strategic approach in accordance with the Community Risk Register
- Provision of multi-agency coordination

Northumberland's attendee would usually be the Duty Tactical Officer and/or a member of the Civil Contingencies Team.

## INFORMATION CARD – HAZARD MANAGER

### Summary

Hazard Manager is a web-based tool from the Met Office that enables all Category 1 and 2 Responders to access up to date, reliable information on severe weather that could affect their area.

### Purpose

Using a range of different technologies Hazard Manager can provide an early warning system and enable us to plan and prepare for severe weather in the short term.

### Action

To access the latest weather advice, log on to Hazard Manager

## INFORMATION CARD – NATIONAL SEVERE WEATHER WARNINGS

### Summary

National Severe Weather Warnings (NSWW) are issued by the Met Office to registered recipients via email (Severe Weather distribution list) and provide information on upcoming weather events including severity and timescales.

The NSWW is a useful tool in the Council's preparedness planning and help to gauge our response in advance of possible weather-related incidents and during prolonged periods of severe weather.



## INFORMATION CARD – FLOOD GUIDANCE STATEMENT

### Summary

Flood Guidance Statements are issued to registered recipients via email (Severe Weather distribution list) from the Flood Forecasting Centre, a joint venture between the Environment Agency and the Met Office.

Warnings are issued using a rating of green, yellow, amber and red. The statements provide detailed information on flood risk nationwide, including the type of flooding (tidal, fluvial, ground water and surface water), the expected severity and the probability, which are colour coded based on the risk matrix shown below:

Flood Risk Matrix (river, tidal/coastal & surface water flooding)					Overall Flood Risk	
Likelihood	High					
	Medium					
	Low					
	Very Low					
		Minimal	Minor	Significant	Severe	
		Potential Impacts				

## INFORMATION CARD – ENVIRONMENT AGENCY FLOOD ALERTS / WARNINGS

### Summary

The Environment Agency (EA) operates a flood warning service in areas at risk of flooding from rivers and the sea. Emails are issued to registered recipients (Severe Weather distribution list).

Areas in Northumberland are known to be at risk of flooding and to help the people living and working there, the EA provides information via telephone, text and email alerts should water levels become too high.

If flooding is forecast, warnings are issued using three easily recognisable codes;



## INFORMATION CARD – HEAT HEALTH ALERT

### Summary

The Heat-Health Alert (HHA) operates from 1 June to 30 September and is based on the Met Office forecasts and data and covers England only.

### YELLOW WARNING

Yellow warnings can be issued for a range of weather situations.

It is important to read the content of yellow warnings to determine which weather situation is being covered by the warning.

### AMBER WARNING

There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans.

This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property.

### RED WARNING

Dangerous weather is expected and, if you have not done so already, you should take action now to keep yourself and others safe from the impact of the severe weather.

It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure.

During the warm season, UKHSA and the Met Office will monitor the weather forecasts and where episodes of hot weather are identified using predefined evidence-based considerations, a dynamic risk assessment will be carried out and the appropriate alert issued.

The HHAs contains:

- headline weather conditions expected in the coming days
- an outline of what impacts might be expected
- brief overview of regional impact assessment
- links to additional information, advice and guidance

<https://www.metoffice.gov.uk/weather/guides/severe-weather-advice>

## INFORMATION CARD – ROLE OF THE MET OFFICE ADVISOR

### Summary

The Met Office has a team of regionally based advisors with responsibility for Resilience and Emergency Division (regions in England and Wales, and for the Devolved Administrations of Scotland and Northern Ireland).

The Met Office Advisors work with regional emergency planning/civil contingency groups to:

- Assist in devising plans and exercises to deal with incidents
- Respond to real-time emergency incidents

The Advisors are available to the emergency planning/civil contingencies community to:

- Help emergency responders assess the risk in their area from predicted or ongoing severe weather events and put preparations in place to mitigate the impacts
- Help in the preparation and participation of multi-agency exercises where weather conditions could have an influence on incident management
- Provide guidance on the use of Met Office services available to emergency responders through presentations, workshops and exercises
- Help with weather-related risk-assessments as used in community risk registers CCA  
Advisors can support responders by telephone or in person, subject to availability

The role of the Advisor during an incident is:

- To ensure the management team is aware of all the meteorological factors which could impact the incident
- Ensure all meteorological information is consistent and that all responders use the correct information.
- Interpret this information for the responders, as necessary.
- To source other scientific advice available from the Met Office and act as a point of contact between the Met Office and the responders
- If required and appropriate, to arrange for routine forecasts and other information to be supplied to aid in the recovery phase.
- Emails circulated by the Met Office are received by the Councils Severe Weather group. These emails are issued before and during periods of expected severe weather, providing information relevant at local levels including likely impacts

## INFORMATION CARD - SUPPORTING PLANS AND GUIDANCE

### Summary

The NIRP provides a generic framework which is supported by a suite of plans and guidance that address specific threats, these include:

- Northumberland Flood Action Plan
- Campact Ltd External Emergency Plan (COMAH)
- Radiation Emergency Preparedness and Public Information Regs 2019
- Northern Gas Networks Emergency Pipeline Plan Northumberland Sector
- Sabic UK Emergency Pipeline Plan Northumberland Sector
- NCC Contingency Plan for Coastal and River Pollution Incidents
- Northumbria LRF Generic Reservoir Flooding Off-site Plan
- Reception/Rest Centre Guidance, Humanitarian Assistance Guidance
- LRF Mass Fatalities
- Emergency Mortuary Plan
- Northumberland Severe Weather Plan
- Recovery and Restoration Guidance

## TEMPLATES

<b>M/ETHANE TEMPLATE</b>			
Time:		Date:	
Organisation:			
Name of Caller:		Tel No:	
M	Major incident	Has a Major Incident been declared? <b>YES/NO</b> <i>(If no, then complete ETHANE message)</i>	
E	Exact Location	What is the exact location or geographical area of incident	
T	Type of Incident	What kind of incident is it?	
H	Hazards	What hazards or potential hazards can be identified?	
A	Access	What are the best routes for access and egress?	
N	Number of casualties	How many casualties are there and what condition are they in?	
E	Emergency Services	Which and how many emergency responder assets/personnel are required or are already on-scene?	
<b><i>Restricted once complete</i></b>			
Signature			

## JESIP JOINT DECISION-MAKING TEMPLATE

<b>Classification when complete</b>				
<b>Name of the Person completing this log</b>	<b>Print Name</b>	<b>Signature</b>	<b>Time</b>	<b>Date</b>
<b>Date and Time commenced</b>				
<b>Incident numbers</b>				
<b>Location <u>of Incident</u></b>				
<b>Incident/event</b>				

Please enter the names, roles and organisation of all those commanders who have entries made in this log. *(More rows can be added to the table below)* They must sign their own signature, adding the date and time.

Print name	Role	Organisation	Signature	Initial	Time	Date

## JESIP JOINT DECISION-MAKING TEMPLATE

Decision Log Number	Decision - Date and Time of Decision
<b>1. Identify situation &amp; gather information</b> What is your understanding of what has happened? What do we know so far? What might happen?	
<b>2. Assess threats &amp; risks</b> Do I need to take action immediately? Do I need to seek more information? Where can I get it from? What could go wrong?	
<b>3. Policies &amp; Procedure</b> Which ones have I taken into account	
<b>4. Options &amp; Considerations</b> What options are open to me? Consider immediacy of any risk/threat, limits of information etc.?	
<b>5. Decision &amp; Rationale</b> Decision controls- why are we doing this? What do we think will happen? Do we have a common understanding and position on; <ul style="list-style-type: none"> <li>• Situation</li> <li>• Available information</li> <li>• Terminology</li> <li>• Working practices</li> <li>• Conclusions</li> </ul> Is the benefit proportional to the risk?	
<b>6. Review of Decision - Time and result</b>	
<b>Names of People Making Decision</b>	
<b>Name of Person Recording Decision</b>	

## IIMARCH BRIEFING TEMPLATE

Element	Key questions and considerations	Action
I	<p><b>Information</b></p> <p><b>What, where, when, how, how many, so what, what might?</b></p> <p>Timeline and history (if applicable), key facts reported using M/ETHANE</p>	
I	<p><b>Intent</b></p> <p><b>Why are we here, what are we trying to achieve?</b></p> <p>Strategic aim and objectives, joint working strategy</p>	



## IIMARCH BRIEFING TEMPLATE

Element	Key questions and considerations	Action
<b>M</b>	<p><b>Method</b></p> <p><b>How are we going to do it?</b></p> <p>Command, control and co-ordination arrangements, tactical and operational policy and plans, contingency plans</p>	
<b>A</b>	<p><b>Administration</b></p> <p><b>What is required for effective, efficient and safe implementation?</b></p> <p>Identification of commanders, tasking, timing, decision logs, equipment, dress code, PPE, welfare, food, logistics</p>	

## IIMARCH BRIEFING TEMPLATE

Element	Key questions and considerations	Action
<b>R</b>	<p><b>Risk assessment</b></p> <p><b>What are the relevant risks, and what measures are required to mitigate them?</b></p> <p>Risk assessments (dynamic and analytical) should be shared to establish a joint understanding of risk. Risks should be reduced to the lowest reasonably practicable level by taking preventative measures, in order of priority. Consider the hierarchy of controls. Consider Decision Controls</p>	
<b>C</b>	<p><b>Communications</b></p> <p><b>How are we going to initiate and maintain communications with all partners and interested parties?</b></p> <p>Radio call signs, other means of communication, understanding of inter-agency communications, information assessment, media handling and joint media strategy</p>	

## IIMARCH BRIEFING TEMPLATE

Element	Key questions and considerations	Action
H	<p><b>Humanitarian issues</b></p> <p><b>What humanitarian assistance and human rights issues arise or may arise from this event and the response to it?</b></p> <p>Requirement for humanitarian assistance, information sharing and disclosure, potential impacts on individuals' human rights</p>	

## MEETING AGENDA TEMPLATE

### Summary

A suggested agenda for meetings.

### Purpose

To standardise discussions, actions and to record an accurate account of these.

### Agenda

Deliver a current situation report using M/ETHANE;

M: Major Incident declared?

E: Exact location of incident

T: Type of Incident

H: Hazards - present and potential

A: best routes for Access and egress to scene

N: Number of casualties

E: Emergency services resources on site

Introductions (by exception and only when deemed necessary)

Chair

Declaration of items for urgent attention

Chair

Confirmation of decisions on urgent items

Chair

Adjourn as necessary to action urgent issues

Situational briefing (including any clarifications or recent updates)

Review and agree priorities

Chair

Review outstanding actions and their effect

Chair

Determine new actions as required

Chair

Allocate responsibilities for agreed actions

Chair

Confirm date and time of next meeting and required attendees

Chair

Post meeting; Distribute record of decisions, ensure decision log is updated

Sec/Chair

## STRUCTURED DEBRIEF

### A. Incident details

Incident Number:	
Incident Date:	
Incident Address:	
Incident Commander(s):	
Incident Summary:	
<p>Note: If Operational Discretion was implemented, please describe the circumstance and rationale.</p>	

### B. Personal Details – For clarification purposes only

Name:	Role:
Watch / Station / Dept:	Contact Number:

### C. Deployment

Using the space below can you provide brief details of your role?

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1. From your own role perspective, what aspects did not go well?

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2. From your own role perspective, what aspects went well and should be highlighted as good practice for the future?

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3. What would be your key recommendations for future similar events?

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4. Insert additional questions (if appropriate)?

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Thank you for taking the time to complete this questionnaire and participate in the debrief process.

**END OF PLAN**