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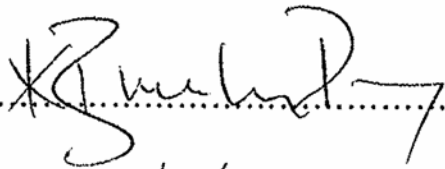
London Borough Of Newham Corporate Emergency Plan

**FOURTH EDITION
August 2010**

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Acknowledgements

The Corporate Emergency Plan for the London Borough of Newham was written by the Resilience and Emergency Management Team with acknowledgement of the valuable input from the Newham Executive Board, the Strategic Management Board and various Council Services together with the emergency services.

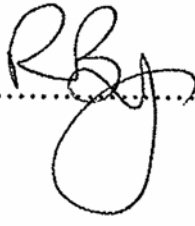
Name.....  (Chief Executive)

Signed..... 27/7/10 Date.....

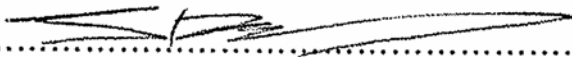
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HOW TO USE THIS PLAN

The Corporate Emergency Plan contains the overall response arrangements for the London Borough of Newham. For reference, the plan provides an overview at the beginning of each section.

OBJECTIVES OF THE PLAN

- To meet the Authority's statutory obligations as prescribed under the Civil Contingencies Act 2004.
- To implement up to date, robust and valid plans to match the perceived risks within the London Borough of Newham and to serve the needs of the community in times of crisis.
- To ensure joined up working with other Category One and Two Responders to enable effective planning and an integrated response.
- To agree on a strategic policy within the Council and to define the roles and responsibilities of internal services and external agencies.
- To integrate the lessons learnt from previous emergencies including best practice and the experience of others into the Corporate Emergency Plan.
- To form relationships with local groups and to build a foundation of knowledge of local services that may be utilised to mitigate the effects of an emergency.

SCOPE OF THE PLAN

This plan is not a manual or an operational plan but is a strategic corporate overview of the Council's emergency response arrangements. The Service/Directorate level emergency plans are subservient to the Corporate Emergency Plan as are the Guidance Booklets which contain the operational procedures and checklists for specific emergency response personnel. Please refer to the Further Reading section in Appendix C for reference to other plans and operational documents.

Part One

Overview - The Corporate Emergency Plan

Summary of this section

- 1.0 Introduction to the plan
- 2.0 Planned updates
- 3.0 Plan review framework
- 4.0 Structure of emergency plans within the Council
- 5.0 Unit/Service/Directorate Emergency Plans
- 6.0 Guidance Booklets
- 7.0 Risk assessments
- 8.0 Rotas and cascade lists
- 9.0 Definition of an emergency and vulnerability
- 10.0 Resilience forums
- 11.0 Statutory duties

1.0 LBN EMERGENCY PLANNING - INTRODUCTION

The co-ordination of emergency planning in the Council lies with the Resilience & Emergency Management (REM) Team within Housing and Public Protection. This task involves implementing emergency planning arrangements and co-ordinating the emergency functions of the Council. The Corporate Resilience and Recovery Working Group meet on a regular basis to steer emergency planning across the Council. Council services and directorates are responsible for their own emergency arrangements and co-operation with the REM Team.

This plan has been prepared in line with the Civil Contingencies Act (2004) and associated regulations and is for the information and appropriate action of officers of Newham Council. The existence of this plan does not negate the responsibility of 'Executive Directors', 'Service Heads' or 'Key Officers' to produce their Service Emergency Plans. In addition, service/directorate business continuity arrangements/plans remain the responsibility of the appropriate service/unit head.

2.0 PLANNED UPDATES

In line with the Civil Contingencies Act (2004), the Corporate Emergency Plan is subject to an annual review or more frequently as and when required i.e. due to an exercise or emergency or change in a risk profile. An audit trail log is maintained to detail a list of amendments each time the Corporate Emergency Plan is revised. A Document Control is located in Appendix A which details the version number and other associated details.

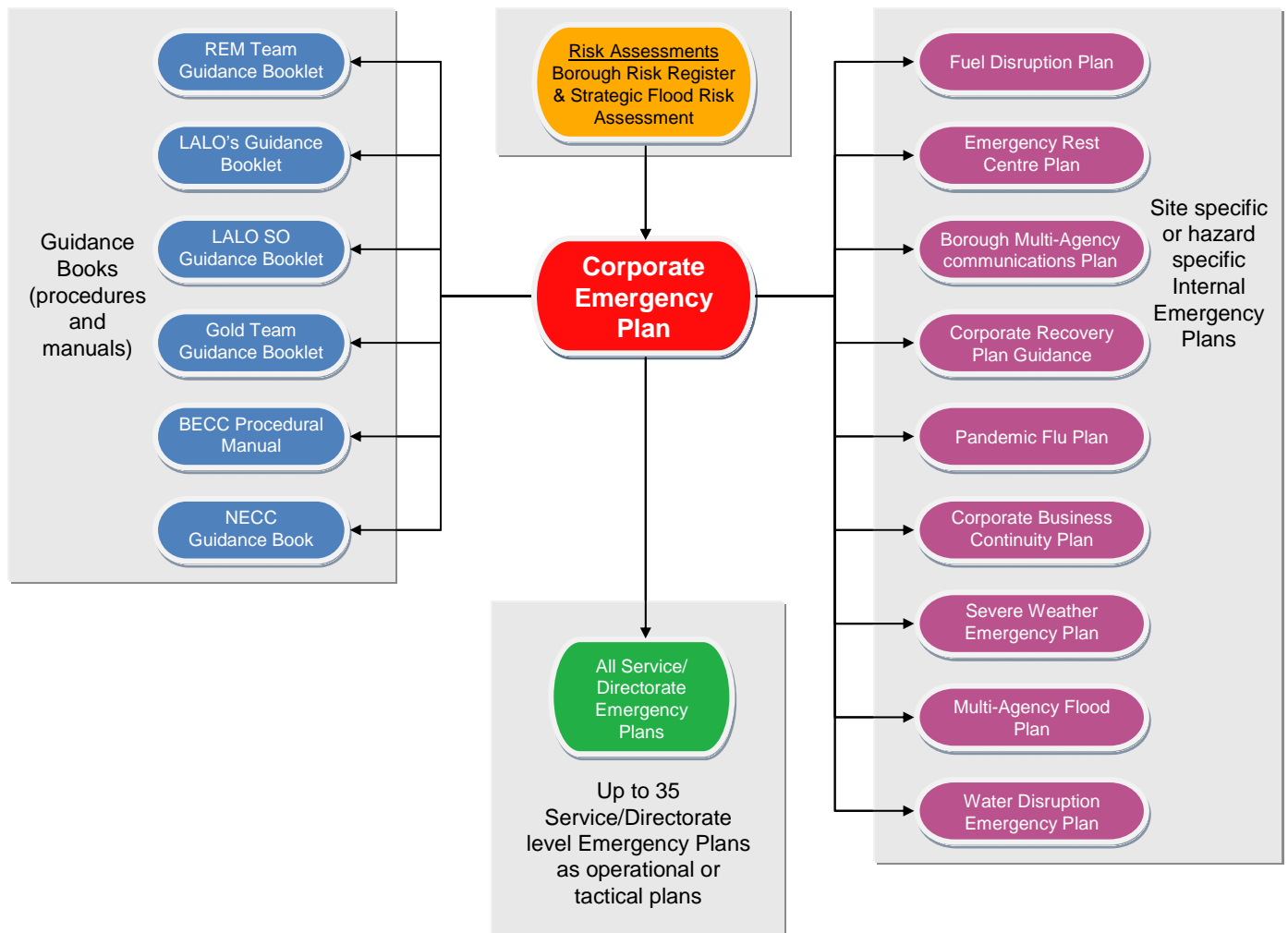
3.0 PLAN REVIEW FRAMEWORK

The Corporate Emergency Plan will undergo the following procedure for updates and review:

1. Devise/update risk assessments
2. Set objectives and gather information from key stakeholders
3. Determine actions and responsibilities
4. Agree and finalise the emergency plan
5. Issue and disseminate the emergency plan
6. Provide training for those listed within the emergency plan
7. Validate the plan through a series of exercises and test
8. Plan to be ratified by the appropriate body

40 STRUCTURE OF EMERGENCY PLANS WITHIN THE COUNCIL

The Corporate Emergency Plan is an overarching generic plan for all service, directorate, guidance booklets and location or hazard specific emergency plans.



5.0 UNIT/SERVICE/DIRECTORATE EMERGENCY PLANS

All Council Services are represented by a minimum of two Key Officer who are responsible for producing Service/Directorate level Emergency Plans and the coordination of service/directorate emergency planning activities. Further information on the roles and responsibilities of the Key Officers is available in the Key Officers Guidance Document.

6.0 GUIDANCE BOOKLETS

The Emergency Teams (*Duty Gold Officers, Key Officers (Silver representatives for each service area), Duty Resilience Officers, BECC Support Officers, LALO's*) and LALO Support Officers are provided with a Guidance Booklet relevant to their role which provides the skills set required for to undertake their duties together with relevant procedures, checklists and the necessary information from the Corporate Emergency Plan relevant to their role.

7.0 RISK ASSESSMENT

The London Risk Advisory Group has produced Community Risk Registers (CRR) for London and the sub-regions. The Borough Multi-Agency Emergency Planning Working Group (BMAEPWG) has produced a borough level Risk Register together with a contextualisation document which details Newham's socio-economic, environmental characteristics, infrastructure and a list of risks within the borough. Specific risk assessments are regularly reviewed for emergency response personnel.

8.0 ROTAS AND CASCADE LISTS

Rota of responsibility	Maintained by
LALO rota, REM Team Rota, LALO Support Officer call down list, BECC Support Team call down list, LLAG Support Team call down list,	REM Team
Key Officers call down list	REM Team and Key Officers
Gold Team Rota (NEB)	Executive Assistant to the Chief Executive
Welfare on Call Rota	Head of CYPS
Communications Rota	Head of Media Relations
Rest Centre Managers Rota	

Most rotas have two officers on call at any one time to ensure added resilience. There is usually one person responsible for compiling the rota however, in their absence, there are arrangements for their colleagues to assume this role

9.0 DEFINITION OF AN EMERGENCY

The London Emergency Services Liaison Panel Major Incident Procedure Manual defines an emergency as:

A major incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services and will generally include the involvement, either directly or indirectly, of large numbers of people.

- The rescue and transportation of a large number of casualties;
- The large-scale combined resources of the police, London Fire Brigade and London Ambulance Service;
- The mobilisation and organisation of the emergency services and support services; for example, local authority, to cater for the threat of death, serious injury or homelessness to a large number of people;
- The handling of a large number of enquiries likely to be generated both from the public and the news media.
- Acts of terrorism including suspected involvement of chemical, biological, radiological and nuclear devices are subject to a specific multi-agency response supported by HM Government.

9.1 DEFINITION OF VULNERABILITY

It is not easy to define in advance and for planning purposes who are the vulnerable people within the London Borough of Newham to whom special consideration should be given in our plans. Those who are vulnerable will vary depending on the nature of the emergency. There are broadly three categories of individuals who should be considered as vulnerable:

- Those who, for whatever reason, have mobility difficulties, including people with physical disabilities or a medical condition and pregnant women if appropriate;
- Those with mental health difficulties;
- Others who are dependent, such as children.

The Resilience and Emergency Management Team would broaden and clarify this further as:

- Those who have mobility limitations or are supporting someone with mobility limitations (disabled persons, ill persons & parents nursing infants)
- Those that have limited ability to comprehend a risk / hazard including those who may be less informed as a result of language issues.
- Those passively at risk
- Those displaced in unfamiliar surrounds without friends and family or support nearby

Below is a list of those identified to hold information on potentially vulnerable people:

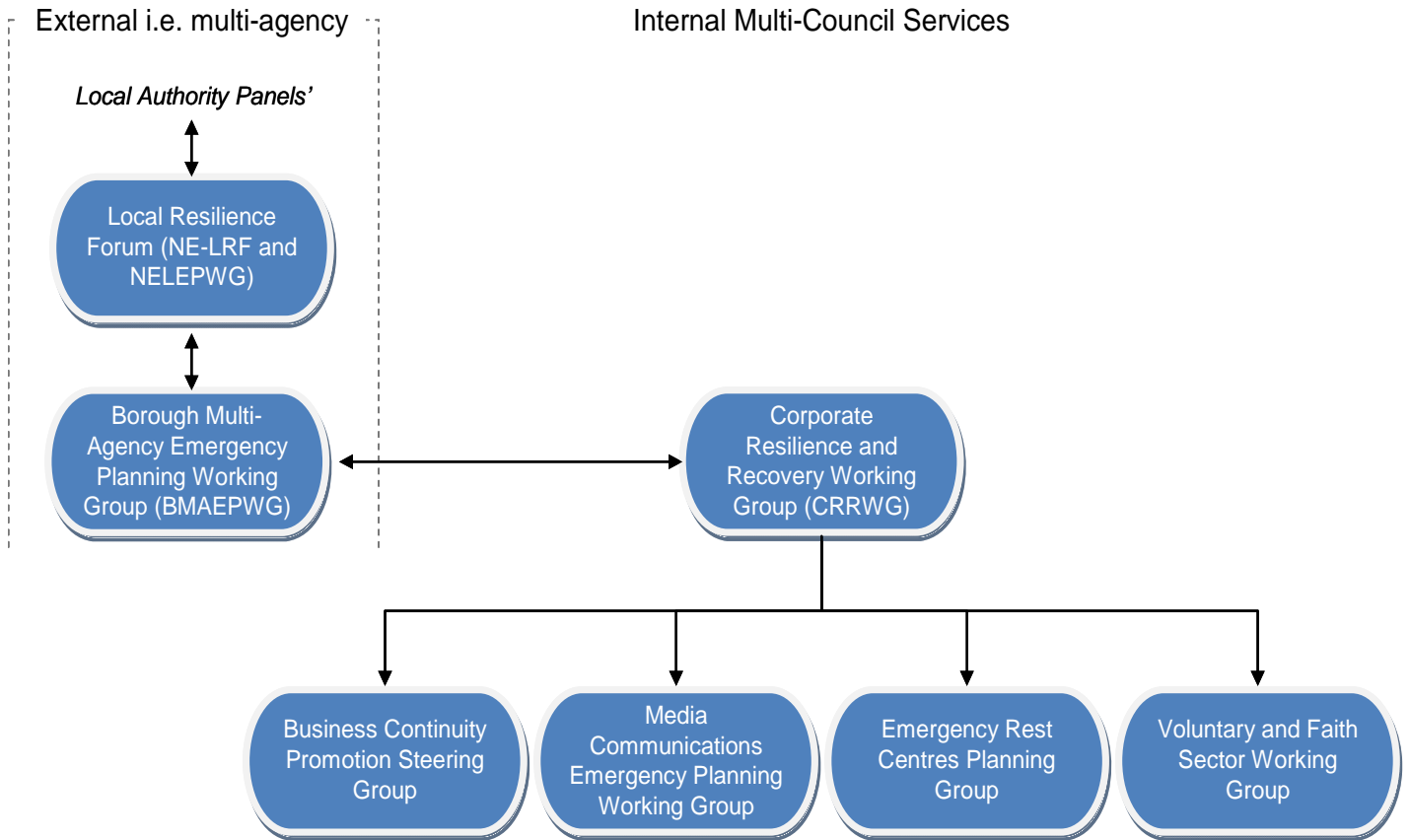
- Local Authority
 - Adult Services
 - Children's Services
 - Community Safety Teams
 - Housing and Partner Organisations
 - Transport
- Utilities
- Voluntary Sector
- Health
 - GPs
 - Pharmacists
 - Mental Health Trust
 - Acute Hospitals
 - Independent Health
 - Community Trust

The most up-to-date local authority vulnerable people lists can be obtained 24 hours a day from trained Council staff. The Resilience and Emergency Management Team have contact details of these staff.

Health lists can be obtained via the Duty Director of Newham Primary Care Trust. This contact information can be found on the Local Authority Pocket Contact List. If it is necessary to share information with other responders, in relation to the welfare of any individuals on the vulnerable persons list, then this will be authorised.

10.0 RESILIENCE FORUMS

The Local Authorities Panel (LAP), the LAP Implementation Group and various sub groups and Task and Finish Groups co-ordinate emergency planning activities across London. The diagram below shows the borough level internal and external forums that exist to coordinate various work strands in Newham.



The Corporate Resilience and Recovery Working Group (CRRWG) is attended by the REM Team and Key Officers and is aimed at bringing together key personnel within the Council to co-ordinate emergency planning activities and building resilience from within the Council. The forums under the CRRWG meet as and when required.

11.0 STATUTORY DUTIES

11.1 CIVIL CONTINGENCIES ACT 2004

The Civil Contingencies Act 2004 was passed by Parliament in November 2004. The Act is designed to replace and update previous legislation that governed Emergency Planning and management in the UK. The Act deals with a number of issues, which include new powers to deal with terrorist incidents.

The Act imposes statutory duties upon a wide range of organisations to risk assess and plan for future emergencies. The Act also provides the Government of the time with extensive powers in an emergency, which is defined as a serious threat to human welfare, the environment or national security. The Act covers the entire of the UK's emergency responders, Local Authorities and other emergency related organisations.

11.2 OTHER LEGISLATION AND NON-STATUTORY GUIDANCE

The Council is also obligated to follow the legislation and associated regulations as listed below. A full explanation of the statutory legislation or regulation can be located within the Resilience and Emergency Management Team Guidance Notes document:

- Control of Major Accident Hazards Regulations 1999 (COMAH)
- Major Accident Control Regulations (MACR)
- Food and Environment Protection Act 1985
- Pipeline Safety Regulations 1996
- Radiation (Emergency Preparedness and Public Information) Regulations (REPPIR)
- Local Government and Housing Act 1989
- Public Health Act 1986 and Coroners Rules 1953
- Animal Health Act 2002
- Radio Substances Act 1993
- Local Government Act 2000
- Local Government Act 1972

Part Two

Emergency Planning Policies and Protocols

Summary of this section

- 1.0 Council's policy on supporting the community
- 2.0 Training structure/programme and exercises
- 3.0 Hospitality and donations
- 4.0 Service/Unit/Directorate expenditure
- 5.0 Mutual Aid
- 6.0 Incidents Affecting Property
- 7.0 Responding to incidents on private land
- 8.0 Remote working arrangements
- 9.0 Insurance
- 10.0 Employee welfare
- 11.0 Self presenting volunteers
- 12.0 Sharing of sensitive/personal information

1.0 THE COUNCIL'S POLICY ON SUPPORTING THE COMMUNITY

The responsibility for the Council to support victims in an emergency has been graded in three tiers:

1. Primary Responsibility – Those who live within the borough or who are a customer of the Council.
2. Secondary Responsibility – Those who are passing through the borough
3. Tertiary Responsibility – Those who live in other boroughs who are affected by an emergency but may be supported by mutual aid from the LBN.

2.0 TRAINING STRUCTURE/PROGRAMME

The London Borough of Newham ensures the appropriate level of client care is delivered and audited for an emergency which will require a commitment towards training and development. All emergency teams including senior management and Councillors undergo a programme of training relevant to their role prior to undertaking their role in an emergency response. For more details on specific training for the various emergency teams, please refer to the Training Programme Aims and Objectives.

The Borough Multi-Agency Emergency Planning Working Group (BMAEPWG) is chaired by the Council's REM Team and attended by Category One and Two responders at a borough level. The group maintain a joint training and exercising programme to ensure an efficient joined up approach towards delivering multi-agency training.

All training programmes identify the target audience, the aims and objectives and the frequency of training. All training is reviewed to ensure through feedback from delegates and is designed to be progressive and incorporate the lessons from emergencies and exercises.

2.1 EXERCISES

The Council participates in Pan-London Local Authority and multi-agency exercises, on a regular basis such as Exercise Safer City and Exercise Preparer. The REM Team conducts up to four internal exercises a year to test and validate the Corporate Emergency Plan and Service/Unit Emergency Plans and operational functions such as the BECC. The REM Team participates or organises multi-agency borough level exercises up to twice a year.

3.0 HOSPITALITY AND DONATIONS

Evidence has shown that major emergencies attract donations from members of the public which can be overwhelming to the local authority. Given that donations can be very supportive to the emergency response, the Council's voluntary sector may manage donations in conjunction with the BECC and Communications Service.

4.0 SERVICE/UNIT/DIRECTORATE EXPENDITURE

Each Council Service is responsible for its expenditure in response to an emergency where they may accrue costs in terms of staff overtime and resources. Should service expenditure be above an acceptable level for it to respond, then this would be referred to the Gold Control for consideration. Where the response to an emergency is the responsibility of a specific body or organisation (e.g. Newham Homes), Council services will recharge the responsible body/organisation for any reasonable extra costs i.e. generally costs they would not have incurred otherwise.

5.0 MUTUAL AID

In the event of a major emergency where the Pan-London emergency response arrangements (LLAG arrangements) have not been activated, it may be necessary for mutual aid arrangements in the North East London area to be invoked. In this regard, the host borough will make such requests to the other boroughs in the North East to which each borough will then respond directly to the host borough BECC. The Silver Manager at the host borough BECC will be responsible for decision making relating to mutual aid support.

6.0 INCIDENTS AFFECTING PROPERTY

In cases where Council managed properties have been affected, the responsible management agency, ALMO or TMO would respond. Housing Needs within LBN may also be notified to provide support. In cases where Housing in Multiple Occupation (HMO) has been affected, the registered landlord is responsible for re-housing and the HMO Team within Housing and Public Protection may be deployed if there are concerns regarding safety.

6.1 DAMAGE TO PRIVATE PROPERTIES

The Council does not have any responsibility to conduct repairs to private properties but may provide advice and assistance such as:

- Assisting the vulnerable with insurance claims
- Advising owner-occupiers of where they can get assistance for repairs and contractors
- Lobbying to insurance companies to process claims for local residents
- Contacting the voluntary sector who could provide support for example, charity furniture etc.
- Building Control may also be required to respond to assist in surveying dangerous structures.

6.2 BOARDING UP OF PROPERTIES

In the event of an incident where properties are damaged and there is a requirement to board up windows and doors, the Duty Resilience Officer or the BECC will request Newham Homes to board up the building. The Council has a responsibility to board up Council managed properties and will offer the service to commercial properties by recharging the cost to the company following the incident. Where a private property needs boarding up, the Council will offer this service on the basis that the owner/occupier agrees to pay for the cost which will be determined by Newham Homes.

In situations where a private property is vacant and the landlord is not contactable, the Council will assess the situation as to whether the property will be boarded up based on health and safety but the Council is under no obligation to board up private properties if the risk has been determined.

7.0 RESPONDING TO INCIDENTS ON PRIVATE LAND

Incidents that occur on privately owned land where there is a risk to people, the environment, or property and the Council is unable to immediately determine the land owner, the Council will respond to reduce the risk and would consider the necessary action to recovering the cost (possibly from the land owner) following the incident.

8.0 REMOTE WORKING ARRANGEMENTS

Minor incidents with little scope for it to increase in magnitude can be managed by the Duty Resilience Officer remotely i.e. from their usual place of work or at home for out of office hours emergencies. The Resilience Officers are equipped to manage an emergency from their home however, if there are power-cuts and communication failures, then the BECC may be opened. The Key Officers (Silver) and Gold Officers may also work remotely depending on the incident level. However, it is imperative that all Key Officers and Gold Officers communicate via the BECC Operations Room when working remotely.

9.0 INSURANCE

The Council's insurance will cover employees during an emergency response within or outside the borough. Volunteers on working behalf of the Council are covered by an extension to the Council's policy as long as they are working under the supervision of council officers. The same also applies to voluntary agencies although most should have their own insurance. LBN employees who are seconded to assist another borough in an emergency are covered under their insurance on the basis that it is a formal request.

If a Council employee is requested (under the local authority mutual aid agreement) to assist with the response in another borough, the *requesting* borough will be responsible for their welfare and insurance.

10.0 EMPLOYEE WELFARE

The Council has a general duty of care to its staff and volunteers involved in responding to an emergency. Emergency situations expose staff and volunteers to extraordinary circumstances and levels of stress can be increased. The BECC and Gold Command will need to ensure issues in staff/volunteer welfare, health and safety are addressed.

- All insurance claims should be submitted via the BECC or REM Team who will collate the details for presentation to Human Resources and Occupational Health as required. Resources will consequently pursue the claim.
- The Council's aim is for employees/volunteers to work no more than seven hours during an emergency response. If an emergency occurs during office hours, employees involved in the response are given the opportunity to work up to seven additional hours to their normal working day or can subtract their hours worked during their normal shift from the seven hours permitted during an emergency.
- All employees must have at least 11 hours between shifts in a 24 hour period.
- All staff/volunteers must take at least a 30 minute break every four hours.
- Employees that have completed a seven hour shift must have a minimum break period of 8 hours before resumption of duties.
- At the end of each shift, emergency managers must liaise with staff to address any staff/volunteer welfare issues.
- Following the emergency, the REM team will liaise with Human Resources to provide information to staff/volunteers, to ensure their wellbeing.
- Human Resources will make available counselling service to staff/volunteers if required.
- All field staff (LALO's, LALOSO's, and Rest Centre Staff etc) must have regard to relevant health & safety risk assessments prior to carrying out any work.
- HR may arrange talk groups or internal support networks for affected staff
- The BECC may arrange food and refreshments for all responding staff
- Identification of a safe area for staff belongings
- The REM Team in conjunction with Human Resources and Occupational Health are to arrange appropriate post-incident monitoring for those involved in the response.

11.0 SELF PRESENTING VOLUNTEERS

Evidence has shown that members of the public may offer help and support in rest centres and at the scene. In terms of health and safety and under requirements of the Criminal Records Bureau, volunteers cannot be enlisted unless they are a member of a recognised voluntary agency or have been recruited by the Council's voluntary sector or by the Council itself.

12.0 SHARING OF SENSITIVE/PERSONAL INFORMATION

Historically, the multi-agency response to emergencies has highlighted difficulties wherein information was not shared due to the fear of breaching data protection. The sharing of information with emergency responders (Category One and Two Responders) is different to sharing information with the public and the initial presumption is that information should be shared unless its release could be counterproductive or damaging.

Sharing of sensitive and/or personal information is therefore a balancing act of good risk assessment and the identification of the implications of sharing or not sharing information e.g. damage to reputation or commerce, public safety or individual rights. In addition, the need to share personal information regarding an individual should be based on the following criterion:

- Would it be unfair to the individual to disclose their personal information?
- What would the individual at risk want?
- Would it be to the benefit of the individual
- Is it in the public interest to share this information?

Part Three

Plan Activation

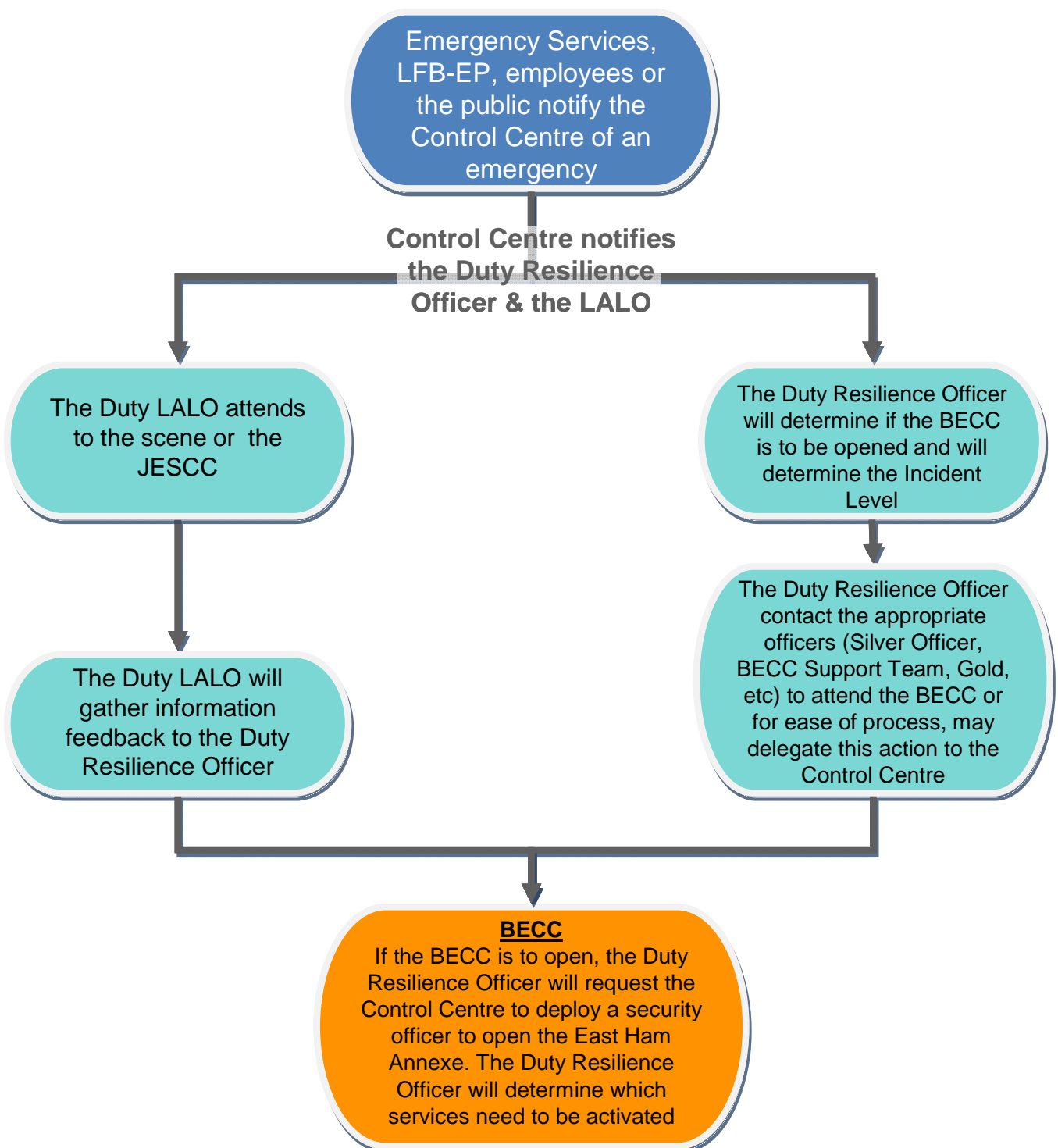
Summary of this section

- 1.0 Plan activation and notification arrangements
- 2.0 Stand down procedures and reactivation procedures
- 3.0 Borough status definitions (incident levels & triggers)
- 4.0 Declaration of a major emergency
- 5.0 Creeping crisis
- 6.0 Minimum response and activation timeframes

1.0 PLAN ACTIVATION AND NOTIFICATION ARRANGEMENTS

The members of the Public or other Category One and Two Responders may notify the Council by contacting the 24/7 Newham Control Centre who in turn, will notify the Duty Resilience Officer. The Duty Resilience Officer may call out the following emergency teams or may delegate this duty to the Control Centre so that the Duty Resilience Officer can make their way to the BECC or other work location.

External agencies retain the emergency contacts for the Council as distributed by LFB-EP in Borough Profiles document. The REM Team circulate a procedure for notifying the Council of an emergency to all partner borough level agencies.



1.1 THE COUNCIL MAY LIAISE WITH OR WORK WITH ALL OR SOME OF THE FOLLOWING AGENCIES

Met Police/Borough Commander	HPA and HPU	WRVS
LFB-EP	London City Airport	British Red Cross
Newham NHS Trust	Utilities	Salvation Army
London Fire Brigade	GOL	RSPCA
Newham PCT	TFL	St John Ambulance
London Ambulance	Foreign Embassies	Citizens Advice Bureau
Environment Agency	Excel Centre	Media
Neighbouring Boroughs	Trading Standards	The Samaritans
Other Boroughs which may be affected	Association of British Insurers	CRUSE Bereavement Care
Newham University Hospital Trust	Air Accident Investigation Branch	Faith Groups
ODA and OSD	Food Standards Agency	Newham Homes
DEFRA	Health and Safety	Government
MOD	Executive	Decontamination Service

1.2 The occurrence of one or more of the following situations may necessitate the need to deploy a LALO:

- An emergency which takes place in the Borough of Newham
- An emergency on the border of Newham
- Where the police request the a LALO to attend
- Where an emergency has occurred outside the borough but has implications for LBN.

2.0 STAND DOWN PROCEDURE

The Council's lead officer (Chief Executive if Gold has been activated or the Duty Resilience Officer if only the BECC has been activated) will continually assess the Council's position throughout the response and will set a date and time for a final hot debriefing (a debriefing immediately after the emergency response or between phases of the emergency response).

The final hot debriefing will determine whether the Council's emergency response objectives have been accomplished. If so, the lead officer may stand-down the appropriate services by telephone, email or text and, if necessary, will handover to the pre-established Recovery Working Group.

2.1 REACTIVATION PROCEDURE

Once a stand down has been initiated, all internal responding parties will be required to remain vigilant and to notify the Control Centre in the event that the emergency reoccurs. If there is an increased chance or if it is more obvious that the emergency is likely to reoccur, a duty officer (Duty Resilience Officer or Duty LALO) may be distribute their direct contact details for internal services (and in some cases, partner agencies) to notify them in the event that the emergency reoccurs to ensure a rapid reactivation.

3.0 BOROUGH STATUS DEFINITIONS (INCIDENT LEVELS AND TRIGGERS)

The Incident Levels allow the Corporate Emergency Plan to be scaled up or down to meet the demands of the emergency. The Duty Resilience Officer will determine the Incident Level upon being notified and will re view the Incident Level on a regular basis. All London Local Authorities follow the same system four phased system.

Incident Level	Newham description of the incident
Level one (Monitoring)	Day to day routine emergency dealt with under normal operating procedures without the requirement for additional resources. Contained within a ward or the borough
Level Two (Standby)	Typically a small incident contained within the borough. If occurring across a larger geographical area (for example snow), the incident would be of a low magnitude. No fatalities; potential for a small number of minor injuries. Possible small scale evacuation and some disruption to community services and infrastructure with the potential for minor damage to buildings.
Level Three (Supporting)	Larger scale co-ordination between multiple Council services. If occurring over a larger geographical area, the incident would be of a medium magnitude. Possible fatalities and potential for a number of injuries. Evacuations in place with possible overnight accommodation required. Moderate disruption to community services and infrastructure for more than a few days with moderate damage to buildings.
Level Four (Operational)	Wide range of resources required and extensive mutual aid. Potential for mass fatalities and many injured. Mass evacuations possible and extensive impact on the built environment. Extensive medium to long term personal support required for victims. Loss of key services for a prolonged period and community unable to function without significant support. Serious damage to infrastructure with long-lasting effects.

Note: Also replicated in the REM Team Guidance book, BECC Manual and Control Centre Guidance book and will need to be updated at the same time

4.0 DECLARATION OF A MAJOR EMERGENCY

It is anticipated that what is a major emergency for one agency may not be the case for another. The Chief Executive or a nominated deputy may declare a major incident for the Council.

5.0 CREEPING CRISES

- A 'creeping crisis' or 'rising tide' is an event or situation which give rise to prior warning of a likely emergency usually characterised with a slow onset.
- The Control Centre, partner agencies or members of the Borough Multi-Agency Emergency Planning Working Group will notify the REM Team of such situations or related intelligence.
- Whilst the REM Team will remain reactive, they will convene an initial meeting and liaise with the relevant Council Services to develop a response strategy as the appropriate resources are put on standby.

6.0 MINIMUM RESPONSE AND ACTIVATION TIMEFRAMES

The following table provides the minimum activation requirements based on the Minimum Standards for London (MSL) and internal activation requirement.

Time	What is to be activated/achieved
2 hours	Maximum activation time to activate the Borough Emergency Control Centre from the point of notification.
20 minutes	From the point at which the BECC is opened, all status boards in the BECC are to be filled in.
20 minutes	All status board in the BECC to be updated from point where the BECC receives information by email, phone, fax etc. during the response
20 minutes	From the point at which information is received into the BECC, any document relating to the incident to be uploaded into an document library
20 minutes	From the point at which information is received, GIS or Geo-spatial information (including map layers) to be updated on databases/GIS Maps
30-60 minutes	From the point at which a request for a LALO is made to the first point of contact with the Council (Control Centre or BECC if already activated)
3 hours	From the point at which the Council is requested to provide a LLAG Team to the LLAG Team reporting to the Strategic Coordination Centre
3 hours	Upon activating the BECC, Internal rotas are to be in place should more than one shift is required.
20 minutes	From the point at which a decision has been made to stand down to notifying all responding Council staff and contractors to stand down

Part Four

Command and Control

Summary of this section

- 1.0 Multi-Agency command and control - Introduction
- 2.0 Multi-Agency command and control - local authority lead
- 3.0 Gold Control
- 4.0 The BECC (Silver Control)
- 5.0 Bronze Control
- 6.0 Internal command and control structure
- 7.0 Handovers, briefings/debriefings & post incident reports
- 8.0 Pan-London local authority command and control

1.0 MULTI-AGENCY COMMAND AND CONTROL - INTRODUCTION

The response to a major emergency at a borough or Pan-London level will require the input from a number of agencies with the Police taking the lead control. Where an emergency affects only one borough or where cross border mutual aid is not required, the emergency may be dealt with at a borough level. Should more than one borough be affected or mutual aid is required, the 'London Local Authority Gold' (LLAG) command and control structures may be invoked to co-ordinate resources across the 33 London boroughs. With reference to the Incident Levels (levels one to four), this will dictate the level of involvement of the Council's Gold, Silver and Bronze Controls.

1.1 GOLD, SILVER AND BRONZE

The command and control structure for all emergencies will require the use of the Gold (Strategic), Silver (Tactical) and Bronze (Operational) system. All responders operate to the same system. Where there is a multi-agency Pan-London response, the Council's internal Gold, Silver and Bronze structure will be in place and there will also be a separate Pan-London Gold and Silver operating across all 33 boroughs.

- Gold – Provide strategic direction (to determine 'what')
- Silver – Co-ordinate the actions of Gold and to assign tasks (determines how)
- Bronze – to carry out the duties as set by the Silver Control and to report any information to the Silver Control (BECC)

2.0 MULTI-AGENCY COMMAND AND CONTROL - LOCAL AUTHORITY LEAD

Whilst the police or blue lights will take the lead for the majority of emergencies, on some rare occasions, the local authority may take the lead. Under these circumstances, the Council may hold Gold or Silver level multi-agency meetings/briefings to address the key issues and to implement response arrangements.

3.0 GOLD CONTROL

The Gold Control consists of the Newham Executive Board with support from the Divisional Directors. At incident levels one and two, the BECC or REM Team will keep gold informed and up to date and at levels three and four the Gold Control may be fully activated. The Duty Gold Officer will be notified of any cases of large expenditure or where multiple services are involved. The Gold Control will normally be led by the Duty Gold Officer.

The Gold Officers may use their PA's to undertake administrative duties and will have the designated authority to decide on the structure of the Gold Control. If the Gold Control has been activated, then the Duty Gold and Resilience Officers will determine which Council Services or Key Officers should attend the BECC.

Officers Title	Role
Duty Gold Officer x1-2	Usually the Chief Executive or Assistant who would attend the multi-agency Gold meetings
Decision Makers x2+	Should be a minimum of two Gold Officers whose role is to analyse information and make strategic decisions
Emergency Controller (Plan Reader) x1	The person in this role will be well versed with the emergency plans as they will measure the plan against the emergency response and ensure the Gold Team remains on track. They will ensure the BECC functions accordingly during the emergency.
Gold Link Officer x1	This person should be the on-site first point of contact for the Gold Liaison Officer who can manage Gold related messages and relay them to the remainder of the team
Logging Officer x1	This role may be assumed by an administrative officer or a PA. Their role is to log all actions, discussions and decisions. They should forward all notes electronically to the REM Team for inclusion in the final report.

3.1 REMIT OF THE GOLD CONTROL

- Maintain an overview of the incident response to determine the Council's strategic level response and allocate responsibilities to services via the BECC
- Risk assess decisions and response strategies and identify alternative options
- Horizon scan and identify the likely business interruptions.
- Identify and lead the recovery working group
- Identify resource limitations and procure additional resources where required
- Establish liaison where necessary with other responders and local authorities.
- Report to the Councillors and the Cabinet via Newham Communications Service, on the conduct, planning and resolution of the emergency.
- Assess requests for financial assistance from Council Services where expenditure is above their capacities
- Log all actions, decision and transmissions for inclusion in the final incident report

4.0 THE BECC (SILVER CONTROL)

The BECC, LALO and LALO Support Officer operate at a Silver level. The BECC assumes a pivotal role by coordinating information and actions across the Council. Two BECC facilities are available for added resilience with the primary BECC in East Ham and the Secondary at Newham Dockside. The BECC is divided into two rooms:

1. **Operations Room** - this room consists of logging and admin staff and its role is to coordinate the flow of information. It will be staffed by the REM Team and BECC Support Officers (volunteers from around the Council).
2. **Silver Room** - this room consists of Key Officers (Silver Officers) as representatives of each service area of the Council. Only Council Services involved in the emergency response need to send a Key Officer to the BECC's Silver Room. The Key Officers work together to coordinate a multi-service response, to implement the strategy as set by Gold and to give direction to their respective service areas.

During steady state or where an incident is very minor that it does not warrant the opening of the BECC (e.g. road traffic collision, minor food poisoning outbreaks, damage to a Council managed house), it will be dealt with by the appropriate Council Service.

4.1 REMIT OF THE BECC (SILVER)

- Coordinate the Council wide response to a major emergency from one location and to prevent overlaps and loopholes in the response.
- Develop the tactical response to implement the strategy as set by Gold
- Maintain close communication with Bronze and Gold Controls.
- Provide a clear assessment of the status and needs of Newham's residents and Council services.
- Collect and collate information to inform decision making processes
- Work with responding agencies and coordinate the voluntary sector response.
- Assess requests from other boroughs or the need for mutual aid
- Facilitate internal and where necessary, external communication.
- Liaise with, assess and action information from the LLAG via the LLACC
- Coordinate Bronze level activities
- Maintain a list of contacts, resources, equipment and rotas
- Maintain up to date information of the response such as, Evacuee assembly points, public and/or temporary mortuaries, press liaison point, rendezvous points, all reception centres, Joint Emergency Services Control Centre (JESCC), Marshalling area, business continuity etc.

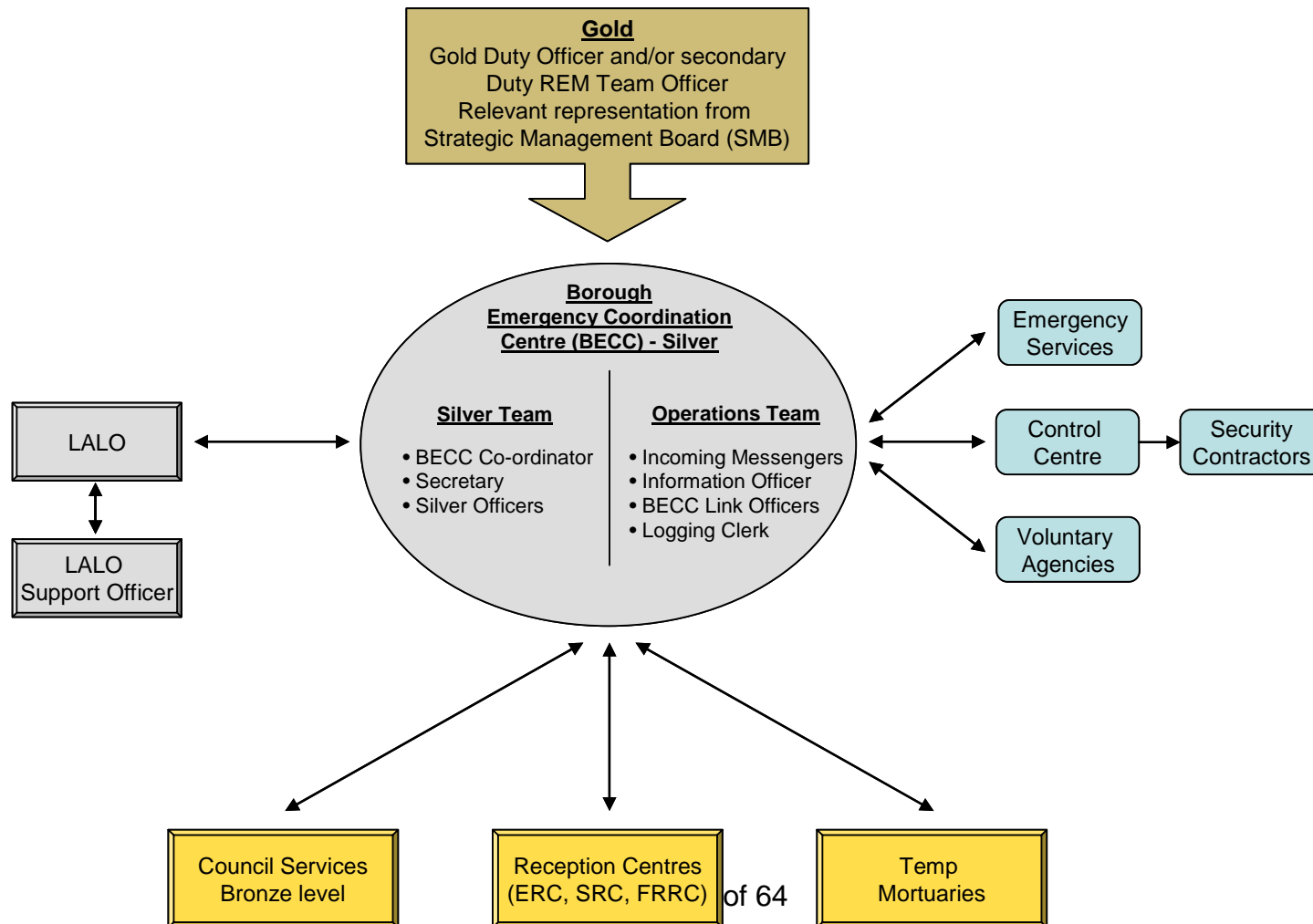
5.0 THE BRONZE CONTROL

The Bronze Control sits under the Silver Control and would typically consist of front line staff or those involved in the emergency response that would usually report up to their Key Officer. The Bronze officers would not have any decision making powers but would undertake activities as set by those at a Silver Level.

6.0 INTERNAL COMMAND AND CONTROL STRUCTURE

Introduction

The public and/or other Category One/Two Responders may notify the Council of an incident via the Control Centre. The Control Centre will notify the Duty Resilience Officer who in turn will determine the Incident Level and decide whether to open the BECC. If the incident is purely a business continuity related crisis, then the structure below would not apply and each service will establish a Bronze and Silver level command and report directly to the Gold Command. If the crisis is emergency planning related or is inclusive of business continuity related issues, then the structure below would apply.



7.0 HANDOVERS, BRIEFINGS/DEBRIEFINGS AND POST INCIDENT REPORTS:

7.1 HANDOVERS:

LBN operates a staggered handover system during an emergency response meaning that the departing team remains operational until the arriving team are comfortable to fully takeover. The following items are key to the handover discussions:

- Key points of interest
- Uncompleted and completed work
- Key milestones
- Who is involved.
- Staff rotas and administration
- Roles and responsibilities

7.2 BRIEFINGS

All staff will receive a verbal briefing before engaging in the response. The briefing will cover the similar points as above in section 5.1

7.3 DEBRIEFINGS:

Hot debriefings may take place during the emergency response or between phases of the response or immediately at the end of the response. A 'cold' debriefing may occur sometime after the incident.

LBN will conduct an internal debriefing (single agency debriefing (hot and cold)) before attending or arranging a multi-agency debriefing (hot or cold).

The Duty Resilience Officer or Duty Gold Officer may lead a debriefing. It may commence with an introduction and overview and should enable each participant to give an explanation of the following information:

- What they did, why and when
- What went well
- What should remain the same
- What should be changed

7.4 POST INCIDENT REPORTS

It is essential to capture the lessons from an emergency response and address them through future planning and training. The REM Team will conduct research and collate information in order to develop a 'Post Incident Report'. With large emergencies, it may be necessary for an interim report to be produced immediately after the emergency response followed by a comprehensive report further down the line or following the recovery operation. Plans, training and briefing programmes will be revised to address the lessons from an emergency and this would be further reinforced through exercises. Annual reports will compare how lessons have been addressed from the Post Incident Report and subsequent exercises used to retest the plans. Other Council Services may also get involved in the scrutiny of the Council's response to an emergency.

8.0 PAN-LONDON LOCAL AUTHORITY COMMAND AND CONTROL

The Police would notify LFB-EP to notify the Duty London Local Authority Gold (LLAG) Chief Executive of a major incident. If the LLAG decides to activate the Pan-London arrangements, the LLACC will be activated to coordinate the 33 borough response. If the incident has occurred in the borough of the Duty Chief Executive, then a Shadow Duty Chief Executive would respond.

8.1 THE LLAG

Upon the LLAG being activated, the duty Chief Executive will be requested to attend the SCC currently based in Hendon, to represent all London Local Authorities on the SCG. If the incident occurs within the respective area of the duty Chief Executive, a shadow duty Chief Executive will be called and the primary duty Chief Executive will remain within his/her BECC or Borough Gold.

The purpose of LLAG is to represent all London Local Authorities in agreeing a London-wide strategy and to ensure appropriate interface with the Government and COBR (if necessary). A Gold Support Team from the same borough will accompany the duty Chief Executive (exempt when it is the shadow Chief Executive).

8.1.1 THE ROLE OF THE LLAG IS:

- Participate in the SCG
- Formulate Local Authority Strategy
- Highlight work streams of the Recovery Working Group (RWG)
- Manage the Local Authority Strategy and communication to the SCG and London Local Authorities

8.1.2 RESPONSIBILITIES INCLUDE:

- Advise the emergency services on LA issues and capabilities
- Make strategic resource allocation decisions
- Liaise with the recovery management cell
- Compile and disseminate information for LA's
- Provide direction for Gold Support Team and the LLACC

8.2 THE GOLD SUPPORT TEAM

A support team of four officers from the borough is required to be on call alongside the duty Chief Executive. During an incident, this team (also called a LLAG Cell) will be based in a cell with other cells at the SCC and would be communicating with the Chief Executive. If the Chief Executive is on the shadow rota, the Support Team is not required.

8.2.1 THE SUPPORT TEAM ROLE INCLUDES:

- Deputy LLAG
 - To assist LLAG in the strategic decision-making process
 - Represent LLAG at sub-meetings within the SCC (excluding the Gold Group meetings) where appropriate
- LLAG Information Officer
 - Ensure information flow within Gold Cell is working effectively
 - Ensure information coming into the cell is raised to the LLAG/Deputy LLAG as appropriate
 - Subject matter expert with a good sound knowledge of Pan-London emergency plans and current emergency planning issues.
- LLAG Link Officer
 - Provide the conduit for service and information requests between the LLAG and LLACC
 - Direct point of contact between the Gold Cell and the LLACC
- LLAG Admin Officer
 - To provide administrative support to the LLAG and the Support Team

N.B. Details of the support team staff is located in the Contacts and Rotas document.

8.3 RESPONSIBILITIES OF THE LLAG CELL INCLUDE

- Communication with the LLACC
- Liaison with other Cells
- Gathering and assimilating information
- Managing the information flow between the duty Chief Executive and the LLACC
- Providing general support to the LLAG when required

8.4 THE LLACC

The LLACC (staffed by LFB-EP) will assume a co-ordination role, acting as a conduit between the LLAG and the local BECC's. The LLACC will maintain contact with the 33 boroughs and LA Gold to process information, convey strategic priorities and co-ordinate the incident response. The LLACC supplies a mass messaging facility to activate all London 33 BECC's. It aims to:

- Provide the Gold Support Team with a clear assessment and status and needs of London LA's
- Co-ordinate functions and requests from LA Gold
- Inform Gold of strategic issues (via the Gold Support Team)
- Compile SitReps
- Co-ordinate Local Authority resources
- Arrange the on-going staffing of the LLACC, LLAG and Gold Support Team.

Part Five

LBN Response Arrangements

Summary of this section

- 1.0 The response – Introduction (aim, objectives, achieving the objectives, incidents within the Councils remit)
- 2.0 Scene management
- 3.0 LBN's emergency response capabilities (i.e. reception centres, resources)
- 4.0 Other response arrangements (media management, evacuations and transport)
- 5.0 Recovery

1.0 THE RESPONSE - INTRODUCTION

1.1 THE AIM OF THE COUNCILS RESPONSE

The aim of this plan is to provide generic guidance and a flexible framework to ensure the Council is prepared and has sufficient capabilities to alleviate the impact of the incident affecting the community and environment and to enable restoration to a new state of normality.

1.2 THE OBJECTIVES OF THE COUNCILS RESPONSE ARE TO:

- Provide a combined humanitarian response to the community
- Utilize Council resources to provide expert advice in specific areas
- As far as possible, maintain Council services to the community
- Return the community, environment and infrastructure to a state of normality within an acceptable timeframe
- Comply with the Councils statutory obligations across the board
- Ensure the safety of the community and allay any panic
- Deploy resources to facilitate the response and reduce the risk to the community

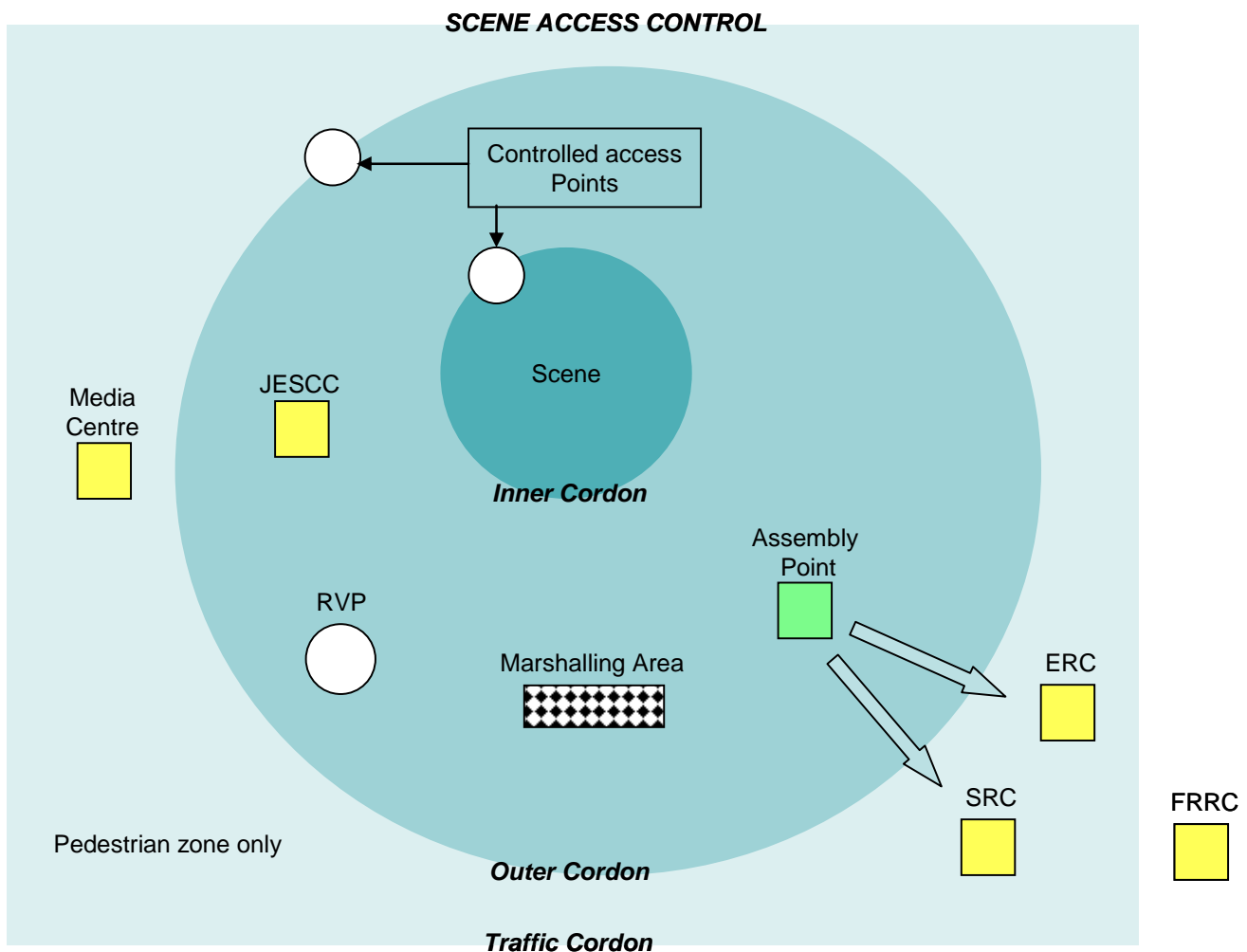
1.3 HOW WILL THE COUNCIL ACHIEVE ITS AIMS AND OBJECTIVES

- Provision of a 24/7 emergency response service
- Provision of temporary accommodation as required i.e. Emergency Rest Centres, Family and Friends Reception Centres, and identify Survivor Reception Centres
- Mobilise staff to carry out duties as requested by the emergency services and to initiate the Borough Emergency Control Centre (BECC)
- Co-ordinate, collate and manage the flow of information
- Assist those whose first language is not English
- Provide a point of contact for the local community by establishing information centres, call centres or by providing leaflet drops.
- Media management and providing messages of reassurance
- Assist in responding to evacuations under the guidance of the police:
 - Warning and informing the public i.e. what to do and where to go
 - Identify evacuation assembly points
 - Supporting the physical needs of evacuees
 - Implement shelter, accommodation and logistical arrangements
- Provision of social and welfare arrangements displaced, particularly, the elderly, children and those with disabilities or those suffering from trauma
- Assistance with structural engineering related matters.
- Initiate a Recovery Working Group to facilitate recovery and restoration to a new normality including cleaning of the affected area and assume a leading role in supporting community recovery
- Financing the emergency & dealing with insurance enquiries
- Safety of highways and dealing with road closures and traffic diversions
- Dealing with health hazards and environmental problems
- Assisting the police with body holding areas and temporary mortuaries

1.4 THE COUNCIL MAY RESPOND TO ANY OF THE FOLLOWING INCIDENTS

- Flooding, i.e. surface runoff, fluvial, drainage
- Severe Weather warnings
- Evacuations
- Major transport related incidents
- Infectious outbreaks i.e. epidemics and pandemics
- Natural Disasters (wind/rain/land movement)
- Severe or prolonged utilities failure i.e. gas/electricity/water, telecommunications
- Chemical, Biological, Radiological or Nuclear (CBRN) disasters
- Fires or explosions (Commercial building, industrial building or pipelines)
- The displacement of people e.g. evacuations, etc.
- Any major incident that may pose a threat to life, property or the environment

2.0 SCENE MANAGEMENT



3.0 LBN EMERGENCY RESPONSE CAPABILITIES

3.1 COMMUNICATIONS MEANS HIERARCHY IN AN EMERGENCY

Communications equipment, both equipment and processes, play a key role in the management of the emergency and good communication is at the heart of an effective emergency response. The Council has the following communication facilities to orchestrate its emergency response.

Communications Facility	Purpose
Landline (BT)	General verbal communication within the BECC. The Control Centre is equipped with dedicated emergency service contact numbers and each BECC is equipped with several DDI Landlines. The Contact Centre may use Landlines to enable communication with the public or for notification/activation purposes.
Mobiles (Orange)	The REM Team, LALO's and Silver Team have mobile phones for use on or off-site
Email	Not to be used for initial notification but for rapid sharing of information once an emergency response is underway
Airwave Radio x10	To be used to gather data from the Control Centre and can be used as a backup
Mass Text Messaging	For rapid notification of each emergency teams which can be operated by members of the REM Team on a secure website.
Fax	For transmitting SitReps and other information should the email system fail
Satellite Phone	For use as backup facilities should the telephone and mobile networks fail. This phone is limited in its use as it needs to be in 'line of sight' with orbiting satellites. The Satellite phone is portable and can therefore be taken to the scene.

3.2 RECEPTION CENTRES

3.2.1 EMERGENCY REST CENTRE (ERC)

If an emergency incident results in the evacuation of a residential area, the Local Authority may be called upon to open an Emergency Rest Centre, sometimes referred to as a Reception Centre. Here, evacuees are provided temporary shelter, warmth, food, information and overnight accommodation for as long as is necessary.

3.2.2 SURVIVOR RECEPTION CENTRE (SRC)

If an incident occurs that involves a number of survivors in need of temporary recuperation and assistance, the Police may request support from the Local Authority in opening a Survivor Reception Centre (SRC). An SRC is a secure area where survivors of an emergency incident, such as a bus crash or train derailment, can be taken for short-term shelter and refreshment as the Police conduct interviews and help to reunite survivors with their loved ones. Although the Police are the lead agency involved, the Local Authority can identify a building for use and provides the standard welfare services that appear in an ordinary Rest Centre.

3.2.3 FRIENDS AND RELATIVES RECEPTION CENTRE (FRRC)

When an incident is large, it is possible that the friends and family of those impacted may attend the scene in attempt to gain information on the safety of their loved one. In this instance, the Police may request to open a Friends and Family Reception Centre (FFRC) in order to assist in sharing information with concerned parties, interviewing family, and reuniting survivors with their loved ones. As with the Survivor Reception Centre, the Local Authority is able to identify a building for use and provide standard Rest Centre welfare services such as social care activities, refreshments etc.

3.2.4 HUMANITARIAN ASSISTANCE CENTRE (HAC)

A Humanitarian Assistance Centre is a sophisticated centre that is established after an incident to provide medium- to long-term support to anyone who has been affected. A HAC can serve anyone who has been affected, directly or indirectly, by an emergency incident. The HAC is established and managed by a multi-agency team from across all of London.

3.3 LOCAL AUTHORITY CONTROL VEHICLE (LACV)

The LACV is a Council owned vehicle which is equipped with stationary, communications equipment, hard copy documents and basic. The vehicle may also be used as a pool car for the REM Team and other services may use it under the condition that it is given priority for emergency use and that all users must sign it out/in. It can be transported to the scene of an emergency to be used as a:

- Mobile command centre
- Safe office space for Council field staff
- Meeting point for Council staff or to act as the JESCC if required
- Staff respite and shelter
- For transport of equipment or to transport emergency staff to a specific location or,
- For general use as a pool vehicle in connection with resilience activities.

3.4 WATER RETAINER ARRANGEMENTS

Highways, Transport and Parking maintain a pallet of bottled water on behalf of the Resilience Service. The water may be used for incidents affecting Council managed properties to which recharging will be directed to the appropriate service area. A water shortage within a non-LBN managed property (e.g. private care homes or sheltered housing or a private residential block) is not the responsibility of the Council. However the Council may provide water on the proviso that the building owner/landlord reimburse the Council for any water provided. Water shortages due to a problem with Thames Water (i.e. mains pipe burst) or water shortages affecting a large residential area becomes the responsibility of Thames Water.

3.5 LIGHTING EQUIPMENT

Ten industrial powered rechargeable torches are stored between the Council's two BECC (five at Newham Dockside and five at the East Ham Annexe). The Resilience service also has five single head and 1 double head rechargeable flood lights located in the Resilience Container at the Folkestone Road Depot

3.6 EMERGENCY CONTAINER

The Emergency Container based at the Folkestone Road Depot (East Ham) contains resources such as:

- Clothes (men, women and children)
- Bedding (including accessories)
- Limited supply of cooking equipment
- Foil and woollen blankets
- Toiletry packs

The REM Team maintain a comprehensive list of equipment stored in the container. In an emergency, the BECC or the Duty Resilience Officer may organise deployment of equipment from the container via Passenger Transport services or via the LALO Support Officer. The container is secured with a padlock and access keys are available in the primary BECC or from the Control Centre.

3.7 CATERING PROVISION

The Council will endeavour to utilise its arrangements to provide refreshments to those in need during a major emergency. The refreshments provided will depend on the type, scale and duration of the emergency. When required, the BECC may utilise one or more of the following options

- Newham Catering and Cleaning Services (NC&CS) - have access to three kitchens and contracts with suppliers to provide additional food if required.
- Or deploy the LALO Support Officer to transport the "self heating meal boxes" to the appropriate location.
- City Net Catering (Caterers to London City Airport)

When contacted, NC&CS and City Net will require details of:

- Full and detailed information regarding numbers to be catered for
- Any specific dietary needs
- Duration of evacuation/incident
- Hot or cold food and if beverages are required.

N.B. Contact details can be found in Annex 2

4.0 OTHER RESPONSE ARRANGEMENTS

4.1 MEDIA AND INFORMATION

Any emergency has the potential to generate a huge amount of media interest been it local, regional, national or international from radio, television, or the press. The media have a key role in providing information to the public and can offer messages of reassurance which may reduce the quantity of public enquiries to the Council.

The Police will have overall primacy for media management during the response phase, although the Council and other responders will integrate their media response with the police. Any emergency that is likely to give rise to media interest or public disquiet should involve the Corporate Communications team. During the transition from the response to recovery the police are likely to handover media management responsibilities to the Council. In this regard, the Corporate Communications team will need to participate in the Recovery Working Group and will liaise with the public during the recovery phase.

With small emergencies or emergencies where the Council is the lead agency, the Council should ensure a combined media management approach with a central point for co-ordinating multi-agency media injects. Media management should be treated as an individual feature of the response particularly as intermediaries in the public information process. The decision to activate a media centre will be taken at Gold (of the relevant lead agency) as early as possible, and its location and type of media centre will be dictated by the nature and magnitude of the emergency. The acquisition of information by the BECC will be collated and passed to the Council's Corporate Communications Team to assist them in providing information to the media.

4.1.1 MEDIA MONITORING

Ongoing media monitoring will be required throughout the duration of the response and recovery phase to collate a full picture of the emergency as it develops, feed back information to the BECC, aid the preparation of media statements and to identify negative and incorrect information that may necessitate an immediate response.

Sources to monitor may include:

- Newspapers
- News websites
- Websites of public and professional bodies
- Press conferences
- Teletext/Ceefax services
- Television and radio (BBC, ITV, Channel Four News, Sky News, CCN etc.)

Further information and operational requirements can be found in the Media Emergency Plan

4.1.2 INFORMATION TO THE PUBLIC

The Police will assume the lead role for determining communication with the public and will work in partnership with the local authority as they have resources to communicate with the local community. Within the Council, the Corporate Communications team will take lead role in establishing communication with the public.

The Council may provide a call centre or help line to provide advice, information, guidance on what to do, or signpost callers to other support agencies such as the voluntary sector.

The Council may also deploy vehicles or mobile libraries into the community to provide verbal advice and information. In addition, local libraries and schools may also be used as a one stop drop-in centre. A plethora of information is also available on government websites such as Direct Gov which can provide practical information to victims on a major incident. A list of public websites can be found at Annex 3.

4.2 TRANSPORTATION

Passenger Transport Services have a fleet of buses, minibuses and wheelchair friendly vehicles which may be utilised in response to a request from the emergency services or in transporting victims away from the scene of an emergency or a designated Emergency Rest Centre. A maximum capacity of their transit vehicles is 22 and they are limited by the amount of drivers available. A request for the use of emergency transport or the decision to mobilise vehicle would be at the BECC. The BECC would then contact the Passenger Transport Managers who would then activate the Passenger Transport Service Emergency Plan in order to deploy transport resources.

4.3 EVACUATIONS

The decision to evacuate is the responsibility of the emergency services (blue lights). Evacuations are conducted as a last resort in circumstances where it would endanger an individual for them to reside within their property. Experience has shown that people should not be evacuated further than necessary. The local authorities may assist by providing shelter and logistics but would not make the decision to evacuate. The BECC will assume overall primacy in determining the type and location of a rest centre for the purposes of an evacuation.

Some emergencies do not require an emergency services response but may require a response from the local authority e.g. a health and safety concern regarding a large Council managed residential block. Under these circumstances, the local authority does not have the powers to evacuate but may provide a rest centre/holding centre should people choose to self evacuate.

In brief, communities are happier and more content to be temporarily accommodated with people they know in a location familiar to them. On some occasions, where there is an immediate evacuation, the police may identify a location close to the evacuation area they feel is suitable and request the Council to arrange for the premises to be opened, staffed and set to receive and care for those evacuated or displaced.

When determining temporary accommodation (e.g. a rest centre), please refer to the Emergency Rest Centre Plan.

5.0 RECOVERY

The Recovery Working Group will be identified in the initial stages of the emergency but will usually consist of the Duty Resilience Officer, key officers and various other stakeholders included in the recovery. It is likely that partner agencies may also be involved either directly with the Council's Recovery Working Group or as a multi-agency Recovery Working Group. If a Recovery Working Group is required, it will collaborate with the BECC throughout the emergency. The first meeting of the Recovery Working Group will take place prior to the Recovery phase to ensure recovery arrangements are imbedded in advance. A hot debriefing will take place immediately after the response phase wherein members of the Recovery Working Group or the Recovery Manager will attend. The key areas to be covered in the recovery are:

- Rebuilding the community
- Developing strategic issues that address the authorities arrangements
- Managing the financial implications
- Managing resources
- Responding to community welfare needs
- Liaise with stakeholders i.e. partner agencies, contractors, public, Members, faith groups, schools and the voluntary sector

The key issues for consideration for the Recovery Working Group may include:

Social impacts	<p>Disruption to daily life</p> <p>Disruption to utilities</p> <p>Public displacement and disorder</p> <p>VIP visits</p> <p>Material aid</p> <p>Up to date information to the community</p> <p>Memorials, emergency appeals and floral tributes</p>
Environmental impacts	<p>Waste and pollution</p> <p>Clear-up of debris</p> <p>Natural resources that the community relies on</p> <p>The built environment</p> <p>Bio-diversity and eco-systems</p>
Economic impacts	<p>Business continuity advice to local businesses</p> <p>Advice and resources to individuals</p> <p>Insurance claims - the Council may act on behalf claimants to facilitate claims</p> <p>Restoring infrastructure</p> <p>Initiate a disaster fund in conjunction with Crime and ASB</p>
Other considerations	<p>The health and safety and welfare of staff</p> <p>Legal and enforcement issues</p> <p>Specialist skills and advice i.e. decontamination, disposal of hazardous waste etc.</p>

5.1 RECOVERY WORKING GROUP

The main tasks of the Recovery Working Group will include:

- Identify partner agencies to be involved and liaise with multi-agency recovery groups
- The Recovery Working Group will ensure involvement of Members, community leaders, faith groups and other interested parties
- Develop a communications strategy and organise public meetings
- Initiate an appeals fund with support from Crime & ASB and the voluntary sector
- Creation of suitable memorials
- Establish HAC if required and initiate public help lines
- Identify the longer-term needs of victims including medium to long-term accommodation
- Co-ordinate offers of help and mutual aid from partner agencies
- Managing the impact of key milestones such as anniversaries
- Consult on redevelopment or restoration of an affected area
- Liaise with the health authorities to manage public health issues
- Identify the clean-up measures and instigate the clean-up operation and appropriate management of dangerous structures
- Provision of Business Continuity advice and information to local businesses
- Conduct community impact assessments
- Manage the impact of public enquiries and resultant interest provoked
- Manage financial requirements for the recovery

5.2 RECOVERY MANAGER

The Recovery Manager will be responsible for leading the Recovery Working Group that will deal with the restoration to normality

- Analyse the incident and determine who should sit on the Recovery Working Group.
- Assigns tasks and responsibilities to the Recovery Working Group.
- Establish liaison with Corporate Communications.
- Liaise with partner agencies to establish roles and responsibilities.
- Working with the BECC during the response phase to ensure that all issues are collated and considered ready for the Recovery Working Group.
- Implement a programme of recovery with key milestones and reporting feedback procedures for all participants.
- Ensure all factors are considered i.e. restoration of the environment, local economy, victims, staff, businesses and essential services.
- Consider the need for a Humanitarian Assistance Centre and support services to the community.
- Represent the Council at multi-agency Recovery Working Groups and co-ordinate the Councils recovery work in line with the multi-agency strategy.
- Prepare regular briefings on recovery work for the Gold/Silver Teams, Members and Corporate Communications.
- Participate in debriefings and assist in the gathering of learning information to incorporate into plans and procedures.

5.3 THE MAYOR AND MEMBERS (COUNCILLORS) INVOLVEMENT DURING THE RECOVERY

The main functions of the Mayor and Members during the recovery PHASE will include

- Being a key source of strength, inspiration and leadership for the local community in the return to normality.
- Ensuring proper administration of funds from any Disaster Appeal
- Meeting MP's in applying for Government aid under Bellwin rules
- Meeting MEP's in lobbying for European aid under humanitarian assistance criteria
- Lobbying to insurance associations on behalf of local residents
- Participating in community self-help groups set up to support recovery from the emergency
- Attending debriefings where invited
- Assisting in appeals and memorials
- Promoting/representing the Council and its residents
- Attending any Memorial/Remembrance Services

5.4 VIP VISITS AND VISITS TO THE SCENE

In the early stages of the response, the Police will normally co-ordinate VIP visits to the scene and to the victims with involvement from the Council with the dignitaries accompanied by the Mayor/Chief Executive. Following the transition from response to recovery, the Local Authority may take on this role.

5.5 CRIMINAL/PRIVATE PROCEEDINGS AND PUBLIC INQUIRIES

Following any major emergency, there may be a criminal or private proceeding and in some cases, a public inquiry. If there have been fatalities, there will be a Coroners Inquest. For this reason, all personnel working on behalf of or for the Council are required to keep accurate and timely record logs. Template record logs can be located in the BECC boxes/cupboard or electronically on the Server under the folder "A Emergency Teams"

5.6 VISITS TO THE SCENE BY THE BEREAVED & SURVIVORS

Following a major emergency, as part of the grieving process, the families and relatives may wish to visit the location of where their loved ones had died. Certain faith groups should also be consulted who may wish to provide a brief ceremony at the site. The Council and partner agencies will assist to ensure arrangements are in place to facilitate site visits.

Survivors may also wish to visit the scene and whilst this is an essential part of their individual recovery, this should not take place during visitations from the bereaved.

5.7 FLORAL TRIBUTES

The Council recognises that those affected by the emergency may wish to place flowers close to the scene where fatalities have occurred and that this is important to the recovery phase within the community. The positioning of these offerings may impact on traffic (i.e. cars parking) verges, paths and public highways and so careful consideration must be given to the location to ensure an effective yet sympathetic approach.

The Recovery Working Group, the BECC and Cleansing Waste & Recycling/Highways will put in place arrangements to ensure highway passages are not inhibited and to identify a suitable location close to the scene that has a minimum impact on the response. Cleansing Waste & Recycling will make regular checks to ensure the site is kept tidy. At a later date, the Recovery Working Group will consult with the public and responding agencies in terms of moving to a state of normality which may include removing the floral area to give rise for a permanent memorial.

5.8 ANNIVERSARIES

Anniversaries including memorials and commemorating anniversaries are essential to the long term recovery and should be at the behest of, and arranged in consultation of the survivors and friends and relatives. In most cases, the significance of such events is likely to increase over time instead of decreasing.

5.9 THE BELLWIN SCHEME

The Bellwin Scheme is governed by the Department of Communities and Local Government (DCLG) with a view to providing emergency finance to local authorities responding to an emergency. The scheme may be activated in the event of a major emergency to cause destruction of or danger to life or property. Ministers are empowered by Section 155 of the Local Government and Housing Act 1989 to decide whether or not to activate the scheme. It should be taken into consideration that only certain emergencies qualify for the release of funding from the DCLG when responding to an emergency.

The method of which the Bellwin Scheme operates is to compensate local authorities based on their annual turn over. The Council must have spent 0.2% of its annual turnover to qualify for the scheme for activities relating to the emergency which is deemed as eligible for a grant. The Council must consider the following:

- The Council must report an eligible incident within one month
- All expenditures must be recorded on the appropriate documentation for submission to DCLG
- The Council must complete all works within two months in respect of which it intends to claim.
- The Council must submit a claim form within three months and must be signed by the Chief Financial Officer.

N.B. Each Council service is required to accurately record their expenditure and submit this to the BECC for collation and submission to Gold.

Part Six

Roles and Responsibilities

Summary of this section

- 1.0 Roles and Responsibilities of the Emergency Teams
- 2.0 Other duties to be carried out by the Emergency Teams
- 3.0 Role of Councillors
- 4.0 Roles and Responsibilities of Council Services
- 5.0 Roles and Responsibilities of other Responders
 - Category One Responders
 - Category Two Responders

1.0 ROLES AND RESPONSIBILITIES OF THE EMERGENCY TEAMS

This section provides information on the roles and responsibilities of specific teams that are only utilised for the purposes of an emergency response. Some of these teams are likely to have a separate role in their day to day capacity.

1.1 RESILIENCE AND EMERGENCY MANAGEMENT (REM) TEAM

- Gather information and brief the Silver/Gold Officers and provide advice to the Chief Executive
- Provide advice and guidance to the Chief Executive and/or Duty Gold Officer
- Open lines of communication
- Activate the BECC, allocate roles and oversee the general operations of the BECC as the 'BECC Co-ordinator'
- Sourcing/activating and managing resources
- Ensure that the emergency arrangements and plans are followed by performing the role of the 'Plan Reader'
- Produce SitReps for internal and external distribution
- Provide ongoing support and liaison to the LALO's
- Ensure all necessary services and emergency teams have been activated and provide advice where necessary.
- Facilitate the flow of information by keeping records, logging actions, and liaising between the various internal services/units/directorates and Gold/Silver/Bronze.
- Arrange rotas, monitor staff working hours and advise on H&S issues
- Monitor and evaluate the emergency response by gathering information for inclusion in the Post Incident Report.
- The Duty Resilience Officer at the time of the incident will be responsible for organising debriefings (hot and cold) and producing post incident reports.

*This information is also replicated in the REM Guidance Document

1.2 BECC SUPPORT OFFICERS

The BECC Support Officers will be located in the BECC Operations room and have a vital role in facilitating the BECC activities in an administrative capacity. They would typically assume the roles of the Incoming Messengers, Logging Clerk, Information Officer and the BECC Link Officer (only required if the LLACC is activated).

- Note/minute taking
- Logging activities
- Transmitting or relaying messages
- Provide a conduit for information requests
- Gathering and assimilating information
- Transcribing scripts
- Arranging information into chronological order
- Completing or organising Silver Logs

1.3 LOCAL AUTHORITY LIAISON OFFICERS (LALO'S)

The LALO will attend the scene in a Silver liaison capacity to link with the Emergency Services as the Council's point of contact and ensures that the appropriate council services are mobilised. The purpose is for the LALO to act as the Council's 'eyes and ears' whilst making Silver level decisions. If the incident is likely to be protracted, the BECC will implement a shift system of LALO Officers to ensure a continued local authority presence. LALO's should be present even if their support is not required in case circumstances change.

- Act as the single point of contact at the scene for the Council and liaise with the JESCC and manage expectations upon the Council and to stipulate the Council's capabilities
- Co-ordinate actions of Council staff and our contractors on site
- Anticipate and manage requests for LA information and advice or assistance
- Consider logistical arrangements and make requests to the BECC
- Gather and analyse information, determine the options and plan how actions would be implemented and communicate this to the BECC
- Analyse the information available at the scene to determine which Council services should be involved and inform the BECC
- In consultation with the Emergency Services Incident Officer(s), establish a rendezvous point (RVP) for incoming Council services and personnel, ensuring that incoming personnel are properly briefed and equipped before deployment.
- Determine the expectation of the emergency services on the Council and advise them of what we can/cannot do.
- Maintain a log or delegate logging activities to the LALO Support Officer
- Determine what equipment/resources the Council should provide and consider transport requirements and report this to the BECC. Any decision to spend large amounts of money is to be referred to the BECC.
- Determine the impact on people, environment, buildings and local economy
- Evaluate the Council's response and its effectiveness and its impact
- Direct any media inquires to the Joint Media Centre on site (usually operated by the Fire Brigade). All council responses to the media must be given via the Council's Corporate Communications Team via the BECC

1.4 LALO SUPPORT OFFICERS (LALOSO)

In an emergency situation the responding LALO officer may need assistance which may include delivering letters, collecting supplies, passing information to/from evacuees and so on.

- In an emergency situation the responding LALO may need assistance from the LALO Support Officer which may include delivering letters, collecting supplies, passing information to/from evacuees, delivery of essential equipment/food/resources, door knocking, etc.
- To transport various communications equipment from storage to the LALO or other location.
- To relay messages at the request of the LALO and to operate various communications equipment.
- Provide transport support by accompanying drivers when requested during an evacuation to provide support and advice to the evacuees.
- The LALOSO may be requested to meet evacuees at an RVP, train station or other location to assist with marshalling activities or to point them in the right direction e.g. onto a coach.
- Should the need arise volunteers from the list would be telephoned and requested to attend the site of an emergency. This will not be a formal rota and there will not be a requirement to attend - if an officer is not available then the next person on the list will be called.
- Maintain LALO Silver Log and take notes as directed by the LALO.
- Maintain a decision log/impact assessment for the LALO.
- Procure, follow up and monitor resources as requested by LALO.
- Upon request, attend one of the three designated RVP's in the Borough to meet staff, provide a briefing and direct staff to their location of work.
- Obtain the Crisis Purchase Card (emergency card to provided by retailers to enable crisis purchasing during an incident) from the BECC (for crisis purchasing from food retailers) and liaise with the store managers to obtain food and other resources as required.

Note: Also replicated in the LALOSO Role Overview Document and the LALOSO Guidance Document

1.5 SCIENTIFIC AND TECHNICAL ADVICE CELL (STAC)

The STAC is likely to be located at the Strategic Co-ordination Centre (SCC) and staffed by Environmental Health Managers from a given local authority. If convened, the LLACC will canvass boroughs to obtain the Environmental Health Manager(s) and the BECC will confirm their availability and release to the STAC. Their role is to:

- Investigate infectious disease outbreaks working to HPA Consultants in Health Protection and involvement with some animal disease e.g. Rabies.
- Represent the local authorities and inform the STAC on local arrangements
- The EHO/ EHP would have knowledge of local meteorology (from awareness of pollution), food premises (including food factories), other commercial premises, historical contaminated land issues and knowledge of waste or other sites
- Some EHO/ EHP's will also be designated officers of the Food Standards Agency under the Food and Environmental Protection Act
- Act as a channel to the local authority to obtain information and assistance on environmental health as the STAC required
- Provide input into the advice provided by the STAC to the public, community leaders (such as Councillors) and members of the responding workforce
- Liaise with the Government Decontamination Service, (local authorities would normally lead on decontamination on the advice of the GDS)
- An EHO/ EHP tasked with attendance at a STAC would have investigative skills, experience of communication with a wide audience, project management skills and familiarity with risk assessment in a variety of settings

2.0 OTHER DUTIES TO BE CARRIED OUT BY THE EMERGENCY TEAMS

2.1 FORWARD LOADING MARSHAL

LALO Support Officers, Adults Culture and Community/Children and Young Persons Service, Newham Homes may undertake this role to assist evacuees in transition from the Evacuation Assembly Point and the Emergency Rest Centre:

- Whilst the LALO will gather details of those to be evacuated and their transport arrangements, the LALOSO may escort evacuees to the designated Emergency Rest Centre.
- Find out the location of the evacuee assembly point.
- Establish liaison with the transport provider and relay messages to the LALO
- Identify evacuee numbers, vulnerable people, those with minor first aid requirements, and number of pets.

- Arrange evacuees so that families are kept together, facilities are provided for the disabled and the general needs of the evacuees are catered for upon transportation to the Emergency Rest Centre by foot or by vehicle.
- Travel with the evacuees and provide advice and reassurance. Inform them of what to expect upon arrival at the Emergency Rest Centre and where they can obtain further information.
- Liaise with other agencies to carry out prioritisation of evacuees who are to be evacuated to Emergency Rest Centres or who need travel to other destinations.
- Maintain headcount figures, vehicle departure time, destinations and other relevant information for onward notification to the LALO or BECC.
- Inform the LALO/BECC of when the evacuees have been evacuated and estimated time of arrival at the Emergency Rest Centre together with details of the evacuees i.e. numbers and vulnerabilities.
- Keep a comprehensive record of events/actions.
- Participate in briefings and debriefings

3.0 ROLE OF THE MAYOR AND COUNCILLORS

Emergencies at level one do not need to be reported to members. Corporate Communications will obtain information from the BECC to pass to members should the incident be between Incident Levels one and two. Cabinet Members with a portfolio for emergency planning and/or service areas affected or utilised during the emergency (e.g. Cabinet Members for Children, Cleansing Waste & Recycling etc.) and Members whose ward is affected will be given more detailed information regarding the incident. It is important that Members represent their community and report issues to the Gold Control but must not devise the response strategy and ensure that officers are not distracted while handling the emergency.

The role of members during the emergency:

- Responsibility for notifying the Council of an incident within the borough via the appropriate channels of communication.
- Supporting officers and constituents in providing specialised knowledge of the area
- Visiting constituents and assisting relatives (from overseas/across the UK)
- Providing information to the media in consultation with Corporate Communications

4.0 ROLES AND RESPONSIBILITIES OF COUNCIL SERVICES

Service	Area of responsibility
Adults Services	<ul style="list-style-type: none"> ▪ Social services & psychosocial support. Welfare and financial needs. ▪ Obtain information regarding vulnerable persons via the Welfare on Call Officer (WOC).
Community and Leisure	<ul style="list-style-type: none"> ▪ Provision of buildings for rest or reception centres or media centres. ▪ Provision of staff and volunteers to assist with the emergency response.
Community & Customer Services	<ul style="list-style-type: none"> ▪ Provision of the following services <ul style="list-style-type: none"> - Contact Centre - for managing public telephone calls - Local Service Centres - face to face customer services and signposting - Newham Libraries - face to face customer services and signposting - Homes Rounds Vehicles - can be deployed into the community to provide advice and information ▪ During an emergency where the Contact Centre is receiving incoming phone calls from members of the public, the Contact Centre will liaise with the Duty Communications Officer via the BECC. The Duty Communications Officer will have a holistic responsibility to manage information to the public via all routes (e.g. Contact Centre, media releases etc) and will be in a position to advise the Contact Centre Key Officers of the information to provide. <p>The Front Office Service Emergency Plan may be activated three ways</p> <ol style="list-style-type: none"> 1. A member of the public reports an emergency to the Contact Centre upon which, they will notify the Control Centre to activate the emergency arrangements (i.e. the Duty Resilience Officer and BECC arrangements if required). 2. The BECC is already responding to an emergency and the Contact Centre start to receive enquiries upon which, they will contact the BECC and the Front Office Service Emergency Plan is activated. 3. The BECC is already responding to an emergency and the BECC (or Duty Resilience Officer) decides to activate the Front Office Service Emergency Plan.
Children, Young People & Families	<ul style="list-style-type: none"> ▪ Social services & psychosocial support ▪ Welfare and financial needs. ▪ Access to trauma counselling services for staff. ▪ Obtain information regarding vulnerable persons via the Welfare on Call Officer (WOC).
Learning & Schools, and Lifelong Learning & Economic Wellbeing	<ul style="list-style-type: none"> ▪ Provision of buildings for rest or reception centres or media centres. ▪ Provision of food and drink to evacuees. ▪ Provision of advice and information to schools, notification to parents and gathering data to report to the BECC ▪ Issues relating to educational establishments ▪ Individual schools emergency arrangements to evacuate children, notification to parents, temporary facilities etc.
Communications	<ul style="list-style-type: none"> ▪ Communications and media, liaison with the Mayor & Councillors, and contact with the communications teams of the emergency services ▪ Information to the community and media ▪ Liaise with Member Services to provide information to Members ▪ Relay messages from the Recovery Manager to the public.
Regeneratio	<ul style="list-style-type: none"> ▪ Recovery - planning and regeneration issues and provision of local land charges

n, Planning and Property (including Building Control)	<p>knowledge</p> <ul style="list-style-type: none"> ▪ Building control for assessing dangerous structures (the out of hours Dangerous Structures Duty Officer can be deployed by the Control Centre or via the Building Control Service Emergency Plan) ▪ Property and Development - responsible for the strategic and operational estate management of the Councils commercial and operational portfolio
Canning Town and Custom House Regeneration	<ul style="list-style-type: none"> ▪ Provision of local community service centre to aid communication to the community and safe refuge together with light catering facilities ▪ Access to sites which could be used as accommodation for displaced people ▪ Engagement in the recovery from an emergency and redevelopment
Finance (including transactional services and BSG)	<ul style="list-style-type: none"> ▪ Will provide emergency response team with advice and assistance on financial accounting and budgeting and the ability to incur expenditure and to make emergency payments for goods and services. ▪ Advice and support to services on emergency financial, risk & insurance issues ▪ Managing and dealing with requests for financial support from Council Services ▪ The Risk Team maintain copies of all Service Continuity Plans should these be required and can provide service continuity advice and assistance.
Language Shop	<ul style="list-style-type: none"> ▪ Provides a comprehensive range of translation and interpreting services in over 100 different languages and dialects. ▪ Provides on site interpreting, telephone interpreting, translations (text, audio, video), British Sign Language, large print, Braille and advice on minority communities e.g. faith information, death rites etc.
Community Safety	<ul style="list-style-type: none"> ▪ Provision of the Mobile Response Unit (2 security officers) to provide security assistance to the LALO or at a Rest Centre (if available). ▪ Operation of Newham Control Centre ▪ Provision of CCTV footage to the site (if available) ▪ To notify the REM Team of any intelligence that may lead to an emergency ▪ Use in-house officers or contractors to provide security at Emergency Rest Centres or other council buildings (if available). ▪ Will not activate an Emergency Rest Centre as this is a decision of the BECC or LALO (Silver) or Gold but may decide to open a Holding Centre or Survivor Reception Centre under the direction of the REM Team should this be required by the Emergency Services ▪ Provide liaison with mortuaries as directed by the BECC ▪ Provision of security to assist the emergency services to prevent people from entering void buildings (if available). ▪ Provision of the Community Liaison Team to facilitate a victim support fund ▪ Maintains lists of environmental recovery companies on behalf of Highways or Cleansing
Public Health	<ul style="list-style-type: none"> ▪ Public health issues (including PCT/HPA liaison) and joint emergency response between LBN and the PCT. ▪ Provision of resources to the emergency e.g. district nurses, repeat prescriptions at rest centres etc.
Legal	<ul style="list-style-type: none"> ▪ Procurement will provide advice on increased use of partners/service providers

Services (including Procurement and Registration Services)	<p>to assist in an emergency</p> <ul style="list-style-type: none"> ▪ Registration Services will advise and provide Registration Services in particular Death Registration Services where the type of emergency warrants ▪ Provision of assistance on legal issues in connection with the Council's legal responsibilities or powers in relation to an emergency ▪ Making preparations to respond to a public inquiry
Council Tax and Benefits	<ul style="list-style-type: none"> ▪ Provision of emergency Housing and Council Tax benefits advice for longer term emergencies, especially relating to issues connected to temporary housing and temporary absence from home. ▪ Management of likely public enquiries at the Local Service Centres & contact centre ▪ Possibility of hardship loans/allowances to those affected ▪ Link in closely with Customer Services to ensure a combined response to providing information to the public ▪ Provision of information to the BECC on household composition
Democratic Services	<ul style="list-style-type: none"> ▪ Provision of BECC Support Officers <p>Recovery</p> <ul style="list-style-type: none"> ▪ Member Services and Overview and Scrutiny to operate during the recovery phase to assist with liaison and provision of information to the Mayor and Members. ▪ Prepare briefing notes for Members ▪ Receive and handle requests for information from Members
ICT	<ul style="list-style-type: none"> ▪ Will utilise equipment in stock at the time to provide ICT and emergency communications and website information and will allocate or access additional equipment as required. ▪ In some extreme circumstances, there may be a requirement for Council services to revert to providing services without their ICT systems and infrastructure. ▪ Provision of an emergency hotline and IT support to the BECC ▪ Management of the RAP to ensure priority access for key staff involved in an emergency. ▪ Provision of advice and support upon mobile communications (mobile telephones and mobile working)
Newham Homes	<ul style="list-style-type: none"> ▪ Newham Homes may attend the BECC on behalf of the other housing agents. ▪ Boarding up properties ▪ Arrangement of repairs to Council residential properties. ▪ Will provide list of vulnerable persons within Newham Homes. ▪ Communicating with respective tenants including door to door activities ▪ Longer-term accommodation of respective residents ▪ Make necessary referrals of respective tenants to Social Care ▪ Work with Housing Options to support Newham Home's residents that have been made homeless due to an emergency. ▪ Responsible for the repair and restoration of Newham Homes properties during the recovery phase.
Newham Unit for the 2012 Games	<ul style="list-style-type: none"> ▪ Liaison on Olympic site incidents

<p>Housing & Public Protection</p>	<ul style="list-style-type: none"> ▪ Emergency planning team ▪ Local Authority Liaison Officer response ▪ BECC and/or LBN 'Gold' support ▪ London Local Authority Gold Support ▪ Animal welfare and animal health - resources are limited and response times are not immediate so additional support from the RSPCA may be required ▪ Community Risk Assessment ▪ Public health issues ▪ Investigation and enforcement food poisoning or food safety issues ▪ Pollution incidents information, advice and enforcement ▪ Housing of homeless people (Housing Options Centre) and advice on housing ▪ Re-housing and accommodation needs evaluate longer-term re-housing potentials and identify places to use for long term accommodation ▪ Mortuary service (as directed by HM Coroner) to identify temporary mortuaries. ▪ Recovery - housing regeneration ▪ Assessment of damage and timescales for recovery
<p>Highways, Transport and Parking</p>	<ul style="list-style-type: none"> ▪ Provision of staff to manage flooding and blocked road gulleys ▪ Provision of Streetworks Officers and inspectors ▪ Provision of Labour, Plant and Materials by Contractors and Borough Operatives ▪ Buildings Emergencies with – Structural, Hoardings & checking structural integrity of buildings after damage ▪ Winter Maintenance – Treatment of Snow and Ice, salt spreading, etc ▪ Management and cleanup of green spaces ▪ Tree services ▪ Provision of resources from Newham Stores ▪ Management of roads and civil engineering ▪ Highways services including infrastructure repair and clearance of debris, traffic diversions for traffic control following an emergency (currently in place). ▪ Emergency Orders for rescinding traffic rules (e.g. access routes) by means of making Temporary Traffic Regulation Orders. This can be used for allowing access for emergency vehicles, key personnel etc. ▪ Traffic diverting including traffic signage, barriers within 2 days to assist with clear up operations. ▪ Large lorries available though Conway's (contractor) ▪ Supply of aggregate (small amounts in two hours, larger amounts within one working day)
<p>Cleansing, Waste and Recycling Service (Including Passenger Transport)</p>	<ul style="list-style-type: none"> ▪ Environmental issues including collection of waste or debris from an emergency site ▪ Transportation - including transport of people & resources and specialist transport for disabled people ▪ Sandbags/containers and staff for sandbag filling and distribution <p>Recovery:</p> <ul style="list-style-type: none"> ▪ Provision of skips on roads for clearance of debris and for use by residents
<p>Design Services</p>	<ul style="list-style-type: none"> ▪ Provides design and advice on construction, construction legislation, construction procurement, development feasibility, site investigation, construction cost advice, mechanical & electrical installation/plant, construction surveys/audits, energy

	management & procurement, construction programs and building consultant procurement.
Human Resources	<p><u>Management Information</u></p> <ul style="list-style-type: none"> ▪ Advice on maintaining service provision, with extensive use of home working and staff dispersed to remote working locations ▪ Contact details ▪ Home locations ▪ Staff sickness/absence <p><u>Health & safety advice</u></p> <ul style="list-style-type: none"> ▪ Advice and guidance to staff and managers responding to the emergency ▪ Statutory reporting of accidents, ill health and dangerous occurrences to the Enforcing Authority ▪ Investigation of accidents/incidents (if access is available) <p><u>Occupational Health advice</u></p> <ul style="list-style-type: none"> ▪ Assistance in drafting general advice to staff on health/illness related matters ▪ Telephone advice to managers <p><u>Counselling and support</u></p> <ul style="list-style-type: none"> ▪ Staff counselling (telephone helpline) ▪ Critical Incident Stress Debriefing (to avoid post traumatic stress) <p><u>HR Issues</u></p> <ul style="list-style-type: none"> ▪ Staff respite ▪ Remuneration arrangements ▪ Additional staffing (assisting in provision via MAST)

5.0 ROLES AND RESPONSIBILITIES OF OTHER RESPONDERS

5.1 CATEGORY ONE RESPONDERS

5.1.1 THE POLICE

As a Category 1 responder under the Civil Contingencies Act (2004) the primary areas of responsibility of the Police at a major incident are:

- The saving of life together with the other emergency services
- The co-ordination of the emergency services, local authorities and other organisations acting in support at the scene of the incident.
- To secure, protect and preserve the scene and to control sightseers and traffic through the use of cordons.
- The investigation of the incident and obtaining and securing of evidence in conjunction with other investigative bodies where applicable.
- The collection and distribution of casualty information.
- The identification of the dead on behalf of Her Majesty's (HM) Coroner.
- The prevention of crime.
- Family liaison and
- Short-term measures to restore normality after all necessary actions have been taken.

In London there are 3 main police forces: The Metropolitan Police (MPS), the City of London Police (COLP) and the British Transport Police (BTP).

5.1.1.2 CASUALTY BUREAU

The Casualty Bureau would be set up and operated by the Police in emergencies involving large numbers of victims. Its function is to collate information on people involved in the incident. Once the Casualty Bureau has been initiated, the police will publicise the Casualty Bureau number via the media.

5.1.2 LONDON FIRE BRIGADE (LFB)

LFB undertake the primary responsibility for saving of life, fire fighting, chemical spillages, flooding incidents and rescue operations, which, depending upon the type and severity of the incident would include:

- Establishing an inner cordon around the incident site, liaising with Police on maintaining its security and establishing the right of access and egress with all responding agencies.
- Dispatching an Inter-agency Liaison Officer (ILO) to the scene who, in the first instance, will liaise with other agencies to provide advice to minimise risk and facilitate inter-agency co-ordination. The ILO can conduct site-specific risk assessments and has access to the fire service's databases and plans to help inform those risk assessments. The ILO can provide information on:

- Fire service premises information cards.
- Tactical fire plans.
- Building fire safety plans.
- Building risk assessments
- COMAH and,
- Other site specific plans.

Advice can also be obtained from Hazmat Officers, Scientific Advisors, USAR (Urban Search and Rescue) Advisors, Emergency Planning Officers, Fire Safety Officers, Petrochemical Officers and Marine Officers. The ILO will advise and recommend any amendments and advice they have received. LFB may request Structural Engineers from the Council to support USAR

- Taking appropriate and necessary measures to prevent further loss of life, injury, damage to property and the environment or to lessen its effects.
- Implementing detection and monitoring procedures where radioactive substances are suspected or known to be involved.
- Accessing information available through the Fire Services Scientific Advisors, CHEMET, and taking the appropriate action in respect of toxic, noxious substance releases or the likelihood of explosion.

5.1.3 NEWHAM PCT

Newham Primary Care Trust is located at Warehouse K (Warehouse K, 2 Western Gateway, E16 1DR), and its role is to co-ordinate the local medical response to an incident, which affects the capability of the accident and emergency services from local hospitals such as, the Newham General, and provides advice and support to General Practitioners. They liaise closely with the Hospital Service on the treatment and care of the injured and would also:

- Assess the best utilisation of the skills and resources of nurses, hospital home staff, community nurses, health visitors and administration and clerical staff.
- Address any health issues and the health needs of the local community during and following an incident.
- To assess the effects of any emergency or contingency measures invoked as a result of any incidents on vulnerable groups e.g. premature babies, dialysis patients, etc. and co-ordinating any immediate response required.
- Provide, in liaison with the Emergency Services and Borough Council, community-nursing support at Survivor Reception, Rest Centres and Friends & Relatives Centres.
- Provide welfare support in conjunction with the appropriate Social Services Unit and the discharging hospitals.

- Provide, in liaison with the Police and other responding agencies, information to the media, on the work of the Primary Care Trust during the incident.
- Provision of health screening and assessment, basic first aid and specialist health related advice in local authority rest centres. They will also arrange for the replacement of prescriptions via the doctor.

5.1.4 HEALTH PROTECTION AGENCY (HPA)

A number of agencies including council EHO's, GP's, pharmacies, may notify the HPA on any issue that may affect public health such as infectious diseases. In an emergency, the London Ambulance may contact the Health Emergency Planning Advisers (HPA) who will determine whether the borough co-ordinator (HPA) should be informed. The borough co-ordinator would then make contact with the local authority.

In any emergency where the public health may be at risk, the HPA can advise on public health issues and the approach towards evacuations.

- Facilitate investigation of notifiable diseases.
- They maintain a central list of diseases around the Country.
- Work with the PCT to support the public
- Respond to an emergency that effects public health
- Assist with the Recovery Working Group by providing advice on:
 - The clear-up process
 - Public health
 - Monitoring people
 - Ongoing registers of individuals who are affected and steering people towards the relevant services as required.

N.B. The HPA must be notified of any incident that poses a threat to human health. The HPA will consequently provide guidance on information LBN can provide to the public using our public communication protocols. The HPA must also be notified of emergencies where there are plumes of smoke, land contamination and/or air quality issues.

5.1.5 MILITARY AID

The military is able to provide military aid to civil authorities as a last resort as local authorities are required to seek mutual aid from partner agencies before approaching the military. LBN must be able to demonstrate that the authority lacks the capability to fulfil the task. Prior to making a request for assistance, local authorities are required to seek advice from the Joint Regional Liaison Officers (JRLOs) or if unavailable, then to seek advice from LRT. After seeking advice from JRLOs or LRT, the Chief Executive of LBN is to approve the request for military aid to cover any financial obligations. A formal request must be compiled and sent to LRT for inclusion in a formal request to the military. The local authority making the request should supply the following information, contact number and name, organisational details, the desired effect, task deadline, details of requests made to other organisations and the benefits/implications of the request.

5.2 CATEGORY TWO RESPONDERS

5.2.1 LONDON CITY AIRPORT

The actions to be taken by London City Airport (LCY) and other category one and two responders in the event of an emergency incident have been agreed by the London City Airport Emergency Planning Committee are documented in detail in the LCY Emergency Orders Manual which is reviewed, updated and exercised periodically.

The priorities during the initial response are to save lives, deliver medical care to the injured and to move the uninjured to a place of safety. The LCY emergency services and facilities will on most occasions be supplemented by one or more of the following – Metropolitan Police, London Fire Brigade, London Ambulance Service and London Hospitals. The external emergency services initially augment the Airport Fire Service, but quickly take a lead role as outlined in the London Emergency Services Liaison Panel (LESLP) document.

The degree of response by the emergency services is governed by the initial assessment of the category of emergency and its location. If circumstances change, an enhanced or reduced response will require the upgrading or downgrading of emergency category.

The Airport Fire Service (AFS) will make a full response to all incidents within the area in the LCY Emergency Orders Manual designated as the Full Response Area. The AFS rescue boat will be immediately dispatched to any aircraft incident occurring in the waters of the Royal Docks.

The AFS may make a response to an aircraft accident outside the Full Response Area. The level of response will be determined following consultation between the AFS Watch Manager and Air Traffic Control (ATC).

Aircraft related emergencies are usually initiated by ATC but sometimes via AFS first who then inform ATC. The Police initiate other emergencies, consisting of threat to ground installations or acts of aggression.

5.2.2 TRAIN OPERATORS

Train Operating Companies have teams of specially selected volunteers who have been trained in how to respond to the needs of survivors (i.e. those directly involved together with their friends/family) in the hours and days immediately following any event requiring a humanitarian response and who would be activated accordingly.

While Care Teams are primarily intended for use following major rail related events, support could also be provided in connection with much smaller incidents – such as when an individual passenger has been traumatised through having been a victim of or witnessed a criminal act or as a result of the train in which they are travelling breaking down in a tunnel for an extended period.

In the event of an emergency, team members will be deployed where they will be most effective. For the most part, this will initially be in hospitals and the various reception and assistance centres established to receive those directly involved and their friends and families. In the ensuing days the focus is likely to shift more towards the Humanitarian Assistance Centre and perhaps visiting survivors and their families at their homes (or hotels).

5.2.3 TFL - LONDON BUSES

London Buses have a number of operational plans that can be implemented to use available vehicles for evacuation from an incident area. Working with other transport operators buses can be used to evacuate large numbers of people to other parts of London either directly or via railway stations for longer distances to locations outside the Greater London area. Vehicles can also be deployed in small numbers for local evacuation within a borough to a rest centre. The use of buses is dependent on the incident, road closures and availability of vehicles and drivers. Request for assistance can be made through London Buses Network Command and Control Centre, MPS at NSY, borough Silver Co-ordinating Group or the SCC.

5.3 VOLUNTARY AGENCIES

5.3.1 BRITISH RED CROSS (BRC)

LBN has a Memorandum of Understanding with the BRC to provide a 24/7 emergency service response on behalf of the Council in the event of an emergency. BRC personnel on scene will work under direction of the London Borough Newham at all times. The BRC are able to provide the following on behalf of the Council:

- Various vehicles i.e. Emergency Response Units (16 seat transport vehicle which can convert to static/mobile treatment centres), Emergency Equipment Units (vehicles containing basic supplies), 4x4 Response vehicles, Emergency Communications Vehicle, Fire and Emergency Service Support Vehicle and Frontline ambulances.
- Rest Centre Kits
- Have capacity in the North East to set up and manage a rest centre with up to 200 persons. BRC can assist with larger rest centres (or several 200 person rest centres) by pooling their resources from around London.
- Provision of qualified staff to assist with rest centres, child protection and manual handling, first aid,
- Provision of practical and emotional support including protection of vulnerable adults.
- Transportation of the walking wounded using a 16 seat vehicle with basic medical supplies.
- Vehicles can be used to provide basic immediate shelter for victims at the scene.
- Supplementation of staff to assist with various Council emergency response activities
- Perform basic medical triage within rest centres and triage the vulnerable
- Will deal with triage P3 patients but the London Ambulance will deal with type P1 and P2 patients.
- Provision of a tailored rest centre plan for the local authority
- Provision of resources in each emergency vehicle for up to 200 evacuees i.e. bedding, food, lighting, toys, self-heating food.

5.3.2 SALVATION ARMY

- Can provide trained counsellors to assist the homeless, casualties and the bereaved.
- A mobile refreshment van can also be deployed to assist with feeding personnel at an incident site or within a Survivor/Rest/Reception Centre.

5.3.3 THE SAMARITANS

- Can provide a body of trained counsellors to assist the homeless, casualties and the bereaved.

5.3.4 WOMEN'S ROYAL VOLUNTARY SERVICE (WRVS)

- Provision of staff to assist at rest centres in registration and welfare services
- Welfare supplies such as bedding, cooking equipment and food/drink

5.3.5 LIFESKILLS MEDICAL

Lifeskills Medical can assist with Ambulances to assist with movement of disabled, Qualified First Aid personnel and able to assist at Rest Centres, Mobile First Aid Rooms, Mobile Control and Support unit for First Aiders.

5.3.6 BRITISH ASSOCIATION FOR IMMEDIATE CARE SCHEME (BASICS)

Immediate care is the provision of skilled medical help at the scene of an accident, medical emergency or during transportation to hospital. BASICS is a voluntary organisation created by General Medical Practitioners throughout the country that are organised and equipped to provide immediate care 24-hours a day. They have a limited amount of portable medical equipment with which to administer aid to victims, in addition to their general skills in assisting the injured at the scene of an incident. Such assistance would normally be arranged by the emergency services via their own call-out system.

5.3.7 CITIZENS ADVICE BUREAU (CAB)

Although this organisation does not provide an emergency response, they do have offices in most towns and areas with dense populations. In the event of an incident affecting the local population, contact should be made with the CAB to enable the Council to disseminate information on the recovery phase of the operation. They can also assist the Council by providing additional links with the local community and identifying any issues of concern, which need to be resolved during the restoration/recovery phase.

5.4 GOVERNMENT DEPARTMENTS

5.4.1 GOVERNMENT DECONTAMINATION SERVICE (GDS)

The GDS increases resilience by providing advice and information to those responding to a CBRN or HAZMAT incident. They maintain a list of specialist suppliers that can provide expert advice on contamination issues and assist in determining when a contaminated site is safe. They may work with the HPA to decipher public health issues and officer advice information which the local authorities and HPA can cascade to the community.

5.4.2 THE FORESTRY COMMISSION

The Forestry Commission is a government department responsible for the protection and expansion of Britain's forests and woodlands. They may propose powers on private/commercial land regarding plant health or infestations within their remit e.g. managing the introduction of the Oak Processionary Moth.

Part Seven

External Emergency Plans and Arrangements

Summary of this section

- 1.0 External emergency plans and arrangements
- 2.0 North East local authorities communications plan
- 3.0 London Mass Fatalities Plan
- 4.0 London Mass Evacuation Plan
- 5.0 Severe Weather Plan (snow)
- 6.0 Major Incident Multi-Faith Plan
- 7.0 Heat-Wave
- 8.0 Air Pollution Incidents
- 9.0 Operation Ringmain
- 10.0 Recovery Management Protocol
- 11.0 Communications Resilience (Mobiles and Landlines)

1.0 EXTERNAL EMERGENCY PLANS AND ARRANGEMENTS

This section provides a brief overview of the Pan-London Emergency Plans. The overview of each plan is not exhaustive and therefore does not provide full details of the local authority roles and responsibilities. Instead, this plan links in with the Pan-London plans and so the local authority roles and responsibilities elements of the Pan-London plans are covered in throughout the Corporate Emergency Plan.

2.0 NORTH EAST LOCAL AUTHORITIES COMMUNICATIONS PLAN

This plan has been developed by the North East LRF to enhance communications between the North East Local Authorities during an emergency response where the Pan-London coordination arrangements (LLAG arrangements) have not been invoked. An overview of the communications plan is outlined below:

- The host borough (of the emergency) will notify the North East boroughs
- The host borough will establish its response to meet the demands place upon them and designate an airwave terminal to monitor the NE London TALKGROUP
- Once assisting boroughs are operations, communicate may be by means of the Airwave, Email, telephone and fax.
- All means of communication must receive a response before full operation is assumed.
- The host borough will disseminate a SitRep to all assisting boroughs
- Once all boroughs (NE) are active, the following battle-rhythm will take place:
 - Every even hour on the half hour, host BECC to assisting boroughs
 - Every odd hour on the half hour, assisting BECC to host boroughs
- SitReps are to be written 'as at' 15 mins past the hour to reflect the situation at that point and are to be sent by 30 mins past the hour.

3.0 LONDON MASS FATALITIES PLAN

The London Mass Fatalities Plan provides additional options for dealing with incidents involving large numbers of human fatalities. The Coroner may be first notified by the Police or Local Authority to which the London Mass Fatalities Plan may be activated and the LRT may call out the London Mass Fatalities Group. The Plan may be activated at local, regional or a national level. The role of the local authority is

- Provide local authority representation on the Mass Fatality Coordination Group
- Provide administrative support to the HM Coroner
- Management of emergency mortuaries
- Appoint and support a Mortuary Facilities Manager
- Assist in welfare provision for family and friends of the deceased by coordinating social care services, Environment Agency, calling on support from the faith sector
- Assist in matters relating to: Public health, management of sub-contracted services, health and safety, hazardous waste collection, management of effluent discharges, refuse collection, cleaning and road sweeping, provision of garden and landscaping services, upkeep and appearance of all public areas within the mortuary.

4.0 LONDON MASS EVACUATION PLAN – BRIEF OVERVIEW

The London Mass Evacuation Plan provides responders with a strategic framework and operational guidelines to support the safe evacuation of large numbers of people from places of danger to places of safety in London. The plan can be applied to one or more areas of London dependent on the scale of incident. It will, however, be used as a last resort only when resources are exceeded. The plan will only be activated if both ‘trigger’ criteria have been. These criteria are:

1. Following a risk assessment, if the risk to life of remaining in situ is assessed to be greater than the risk of large scale evacuation
2. London local borough(s) capability is insufficient to cope with the proposed evacuation

An Evacuation Coordination Group will be established at a Pan-London level consisting of emergency responders to oversee the evacuation and will determine the approximate number of people requiring managed evacuation, identify suitable locations for sheltering evacuees, and identify suitable traffic methods as appropriate.

Local Authority in the affected area will facilitate the movement of evacuees to transport links, with the assistance of the Police and transport operators. Receiving Local Authorities will provide shelter for up to 200 people for up to 48 hours.

5.0 SEVERE PLAN WEATHER (SNOW)

Please refer to the Council’s Severe Weather Plan. The Council may respond by:

- Gritting roads and clearing snow from: major bus/transport routes, and access areas to schools, hospitals, train/tube stations and bus depots (if required).
- Prioritisation of road gritting and preservation and efficient use of grit/salt.
- To provide information and updates of the Council’s website and intranet
- To invoke Service level and Corporate Business Continuity Plans.
- Invoke mutual aid plans between boroughs for business continuity purposes.
- Provision of advice on school closures, and plan to communicate with schools, media and parents. School closures would be to the discretion of the head teacher or school in general.
- The BECC will provide information and weather warnings to the Key Officers (Silver level officers for each service area) wherein, they will refer to their Service Emergency Plan and determine their involvement and likely response strategy.

6.0 MAJOR INCIDENT MULTI-FAITH PLAN

The Major Incident Multi-Faith Plan would be activated by the London boroughs and/or the Police Central Command Complex. The plan enables faith communities to provide an effective response to any major incident to minister care and comfort at the scene of an incident and those affected by the disaster. The local authority will play a key role in requesting assistance of the Faith Communities and liaising with the Salvation Army.

7.0 HEAT-WAVE

The Heat-wave plan is maintained by the health sector. It is activated on the basis that there is three consecutive days of high temperatures (approximately anything above 32°C during the day and above 18°C during the night).

8.0 AIR POLLUTION INCIDENTS

The Environment Agency, in consultation with the Health Protection Agency (Chemical Hazards and Poisons Division), will convene an Air Quality Cell in a major air pollution incident. The Met Office, Health and Safety Laboratories and Food Standards Agency will join this AQC. The AQC will be chaired by the Environment Agency and will meet virtually, unless the incident is of sufficient magnitude and duration that it needs to meet physically.

9.0 OPERATION RINGMAIN

Operation Ringmain is designed to open priority communication conduit between members of the London Resilience Partnership with the Metropolitan Police service and to enable the rapid and effective dissemination of information between members of the partnership.

10.0 RECOVERY MANAGEMENT PROTOCOL

The Recovery Management Protocol details the arrangements for multi-agency regional recovery in London. Its purpose is to coordinate the process of rebuilding, restoring and rehabilitating the community following an emergency. Please refer to the Newham Corporate Recovery Plan for further information.

11.0 COMMUNICATIONS RESILIENCE (MOBILES AND LANDLINES)

11.1 GOVERNMENT TELEPHONE PREFERENCE SCHEME (GTPS)

The Government Telephone Preference Scheme (GTPS) can be invoked by any emergency responder and is controlled by the Cabinet Office. It provides a level of service protection and priority within the public telephone system in the event of a major emergency. It ensures that if there is a major disruption to the PSTN system and/or a massive increase in the use of the telephone system during an emergency, those telephone numbers registered with the scheme will be given preferential access to the network. When the preference scheme is activated, protected phones can only receive incoming calls and not outgoing calls.

11.2 MOBILE TELECOMMUNICATIONS PRIVILEGED ACCESS SCHEME (MT PASS)

This scheme allows Category One and Responders and some other associated bodies to register mobile phones on a government scheme which can be invoked during an major emergency to protect selected mobile SIM cards. Only designated roles within these responder organisations will be registered on MT PASS.

APPENDIX A - LBN CORPORATE EMERGENCY PLAN DISTRIBUTION LIST

Internal Distribution

SECTION	NAME	EMAIL
Corporate Emergency Plan (excluding annexes)	Key Officers	keyOfficersSilver@newham.gov.uk ;
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	LALO's	LALO@newham.gov.uk ;
	Gold Officers	Gold@newham.gov.uk ;
	Welfare on Call	SSD-SeniorManagersRota2@newham.gov.uk ;
	Two Copies per BECC	
	ASB – Duty Managers	ASB-DutyManagers@newham.gov.uk ;
Annex 1 - Contacts and Rota Document	Gold Officers	Gold@newham.gov.uk ;
	REM Team	ResilienceandEmergencyManagementTeam@newham.gov.uk ;
	ASB – Duty Managers	ASB-DutyManagers@newham.gov.uk ;
	ASB – Control Room	ASB-ControlRoom@newham.gov.uk ;
	LALO's	LALO@newham.gov.uk ;
	LALO Support Officers	LALOSupportOfficers@newham.gov.uk
Annex 2 only	REM Team	ResilienceandEmergencyManagementTeam@newham.gov.uk
BECC Procedural Manual	BECC Support Team	BECCSupportTeam@newham.gov.uk
	REM Team	ResilienceandEmergencyManagementTeam@newham.gov.uk ;
LALO Guidance Booklet	LALO's	LALO@newham.gov.uk
Gold Officers Handbook	Gold Officers	Gold@newham.gov.uk
LALO Support Officer Guidance Booklet	LALO Support Officers	LALOSupportOfficers@newham.gov.uk
REM Team Guidance Booklet	REM Team	ResilienceandEmergencyManagementTeam@newham.gov.uk
Control Centre Guidance Booklet	ASB – Duty Managers	ASB-DutyManagers@newham.gov.uk
	ASB – Control Room	ASB-ControlRoom@newham.gov.uk

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Borough Multi-Agency Emergency Planning Working Group	N/A	N/A

Version Control

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Issue date	May 2010
Author	Jason Dear (Resilience Manager)

APPENDIX B - GLOSSARY OF TERMS

ABI	Association of British Insurers
AC&C	Adults, Culture & Community (LBN Social Care)
ALMO	Arms Length Management Organisation
BCP	Business Continuity Plan
BECC	Borough Emergency Control Centre
BMAEPWG	Borough Multi-Agency Emergency Planning Working Group
CBRN	Chemical, Biological, Radiological and Nuclear
CRR	Community Risk Register
EHO	Environmental Health Officer
ERC	Emergency Rest Centre
GIS	Geographical Information Systems
GOL	Government Office for London
HAC	Humanitarian Assistance Centre
HMO	Housing in Multiple Occupation
HPA	Health Protection Agency
H&PP	Housing and Public Protection
HSE	Health and Safety Executive
LALO	Local Authority Liaison Officer (Silver Liaison Officer)
LALOSO	LALO Support Officer
LAS	London Ambulance Service
LBN	London Borough of Newham
LFB	London Fire Brigade
LFB-EPLFB	– Emergency Planning
LLACC	London Local Authority Co-ordination Centre
LLAG	London Local Authority Gold
LRF	Local Resilience Forum
LRT	London Resilience Team (Pan-London)
MOD	Ministry of Defence
NEB	Newham Executive Board (NEB)
NECC	Newham Emergency Control Centre
NE-LRF	North East Local Resilience Forum
NGO	Non-Government Organisation
ODA	Olympic Delivery Authority
OPM	Oak Processionary Moth
OSD	Olympic Security Directorate
PCT	Primary Care Trust
REM Team	Resilience and Emergency Management Team (LBN)
SCC	Strategic Co-ordination Centre (Pan-London arrangements)
SCG	Strategic Co-ordination Group
SitRep	Situation Report
TFL	Transport for London
TMO	Tenant Management Organisation
USAR	Urban Search and Rescue (a service provided by LFB)
UXB	Unexploded Bomb
WRVS	Women's Royal Voluntary Service

APPENDIX C - LIST OF ALL INTERNAL PLANS AND FURTHER READING

This document is not exhaustive nor does it contain specific arrangements and should therefore be read in conjunction with the following documents/plans/procedure/guidance.

1. Corporate Emergency Plan

2. Service Emergency Plans (EP)

- Highways, Transport and Parking EP
- Housing & Public Protection EP
- Language Shop EP
- ICT EP
- Resources Directorate EP
- Finance EP
- Transactional Service EP
- Newham Unit for the 2012 Games EP
- Newham Homes EP
- Public Health and PCT EP
- Regeneration, Planning & Property EP
- Crisis Communications Service EP
- Canning Town & Custom House Regeneration Programme EP
- Front Office Service EP
- Adult Services EP
- Cleansing Waste and Recycling EP
- Passenger Transport Service EP

3. Hazard or Site Specific Emergency Plans

- Red Bull Air Race Plan
- Fuel Disruption Plan
- Multi-Agency Flood Plan
- Corporate Pandemic Flu Plan
- Operational Flu Plan
- Adverse Weather Plan
- Fuel Disruption Plan
- Water Disruption Emergency Plan
- Response arrangements to an influx of foreign nationals

4. Function Specific Emergency Plans

- Emergency Rest Centre Plan
- BECC Procedural Manual
- Media Response Plan
- Corporate Recovery Guidance
- Voluntary Sector Plan
- Borough Multi-Agency Communications Plan

5. Guidance Booklets (operational documents for staff with specific duties)

- Gold Team Guidance Booklet
- Key Officers Guidance Booklet
- REM Team Guidance Booklet
- LALO Guidance Booklet
- LALO Support Officer Guidance Booklet
- Control Centre Guidance Book

6. List of Plans Held Externally or with Links to LBN Emergency Plans

- London Mass Evacuation Plan
- TFL Buses Borough Flood Plan
- Multi-Agency Major Accident Hazard
- Pipelines Emergency Plan
- London Resilience - Strategic Emergency Plan
- LESLP Major Incident Procedural Manual
- Major Incident at the Olympic Park - Emergency Services Response
- National Emergency Plan - Fuel
- London City Airport Emergency Orders
- Off-Site COMAH Plans