



West Lothian  
Council

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# MAJOR INCIDENT PLAN

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Last updated Aug 2013

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## REVIEW RECORD

This plan is to be reviewed on an annual basis by the West Lothian Council Emergency Planning Working Group after any relevant incidents or exercises.

Review Date	Comments	Date of Next Review
		January 2014

## FOREWORD

The Lothian and Borders Strategic Co-ordination Group Generic Response Plan sets out the arrangements for responding to major incidents and serious emergencies in the Lothian and Borders area. It acts as a single reference document for the provision of a co-ordinated response by all agencies involved in such emergencies.

The West Lothian Council Emergency Plan supports the Lothian and Borders SCG Generic Response Plan, and should be read in conjunction with it. It describes how the Council will respond to any emergency incident occurring within or affecting West Lothian. It is a framework document which makes provisions for a response that can be scaled up or down depending on the severity of the emergency.

The plan conforms to the principles of Integrated Emergency Management as set out in the Scottish Government guidance document Preparing Scotland. It also takes into account risks identified in the Lothian and Borders Community Risk Register.

Integrated Emergency Management recognises that no single agency can resolve the problem posed by large-scale incidents and that effective inter-agency co-operation is essential to success.

It is important that senior managers are familiar with the response arrangements contained in the Emergency Plan and the concept of Integrated Emergency Management. Senior managers are expected to interpret and apply the plan depending on the circumstances of the emergency.

It is essential that all staff are familiar with their roles and responsibilities in respect of the Council's Emergency Plan. Training of staff and exercising of the plan will be used to ensure that its contents are valid and that they are reviewed when necessary.

It is recognised in West Lothian that emergency planning is a core function and the plan reflects our commitment to providing an effective and caring response to any emergency.

Any alterations to service details should be notified to the Council's Emergency Planning Officer.

# SECTION ONE

## INTRODUCTION

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This section provides the aims and objectives of the Major Incident Plan and general information regarding the overall council response to a Major Incident. It includes:-

- Introduction
- Definition
- Aims
- Objectives
- Legislation
- Health and Safety
- Priorities
- Types of Major Incident
- Scope
- Services Available
- Mutual Aid
- Control
- Co-ordination
- Emergency Management Structure
- Decision Making
- Notification of a Major Incident
- Emergency Management Team
- Emergency Co-ordination Team
- Emergency Response Teams
- Emergency Centre Communications
- Financial Management
- Debriefing
- Retention of Records

## INTRODUCTION

1. Emergencies occur every day and are dealt with by the appropriate emergency services or council services. Serious emergencies or major incidents are greater in scale and effect and require more resources to deal with them.
2. This plan addresses the extraordinary response necessitated by a major incident and the problems of command, control and co-ordination of the many agencies that may be involved.
3. In particular it details the West Lothian Council response by identifying an emergency management structure, defining responsibilities and emergency contact procedures.
4. A map of the West Lothian Council area is shown at **Appendix A** of this section of the plan.

## DEFINITION OF MAJOR INCIDENT

5. An emergency is defined by the Civil Contingencies Act 2004 as:

**An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK or the security of a place in the UK.**

The duties required by the Civil Contingencies Act will only apply where the consequences of an emergency would constitute a threat of serious damage to a place in the UK and pose a considerable test for the organisations ability to perform its functions.

In practice the plan will be implemented in any emergency that requires special arrangements by one or more of the emergency services, the health services or the local authority.

6. Each emergency varies in scale and content and some may not require the activation of all aspects of this plan. Each response should be tailored to the circumstances adapted as the situation develops.
7. The Chief Executive may initiate this response plan to manage lesser emergencies when it is considered that an extraordinary co-ordinated response is necessary.
8. The term "**Major Incident**" is recognised by all services involved in emergency planning/management. The declaration of a major incident to any of these services may result in the activation of their own major incident plan. For this reason it is important that the term "**Major Incident**" is only used in the context of paragraph 5 above.

## AIM

9. The aim of this plan is to provide an effective framework to facilitate an integrated response by West Lothian Council and its partners to any emergency, occurring within or affecting its area.



## OBJECTIVES

10. In an emergency the main objectives of the Council are:
  - a. Activate West Lothian Council control and co-ordination procedures.
  - b. Support the emergency services engaged in the emergency response to save life and protect the environment and property.
  - c. Co-ordinate the response of agencies of other than the emergency and health services.
  - d. Provide support to those directly affected by the emergency.
  - e. Provide information to the wider community.
  - f. Limit damage to the environment.
  - g. Lead the recovery process of affected communities.
  - h. Maintain normal services as fully as circumstances permit.

## LEGISLATION

11. The prime legislation is the Civil Contingency Act 2004 and its associated regulations. Details of relevant legislation is contained in **Section 6**

## HEALTH AND SAFETY

12. Notwithstanding the urgency of any emergency response, all activities must be conducted with due regard to the requirements of Health and Safety legislation.
13. Line managers must ensure that safe systems of work are employed which secure, so far as is reasonably practicable, the health and safety of all staff and any other person who may be affected, including members of the public and the emergency services. Consideration must also be given to the welfare of all staff.
14. Where premises or work activities are shared with other organisations, arrangements must be adopted and co-ordinated to ensure the health and safety of all concerned.
15. Advice and assistance on all aspects of health and safety can be obtained from the Council's Occupational Health and Safety Advisers.
16. A guide to stress management during emergencies is given in **Appendix B**.

## PRIORITIES

17. The priorities implicit in this plan are firstly to save human life and then to preserve property and the environment.

## TYPES OF MAJOR INCIDENT

18. This plan is intended for use in all major incidents. Such incidents fall into two categories:
- a. **General**  
Major incidents that can occur at any time or place e.g. major aircraft, train or road accidents, major fire, major utility failure
  - b. **Site or subject specific**  
Major incidents that can be expected to occur at a specific site or area or which concern a specific but geographically widespread subject, e.g., major accident hazard pipelines, animal disease, food borne disease, severe weather
19. Site or subject specific incidents have their own dedicated plans that must be read in conjunction with the **Major Incident Plan**. These dedicated plans involve matters of jurisdiction or specialist professional knowledge and may be produced either by West Lothian Council or by the relevant external agency.

## SCOPE

20. The Emergency Services and Lothian NHS have detailed plans to meet most types of emergency. Material contained in this plan relating to those services is for information only and intended to assist the integration of their own emergency procedures with the ones laid down here.
21. This plan is designed to bring together the initial actions to be taken by the Council Services, Emergency Services, Health Services, Voluntary Organisations and Other Organisations to provide a source of immediate reference. It is not intended to be an exhaustive treatise on disaster management.

## SERVICES AVAILABLE

22. The roles and resources of Council Services, Emergency Services and Health Services and Voluntary Organisations who have undertaken roles are listed in **Sections 2 to 4**. The services which may become involved are:
- a. **Council Services**  
Council Services cover a range of specialist functions. Depute Chief Executives and Heads of Service may call for additional professional expertise or further support from contractors.
  - b. **Emergency Services and Health Services**  
The services most likely to become involved in a major incident are Police, Fire, Ambulance and Health Services. In addition HM Coastguard may be in a position to provide vital assistance depending on the nature and location of the incident.

### c. Voluntary Organisations

A number of organisations have undertaken to provide their services if required. They cover a range of activities including medical and first aid to the injured, catering and welfare facilities, communications and practical humanitarian services.

## MUTUAL AID

23. West Lothian Council is a signatory to the Lothian and Borders Strategic Co-ordinating Group Local Authority Mutual Aid Framework Agreement. This is available from the Emergency Planning Office.

## CONTROL

24. With few exceptions, the Police, after assessing the situation, will call out the other services likely to be required, and will assume co-ordination at incidents on land.
25. Where there is a fire, contamination or rescue operations are necessary and hazardous conditions exist, a **Hazard Zone** will be established. The Senior Fire Officer present will be in control of all activity within the Hazard Zone including entry to that zone. However, the Police will control access to the zone.
26. West Lothian Council resources deployed in response to a Major Incident will act initially in support of the Police operations to preserve life, property and the environment.

## CO-ORDINATION

27. Whilst the Police co-ordinate the overall response at the scene of an emergency, West Lothian Council will normally assume a role in co-ordinating the offsite response of the non emergency services in support of both those at the scene and of the community in general.
28. The co-ordinating role of the Police at the locus will cease when the Chief Constable is satisfied that the emergency aspects of the situation have been settled and that he has adequate facilities for making the necessary investigation into the cause of the incident or any fatalities.
29. A **handover** to the West Lothian Council's Chief Executive will then take place. He/she will co-ordinate the longer term measures necessary to alleviate hardship or repair damage. Most of the services responsible for these measures will be provided by or through the West Lothian Council and normal corporate management arrangements will apply.
30. In some cases, such as pollution incidents, there may be limited Police involvement and the Council, or other appropriate agency, may co-ordinate the response from the outset.

31. It should be noted that the Council will be faced with the task of trying to maintain normal services as far as reasonably practical, as well as responding to the emergency. Services may have to consider the need to invoke their business continuity arrangements.

## EMERGENCY MANAGEMENT STRUCTURE

32. Except where the scale of the incident is clear from the outset, the policy will be to provide a maximum response initially and thereafter to adjust the level of activity as the situation develops rather than start with an inadequate response.
33. The emergency management structure used for responding to an emergency will reflect, as far as is possible, the day to day structure of West Lothian Council.
34. A schematic diagram of the emergency management structure is shown at **Appendix C** to this part of the plan. The actual structure may vary according to the particular incident.
35. Services will provide support by deploying personnel to the emergency response teams set up to provide operational support either on-site or off-site of the incident. This support will reflect the normal service delivery functions of those services.
36. The areas of support which each service would be expected to make are detailed in **Section 2** of this plan. These are supplemented by service plans where appropriate.

## DECISION MAKING

37. Three distinct, although interlinked, levels of decision-making will operate as required.
  - a. **Strategic Policy**

The Police will lead a multi-agency Strategic Co-ordinating Group, with representation from lead officers from responding organisations. This group will set the overall strategy and framework for responding to the incident.
  - b. **Tactical Decisions**

A multi-discipline Emergency Management/Co-ordination Team will take tactical decisions and determine allocation of resources, plan and co-ordinate tasks and obtain resources as required.
  - c. **Operational Matters**

The appropriate Heads of Service will deal with operational matters through the formation of Emergency Response Teams which will deal with incidents at the scene.

## NOTIFICATION OF A MAJOR INCIDENT

38. The Police are normally the first to receive information of a major incident and will alert other agencies by using their callout lists. The police will normally only pass callout information to a single point of contact for each service/authority who will then disseminate that information by using their own callout procedures. For West Lothian Council the point of contact is:
- a. **During Working Hours**  
Emergency Planning Officer, Chief Executive Office
  - b. **Out of Working Hours**  
West Lothian Council Customer Service Centre
- Contact details are held in the council's Emergency Telephone Directory.
39. Whilst this plan lays down the channels through which services are to be called out, the Police and Fire and Rescue Service will act on their own initiative should any prescribed method of contact fail to operate or should there be a probability of unreasonable delay.
40. Requests from the Emergency Services for limited assistance, made direct to Depute Chief Executives/Heads of Service, should be responded to immediately.
41. If the initial notification of a Major Incident is not as described above or is provided by another agency, e.g. public or media, it may be necessary to evaluate the source and confirm part, or all of the information. The Emergency Planning Officer should be informed as soon as possible in order to make contact with the Police and initiate preparatory action.

## INITIAL ACTION

42. The person receiving the initial notification of a Major Incident will:
- a. Initiate a response to any immediate requests for assistance by the Emergency Services using the contact names and numbers that are listed in the Emergency Telephone Directory. Copies are held by key WLC personnel and the Customer Service Centre
  - b. Contact the Emergency Planning Officer if notification is received out of hours, or if unavailable, the Duty Emergency Planning Officer.
  - c. Ensure that the Chief Executive is briefed on the known details and:
    - (i) Confirm the requirement for an Emergency Management Team meeting, determine the venue and time for the meeting and the attendees. The initial meeting may be supplemented by representatives of other agencies as appropriate.
    - (ii) Confirm the requirement for and location of the Emergency Co-ordination Team and the Emergency Response Teams.

- (iii) Arrange for the Council Emergency Centre to be set up at The Civic Centre, Livingston, or at such other location as may be determined by the Chief Executive.
- d. Initiate the call out procedure.

## EMERGENCY MANAGEMENT TEAM

- 43. The Emergency Management Team will be based on the Chief Executive's Corporate Management Team supplemented by other officials as appropriate. The function of the team is to decide the overall policy for the Council's response to a major incident during both the emergency and subsequent recovery phase. Depending on the scale of the incident, and the extent of the involvement of other agencies, this team may be operating at either a strategic or tactical level
- 44. At the initial meeting of the Emergency Management Team the scale and structure of the Council's response will be determined so far as possible. A list of points for consideration at this meeting is given at **Appendix D** to this part of the plan.

## EMERGENCY CO-ORDINATION TEAM

- 45. The function of the Emergency Co-ordination Team will be to manage and co-ordinate the Council's response in accordance with the overall policy determined by the Emergency Management Team. This will include determining priority in allocating resources, planning and co-ordinating when tasks will be undertaken and obtaining other resources as required. The Emergency Management Team will decide on the need for and the members of the Coordination Team

## EMERGENCY RESPONSE TEAMS

- 46. Emergency Response Teams will be headed by a Head of Service/Service Manager, supported by appropriate staff, together with liaison officers from other participating agencies.
- 47. Core teams can include any or all of the following: -
  - a. Emergency Services
  - b. Care for People
  - c. Environmental
  - d. Media and Public Information
  - e. Technical
  - f. Support

Details of the roles and responsibilities of each team are given in **Appendix E**.

48. The size and composition of each Emergency Response Team should be tailored to the response. Team members will be drawn from a number of services and may include representatives from other organisations.
49. If teams are not located in the Council Emergency Centre, each team will include a member of staff appointed as Liaison Officer to liaise with and co-ordinate operations with the Emergency Co-ordination Team.
50. A Liaison Officer should be a senior member of staff and have authority to make decisions and initiate action on behalf of the organisation represented. They should be contactable at all times. Working space, a PC and a telephone will be made available for them in the Council Emergency Centre as required.
51. Other responding agencies will operate under their own guidelines and will also nominate a Liaison Officer to liaise with and co-ordinate operations with the Emergency Co-ordination Team.

## EMERGENCY CENTRE COMMUNICATIONS

52. When the requirement for an Emergency Co-ordination Team has been confirmed by the Chief Executive, it is to be established, unless otherwise directed, in the Emergency Centre, 2<sup>nd</sup> floor, Civic Centre, as soon as practicable. Circumstances may dictate that an alternative site is used.
53. Details of the communications systems available in the Council Emergency Centre are detailed in **Appendix F**. The Head of Corporate Services will be responsible for sourcing additional equipment from within the council as required.
54. The Major Incident Information Management Team will facilitate the logging of actions and decisions through the paper based Major Incident Information Management System (MIIMS) (details in **Appendix G**)
55. An early decision will be required on the likely duration of the incident to ensure that relief staff are identified and shift working introduced at an appropriate stage.
56. The likely duration of the incident will also influence a decision on whether the use of a Commonly Recognised Information Picture (**Appendix H**) is required. This is particularly useful during handovers to bring relief staff up to date quickly.

## FINANCIAL MANAGEMENT

57. Each responding service and organisation must maintain accurate records of all expenditure from the initial phase of the incident. Details of the claims procedures for the Bellwin Scheme are held by the Head of Finance and Estates

## DEBRIEFING

58. A debrief of all organisations will be initiated. All agencies involved with the response should:

- a. Conduct an early internal brief.
  - b. Prepare to participate in a multi agency debrief.
  - c. Prepare a post-operational report.
  - d. Review procedures.
  - e. Assist with any subsequent investigation.
59. When all debriefs and post operational reports have been completed a consolidated report will be prepared for the Chief Executive by the Emergency Planning Officer. A review of this and other associated plans will then be undertaken and suitable amendments issued.

## **RETENTION OF RECORDS**

60. It is of paramount importance all logs, messages and other records relating to the emergency should be retained until all debriefs, internal investigations and judicial inquiries, including any fatal accident inquiry are completed.
61. Final archiving and disposal of records will only be initiated by the Chief Executive and co-ordinated by the Management Team. Consideration should be given to using the council's Archivist and Records Manager for this task.

## **APPENDICES**

- |             |                                                                  |
|-------------|------------------------------------------------------------------|
| Appendix A: | Map of West Lothian Council area                                 |
| Appendix B: | A guide to stress management during emergencies                  |
| Appendix C: | Schematic diagram of major incident management structure         |
| Appendix D: | Issues for consideration in the early stages of a major incident |
| Appendix E: | Emergency response teams roles and responsibilities              |
| Appendix F: | Emergency centre resources                                       |
| Appendix G: | Council Emergency Centre Information Management System           |
| Appendix H: | Commonly Recognised Information Picture                          |



## MAP OF WEST LOTHIAN COUNCIL AREA

## Appendix A



**Appendix B****STRESS MANAGEMENT DURING EMERGENCIES****Objective**

This appendix gives generic guidance to managers on how to manage stress amongst staff involved in the response to a major incident.

**Introduction**

At times of emergency or major disaster people want to do all they can to help. People in a position of authority, or with specialist skills and abilities, or people who simply know there is way they can help, make themselves available immediately and for the full duration of the response. Unfortunately for all concerned, an emergency response can last for days, weeks or even months.

**Preparation**

If a stress management strategy for an emergency response is to be effective it must be planned in advance and rehearsed in exercises.

**Planning**

Emergency managers must anticipate the scale of any possible demands they may be called upon to bear in a major emergency, and they must plan accordingly. As a minimum they must identify at least one deputy who will carry forward the managers work when the manager is not present. Similarly, in planning support staff requirements managers must anticipate the scale of demands they might place on their team.

**Clear understanding of role and responsibilities**

Individuals who have a clear knowledge of their part in the overall response, who know what they are trying to achieve, are less likely to suffer from stress than those who do not.

**Regular Breaks**

Even during a working shift, managers and staff must take regular short breaks. These breaks will enable them to continue to operate effectively throughout their working day.

**Recreation and Refreshment**

In a prolonged response, that might last for days or even weeks, it is important to ensure that the centres in which people will work have recreation and refreshment facilities. This might include, for example, a television room, a quiet area, a canteen.

**Debriefing**

The opportunity to express views on all aspects on the response should be provided to every individual involved. Quite apart from the benefits that will result for future emergency planning, the individual will benefit from sharing their feelings.

The use of staff trained in debriefing techniques should be considered. Any interviews should be properly structured to enable staff to consider how they felt about their involvement and how it might have affected them.

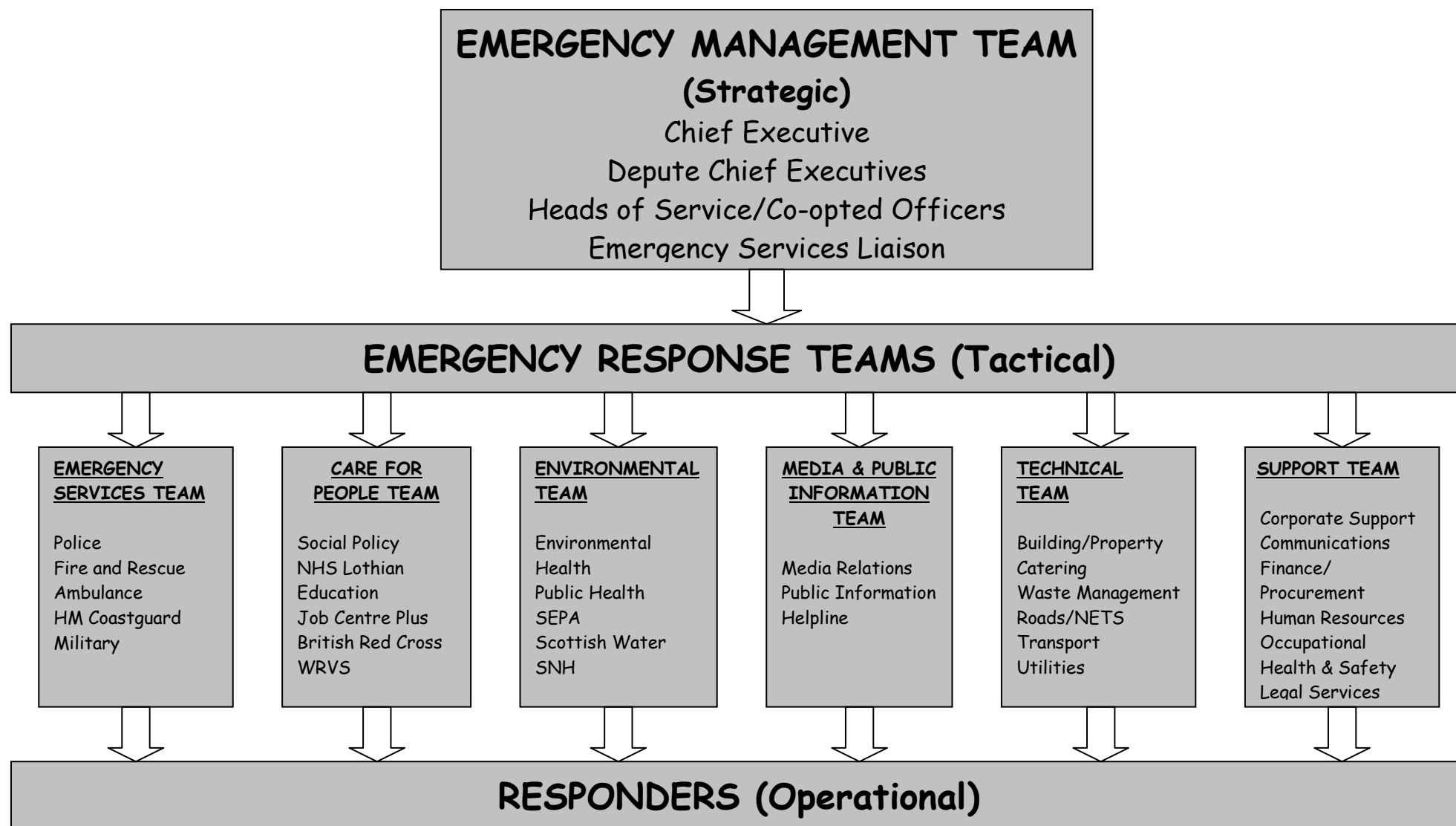
**Leave**

Once an emergency is over staff should be encouraged to take a few days off before returning to their normal duties. This opportunity to recover personally and recharge their batteries will be of benefit to their health and the quality of their normal work.

**Conclusions**

In an emergency everyone wants to help and everyone wants to do their best. Everyone's contribution can be optimised if a sensible policy of stress management is planned for and then adhered to strictly during the response.

Stress management in practice will aid the response to an emergency and protect the health and well being of those involved.

**MAJOR INCIDENT STRUCTURE**

 <p>West Lothian Council</p>	<p style="text-align: right;"><b>Appendix D</b></p> <p style="text-align: center;"><b>MEETING OF EMERGENCY MANAGEMENT TEAM</b></p>
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## **ISSUES FOR CONSIDERATION IN THE EARLY STAGES OF A MAJOR INCIDENT**

### **1. BRIEFING ON CURRENT SITUATION**

- a. What has happened and where
- b. Who is affected, how and how many
- c. Remaining hazards and dangers
- d. What has already been done
- e. The immediate priorities
- f. Resources required
- g. Whether or not a major incident has been declared
- h. Activation of specific major incident plans

### **2. MANAGEMENT OF RESPONSE**

- a. Logging of decisions and actions
- b. Minutes of meetings
- c. Preparation of reports
- d. Financial controls
- e. Business continuity arrangements

### **3. INFORMATION STRATEGY**

- a. Media
- b. General Public
- c. Elected members, MSP's, MPs, MEPs
- d. Staff, both responding and non-responding
- e. Other agencies and stakeholders

### **4. STAFF**

- a. Health and safety
- b. Welfare
- c. Hours of work

### **5. MEMBERSHIP OF EMERGENCY MANAGEMENT TEAM**

### **6. DATE, TIME AND PLACE OF NEXT MEETING**

**Appendix E**

### **EMERGENCY RESPONSE TEAMS ROLES AND RESPONSIBILITIES**

1. Emergency Response Teams form the core response elements for any emergency. The services or agencies represented on each team will vary depending on the scale and nature of the incident. In some cases additional elements may need to be added to an existing team or an additional team established.
2. The following outlines the core teams, a broad outline of their role and their potential membership.
3. The membership of each team will be dictated by the nature of the incident.

<b>EMERGENCY SERVICES TEAM</b>	
<b>Role: To provided tactical liaison between the emergency services and the other Emergency Response Teams.</b>	
Police	HM Coastguard
Fire and Rescue	Military
Ambulance	

<b>TECHNICAL TEAM</b>	
<b>Role: To provide a tactical response to the technical aspects of any emergency.</b>	
Operational Services (Roads, Domestic Services, Fleet & Community Transport, Land Services / NETs, Waste Management)	British Telecom
Building Services	Scottish Power
Building Standards	Scottish Water
Countryside Services	National Grid
Property Services	

<b>CARE FOR PEOPLE TEAM</b>	
<b>Role: To manage the tactical response of the health and care needs of all those affected by an emergency.</b>	
Community Health and Care (includes Primary Health Care and Social Policy)	Housing Providers
Area Services	British Red Cross
Education Services	Women's Royal Voluntary Services (WRVS)

Housing	
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**ENVIRONMENTAL TEAM**

**Role: To co-ordinate the tactical response to the environmental impact of the emergency and to advise the Emergency Co-ordination Team on environmental issues**

Environmental Health and Trading Standards	Scottish Environment Protection Agency
NHS Lothian Health Protection Team	Scottish Government Environment Directorate
Scottish Water	Scottish Natural Heritage

**MEDIA AND PUBLIC INFORMATION TEAM**

**Role: To co-ordinate the provision of information to the media and public**

WLC Media Relations Officers	Media Relations personnel from other agencies
Customer Services Centre	

**SUPPORT TEAM**

**Role: Specialist / administrative support to the overall operation of the Council Emergency centre**

Major Incident Information Management Team	Finance /Procurement
Human Resources / Occupational Health and Safety	Geographical Information System Support Team
ICT / Communications support	Legal / Administration

**Appendix F****EMERGENCY CENTRE RESOURCES**

<b>Telephones</b>	<b>Number</b>
VOIP	<b>6</b>
Direct Dial	<b>1</b>
<b>IT Network / Systems</b>	
Data Points	<b>22</b>
Desk top computers	<b>2</b>
Laptop	<b>1</b>
Printer	<b>1</b>
Police Command and Control Computer	<b>To be installed</b>
<b>Equipment</b>	
Television with Freeview	<b>1</b>
Smartboard	<b>1</b>
Airwave Handsets	<b>2</b>
FM Radio	<b>1</b>
Freeplay Radio	<b>1</b>
Kettle	<b>1</b>
Extension cables	
<b>Operational supplies</b>	
Tabards	
Directories (Council, BT and Yellow Pages)	
Set of maps scale 1:5000 to 1:10000	
Tray sets (street atlas, ward map, message pad, pens)	
Desk pads with map of West Lothian	
Drawer sets with door signs, internal directional signs, table names, agendas and log sheet	



## Appendix G

### INFORMATION MANAGEMENT SYSTEM

1. The Police originally developed the Information Management System adopted for use by West Lothian Council during a Major Incident for use during a nuclear emergency at Torness Power Station. As well as being fully tested during exercises it has been used to manage information during large events.
2. Properly used the system provides:
  - A robust method of recording inter-agency/inter-team tasking
  - An efficient method of sharing key information and decisions
  - A collated master index of Actions and Messages.
3. The system is designed to produce a comprehensive record of the multi-agency, strategic and tactical response to any incident and will:
  - Remove the need for individual agencies to keep separate logs/records
  - Assist in the co-ordinated management of the incident
  - Facilitate the preparation of post incident reports
  - Assist the debriefing/lessons learnt process
  - Provide the necessary documentation for any subsequent Inquiry process.

### THE SYSTEM

4. The system has the following components
  - Action/Message Form – a self-carbonating form used to record all messages or actions
  - Master Index Log – a form used to chart the progress of all Actions and Message Forms
  - Overdue/Unresolved Action Report – Reminds agencies about incomplete actions
  - Allocation of Identity Numbers – Used to allocate information copies of messages.
5. Emergency Planning maintains a team of volunteers from various council services who undergo training in the MIIMS and who are able to assist during emergencies. Each volunteer is issued with a guidance booklet on how to operate MIIMS. Hard copies of the guide are held in the Emergency Centre

When using the system the following rules apply:

6. Enter the date in the boxes provided.
7. Enter the Log Reference Number. Use **your initials/serial number**

#### Incoming Messages

8. Note whom it is from and any reference in the **INCOMING** box. Put your name in the **Recorded By** box.

#### Outgoing Messages

9. Note to whom it is to in the **OUTGOING** box. Put your name in the **Originated By** box

#### Type of Message

10. Indicate the type of message by ticking the appropriate box (or entering the number of the action being replied to).

- For Information
  - For Action
  - Reply to Action No
11. Mark the top of the form **PRIORITY** if it is judged urgent enough. Normally this only applied to live threatening issues.
  12. Complete the form legibly and neatly and record the time received/sent.
  13. To process an incoming message, mark whom it is going to in the **OUTGOING** box and:
    - Send the WHITE copy to the addressee
    - Pass the BLUE copy to the Emergency Centre Logger
    - Retain the YELLOW copy for reference
  14. To process and outgoing message
    - Pass the BLUE copy to the Emergency Centre Logger
    - Retain the WHITE and YELLOW copies for reference
  15. Persons responding to an incoming request for action must initiate a new **OUTGOING** message form. This will include the **Reply To Action No.** and the **Action Taken.**
  16. This creates a multi-agency record of important actions and key pieces of information. If you ask another agency to do something (ACTION), or tell them something (MESSAGE) then it is important to ensure that it is recorded. Creating a record protects you and your organisation.

**Appendix H****WEST Lothian Council CRIP****COMMONLY RECOGNISED INFORMATION PICTURE *NUMBER***

for

**XXX INCIDENT/EVENT****HH:MM DD/MM/YYYY****New Information Shown In Red****Incident Summary: Topline Overview**

<b>Incident/Event:</b>	
<b>Assessment:</b>	
<b>Actions Taken:</b>	

**Incident Details: Overview**

<b>Location:</b> <i>(Location, area/s affected, scale of incident, affected infrastructure etc. refer to Map if appropriate)</i>
<b>Incident/Emergency:</b> <i>(Nature, scale, extent of damage to property etc)</i>
<b>Immediate Issues:</b> <i>(Issues requiring immediate attention)</i>
<b>Response:</b> <i>(Include service areas updates where relevant)</i>

<b>Mutual Aid/Government/Vol Orgs Assistance: <i>(Include aid requested or in place – where from, what type)</i></b>
<b>Current Conditions: <i>(e.g. weather, state of watercourses, access to site etc)</i></b>

**Incident Details: Casualty & Support**

<b>Casualty Evacuation &amp; Treatment: <i>(Numbers deceased, missing, injured, or displaced with comments)</i></b>
<b>Care for People: <i>(Impact on routine services, details of rest centres and other care provided to persons affected by incident)</i></b>

**Incident Details: Critical Infrastructure**

***(Consider any reductions or interruptions to services and availability of critical supplies and services)***

<b>Transport</b>	
• Roads:	
• Rail:	
• Airport:	
<b>Energy</b>	
• Gas:	
• Electricity:	
• Fuel:	

• <b>Water:</b>	
<b>Communications</b>	
• <b>Telecoms:</b>	
<b>Other</b>	

**Incident Details: Public Communications**

<b>Media Issues:</b>
<b>Public Perception: <i>(Include any issues picked up on social media)</i></b>
<b>Messages Issued <i>(Include any known positive message opportunities)</i></b>

**Incident Assessment**

<b>Consequence Assessment: <i>(prompt; What, So What, Now What)</i></b>

<b>Key issues:</b>
<b>Conclusions:</b>

**Actions**

<b>Strategy:</b>					
<b>Priorities:</b>					
<b>Actions:</b>					
Date/ Time	Issue	Action	Target	Responsible Person	Complete

**Contact information:**

Council Contacts: *(provide details of routine contact information and details of Out of Hours contacts for weekdays and weekends)*

Other Responder Contacts: *(provide other responding agencies details and contact information inc Out of Hours contacts for weekdays and weekends)*

**Map if required**

## **SECTION TWO**

### **ROLE OF COUNCIL SERVICES**

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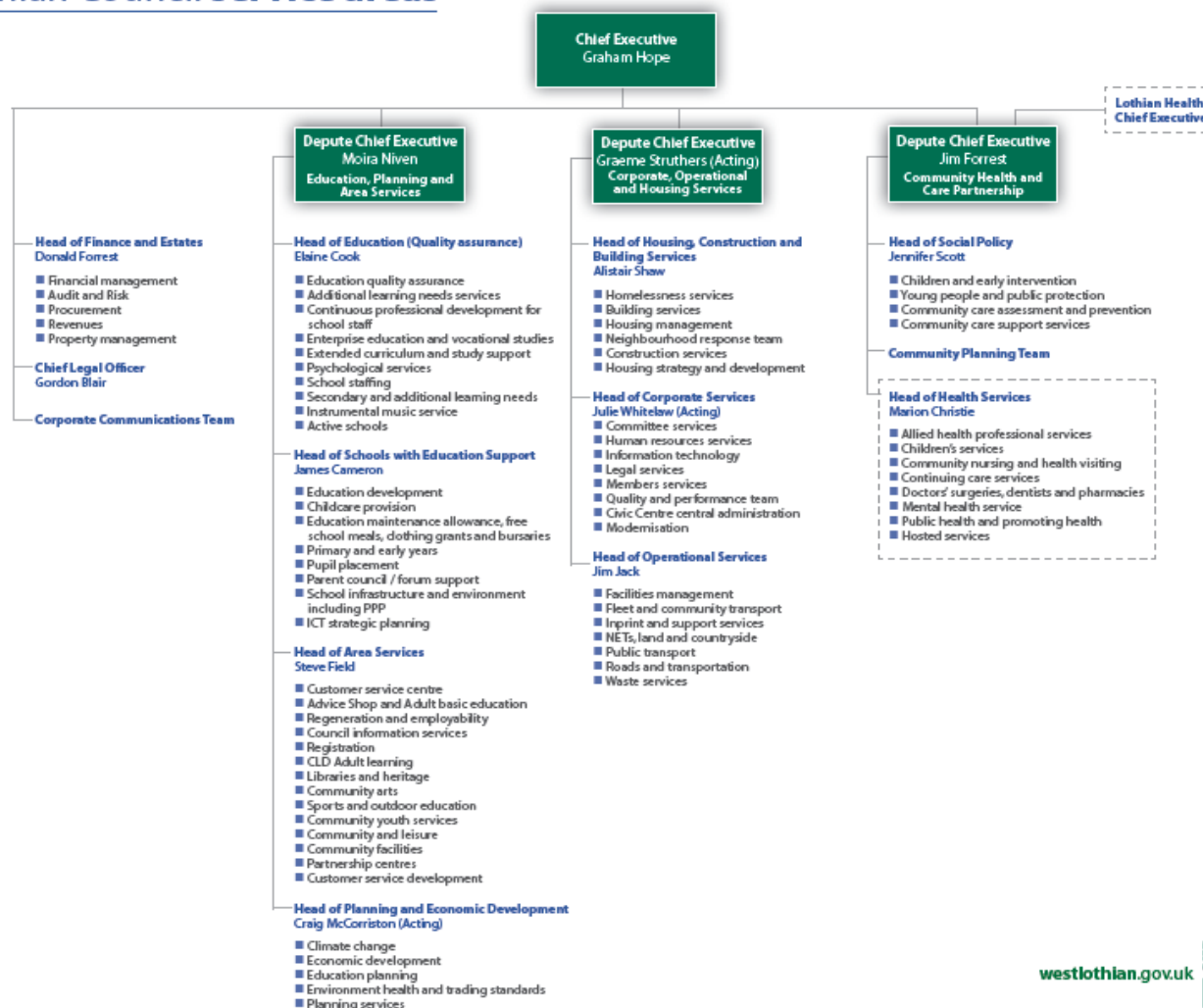
This section describes the Major Incident Roles that Council Services would undertake. It should be read in conjunction with Section 1, which sets out the overall council response to a Major Incident.

The roles of the following services are set down in this section.

- Chief Executive Office
- Finance and Estates
- Corporate Communications
- Area Services
- Housing, Construction and Building Services
- Corporate Services
- Planning and Economic Development
- Operational Services
- Education Services
- Social Policy



## West Lothian Council service areas



MAY 2013

## ROLE OF THE CHIEF EXECUTIVE OFFICE

### STRUCTURE

1. The Chief Executive Office includes the Chief Executive, Depute Chief Executives and their support staff, and the Emergency Planning Officer. It is located at the Civic Centre, Livingston.

### EMERGENCY ROLE

2. The emergency role during a major incident will include the following:-
  - Providing representation at strategic or tactical groups during the emergency phase and acting as chair of this group during the recovery phase.
  - Ensuring elected members and chief officers are kept up to date on the event.
  - Providing administrative and secretary support as required at the Council Emergency Centre.
  - Act as the initial contact point for the notification to the Council of a Major Incident by the police **during normal office hours**.
  - Evaluate and if necessary confirm information received.
  - Commence and maintain a log of events.
  - Brief the Chief Executive on the details of the incident as known.
  - Confirm the requirement for an Emergency Management Team.
  - Confirm the details for the initial meeting of the Emergency Management Team and identify additional representatives to attend.
  - Arrange for the activation of the Council Emergency Centre.
  - Establish the emergency communications systems.
  - Initiate callout procedure.
  - Brief personnel on arrival at Council Emergency Centre.
  - Administer the Initial Emergency Management Team Meeting.
  - Act in support of the Council Emergency Centre Support Team.

## ROLE OF FINANCE AND ESTATES

### STRUCTURE

1. Finance Services includes Financial Management including Risk and Insurance Services, Internal Audit, Purchasing Services; Revenues and Benefits Services and Property Management

### EMERGENCY ROLE

2. The emergency role during a major incident will include the following: -

#### **Finance**

- Implement arrangements for recording expenditure incurred during the major incident.
- Provide advice and guidance to the Chief Executive and Depute CE's on supplementary funding to meet operational requirements in excess of service budget provision.
- Collate the principal financial information rendered by Council Services and supporting Voluntary Services in respect of abnormal expenditure arising from the emergency.
- Liaise with the Scottish Government in respect of the Bellwin Scheme.
- Provide advice and guidance to the Chief Executive and Depute CE's on managing insurance claims
- Arrange for the attendance of loss adjusters in respect of any Council property damaged as a result of the major incident.
- Arrange for the supply of any additional equipment, material and other services as required during and after the emergency.
- Make provision for and co-ordinate West Lothian Council's involvement in the establishment and management of an appeal fund if one is launched as a consequence of the emergency.

#### **Property Management**

- Ensure that arrangements are in place for the Civic Centre to be available for use 24/7 as the Council's Emergency Centre.
- Assist with the identification of additional suitable accommodation for managing a major incident.
- Manage and operate council properties and other premises taken into use by the council during emergency operations.

- Advise and assist in respect of the use of non council properties during emergency operations.
- Provide information of ownership of properties.
- Provide Information of occupation of properties.

## ROLE OF AREA SERVICES

### STRUCTURE

1. Area Services is responsible for the management the operation of the Council Information Service, Customer Service Centre, Registration,

### EMERGENCY ROLE

2. The emergency role in a major incident will include the following: -

#### **Community Facilities**

- Provide community facilities including halls, catering staff and facilities for use as Emergency Rest Centres in conjunction with Social Policy.

#### **Customer Service Centre**

- Act as the initial contact point for the notification to the Council of a Major Incident by the police **outwith normal office hours**
- Initiate the call out of staff through the emergency planning officer or duty emergency planning officer.
- Responding to calls from the public including the setting up of a Helpline.

#### **Council Information Offices**

- Provision of Helpdesk for dissemination information to the public.
- Collation of information from persons affected by the emergency.

#### **Community Planning**

- Take a lead role in the recovery phase
- Liaise with community groups and voluntary groups in the affected area

#### **Libraries**

- Make available Library Service mobile units for use as Forward Incident Vehicles or Public Information Points as required.

## **ROLE OF CORPORATE COMMUNICATIONS**

### **STRUCTURE**

1. Corporate Communications is responsible for internal and external communication

### **EMERGENCY ROLE**

2. The emergency role in a Major Incident will include the following.
  - Provide and co-ordinate the Council's media arrangements.
  - Liaise with the Police Media Relations Manager, or nominated Media Relations Officer.
  - Represent the Council at the Public Communications Group
  - Provide press briefings on Council activities.
  - Manage media briefing sessions.
  - Identify and brief key Council spokespersons.
  - Monitor media coverage.
  - Provide information to the public

## **ROLE OF HOUSING, CONTRSUCTION AND BUILDING SERVICES**

### **STRUCTURE**

1. Housing, Construction and Building Services is responsible for the management of Council houses and the Neighbourhood Response Teams.

### **EMERGENCY ROLES**

2. The emergency role in a Major Incident will include the following.

#### **Housing Services**

- Providing accommodation for persons made temporarily homeless or unable to return home because of an emergency.
- Managing the repair to any damaged property within the Council's housing stock
- Assisting at Emergency Rest Centres.

#### **Building Services**

- Operate under the direction of the Building Services Manager.
- Provide trades staff and sub-contractors from other building trades.
- Provide a range of light goods vehicles and labour squads.
- Provide specialist plant including temporary lighting
- Arrange access to the Building Services store and obtaining other materials through contracts let by the Purchasing Manager.

#### **Construction Services**

- Co-ordinate and control building works to maintain and repair council properties.
- Secure the services of private contractors as necessary.

## ROLE OF CORPORATE SUPPORT SERVICES

### STRUCTURE

1. Corporate Support Services includes Committee Services, Human Relations, Information Technology, Legal Services, Members Services, Occupational Health & Safety and Payroll.

### EMERGENCY ROLE

2. The emergency role in a major incident will primarily be to assist in the management and operation of the Council Emergency Centre. This will include the provision of a manager and support staff. However, staff from other services will provide support as required.
3. The Council Emergency Centre is located in the Civic Centre but in the event of a service specific or site specific incident may operate elsewhere. The Council Emergency Centre will include representatives from Council services and other organisations involved in the incident.
4. The purpose of the **Council Emergency Centre** is as follows: -
  - Provide a full integrated administrative system for those managing and co-ordinating the response including: -
    - Minute taking
    - Message handling
    - Log keeping
    - Clerical support
    - Map maintenance
    - Maintaining information boards
    - Security
  - Liaise with Operational Services in respect of arrangements of catering and cleaning.
  - Brief key personnel.
  - Assess the incident in respect of potential consequences.
  - Assess resources requirement and availability.
  - Liaise with and secure additional assistance as required from:-
    - Scottish Government
    - Strategic Co-ordinating Group
    - Other Local Authorities.
    - Voluntary Organisations.



- Establish and maintain links with the Police and Council Services.
- Keep the Chief Executive, Emergency Management Team and Elected Members informed of developments.
- Carry out Emergency Management Team Strategy.
- Respond to requests for assistance from the emergency services.
- Provide a central contact point for involved in the response and support to persons and organisations in the Emergency Response Teams
- Collect and record all information relating to the incident.
- Prepare to take over the co-ordinating role from the Police.
- Liaise with British Telecom and other communications providers.
- Provide additional skilled staff as necessary.

### **Human Resources**

- Ensure adequate staff are available for an effective response.
- Callout additional personnel as necessary.
- Provide additional staff as requested by the Emergency Support Team.

### **Occupational Health and Safety**

- Provide Health and Safety advice.
- Visit and inspect sites and premises where Council personnel and volunteers are involved in the response to the emergency.

### **Legal**

- Provide a legal advice service to all Council Services responding to the major incident.
- Monitor all aspects of the Council's response with a view to preparing for any judicial or other subsequent enquiry.
- Liaise with Procurators Fiscal and other legal agencies.

### **Information Technology**

- Control, co-ordination and allocation of existing IT and communication resources.

- Co-ordination of and requests for additional IT and communications resources.
- Ensure effective IT communication links and systems are available to allow the efficient transfer of information with all agencies involved in the response to a major incident.
- Support Corporate Communications in the provision of information to the public via the internet

## **ROLE OF PLANNING AND ECONOMIC DEVELOPMENT**

### **STRUCTURE**

1. Planning and Economic Development includes Building Control, Environmental Health and Trading Standards and Economic Development

### **EMERGENCY RESPONSE**

2. The emergency role during major incident will include the following: -

#### **Planning Services**

- Assessing the safety of damaged property and providing advice to ensure the well-being of search and recovery workers (Construction Services will assist as necessary).
- Providing information on the construction of property.
- Provide advice on the structural condition of buildings to Council Services and the Emergency Services.
- Co-ordinate and control the use of Council Staff and private contractors for the purpose of securing or demolishing damaged buildings.
- Providing maps and diagrams including GIS systems.

#### **Environmental Health and Trading Standards**

- Undertaking environmental monitoring and food sampling where there is an imminent risk to public health.
- Providing details of wind speeds, rainfall, etc. using the weather monitoring equipment located at County Buildings (office hours only).
- Providing specialist advice as appropriate.
- Provide Enforcement Officers under the Food and Environment Protection Act 1985, as required.
- Provide specialist advice and information to the public via the Customer Service Centre and Council Information Service.
- Liaise with Lothian NHS Board on Major Outbreak Plan and Outbreaks of Foodborne Disease.
- Liaise with Scottish Water on Waterborne Hazard Plan.
- Liaise with Scottish Environment Protection Agency.

- Liaise with Scottish Government Environment Directorate.
- Co-ordinate the Council's response as required on the Rabies Outbreak Contingency Plan.

### **Economic Development**

- Take a lead role in the recovery phase
- Co-ordinate longer term economic recovery issues
- Provide information, assistance and advice to local businesses

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## ROLE OF OPERATIONAL SERVICES

### STRUCTURE

1. Operational Services includes the following services:-
  - Facilities Management (cleaning and catering)
  - Fleet and Community Transport Services
  - Inprint
  - Neighbourhood Environment Team and Land Services
  - Roads Services
  - Transportation
  - Waste Management
2. Operational Services is likely to play a particularly significant role during both the emergency and recovery phases of a major incident through:-
  - It's day to day response to emergencies involving Council services.
  - The provision of labour, equipment and material resources available to it either directly or indirectly.

### EMERGENCY ROLE

3. The emergency role during a major incident will include:-

#### **Overall**

- Provide labour, goods vehicles, equipment and materials.

#### **Countryside Ranger Service**

- Make available the Countryside Ranger Service for special tasking by the Emergency Centre Team.

#### **Facilities Management**

- Co-ordinate the provision of catering for members of the community affected by a major incident.
- Provide catering for the emergency services and other responders.
- Liaise with and co-ordinating catering assistance from voluntary agencies such as the WRVS as necessary.
- Initiate and control crisis food purchasing schemes

**Fleet and Community Transport Services**

- Liaise with the Public Transport Unit regarding the provision of transport.
- Provide minibuses, including disabled vehicle accessible vehicles and personnel.

**In-print**

- Prepare and printing leaflets etc. in particular with regard to provision of information to the public.
- Where necessary, liaise with Royal Mail or other suitable contractor for the distribution of these leaflets.

**Neighbourhood Environment Team**

- Respond to flooding reports.
- Provide and maintaining stocks of sandbags for flood control.
- Clear debris, screens and culverts

**Roads Services**

- Assist in traffic control by setting up diversions as requested by the police, as well as providing diversion signs, barriers, danger lights and traffic signals.
- Provide specialist plant and equipment and trained personnel utilising both Council and private contractor resources.
- Provide heavy load carrying vehicles and labour squads.
- Provide temporary lighting.
- Remove debris and reinstating roads and to this end liaise with the statutory undertakers when their installations are involved.
- Provide weather forecast and updates from the Meteorological Office in accordance with the Severe Weather Plan.
- Respond to flooding reports.
- Provide and maintain stocks of sandbags for flood control.
- Clear debris, screens and culverts.
- Liaise with Scottish Water, the Scottish Environment Protection Agency and the Emergency Services in respect of any real or potential water or drainage related hazard.

- Render safe any lighting installations and electrical street furniture which is damaged, threatened or likely to contribute to additional hazards.
- Provide temporary electrical supplies.
- Provide plans of electrical connections to street lighting.

**Transportation**

- Arrange public transport if required.
- Co-ordinate and control the provision of general and specialist passenger transport from both Local Authority and private operators resources.
- Liaise with Education Services regarding the provision of buses for school children.

**Waste Management**

- Provide advice and assistance in waste management and disposal

<b>ROLE OF EDUCATION SERVICES</b>
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**STRUCTURE**

1. Education Services includes school provision and specialist services for schools

**EMERGENCY RESPONSE**

2. The emergency role during a major incident will be: -
  - Maintain service continuity.
  - Liaise with Transportation in respect of organising and providing school transport.
  - Provide assistance to pupils unable to return to their homes due to the emergency in liaison with Social Policy as appropriate.
  - Provide additional staff as requested by the Emergency Centre Team.
  - Liaise with Corporate Communications in respect of media arrangements.
  - Provide Liaison Officers as required.
  - Provide liaison for PPP school provision.
  - Provide specialist advice and information.
  - Provide link in as appropriate to other relevant plans, e.g. Business Continuity Plan.



## ROLE OF SOCIAL POLICY

### STRUCTURE

1. Social Policy incorporates Children and Families, Communities and Information, Criminal Justice, Health, Housing Strategy and Support, Adults and Planning and Older People and Physical Disability. Social Policy is part of the Community Health and Care Partnership, which includes.
  - All community care services and related hospital services within the current joint future services across NHS Lothian and West Lothian Council
  - Social Work children's services
  - Primary Care Services provided by independent contractors
  - Health Improvement/Promotion
  - All Allied Health Professional Services in the NHS
  - A Social Care Emergency Team (SCET) operating outwith office hours

### EMERGENCY ROLE

2. The emergency role in a major incident will include the following: -
  - Take a lead role in the Care for People arrangements
  - Provide professional care and support to those in the community affected including the identification of vulnerable persons
  - Identify premises suitable for use as Emergency Rest Centres in consultation with the Police
  - Manage, operate and staff the Emergency Rest Centres
  - Co-ordinate the voluntary services supporting the Emergency Rest Centres
  - Co-ordinate the council's Volunteer Service
  - Provide facilities for those rendered homeless by or unable to return home because of the emergency situation.
  - Provide practical assistance to those affected by the emergency situation.
  - Provide a gateway to counselling services for those who may be affected by the emergency including casualties, evacuees, relatives, staff and volunteers.

- Co-ordinate the activities of voluntary welfare organisations.
- Obtain, as necessary, the support of additional skilled staff and resources from Council Services and Voluntary Organisations to ensure an adequate service response.
- Provide temporary accommodation for those made homeless as a result of the emergency.

**Outwith normal hours SCET can undertake the following roles: -**

- Initiate the setting up of a emergency rest centre
- Assist with the identification of vulnerable persons
- Contact with local voluntary organisations to take assistance to vulnerable groups/persons
- Initiate action in response to disruption to service at a residential home etc.
- Contact housing services to re-house people temporarily made homeless.

## **SECTION THREE**

### **ROLE OF EMERGENCY SERVICES AND HEALTH SERVICES**

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This section describes the role of each of the Emergency Services and Health Services in response to a Major Incident.

The roles of the following Emergency Services and Health Services are set down in this section.

- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Ambulance Service
- NHS Lothian
- HM Coastguard

<b>POLICE SCOTLAND</b>
------------------------

**EMERGENCY ROLES**

1. The roles of Police Scotland in a major incident are: -
  - The saving of life in conjunction with the other emergency services.
  - Alerting other emergency services and agencies as required.
  - Co-ordination of the multi-agency response during the emergency phase.
  - Physical control and security of the scene and the placement of cordons.
  - Assisting the medical authorities with casualty clearance.
  - Investigation of the incident in conjunction with other investigative bodies.
  - Identification of casualties and the collation and dissemination of casualty information.
  - Identification of the dead on behalf of the Procurator Fiscal who is the principal investigator when fatalities are involved.
  - Liaison with friends and relatives.
  - Care and custody of property.
  - Management of and liaison with the media.
  - In conjunction with other agencies, the restoration of normality.

**ACTIONS**

2. **On receipt of a message alerting Police Scotland to a major incident, the Force Communications Centre will initiate a number of actions including: -**
  - Deploy a Police resource to the site.
  - Alert other emergency services and personnel, as required, listed in the General Major Incident Plan.
  - Ensure that a **Major Incident** is declared to other responding agencies.
  - Ensure that a Divisional Senior Officer is deployed to the incident.
3. **The First Officer on Scene will survey and assess the situation and disseminate the following information to the Force Communications Centre.**

<b>C</b> asualties	- assess how many.
<b>H</b> azards	- are there any present or potential hazards?
<b>A</b> ccess	- are access routes clear, if not what are the alternatives?
<b>L</b> ocation	- what is the exact location of the incident?
<b>E</b> mergency Services	- what is there, are more required?
<b>T</b> ype	- what type of incident is it?
<b>S</b> tart a log	- it is essential that a log is maintained.

4. The first officer on the scene must ***resist the impulse to become engaged in rescue*** work. It is essential that the above information is fed back to the Force Communications Centre so that the appropriate response can be deployed to the incident.
5. **The Senior Police Officer in attendance will assume the role of Police Incident Officer and set about establishing the following: -**
  - Incident Control Post.
  - Rendezvous Point.
  - Inner and Outer Cordons.
  - Adequate Communications.
  - Ambulance Loading Point in consultation with Senior Ambulance Officer.
  - Casualty Clearing Station in consultation with Senior Ambulance Officer.
  - Body Holding Area.
  - Crowd Control.
  - Traffic Control.
  - Casualty Bureau.
  - Media Briefing Centre.
  - Appointment of Senior Investigating Officer.

## THE ROLE OF THE SCOTTISH FIRE AND RESCUE SERVICE

### EMERGENCY ROLES

1. The role of the Scottish Fire and Rescue Service (SFRS) in an emergency is to: -
  - Save life.
  - Prevent the destruction of property by fire.
  - Provide rescue and humanitarian services.
  - Protect, and mitigate damage to, the environment.

### COMMAND AND CO-ORDINATION OF OPERATIONS

2. The SFRS fully supports the overall primacy of the Police in the control and co-ordination of an emergency.
3. Where fire exists, however, the Senior Fire Officer will be in command of the inner hazard cordon.
4. Where no fire exists but rescue operations are necessary or dangerous or hazardous conditions exist, the SFRS will control operations within the inner hazard cordon. The police will continue to control access to the outer hazard cordon.
5. **Fire Incident Commander.** The responsibilities of the Fire Incident Commander are to:-

Take command of all Fire and Rescue Service personnel and others who are engaged in fire fighting or rescue duties.

Establish an inner hazard cordon in consultation with the Police.

6. A Command Team consisting of Functional and Specialist Officers will support the Fire Incident Commander to resolve the incident.
7. All non-Fire Service personnel entering or working within the inner hazard cordon shall provide suitable protective clothing and equipment.
8. Where an explosive risk exists, all communications and other electrical equipment in use within the inner hazard cordon must be intrinsically safe.
9. All personnel from the emergency and health services and other support organisations must be clearly identified when working within the inner hazard cordon and in the immediate vicinity of the incident.
10. **SFRS Operations Control.** Direct contact will be maintained between the SFRS Command Support Unit on site and SFRS Operations Control (Edinburgh) through the Airwave radio system. Fax and computer facilities are also available.

11. **Incident Command and Support Centre (ICSC).** An ICSC at Operations Control (Edinburgh) will be activated and will be responsible for the co-ordination and organisation of the logistical requirements of the Fire Incident Commander. However, SFRS Operations Control (Edinburgh) will retain responsibility for mobilising front line resources to the incident.
12. **Media Liaison.** An SFRS Media Officer will be available who will work between the ICSC and the SFRS Command Support Unit on site. This officer will liaise with Police and other services' Media Liaison Officers. All Press Releases and Statements will be agreed with the Police before release.
13. **Casualties.** When working within the inner hazard cordon, the Fire Incident Commander will liaise with the Medical Incident Officer or Ambulance Incident Officer on all matters relating to casualty handling and patient care.

## DECONTAMINATION

14. The SFRS has the capability on a national basis to deploy specialist resources for the **mass decontamination** of people exposed to hazardous substances.
15. Specialist decontamination equipment for this purpose is strategically located at Edinburgh, Glasgow and Aberdeen.

**Note:** the Scottish Ambulance Service will normally undertake the decontamination of injured survivors.

## THE ROLE OF THE SCOTTISH AMBULANCE SERVICE

### EMERGENCY ROLES

1. The roles of the Scottish Ambulance Service in an emergency are:
  - The saving of life and provision of immediate care to patients at the scene of a major incident and in transit to hospital.
  - The alerting of Hospital services and Immediate Care General Practitioners.
  - The evacuation of injured from the scene in order of medical priority.
  - Arranging and ensuring the most appropriate means of transport for the injured to the receiving hospital.
  - The provision of patient care equipment to the scene of a major incident.
  - The transport of appropriate Medical staff and their equipment to the scene of a major incident.
  - Alerting and co-ordinating the work of the Voluntary Aid Societies acting in support of the ambulance service at the incident site.
  - The provision and maintenance of communications equipment, including prior training, for Medical staff and appropriate Voluntary Aid society personnel at the scene of a major incident.
  - The restoration of normality.

### COMMAND AND CONTROL OF OPERATIONS

2. **Ambulance Incident Officer.** The responsibilities of the Ambulance Incident Officer are to: -
  - Establish an effective NHS command structure, making appropriate use of resources on site, including the Patient Transport Service and Voluntary Aid Societies.
  - Work in close co-operation with the Medical Incident Officer.
  - Establish effective access and egress routes, ambulance parking point, casualty clearing station and ambulance loading point.
  - Liaise with the Police/Fire Incident Officers and the Incident Officer of other organisations on site including site or venue managers.

### DECONTAMINATION

3. The Scottish Ambulance Service will assume responsibility for the triage and decontamination of injured people exposed to hazardous substances.



**A copy of the Scottish Ambulance Service Major Incident Procedures  
is held by Emergency Planning Services**

## THE ROLE OF NHS Lothian

### INTRODUCTION

1. The National Health Service in Lothian is responsible for the provision of a comprehensive system of healthcare to cover routine requirements as well as the extraordinary demands arising from a major incident or emergency.
2. NHS Lothian is responsible for the planning, specifying and procuring of health services and healthcare for the population of Lothian, and for providing Public Health Advice.

### DEPLOYMENT

3. The key providers of the NHS response within Lothian are the two providers of Accident & Emergency Services, namely: -
  - The Scottish Ambulance Service whose responsibilities are shown separately elsewhere in this document.
  - Accident & Emergency Hospital Services.
4. Voluntary Aid Services, GP's and other NHS providers and Health Board Headquarters personnel may also be involved.
5. For Major Incidents, NHS Lothian have identified the Edinburgh Royal Infirmary as the **Control Hospital**. It will co-ordinate the off-site NHS Health response. The Control Hospital will arrange for a Medical Incident Officer and Response Team to attend the incident site to work with the Scottish Ambulance Service and other emergency services.
6. Support Hospitals will be designated as indicated by the needs of casualties, taking into account other NHS service demands. These are likely to include St John's Hospital at Howden and, if paediatric casualties are involved, the Royal Hospital for Sick Children Edinburgh.
7. In case the incident proves to be beyond the resources of NHS Lothian, mechanisms are built into all NHS services' emergency plans seeking mutual aid from adjacent Health Board and Ambulance Service Areas.

### EMERGENCY ROLE

8. The roles of NHS Lothian in an emergency are to:
  - Activate Major Incident Plans as appropriate to the incident.
  - Prepare the hospital to receive casualties.
  - Arrange to forward casualty information to the Police Casualty Bureau.
  - Dispatch a Medical Incident Officer to oversee patient care at the site and in liaison with the Ambulance Incident Officer arrange triage, treatment and

transportation of casualties to the most appropriate Designated Receiving Hospitals.

- Dispatch a Site Medical Team to provide medical treatment of individual casualties as directed by the Medical Incident Officer.
- Co-ordinate mutual aid from other Health Boards in liaison with Hospital Medical Controllers and the Scottish Ambulance Service.
- Provide **public health advice** to those managing the response and, in liaison with them, to the public if required.

## THE ROLE OF HM COASTGUARD

### GENERAL

1. HM Coastguard is part of the Maritime and Coastguard Agency. Full details of its emergency roles can be found at [www.mcga.gov.uk](http://www.mcga.gov.uk) in the document 'Search and Rescue Framework for the UK and Northern Ireland'.

### EMERGENCY ROLE

2. Co-ordination of search and rescue at sea. HM Coastguard has access to a full range of search and rescue assets including helicopters, fixed wing aircraft and lifeboats.
3. Co-ordination of sea based pollution and salvage operations.

### COMMAND AND CONTROL

4. The Forth District Maritime Rescue Sub Centre located at Fifeness, near Crail, Fife, would co-ordinate any incidents around the south east coast of Scotland.
5. The Auxiliary Coastguard Service within the Granton Sector has a number of Coastal Rescue Teams which are based at Kinghorn, Rosyth, South Queensferry, Granton and Fisherrow. The Coastal Rescue Teams have an initial response capability for investigation, surveillance and reporting.
6. A RNLI lifeboat is based at South Queensferry.

## **SECTION FOUR**

### **ROLE OF VOLUNTARY ORGANISATIONS**

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1. Voluntary Organisations can play an important role in the response to an emergency incident. The SCG maintains a Directory detailing the resources, capabilities and contact details of voluntary groups who could assist during a Major Incident. This section contains a brief description and the agreed Major Incident Roles of the following voluntary organisations.
  - British Red Cross Society
  - Lothian Raynet
  - Mountain Rescue Teams
  - The Search and Rescue Dog Association
  - Salvation Army
  - Women's Royal Voluntary Service
2. Contact names and numbers are listed in the Emergency Telephone Directory.
3. The voluntary organisations will operate according to their own internal guidelines
4. With the exception of the Mountain Rescue Teams, they will deploy their resources at the request of the Emergency Services or the Emergency Planning Officer. The Mountain Rescue Teams can only be deployed by the police.
5. Administrative support may be necessary for the voluntary organisations in some circumstances.

<b>BRITISH RED CROSS SOCIETY</b>
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**GENERAL**

1. The Red Cross is an international movement organised on a national basis. In the UK, the British Red Cross is divided into areas each with a number of branches. The Lothian Branch falls within the Fife, Lothian and Borders Area.

**CONTACT**

2. In the event of an emergency the Emergency Response Teams and resources are accessed via the British Red Cross Emergency Response Co-ordinator.

**MAJOR INCIDENT ROLE**

3. The British Red Cross can provide:
  - First aid to the injured at the site of the incident.
  - Transport and first aid trained escorts.
  - Care and comfort.
  - Medical equipment.
  - Therapeutic care.
  - A tracing and messaging service.
4. The British Red Cross resources include specialist wheel chair friendly vehicles, 4X4's and first aid, radio and medical equipment.
5. These services are listed in greater detail in the Fife, Lothian and Borders Area "Statement of Intent", a copy of which is held in the Council Emergency Centre.

**COMMAND AND CONTROL**

6. The personnel and resources of the British Red Cross will be under the direction of an Emergency Response Co-ordinator who will liaise with the rest centre manager or Ambulance / Medical Incident Officer as appropriate.

**DISASTER APPEAL SCHEME**

7. This is a comprehensive guide to setting up a post-disaster or major emergency appeal fund with support at national level. The British Red Cross can facilitate payments through banks, by post and through a credit card donation line.
8. A copy of the scheme is held in the Council Emergency Centre.

## LOTHIANS RAYNET

### GENERAL

1. Radio Amateur Emergency Network, (RAYNET), Groups are sponsored by the Radio Society of Great Britain, which is the national society of the British amateur radio movement. Under the terms of their licence, these Groups can be called out to provide communications support during major incident operations by the Police and Emergency Planning Officers as well as other designated user services.
2. The local RAYNET Group is the Lothians RAYNET Group which gathers most of its membership from the Lothian area. The membership is relatively small and in the event of a major incident involving more than one of the authorities within the Lothian area, Lothian RAYNET may not be able to respond to all requests for assistance.
3. Lothians RAYNET is headed by a Controller and is assisted by other officers.
4. RAYNET members hold a small stock of hand held mobile radios, a generator, masts and aerials for use in an emergency.

### CONTACT

5. Lothian RAYNET will respond to requests which normally will be made by the Emergency Planning Officer.

### MAJOR INCIDENT ROLE

6. The role of Lothians RAYNET during a Major Incident is to provide communications support for the Emergency Services and local authority operations.

### COMMAND AND CONTROL

7. The personnel and resources of RAYNET will be under the direction of the Controller of Lothian RAYNET or in his absence an appointed member.

## MOUNTAIN RESCUE TEAMS

### GENERAL

1. There is a locally based civilian team recognised by the Mountain Rescue Committee of Scotland which covers the Lothian area. This is the Tweed Valley Mountain Rescue Team. The main team is based in Selkirk but has an associated group based in Edinburgh.
2. The team maintains a number of specialised 4X4 vehicles along with a range of communications and other rescue equipment.

### CONTACT

3. Personnel will **only** turn out in response to a specific request from the Police.

### MAJOR INCIDENT ROLE

4. To support the emergency services through the provision of specialist search and rescue.

### COMMAND AND CONTROL

5. Team resources will be under the direction of the designated Team Leader who will report directly to the senior police officer on the scene.

### FINANCE

6. An arrangement is in place to allow teams to claim the cost of a response via the Police.



<b>THE SEARCH AND RESCUE DOG ASSOCIATION (S.A.R.D.A.)</b>
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**GENERAL**

1. The Search and Rescue Dog Association trains members of Mountain Rescue Teams and their dogs to provide a specialist search and rescue capability.
2. SARDA dogs are air scenting and capable of covering a large area of ground.

**CONTACT**

3. SARDA dog handlers will respond to specific requests received via mountain rescue team leaders or direct from the police.

**MAJOR INCIDENT ROLE**

4. To support the emergency services through the provision of specialist search and rescue capability.

**COMMAND AND CONTROL**

5. SARDA dog handlers will operate under the direction of the designated team leader who will report direct to the senior police officer on the scene.

**FINANCE**

7. An arrangement is in place to allow teams, including SARDA dog handlers, to claim the cost of a response via the Police.

<b>SALVATION ARMY</b>
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**GENERAL**

1. The Salvation Army is an international religious and philanthropic movement organised on a national basis. In the United Kingdom the Army comprises eighteen Divisions under the direction of a Territorial Headquarters in London.
2. West Lothian is within the Army's East Scotland Division and operates two Corps Centres at Livingston and Fauldhouse

**CONTACT**

3. The Salvation Army will respond to requests from the Emergency Services, Emergency Planning Officer or Head of Social Policy.

**MAJOR INCIDENT ROLE**

4. The Salvation Army can:
  - Support the Emergency Services and other responders by establishing temporary refreshment facilities at the scene.
  - Provide humanitarian support at emergency rest centres and elsewhere.
  - Provide overnight or short duration shelter in Salvation Army accommodation for those rendered homeless.
  - Offer spiritual and practical comfort to the bereaved.

**COMMAND AND CONTROL**

5. The personnel and resources of the Salvation Army will be under the direction of the Senior Salvation Army Officer present.

**FINANCE**

6. The Salvation Army Divisional Commander will render a statement of costs to the service which called for assistance.

## **WOMEN'S ROYAL VOLUNTARY SERVICE (WRVS)**

### **GENERAL**

1. The Women's Royal Voluntary Service is one of the UK's largest voluntary services dedicated to community care.
2. WRVS Emergency Services exist to support the victims of disaster by providing hot food, shelter and other services at emergency rest centres. They also provide support to the rescuers through the provision of hot drinks and food at the scene.
3. The WRVS also provides recognised training in Rest Centre Management and other related services.
4. Emergency teams are available on a 24/7 basis.
5. West Lothian Council's Social Policy has contracted with WRVS for the provision of support services in emergency rest centres.

### **CONTACT**

6. In the event of an emergency the Emergency Service Teams and resources are accessed via the WRVS Emergency Services Manager.

### **MAJOR INCIDENT ROLE**

7. The role of the WRVS during a Major Incident is to: -
  - Support the emergency services, Lothian NHS Health and others by supplying temporary refreshment facilities at the scene or elsewhere.
  - Support Social Policy and the and other members of the Community Health and Care Partnership in rendering social and welfare services at emergency rest centres or elsewhere.

### **COMMAND AND CONTROL**

8. The personnel and resources of the WRVS will operate under the direction of the senior WRVS member present who in turn will operate under the direction of the Social Policy Co-ordinator or Rest Centre Manager as appropriate.

### **FINANCE**

9. Subject to the contract with Social Policy, the WRVS finance department will render an invoice for costs incurred during the emergency.

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## **SECTION FIVE**

### **RECOVERY**

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Once the emergency response to a Major Incident nears completion, there will be a number of recovery aspects to be addressed. This section establishes a framework for the process of recovery following an incident.

## RECOVERY

### RECOVERY WORKING GROUP

#### Background

1. During the emergency response stage the Strategic Co-ordinating Group may commission the formation of a Recovery Working Group. If there are significant recovery issues, then it is good practice for the chair of the RWG to be part of the SCG.

#### Purpose

2. The RWG brings together the key agencies involved in the recovery and is usually led by a senior officer (Chief Executive or Director) of the local authority. The purpose of the group is to ensure that :
  - The longer-term recovery priorities are reflected in the planning and execution of the response co-ordinated by the SCG.
  - Full relevant participation by organisations from the public, commercial and voluntary sector is engaged from the outset.
  - Continuity of management once the emergency phase is complete

### HANDOVER TO RECOVERY PHASE

3. The handover from the emergency response phase to the recovery phase, where the council will take a strategic lead in co-ordinating a multi agency recovery process, takes place at a mutually agreed time. Consideration should be given to the following criteria:
  - That the Council Emergency Co-ordination Centre is functioning effectively and has the necessary resources, communications and media co-ordination arrangements in place.
  - That other organisations are functioning effectively in respect of resources, communication arrangements and management of outstanding issues.
  - There is no known further risk to life specific to this incident
  - The circumstances dictate it more appropriate for the Command and Control to rest with the Council now that the phase is clearly one of recovery
  - There are no serious public order or crime prevention issues which impact on the overall strategic co-ordination of the recovery phase
  - L&B Fire and Rescue Service and the Scottish Ambulance Service are now operating at a level that does not necessitate the Strategic Co-ordinating Group to co-ordinate and facilitate their activity
  - There are no known scenarios that may give rise to a requirement to reinstate the SCG.

- The Police and the council are satisfied that the infrastructure, strategies and action plans are in place for the hand over of responsibility to proceed in a seamless manner.

## PHASES OF RECOVERY

4. The recovery phase is likely to last for a significant period of time. In practical terms the phases of recovery can be broken down into:
  - **Short Term Issues**  
Those actions which can be completed with the first seven days
  - **Medium Term Issues**  
Those issues which are more protracted or widespread and could take between seven days and three months to address.
  - **Long Term Issues**  
Those issues which will take longer than three months to resolve. It should be recognised that some issues may continue for longer than 12 months.
5. It is important to recognise that the recovery process may never be able to restore the affected area and a community exactly to its previous state. After a consultation period, a point will be identified where a disproportionate level of resources cannot be justified to overcome the effects of the incident.

## COUNCIL ARRANGEMENTS

6. As the emergency response to the incident draw to a close, and the recovery phase continues, the council is likely to be responsible for the co-ordination of the multi-agency recovery as well as the council's own recovery arrangements. The Chief Executive or a Director will lead a multi-agency Recovery Group and the Emergency Management Team will provide overall direction of the council recovery arrangements
7. Additional single focus sub-groups may be established to deal with particular aspects of the recovery. These may include, but are not limited to:
  - Business Continuity Sub Group
  - Staff Welfare Sub Group
  - Economic Impact Sub Group
  - Finance Sub Group
  - Media/Public Information Sub Group
  - Care for People Sub Group
  - Health Advisory Sub Group
  - Community Recovery Sub Group

Each sub group will be led by an appropriate council officer, who will represent the sub group on the Recovery Group. The sub groups will have representatives from other agencies as appropriate.

## **ELECTED MEMBERS**

8. Elected members can prove a valuable link to local communities and business and every effort should be made to ensure that they are kept informed and a clear channel for providing feedback. During the Recovery Phase it is expected that elected members will also continue to use the normal democratic processes to keep up to date with developments and exchange information.



## **SECTION SIX**

### **SUPPORTING INFORMATION**

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This section contains supporting information in the following areas.

- Emergency Communications
- Media Liaison
- Legislation and Financial Arrangements

## EMERGENCY COMMUNICATIONS

### INTRODUCTION

1. In a major emergency, there would be an extremely heavy demand on communications and information systems which could overload the normal functioning of, for example, the Private Subscriber and Cellular Telephone Networks. The Lothian and Borders Strategic Co-ordinating Group has produced a Resilient Communications Plan.
2. Arrangements are in place for emergency management of the main telephone systems by the telecommunications companies. A number of alternative communications systems are also available which would provide the Council and other organisations involved in an emergency response with communications for co-ordinating their emergency needs and for continuation of their normal services.

### COMMUNICATION SYSTEMS

#### **Public Telephone System Network (PSTN) Management.**

3. In conditions of overload, British Telecom (BT) are capable of invoking various management schemes at telephone exchanges throughout the UK to filter and reduce the number of incoming calls to anyone area.

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

4. The BT National Emergency Linkline is the 24-hour single point of contact with BT during an emergency. **Contact with BT on this line is essential from as early as possible in an emergency** to enable monitoring of the telephone network to be initiated to prevent overload conditions developing. Details of access to the BT Linkline number are given in the Emergency Telephone Directory.

#### **Mobile Telephone Privileged Access Scheme (MTPAS)**

5. The MTPAS scheme allows certain cellular telephones to be designated as priority instruments and these are modified to allow use on special channels free from competition from non-priority users. The Police are responsible for invoking the MTPAS scheme in the area. The Police would liaise with the Vodafone, Cellnet and other operators to assess the impact on the networks prior to activating the scheme.

#### **Government Telephone Preference Scheme (GTPS).**

6. The GTPS is a contingency scheme operated by British Telecom on the telephone network on the Government's behalf. It provides a means of withdrawing outgoing service from most customers on an exchange in order to safeguard the outgoing access of telephone users designated as essential during major peacetime or war emergencies.

7. The GTPS is currently under Government review and is likely to be considerably amended. Local GTPS telephone lists for the West Lothian Council area will be amended and updated following the results of the current review.

#### **Radio Amateur Emergency Network (RAYNET).**

8. The Council. has an arrangement with locally based volunteer licensed amateur radio operators In the RAYNET organisation to set up a radio communications system between the Council's ECC and any outlying operations such as Emergency Rest Centres.

#### **Airwave Handsets**

9. The Scottish Government has issued all local authorities with two Airwave handsets.

## MEDIA LIAISON

### GENERAL

1. In any emergency there will inevitably be a considerable amount of media interest. Responsibility for giving accurate information on the emergency and on the emergency response roles being performed by the emergency and health services and the Council lies with: -

Police Force	Police Media Relations Manager
Fire Service	Fire Service Media Liaison Officer
Ambulance Service	Press Officer
Lothian NHS	On call consultant (Public Health Medicine)
Council	Media Relations Officer

2. Representatives from other organisations may be co-opted into this group depending on the circumstances of the incident, for example, from The Scottish Office Information Directorate or an operating company or organisation affected by the incident. Further information on the role of the Public Communications Group can be found in the Lothian and Borders SCG Public Communications Plan.

### Guidelines

3. In their own interests all Press Officers should be aware of the terms of the **Lord Advocate's Guidelines entitled "Police and the Media"** and have an understanding of the Contempt of Court Act.

### CONTROL OF THE MEDIA

#### Attendance at the Emergency Site

4. Ultimate control of the media attendance at an incident is the responsibility of the Police Incident Officer. The Police Incident Officer may delegate this authority to the Police Media Relations Manager. At an early stage the Police Incident Officer, or a representative, will meet with all the Press Officers in attendance at the site to agree the limits of media access. These agreed limits may be altered as the incident develops, by further liaison between Press Officers and the Police Incident Officer or nominated representative. In any case, members of the media permitted access through any outer Police security cordon must be accompanied by one of the Press Officers listed in paragraph 1 above.
5. In addition, where the Fire Brigade has imposed a **Hazard Zone**, media access into this inner cordon will be subject to permission being granted by the Senior Fire Officer in control of the zone. At no time will media representatives be subjected to the actual hazard and any access to this inner cordon will be on the

condition that the media are accompanied by the Fire Brigade Media Liaison Officer and that they provide themselves with personal protection equipment as determined by the Fire Brigade.

#### **Attendance at other Emergency Facilities.**

6. There will also be a requirement to control media attendance at any Emergency Rest Centre (ERC) which may be set up for uninjured survivors and at hospitals to which the injured may be taken and any temporary or other mortuary facilities. The Police will be primarily responsible for security at ERCs and mortuary facilities.

#### **PRESS OFFICER LIAISON**

7. From as early as possible in an emergency, close liaison must be maintained with the Police Incident Officer in order to exchange relevant information. This may best be achieved at the designated Press Information Point (see para 8). Press Officers will be represented at Co-ordinating Group meetings held by the Police Incident Officer.

#### **PRESS OFFICER ACCOMMODATION/PRESS INFORMATION POINT**

8. The Police Media Relations Manager will be responsible for setting up Press Officer Accommodation either in suitable premises or by the provision of a mobile unit. The location of this facility will be, where possible, adjacent to any outer Police security cordon imposed and should at all times be accessible to the media and constantly staffed by a Police Officer. This facility may be a pre-designated Media Briefing Centre in some incidents.

#### **PRESS OFFICER IDENTIFICATION**

9. Whilst in attendance at any incident the Press Officers of all services must carry official identification and should also be clearly identifiable by the wearing of tabards or jackets with their organisation and function clearly labelled.

#### **COMMUNICATIONS**

10. The Press Information Point will be provided with an external telephone(s) for the sole use of service Press Officers.
11. The provision of communications at the emergency site, when required, will be the responsibility of the Police Media Relations Manager. A Police radio channel will be set aside for the passage of information between Press Officers and the Press Information Point. Contact will also be set up with Press Officers not attending at the emergency site, for example, from the Council and Health Board.

#### **RELEASE OF INFORMATION**

12. Following the initial liaison between Press Officers to identify the type of emergency and the information required by the press, each officer will speak only on the subject of their own service's or organisation's particular role.

13. Where general overall comment is required, this will be the responsibility of the Police Media Relations Manager.

### **CASUALTY INFORMATION**

14. The Police are the sole source for the initial release of names and addresses of any casualties including fatalities. Any subsequent interview with casualties detained in hospitals will be the responsibility of the Health Board Press Officer with assistance from the Police as necessary.
15. The Ambulance Service may release general casualty information relating to types of injuries, treatment received at the scene and equipment used.

### **INTERVIEWS WITH SENIOR OFFICERS**

16. Where requests from the media are made to interview a senior officer from one of the individual services in attendance, this will be organised by the appropriate service Press Officer who will in turn advise other Press Officers of arrangements and any predetermined interview content.

### **PRESS CONFERENCES**

17. The Police Media Relations Manager will be responsible for arranging press conferences connected with the co-ordinated response to the emergency at the emergency site or at a designated Media Briefing Centre. The Police Media Relations Manager will also inform all Press Officers of the arrangements. Unless otherwise directed by the Police Incident Officer, press conferences will be chaired by the Police Media Relations Manager or another delegated Police officer.

### **LONGER TERM MEDIA LIAISON**

18. The leading role of the Police for media liaison and emergency co-ordination will cease when the Chief Constable is satisfied that the emergency aspects of the situation have been settled and that adequate facilities have been established for making the necessary investigation into the cause of the emergency or any fatalities.
19. At that stage there may still be a need for co-ordination of the longer term measures to alleviate hardship and repair damage. Most of the services responsible for these longer term measures will be those of the local authority and the Police will hand over responsibility to the Council. It is not feasible to lay down the exact phase of the emergency operations at which the handover from the Police to the Council will occur since the circumstances of each incident will be different.
20. At that stage, the Council will also take over the main responsibility for media liaison in respect of the longer term measures under its jurisdiction. These measures could include re-housing property and local infrastructure repair and post disaster counselling.

## LEGISLATION AND FINANCIAL ARRANGEMENTS

### LEGISLATION

#### Civil Contingencies Act 2004

1. The Civil Contingencies Act 2004 is the principal legislation concerning local government and emergencies.
2. The Act is an enabling piece of legislation which is intended to promote a modern, statutory framework for the integrated response to civil emergencies. The Contingency Planning (Scotland) Regulations 2005 are made under the 2004 Act and require local authorities and other agencies to comply with a number of duties.
3. The Act designates the local authorities as Category One Responders and this means that the council has the following duties:
  - Assessing the risk of emergencies occurring and using this to inform contingency planning;
  - Put in place emergency plans;
  - Put in place Business Continuity Management arrangements;
  - Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency;
  - Share information with other local responders to enhance co-ordination;
  - Co-operate with other local responders to enhance co-ordination and efficiency; and
  - Provide advice and assistance to businesses and voluntary organisations about business continuity management

#### Local government (Scotland) Act 1973

2. Prior to the commencement of the Civil Contingencies Act, the Local Government (Scotland) Act 1973, as amended by the Local Government etc. (Scotland) Act 1994 is the principal legislation concerning local authorities and emergencies.
3. Section 84 gives all local authorities power to take immediate action where an emergency or disaster occurs or is imminent.
4. Subsection (1) sets out the powers which are available if an emergency or disaster occurs, or is imminent, and involves (or threatens) destruction of, or danger to, life or property. These powers can also be used if there is reasonable ground for expecting such an emergency or disaster. If the local authority considers that the whole or part of its area (or all or some of the inhabitants) is likely to be affected, it may incur expenditure under Section 84.
5. Such expenditure may cover action by the local authority itself; joint action with another authority, person or body; action within or outside its own area or even outside the United Kingdom; precautionary measures, such as the prior purchase of plant or materials; action to alleviate or eradicate the effects of an emergency

or disaster; and the making of grants or loans (including grants or loans to voluntary bodies) subject to conditions to be determined by the local authority. Prior consent of the Secretary of State is not needed for any of this expenditure. There will not be any specific Government grant in aid of such expenditure.

6. Subsection (3) makes it clear that the power conferred by Section 84 is in addition to, and not in derogation of, any power conferred on a local authority by or under any other enactment. Powers under specific legislation relating to individual services should be used where appropriate.

### **Control of Major Accident Hazard Regulations 1999**

7. These regulations, better known as the COMAH regulations, place responsibilities on site operators in respect of safe practices and on-site emergency arrangements. In addition, certain duties are placed on local authorities for off-site emergency plans for "high-risk" sites.
8. Within West Lothian there are two top tier COMAH sites and the councils emergency response arrangements for these are contained with the COMAH off-site plan.

### **Pipeline Safety Regulations, 1996**

9. These regulations place certain duties on local authorities in respect of emergency planning for major transmission pipelines carrying gas or other hazardous substances.
10. There are a number of major accident hazard pipelines in West Lothian. Details are contained in the Pipeline Plan.

### **Part II of the Housing (Scotland) Act 1987 (as amended by the 2001 and 2003 Acts)**

11. Part II of the Housing (Scotland) Act 1987 (as amended by the 2001 and 2003 Acts) sets out the powers and duties of local authorities in dealing with applications from people seeking help on the grounds that they are homeless or threatened with homelessness. Section 37(1) requires local authorities to have regard to Guidance issued by the Secretary of State in the exercise of their homelessness functions. The Code of Guidance on Homelessness (2005) provides such guidance.
12. Section 6.3 of the Code of Guidance on Homelessness (2005) defines that a person must be considered to be in priority need, "who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or any other disaster".
13. The local authorities duty to accommodate a household in an emergency is clarified in The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004. Exception 3(3)(a) states "Where a local authority has reason to believe that an applicant may be homeless or threatened with homelessness as a result of an emergency such as a flood, fire or other disaster. The use of unsuitable accommodation is not subject to a time limit in this case". (i.e. the time limit for unsuitable accommodation of 14 days does not apply) Housing (Homeless Persons) Act 1971.



## FINANCIAL HELP FOR PEOPLE IN NEED

### Personal Payments

14. The Department of Social Security can make various payments to people in urgent financial need as a result of a major accident or natural disaster. These payments include: -
- a. Immediate cash payments to people in their homes for urgent needs such as food and fuel during the first days after the disaster.
- Where a local authority or voluntary organisation incurs expense in providing food to people in their homes the Department of Social Security has discretion to reimburse the whole or part of any cost incurred where conditions make it impractical to charge recipients for the service.
- b. Reimbursement of the whole or part of any cost incurred where conditions make it impracticable to charge recipients for the service.
  - c. Payments for the replacement of clothing, household utensils and other essential articles.
  - d. Weekly payment of benefit, for a limited period, to people unable to get to their work.
15. In urgent cases payment can be made to people in full-time work who would not normally be entitled to benefit. No payment can be made as compensation for losses suffered or to replace non-essential articles. In general, persons suffering losses of this kind are expected to be insured and to claim under their policy/policies.

### Assistance to Householders

16. As well as repairing local authority houses, housing authorities may need to help private owners to make arrangements to have their houses repaired. Private owners might need loans or grants although their costs would usually be covered by insurance. Other forms of help would be to provide mortgages or to declare the area a housing action area and pay repair grants. Where severe structural damage has occurred, it might be necessary to declare the houses unfit and clear them. In these cases compensation, home loss payments etc. would be payable subject to the normal qualifications. If any such action were contemplated, the local authority should consult SOAEFD as quickly as possible.

### Other assistance

17. Local authorities also have powers under Section 12 of the Social Work (Scotland) Act 1968 to give assistance in kind or in cash in certain circumstances.

**SPECIAL PAYMENTS BY CENTRAL GOVERNMENT****Bellwin Scheme**

21. Emergency financial assistance is available to local authorities in the Local Government and Housing Act 1989 under Section 155. This is better known as the Bellwin Scheme
22. It allows the Government to provide special financial assistance to local authorities who, as a consequence of an emergency, would otherwise incur an undue financial burden in providing relief and carrying out immediate works to safeguard life or property or prevent suffering or severe inconvenience to affected communities in the immediate aftermath of an emergency.
23. Guidance on the scheme is available on the Scottish Government website.

**DISASTER APPEALS**

24. The British Red Cross Disaster Appeal Scheme (DAS) provides a set of procedures and mechanisms for the prompt establishment of a disaster appeal fund which the Council has decided to use should the need arise.
25. Financial Services and Legal Services are primarily responsible for setting up such a scheme in liaison with the British Red Cross and have copies of the DAS scheme document. Any decision as to whether the Council should launch such an appeal will be decided at the time depending on the scale and circumstances of the emergency.