



MAJOR EMERGENCY PLAN

Version 11.0

SEVENOAKS DISTRICT COUNCIL
ARGYLE ROAD, SEVENOAKS, KENT. TN13 1HG

Head of Parking & Surveying – Kevin Tomsett

Phone 01732 227000 Ext. 7368

DDI 01732 227368

e-mail kevin.tomsett@sevenoaks.gov.uk
emergency.planning@sevenoaks.gov.uk

Web www.sevenoaks.gov.uk/emergencyplanning

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Kent Resilience Forum



PREPARING FOR EMERGENCIES IN KENT AND MEDWAY

Sevenoaks District Council Major Emergency Plan

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<http://www.kentconnects.gov.uk/krf>

and on the Sevenoaks District Council website at

http://www.sevenoaks.gov.uk/public_safety/emergency_planning/default.asp

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All enquiries relating to this document should be sent to:
Kevin Tomsett – Head of Parking & Surveying
Contact details as shown on front cover

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All Sevenoaks District Council produced emergency planning documentation is formatted for double-sided printing.

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1 - INTRODUCTION

Local authorities have clear legal obligations and a duty of care to provide effective, robust and demonstrable emergency arrangements to mobilise resources to deal with a broad range of emergencies.

From time to time emergencies occur which require special measures to be taken. Such events are defined under the Civil Contingencies Act 2004 as;

- (a) an event or situation which threatens serious damage to human welfare in a place in the United Kingdom,
- (b) an event or situation which threatens serious damage to the environment of a place in the United Kingdom, or
- (c) war, or terrorism, which threatens serious damage to the security of the United Kingdom.

This document has been prepared to comply with the Civil Contingencies Act 2004 (CCA). A short guide to the Civil Contingencies Act can be found at (<http://www.cabinetoffice.gov.uk/media/132428/15mayshortguide.pdf>) As a Category 1 responder Sevenoaks District Council is charged with preparing appropriate plans to deal with a wide range of emergencies that fall within the Council's remit.

1.1 - AIM & OBJECTIVES

1.1.1 - Aim

To provide procedures and guidance that facilitate an appropriate and proportionate response by the District Council to meet the needs of any emergency thereby contributing to alleviation of distress and disruption caused by such incidents, and enable the Council to continue to provide normal services as far as is possible.

1.1.2 - Objectives

- To define local government responsibilities in an emergency in accordance with the Civil Contingencies Act 2004 as Category 1 responders;
- To outline the District Council and County Council emergency response capability and the services they may bring to bear, on a singular basis or jointly;
- To describe how the emergency response and recovery processes will be activated;
- To describe the alerting arrangements for calling out key staff, mobilising services or activating mutual aid;
- To outline the management and communication structure in emergencies;
- To describe the set up and management process of the District Council's emergency arrangements.
- To provide a co-ordinating document referring to and linking with individual functional plans and specific incident plans.

1.2 - THE RESPONSIBILITIES OF LOCAL GOVERNMENT UNDER THE CIVIL CONTINGENCIES ACT 2004 AND OTHER EMERGENCY PLANNING LEGISLATION

Under the Civil Contingencies Act 2004 and associated regulations, all county and district authorities have a responsibility to undertake the following responsibilities;

- To assess the risk of an emergency occurring
- To plan for and to respond to a broad range of emergencies
- To be resilient as an organisation, putting into place suitable business continuity measures
- To share information with other responders
- To warn and inform the public before, during and after an emergency
- To cooperate with other responders
- To promote business continuity and other good resilience practice to local businesses and the voluntary sector.

This plan is intended to meet the requirements outlined by this legislation with respect to detailing the emergency response as well as detailing the response measures required under the Control of Major Accident Hazards Regulations 1999 (COMAH), Pipeline Safety Regulations 1996 and the Radiation Emergency Preparedness Public Information Regulations 2001 (REPPPIR).

Note: There are no COMAH or REPPPIR sites in the Sevenoaks District.

Note: The responsibility to promote business continuity is undertaken by Kent County Council on behalf of the Kent District Councils.

1.3 - STAFF HEALTH & SAFETY

Existing standards and requirements for health and safety at work will apply to major emergency responses by the District Council. This includes risk assessments. However, due to urgency and the rapidly changing nature of major emergencies, it is likely that more reliance will be placed on dynamic risk assessment. Awareness of hazards and their potential to cause harm will need to be addressed by all levels of response. It must be remembered that this is a continuous process.

It is important that managers and staff recognise when their limit of knowledge and understanding of the potential hazards has been reached and they will need to seek competent advice before proceeding with an activity.

Emergency planning and training will also need to include measures to manage risks.

1.4 - STAFF WELFARE

Staff engaged in major emergency response may find the experience very stressful. Exposure to traumatic sights or close contact with people who have just experienced or witnessed a traumatic event can be a high pressure situation.

Crisis management involving long working hours combined with intense activity that demands quick decision making are potentially damaging to health. Careful selection of staff can help to minimise the risk. Awareness of any staff with personal links to anyone directly involved in the disaster or direct links to similar disasters in the past will also guide staff selection.

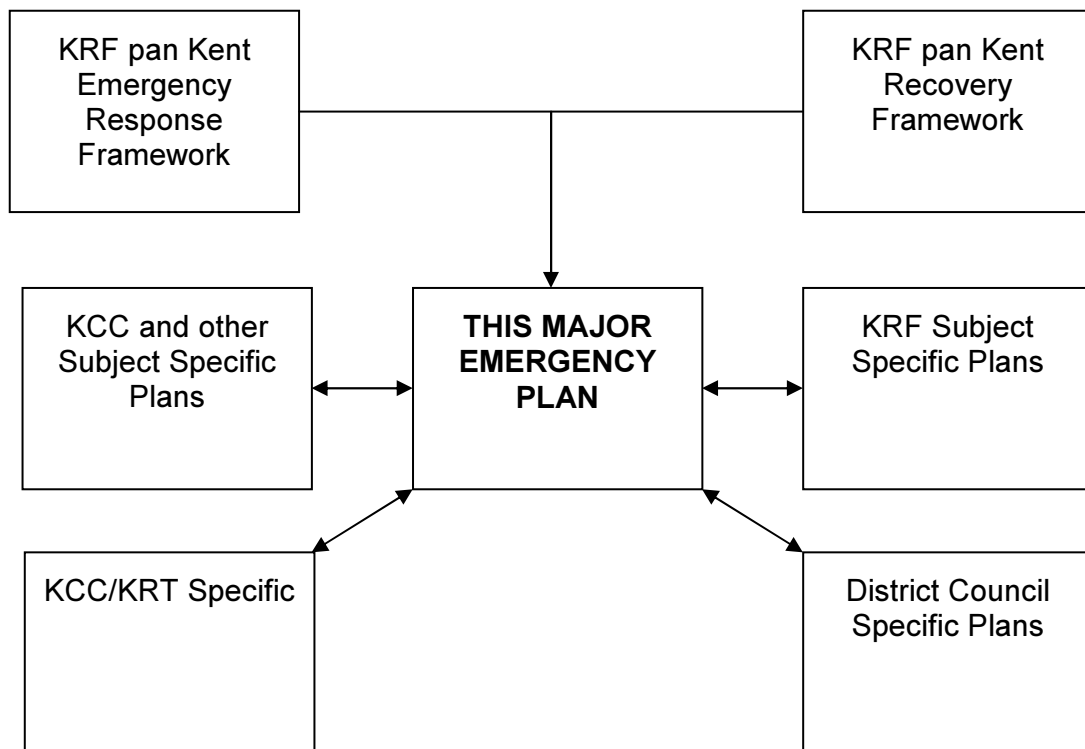
Managing shift lengths and rotation of staff, structured breaks with adequate refreshments and opportunities to engage in informal discussion with colleagues away from the 'front line' can also help to minimise potentially damaging stress.

Staff should be made aware of the Council's counselling service and how they can access it, and also participate in training and exercising so that they are better prepared to cope in an emergency.

1.5 - INTERLINKING DOCUMENTATION

This plan is designed to act as a foundation to the authorities' response and will ensure that it interlinks with the following documents:

- The Pan Kent Emergency Response Framework
- The Pan Kent Emergency Recovery Framework
- Other Kent Resilience Forum Subject Specific Plans
- Relevant District and County Council plans
- Relevant District and County Council detailed functional plans associated directly with the deliverables detailed within this plan.
- National and regional plans



Suitable cross referencing to relevant documentation and plans will be made as necessary, therefore ensuring that all appropriate interlinking arrangements are identified.

Sevenoaks District Council Specific Plans

Sevenoaks District Council has produced plans and documents in support of the following parts of this Major Emergency Plan

Part	Title
5.1	Emergency Activation Officer Handbook
5.1	Emergency Activation Logbook
5.2	Contact Centre Emergency Response Plan
5.3	Emergency Centre Operations
5.4	Forward Control Operations
5.5	Media & Public Warning & Informing
5.6	Finance, Insurance & Legal
5.7	Resilient Telecommunications Plan
5.8	Human Resources Plan
5.10	Other Liaison Responsibilities
6.1	Environmental Health Response Plan
6.2	Housing & Homelessness Plan
6.3	Dangerous Structures & Building Control Plan
6.4	Community Plans
8.1	Evacuation, Shelter & Immediate Care
8.3	Chapter 1 – Local Multi Agency Flood Plan
8.3	Chapter 2 - Severe Weather
8.4	Fuel Shortage
9	Business Continuity Incident Management Plan
10	Recovery
11	Community Leadership Plan
12	Training & Exercising
Appendix 2	Emergency Directory

2 - PLAN MAINTENANCE, AUDIT & REVIEW

2.1 - THE GENERIC PLAN TEMPLATE

The generic plan template acts as the core foundation document that is customised by a District Council and the County Council to act as their major emergency plan. The generic plan template is maintained by Kent County Council Emergency Planning Group on behalf of all Kent District Councils. The generic plan template is audited and reviewed on an annual basis by the Kent Local Authority Emergency Planning Group (LAEPG).

2.2 - CUSTOMISED DISTRICT OR COUNTY PLAN

A customised plan using the generic plan template is maintained, audited and reviewed by each council, using that council's own internal maintenance, audit and review processes. The customised plan must take into account any agreed changes to the generic plan template made by the Kent Local Authority Emergency Planning Group.

It is **essential** that the template is customised and owned by the individual local authority.

See also *Part 1.5 – Interlinking Documentation* above

2.3 - SEVENOAKS DISTRICT COUNCIL PLAN

Generally this document is amended annually (usually in the summer months) and it is then re-issued in its entirety. Amendments during the currency of each issue are avoided wherever possible to ensure copies are up-to-date.

For document control purposes, each annual edition is issued on different coloured paper. The colours used have been

2001	'Sulphur Yellow' (Internal Version)
	'Sky Blue' (External Version)
2002	'Spring Green'
2003-2004	'Lilac'
2004-2005	'Wedgwood Blue'
2005-2006	'Honey'
2006-2007	'Rose'
2008-2009	'Polar Green'
2009-2010	'Silver Grey'
2010-2011	'Chamois'

From the 2010-2011 amendment, versions will be identified by number rather than year of release. To avoid conflict with other version numbering systems, all Sevenoaks District Council documents for this release will be 'version 11.0' and amendments will be suitably numbered from there.

Version 11 'Wedgewood Blue'

3 - ALERTING, DETERMINATION & ACTIVATION

3.1 - ALERTING PROCEDURE

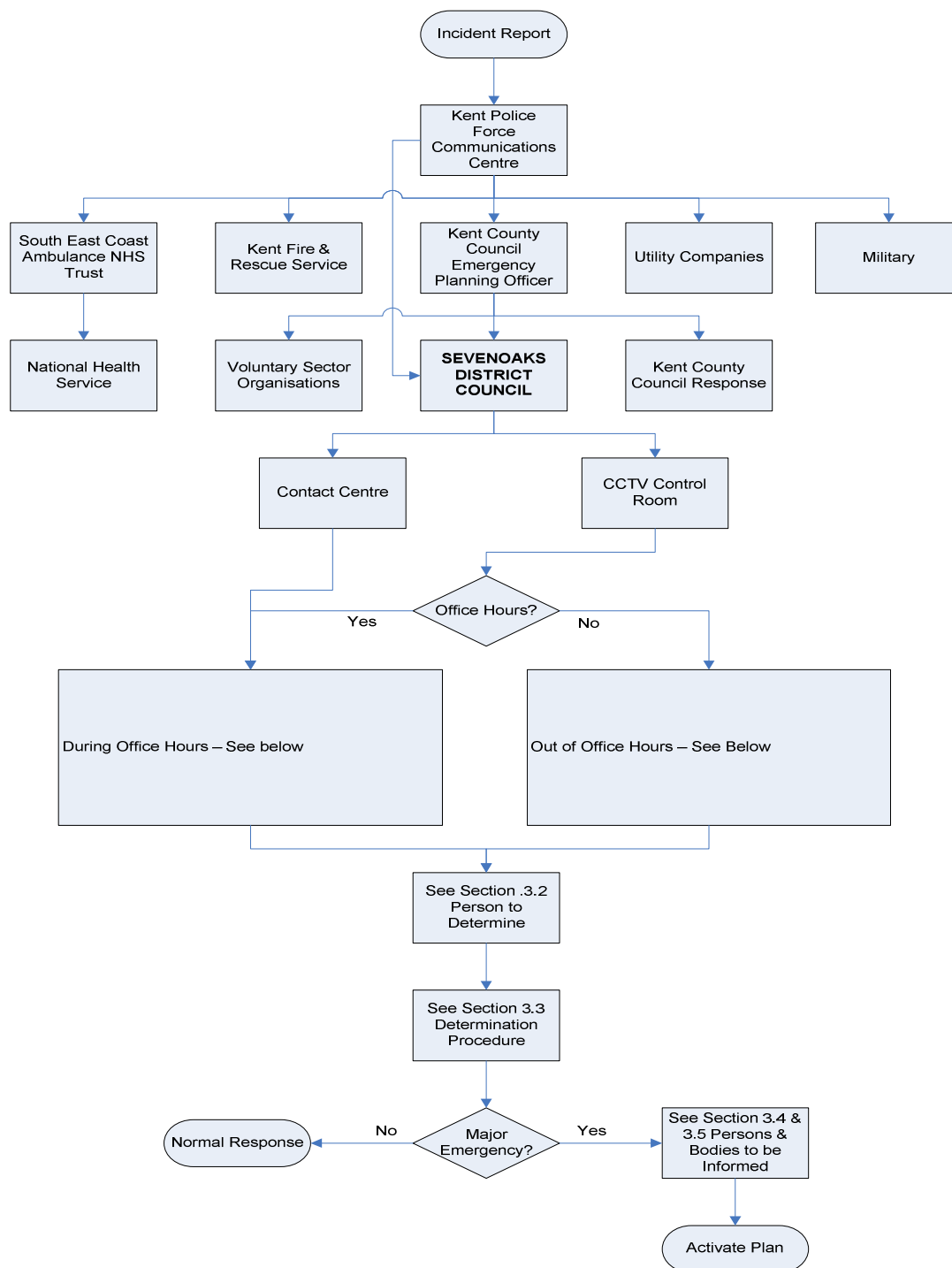
Notification that an incident has occurred may be received from a number of sources. This information could come from 'official' sources such as Kent Police or the Kent County Council Emergency Planning Group. It is equally possible that the first notification of an incident could come from a member of the public or a member of District Council staff.

During working hours: Normally through the Contact Centre
01732 227000

Outside normal office hours: Normally through the Out of Hours Service
(CCTV Control Room)
01732 227000

In the event of the CCTV Control Room being un-manned during out-of-hours periods, the Kent Police Force Control Centre will be informed and asked to direct emergency notification via the Kent County Council/Kent Resilience Team Duty Emergency Planning Officer who will contact the Sevenoaks District Council Head of Parking & Surveying (or substitute) directly.

3.1.1 Formal Alerting Arrangements in a Major Emergency



Notes:

1. This chart shows a complete cascade notification process only.
2. Notification may be received formally or informally via a number of sources directly to the Council, which may require formal activation of this plan.

General

See also Section 2 of the *Pan-Kent Strategic Emergency Framework*

First Contact

When a major emergency arises, with or without warning, the initial contact point is the District Council 24-hour manned CCTV Control Room on telephone numbers:

01732 227000
01732 458709
fax 01732 453025

or the Council's Contact Centre on:
01732 227000

The person receiving the call will contact an Emergency Activation Officer in accordance with the procedure for Major Emergencies, currently:

Office hours

IN THIS ORDER:

- | | | |
|------------------------|-------|-----------------|
| 1. Kevin Tomsett | x7303 | |
| 2. Joe Brooks | x7209 | |
| 3. Richard Wilson | x7142 | |
| 4. Gary Connor | x7310 | Liaison Officer |
| 5. Chief Exec's Office | x7394 | |

Out of Hours

IN THIS ORDER:

- | | |
|-------------------|--|
| 1. Kevin Tomsett | Home then mobile |
| 2. Joe Brooks | Home then mobile |
| 3. Richard Wilson | Home then mobile |
| 4. Gary Conner | Liaison Officer (See Liaison Officer Instructions) |
| 5. Ian Finch | Liaison Officer (See Liaison Officer Instructions) |

This Emergency Activation Officer must contact the 'Person to Determine' (Section 3.2) who will determine whether a major emergency has occurred (guided by reference to Section 3.3 – Determination Procedure) and if a major emergency has occurred, inform, or arrange to be informed those persons and bodies listed in Section 3.4 and 3.5.

The contact numbers are shown in *Appendix 2, The Emergency Directory*.

If the first contact is out of hours, and the Emergency Activation Officer contacted is the Emergency Planning Officer, after determination, he will in most incidents hand the call-out and early incident liaison to another Emergency Activation Officer while he travels to, and establishes the District Emergency Centre (normally in the Conference Room at the Argyle Road offices).

3.2 – PERSON TO DETERMINE

See paragraph 1.23 of *Emergency Preparedness*

The person who should determine whether an emergency of the kind specified has occurred

- The Chief Executive of the District Council or, in his absence, one of the following (in this order of preference):
 - Chief Officer Environmental & Operational Services
 - Head of Parking & Surveying Services
 - Building Control Manager
 - Another Chief Officer
 - Another Head of Service

The procedure that that person should adopt in taking that decision

In consultation with the appropriate consultees, determine if a major emergency has occurred. Referring to 'Table 1 – *Major Emergency Determination Table* may help with this decision.

3.3 - DETERMINATION PROCEDURE

See paragraph 1.23 of *Emergency Preparedness*

This is the procedure for determining whether an emergency has occurred which makes it necessary or desirable for the Council to perform its functions for the purpose of preventing the emergency, reducing, controlling or mitigating its effects or taking any other action in connection with the emergency, or, whether an emergency has occurred which affects the ability of the Council to continue to perform its functions.

Table 1 - Major Emergency Determination Table

		If 'Yes' go to	If 'No' go to
1	Has an event or situation occurred which threatens serious damage to human welfare? <ul style="list-style-type: none"> • loss of human life; • human illness or injury; • homelessness, damage to property; • disruption of a supply of money, food, water, energy or fuel; • disruption of an electronic or other system of communication; • disruption of facilities for transport; • disruption of services relating to health. 	4	2
2	Has an event or situation occurred which threatens serious damage to the environment <ul style="list-style-type: none"> • contamination of land, water or air with harmful biological, chemical or radio-active matter, or oil; • flooding; • disruption or destruction of plant life or animal life. 	4	3
3	Has an event or situation occurred which threatens serious damage to security of all or part of the UK? <ul style="list-style-type: none"> • war or armed conflict; • terrorism. 	4	4
4	Has an emergency occurred which seriously affects the ability of the Council to continue to perform its functions?	6	5
5	Has an emergency occurred which makes it necessary or desirable for the Council to perform its functions for the purpose of preventing the emergency, reducing, controlling or mitigating its effects or taking any other action in connection with the emergency?	6	7
6	Can the emergency be dealt with as part of the Council's day-to-day activities without significantly changing the deployment of our resources and without acquiring additional resources?	7	8
7	<i>Not a major emergency</i>		
8	MAJOR EMERGENCY		

3.4 – PERSONS & BODIES TO BE INFORMED

During Office Hours

- The Contact Centre with instructions about the direction of calls (See also Part 5.2 - *Contact Centre Emergency Response Plan*).
- All District Council staff (probably by 'blanket' e-mail)

Out of hours

- The out of hours service (CCTV Control Room) with instructions about the direction of calls
- At the earliest opportunity on the next working day,
 - The Contact Centre with instructions about the direction of calls (See also Part 5.2 - *Contact Centre Emergency Response Plan*).
 - All District Council staff (probably by 'blanket' e-mail)

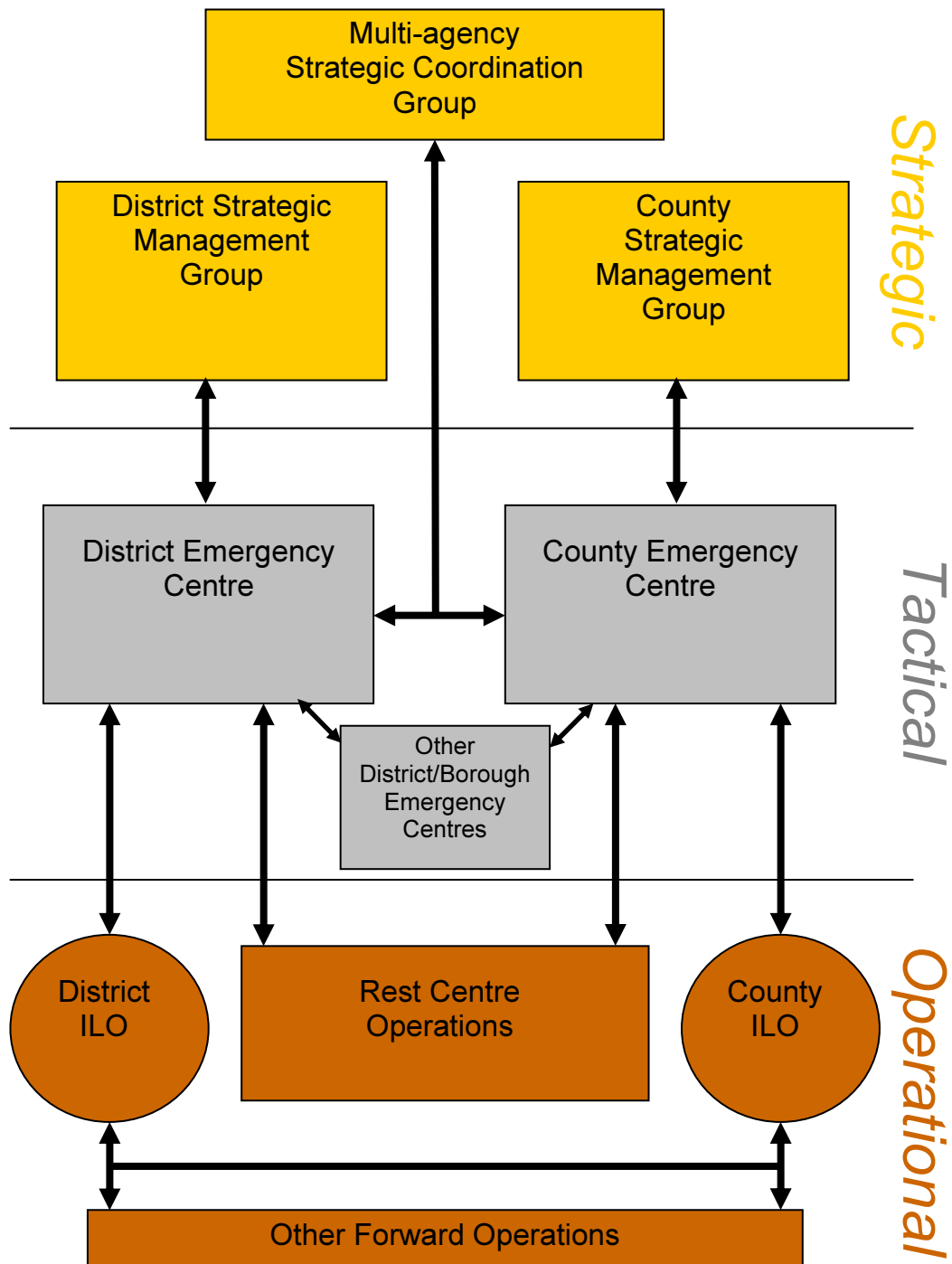
3.5 - ACTIVATION

The plan will be activated when the District Council receives a formal or informal notification of an emergency occurring in its administrative area that is likely to seriously impact upon the District Council's functions and could exceed its capacity to deal with effectively using normal day-to-day response arrangements.

In some cases it will be clear from the outset that a major emergency situation for the Council has occurred or is imminent but, in others, it might be that the initial level of information is not sufficient to make an immediate decision and it will be necessary to seek more information to clarify the situation.

The Emergency Activation Officer should then consult section the *Activation Officers Handbook* (see section 5.1) for full details and further activation advice and procedures.

4 - EMERGENCY MANAGEMENT STRUCTURE



Main Information & Comms Links

ILO Incident Liaison Officer – See Part 5.4 – *Forward Control Operations*

Notes:

1. This diagram reflects a comprehensive local authority emergency management structure and its interaction with a multi-agency Strategic Coordination Group (SCG).
2. The structure may be partially set up depending on the size and scale of the event, as well as which level of local government is required to respond.
3. When an emergency is entirely within one District Council area then that council will coordinate the local authority response. If it affects more than one District Council area, or if it is too big for the District Council to manage, then Kent County Council will take on the coordinating role.

5 - COMMON FUNCTIONAL EMERGENCY RESPONSE PLANS

This section details the authority's specific roles in accordance with its role in a major emergency response.

This section has been provided with a generic layout as follows:

- An overview of the plan
- The location of the plan
- A copy of the plan can be placed within the section if appropriate or required.

As a helpful aide-memoir, the following list covers the responsibilities of all local authorities, and shows how these are split between County Council and District Council. Where a responsibility falls to one party, the other may agree to carry it out on their behalf, through mutual aid arrangements, or provide support. The list is also cross referenced with the relevant section(s) of this plan.

For the sake of brevity, the list does not include the many day to day functions which local authorities may carry out as part of the response, nor does it cover internal management activity.

		County	District	Section(s)
1	Provide a 24 hour point of contact to receive alerts and warnings, and for the management of a large volume of public calls	✓	✓	3 5.1 5.2
2	Co-ordinate the local authority response where more than one district is involved	✓		4 Note 3
3	Establish and staff a local authority Forward Control Point	Liaise	Lead	5.4
4	Alert health authorities where action other than direct casualty care is required	✓	✓	8.1 8.7
5	Liaise with central and regional government	✓		5.3 5.10
6	Liaise with administrative authorities in bi-national or multi-national emergencies	✓		5.3 5.10 8.5
7	Arrange for military aid	✓	✓	8.11
8	Assist in providing a catering service for involved personnel	✓		7.1 7.2 7.3 7.4
9	Alert and co-ordinate voluntary organisations	✓	✓	5.1 8.9

Continues

Continued

10	Arrange attendance of ministers of religion	✓		8.9
11	Support other responders with council resources	✓	✓	5, 6 and 7
12	Implement animal health measures	✓		8.8
13	Support other responding agencies in the response to a communicable disease outbreak	✓	✓	8.7 8.8
14	Establish a system for disseminating information to the public, in co-operation with other responders, and make premises available for public information centres	✓	✓	5.5
15	Open and run support centres as required	✓	✓	8.1
16	Provide alternative, transit or temporary accommodation for temporarily homeless people		✓	6.2 8.1
17	Provide care for people in transit who have been affected by the incident	✓		8.1
18	Provide a catering service for evacuees	✓	✓	8.1
19	Provide emergency clothing and other welfare items	✓		8.1
20	Provide specialist care for vulnerable people at support centres	✓		7.1 7.2 8.1 8.2 8.9
21	Make available premises under council control for temporary accommodation of evacuees or for other use in support of the response	✓	✓	8.1
22	Establish, operate and close down temporary mortuaries, in co-operation with other involved agencies	✓		8.10
23	Site clearance in public areas	✓		7.3
24	<i>Provide a scheme for the response to oil pollution or contamination of the shore by hazardous substances</i>	✓		5.9
25	<i>Beach clean up</i>		✓	5.9
26	In addition to maintaining traffic flows, arrange for routing signs on the Highway for directing resources as necessary	✓		7.3 8.5
27	Advise on the availability of road passenger transport, and arrange for emergency redeployment	✓		8.1 8.5
28	Provide a service in respect of buildings regulations, including inspections of dangerous structures		✓	6.3

5.1 - EMERGENCY ACTIVATION OFFICER HANDBOOK

5.1.1 Overview

This document is designed to provide detailed guidance to the Emergency Activation Officer to assess a situation, whether that is a formal notification or an assessment of intelligence, and to provide guidance on further activation and set up of a suitable emergency response, using this plan as a basis for that response. The handbook provides

- A determination procedure
- Advice on activation
- Key activation procedures
- Links to other relevant documentation
- Background information on useful services, agencies and procedures.
- Outline of the current out of hours service

5.1.2 - Location of Document

This document is produced and maintained by the Head of Parking & Surveying Services and is distributed to all Emergency Activation Officers.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Emergency Activation Officer Handbook
after this page if required**

5.2 - CONTACT CENTRE EMERGENCY RESPONSE PLAN

5.2.1 - Overview

This document is designed to detail the role of the Contact Centre in an emergency response. Essentially, the Contact Centre provides the following core services:

- A facility for the exchange of information between the Council and its customers.
- Separating incoming emergency calls from normal business calls and directing emergency calls to the appropriate place.

The plan describes how information from customers who contact the Council before, during and after an emergency will be processed. This may involve a range of processes, such as initial assessment, pertinent and timely passing of information and the monitoring of calls. During and after an emergency, the plan describes how the information from customers is assessed and used to assist in response and recovery work.

5.2.2 - Location of Document

This document is produced and maintained by the Customer Service Manager (Contact Centre Team).

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Contact Centre Response Plan
after this page if required**

5.3 - EMERGENCY CENTRE OPERATIONS PLAN

5.3.1 - Overview

This plan details the operation of the District Emergency Centre from activation and set up, operation and stand-down. It also details

- key guidance and principles
- the emergency management structure and its place within that structure
- information management
- roles
- emergency management procedures
- communication processes.

5.3.2 - Location of Document

This document is produced and maintained by the Head of Parking & Surveying Services.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Emergency Centre Operations Plan
after this page if required**

5.4 - FORWARD CONTROL OPERATIONS

5.4.1 - Overview

Some incidents may require the deployment of an officer, known as the Incident Liaison Officer, to assess and manage a range of on-scene activities. This may be performed as a single agency function or as part of a multi agency team. At times, this function may be requested by the emergency services, particularly if a forward control point has been established, or if there is a need for “eyes and ears” at the scene which can feed back incident information to the District Emergency Centre or other responding officers.

This plan details forward control operations from activation and mobilisation to operation and stand-down. It also details key operational objectives, liaison protocols, information management, emergency management procedures and communication processes.

5.4.2 - Location of Document

This document is produced and maintained by the Head of Parking & Surveying Services.

This document may be found at;

- On the District Council’s intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Forward Control Operations
plan after this page if required**

**Insert the
Forward Control Logbook
after this page if required**

5.5 - MEDIA & PUBLIC WARNING & INFORMING

5.5.1 - Overview

A critical element of any emergency response is how the media and the public will be provided with timely and accurate advice, information and formal statements.

This plan details how the media team will be responsible for monitoring information obtained from, and managing all information provided to the media and the public during a major emergency. This will include the assistance and support, as required, to any officer or elected member providing media interviews.

5.5.2 - Location of Document

This document is produced and maintained by the Sevenoaks District Council Communications Team.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Media & Public Warning & Informing
plan after this page if required**

5.6 - FINANCE, INSURANCE & LEGAL

5.6.1 - Overview

The Finance, Insurance & Legal Emergency Plan outlines the preplanning that has taken place to ensure that emergency expenditure can be facilitated, and accounted for. The plan also addresses such issues as the financial and legal implications of setting up a public appeal fund and the provision of professional insurance support, including claims handling during the major emergency response and recovery, as well as the preparation of formal accountability and enquiry.

5.6.2 - Location of document

This document is produced and maintained by the Head of Parking & Surveying Services in conjunction with the Finance and Legal Teams.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Finance, Insurance & Legal Emergency Plan
plan after this page if required**

5.7 - RESILIENT TELECOMMUNICATIONS PLAN

5.7.1 - Overview

This plan describes the range of methods and capabilities that underpin resilient communications between all levels of the local authority response. It also details integration with the broader multi-agency communication capability, as well as providing details on all communication protocols, including language disciplines and equipment usage procedures.

5.7.2 - Location of Document

This document is produced and maintained by the Head of Parking & Surveying Services.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Resilient Telecommunications Plan
after this page if required**

5.8 - HUMAN RESOURCES PLAN

5.8.1 - Overview

This plan provides details of all related HR management issues before, during and after an emergency. It is specifically designed to ensure that responding staff are suitably prepared for their emergency response duties, as well as having access to post emergency response care and support.

5.8.2 - Location of Document

This document is produced and maintained by the District Council Human Resources Team.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Human Resources Plan
after this page if required**

5.9 Maritime Oil Pollution & Shoreline Pollution

Section deleted as Sevenoaks District does not have any coastline.

5.10 - OTHER LIAISON RESPONSIBILITIES

5.10.1 - Overview

There may be a requirement for liaison officers to be deployed at a variety of external control centres or locations during an emergency. This section provides details of likely roles, where they will be based and who may be required to fulfil them.

5.10.1.1 - Strategic Coordination Group (SCG)

It is vital that a duly empowered representative of the council (plus support staff) are part of the Strategic Coordination Group (SCG) to ensure that the interests of local authorities are being represented and that strategic support can be offered or made available.

The County Council strategic representative may be one of the following

- Emergency Planning Manager
- The Director for Community Safety and Regulatory Services
- Community Safety Manager
- The Managing Director for Communities
- The Managing Director for Kent Adult Social Services

The Sevenoaks District Council strategic representative will be:

- Normally a Chief Officer
- Alternatively, a Head of Service nominated by the District Emergency Coordinator.

Assisted by a trained Liaison Support Officer and/or other support staff.

Note: Kent County Council may undertake this role on behalf of the District Council at the specific request of the District Council.

5.10.1.2 - Tactical Coordination Group (TCG) or Silver Command Centres

It may be necessary to provide a tactical liaison officer to the main tactical coordination group or an agencies own silver command. This will help to ensure that a smooth and consistent flow of information between groups is maintained, whilst offering the host agency expert advice from the visiting liaison officer from the viewpoint of their own authority.

County tactical liaison officers may include:

- Emergency Planning Manager
- An Emergency Planning Officer
- A Resilience Officer
- A member of Kent Highways Staff
- A suitable member of trained staff from a Kent County Council Directorate

Sevenoaks District tactical liaison officers may include:

- A Head of Service nominated by the District Emergency Coordinator
- A trained Incident Liaison Officer
- A manager nominated by the District Emergency Coordinator

Assisted by a trained Liaison Support Officer or other support officer.

5.10.2 - Location of Document

This document is produced and maintained by the Head of Parking & Surveying Services.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Other Liaison Responsibilities
plan after this page if required**

6 - DISTRICT COUNCIL SPECIFIC EMERGENCY RESPONSE PLANS

This section details the District Council's specific roles in accordance with its role in a major emergency response.

This section has been provided with a generic layout as follows:

- An overview of the plan
- The location of the plan
- A copy of the plan can be placed here if appropriate or required.

6.1 - ENVIRONMENTAL HEALTH RESPONSE PLAN

6.1.1 - Overview

District Council Environmental Health staff provide a public and environmental protection advice and enforcement service within the District. This includes health & safety at work (similar to the HSE), food safety and environmental protection.

In addition, some district council environmental health departments undertake a licensing function and/or the provision of a dog warden service using in-house staff or contractors.

They also provide a Port Health Authority Service for those districts that are allocated Port Health Authority functions. Port Health Authorities are designated Category 1 Responders under the Civil Contingencies Act 2004.

In the event of a major emergency environmental health staff can provide environmental protection, public health and health & safety at work advice to emergency response and/or recovery teams in their respective districts. They may also provide this advice to a local Multi Agency Tactical Coordination Group (TCG), if established.

In the event of a Scientific and Technical Advisory Cell (STAC) being established to support a Strategic Coordination Group (SCG) there may be a requirement for environmental health representation at the STAC.

6.1.2 - Location of Document

This document is produced and maintained by the Environmental Health Team. This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert the
Environmental Health Response Plan
after this page if required

6.2 - HOUSING & HOMELESSNESS PLAN

6.2.1 - Overview

An emergency may require people to be evacuated from their homes for a period of time. Additionally, a return to those dwellings may not be possible for sometime afterwards. Part 8.1 deals with the immediate care and shelter requirements of evacuees, longer term housing requirements may need to be addressed.

This plan details how the Council discharges its duty to give a priority need for accommodation to “a person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster” (Section 189 (1)(d) of the *Housing Act 1996*) during and after an emergency. This functional plan complements the plan detailed in Part 8.1, and provides further guidance for longer term housing issues for those displaced for a longer period of time.

6.2.2 - Location of Document

This document is produced and maintained by the District Councils Housing Team.

This document may be found at;

- On the District Council’s intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Housing & Homelessness Plan
after this page if required**

6.3 - DANGEROUS STRUCTURES & BUILDING CONTROL PLAN

6.3.1 - Overview

This plan details how the Council's Building Control Team provides a service to inspect and, if necessary, make safe potentially dangerous structures. This plan includes the provision of advice on the structural integrity of damaged structures where the Kent Fire and Rescue Service are in attendance.

6.3.2 - Location of Document

This document is produced and maintained by the District Council's Building Control Team.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Dangerous Structures & Building Control Plan
after this page if required**

6.4 - COMMUNITY PLANS

6.4.1 - Overview

This section includes guidance from the District Council for Town and Parish Councils on the formation, management and running of Community Response Teams.

This section also details the various town or parish council's resilience plans that may be deployed to assist in a broader emergency response. These plans are owned and administered by each town or parish council and may cover general arrangements to support the local community during a severe weather event, through to specific arrangements, such as localised local warning and informing.

6.4.2 - Location of Documents

These documents are produced and maintained by the individual Town and Parish Councils.

The documents may be found at;

- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Note: The District Council Guidance is available on the District Council's intranet, but the town and parish council plans are not.

**Insert
Community Plans
and
Town & Parish Council Emergency Plans
after this page if required**

7 COUNTY COUNCIL SPECIFIC EMERGENCY RESPONSE PLANS

This section details Kent County Council's specific roles in accordance with its role in a major emergency response. This section has been provided with a generic layout as follows:

- An overview of the plan
- The location of the plan
- A copy of the plan can be placed here if appropriate or required.

7.1 - KENT ADULT SOCIAL SERVICES DIRECTORATE EMERGENCY PLAN

7.1.1 - Overview

Kent Adult Social Services (KASS) provide a range of adult social care services, advice and deliverables that may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their departmental emergency plan:

- Provide staff to support a Rest Centre/ Survivor Reception/ Friends and Families Reception/ Humanitarian Assistant Centre
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency.
- Identifying vulnerable people
- Out-of-hours services
- Support care home(s) affected an emergency
- Support a response to a health emergency.
- Assisting people with learning or physical disabilities and sensory impairment
- Specialist mental health care
- Communications to clients and vulnerable people

7.1.2 - Location of Document

This document is produced and maintained by the KASS Emergency Planning Officer and is formally submitted to Kent County Council Emergency Planning Group for inclusion within this document.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
KCC - KASS Directorate Emergency Plan
after this page if required**

7.2 - KENT COUNTY COUNCIL - CHILDREN, FAMILIES & EDUCATION DIRECTORATE EMERGENCY PLAN

7.2.1 - Overview

Children, Families and Education (CFE) provide a range of children's social care services, advice and deliverables that may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their departmental emergency plan:

- Provide staff to support a Rest Centre/ Survivor Reception/ Friends and Families Reception/ Humanitarian Assistant Centre
- The provision of schools as Rest Centres
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency.
- Identifying vulnerable people
- Out-of-hours services
- Supporting schools during an emergency
- Child and family trauma care and post emergency support
- Feeding

7.2.2 - Location of Document

This document is produced and maintained by the CFE Resilience Group and is formally submitted to Kent County Council Emergency Planning Group for inclusion within this document.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
KCC - CFE Directorate Emergency Plan
after this page if required**

7.3 - KENT COUNTY COUNCIL - ENVIRONMENT, HIGHWAYS & WASTE DIRECTORATE EMERGENCY PLAN

7.3.1 - Overview

Environment, Highways and Waste (EHW) provide a range of services, advice and deliverables for the care and maintenance of Kent's roads, pavements and cycle ways. Kent Highway Services deals with the majority of the roads in Kent, the Highways Agency manages motorways and trunk roads. These services, advice and deliverables may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their departmental emergency plan:

- The provision of a 24/7 emergency and fault reporting help line
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency.
- The provision of forward control support
- The provision of equipment and resources to deal with highways emergencies, maintenance and road closures
- The Provision of Specialist Services:
 - Tree Surgeons
 - Drainage
 - Body Part Removal from Carriageways
 - Lighting and Street Furniture
 - Structural Engineering Specialists
- The provision of equipment, resources and trained staff to deal with waste issues.
- The provision of hazardous waste disposal through contractors.
- The provision of abandoned vehicle recovery

7.3.2 - Location of Document

This document is produced and maintained by KHS and is formally submitted to Kent County Council Emergency Planning Group for inclusion within this document.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
KCC – Environment, Highways & Waste Directorate Emergency Plan
after this page if required**

7.4 - KENT COUNTY COUNCIL - COMMUNITIES DIRECTORATE EMERGENCY PLAN

7.4.1 - Overview

Communities provide a broad range of advisory and frontline services, advice and deliverables that may be discharged on a stand-alone basis, or may contribute to a broader county-wide emergency response, which are contained in their departmental emergency plan:

- The Provision of Community Warden Support in an Emergency
- Use of Libraries as public information hubs in an emergency
- The provision of Emergency Planning Advice
- Community Safety Advice in an Emergency
- The provision of on-scene catering support.

7.4.2 - Location of Document

This document is produced and maintained by Kent Emergency Planning Group on behalf of the directorate and is formally included within this document.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
KCC – Communities Directorate Emergency Plan
after this page if required**

7.5 - KENT COUNTY COUNCIL - KENT COMMERCIAL SERVICES EMERGENCY PLAN / CHIEF EXECUTIVES DEPARTMENT DIRECTORATE EMERGENCY PLAN

7.5.1 - Overview

KCS can provide a range of products that may be useful if equipment or furnishings are needed on an urgent basis for use in a Rest Centre, Humanitarian Assistance Centre or as part of a business continuity response. A full list of equipment and furnishings is available within the emergency plan.

7.5.2 - Location of Document

This document is produced and maintained by Kent County Council Emergency Planning Group on behalf of the directorate and is formally included within this document.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
KCC – Kent Commercial Services Emergency Plan / Chief Executives
Department Directorate Emergency Plan
after this page if required**

7.6 - KENT COUNTY COUNCIL CHIEF OFFICER GROUP RESPONSE PLAN

7.6.1 - Overview

In a significant, countywide emergency, there may be a need to establish a Kent County Council strategic response capability that will need to look at the following:

- The implementation of strategic decisions to underwrite large scale emergency response decisions
- A strategic analysis on how critical service delivery will be maintained.
- The development of an overarching strategy on how the county may be best served and supported during a protracted period.
- The support to a high profile media presence, utilising senior officers and politicians as key spokespeople during the emergency.
- Providing strategic support to the recovery phase
- Managing Kent County Council members and expectations.

This plan will look to guide senior officers and politicians on how these elements may be achieved and how they fully integrate into a wide area emergency response and its multiple component parts.

7.6.2 - Location of Document

This document is produced and maintained by Kent County Council Emergency Planning Group on behalf of the Chief Officers Group (COG) and is formally included within this document.

This document may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
KCC Chief Officer Group Response Plan
after this page if required**

8 - MULTI-AGENCY EMERGENCY RESPONSE PLANS

This section details the range of multi-agency response plans that underpin a range of capabilities that may be needed in a major emergency response. Each section has been provided with a generic layout as follows:

- An overview of the plan
- The role of the authority within the plan
- The location of the plan
- A place for a full copy of the plan to be placed, however, if the plan is too large for inclusion, a suitable reference will be inserted.

8.1 - EVACUATION, SHELTER & IMMEDIATE CARE

8.1.1 - Overview & Terminology

A major emergency may require the evacuation and immediate shelter of those who have been displaced by the event. Additionally, there may also be a need to support the Police in helping survivors from a major incident who are not casualties but do require immediate help and assistance in the aftermath of such an event.

The following terms are used when describing each type of facility:

- A **Survivor Reception Centre** is a Police operated facility that looks after those not deemed as serious casualties but require immediate assistance following a major emergency. Additionally, the Police may wish to conduct interviews and collate evidence from these victims as part of their investigation. Longer term needs may also be addressed within this facility, however, this may be devolved to an adjoining Rest Centre once any immediate issues have been dealt with.
- A **Rest Centre** is a temporary shelter facility that receives those who have been displaced by the effects of an emergency and provides basic care and welfare support, as well as information and advice. A Rest Centre may require a range of agencies to participate, depending on the scale of the event and the level of customer requirements. Equally, it may just hold a few people for a short period of time whilst the emergency services deal with a localised event.

8.1.2 - District Council Responsibilities

The District Council are responsible for the provision of the following:

- The provision of suitable buildings as possible venues for rest centres
- The provision of officer support to the Rest Centre operation, in particular:
 - Support Rest Centre operations
 - Provide liaison with District Emergency Centres and other emergency centres during emergencies
 - Homelessness advice and assistance
 - Provide access to benefits advice

8.1.3 - County Council Responsibilities

The County Council are responsible for the provision of the following

- Provide staff to support a Rest Centre/ Survivor Reception/ Friends and Families Reception Centres
- Provide liaison with the County Emergency Centre and other external emergency centres during an emergency.

8.1.4 - Associated Documents and Plans

The main documents associated with these deliverable are as follows:

- Relevant district and county plans referenced within this document.
- Kent *Rest Centre Guidelines*
- Kent *Rest Centre Directory*
- Kent Resilience Forum *Humanitarian Assistance Plan* (see Part 10)
- Kent Resilience Forum *Vulnerable Persons Plan*
- Functional plans

8.1.5 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parkign & Surveying Services.

These documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Evacuation, Shelter & Immediate Care
plan after this page if required**

8.2 - IDENTIFYING VULNERABLE PEOPLE

8.2.1 - Overview & Terminology

During an emergency it may become necessary to identify people who may be vulnerable within the affected area of the emergency. Many of the vulnerable individuals concerned will be known to existing service providers (people who live or are present in vulnerable establishments such as nursing homes or day centres).

There will be others who, for a variety of reasons, are more difficult to identify – such as those who live in the community as individuals, visitors to the area or the homeless.

8.2.1.1 - Vulnerable People

In the Cabinet Office Guidance, vulnerable people are described as the following;

Sevenoaks District Council Major Emergency Plan

Potentially Vulnerable Individual/Group	Examples and Notes	Target through the following organisations/agencies
Children	Where children are concerned, whilst at school the school authorities have duty of care responsibilities. Certain schools may require more attention than others.	LEA schools through Local Authorities, and non-LEA schools through their governing body or proprietor. Crèches/playgroups/nurseries
Older People	Certain sections of the elderly community including those of ill health requiring regular medication and/or medical support equipment The “oldest-old” (aged 80 or over) are more likely to be widowed women, which may impact upon your planning. ⁶	Residential Care Homes ⁷ Help the Aged Adult Social Care Nursing Homes
Mobility impaired	For example: wheel chair users; leg injuries (e.g. on crutches); bedridden/non movers; slow movers.	Residential Care Homes ⁷ Charities
Mental/cognitive function impaired	For example: developmental disabilities; clinical psychiatric needs; learning disabilities.	Health service providers Local Health Authorities
Sensory impaired	For example: blind or reduced sight; deaf; speech and other communication impaired.	Charities eg the Deaf Council Local groups
Individuals supported by health or local authorities		Social services GP surgeries
Temporarily or permanently ill	Potentially a large group encompassing not only those that need regular medical attention (e.g. dialysis, oxygen or a continuous supply of drugs), but those with chronic illnesses that may be exacerbated or destabilised either as a result of the evacuation or because prescription drugs were left behind.	GP surgeries Other health providers (public, private or charitable hospitals etc.) Community nurses
Individuals cared for by relatives		GP surgeries Carers groups
Homeless		Shelters, soup kitchens
Pregnant women		GP surgeries
Minority language speakers		Community Groups Job centre plus
Tourists		Transport and travel companies Hoteliers
Travelling community		LA traveller services Police liaison officer

It is important to remember that those that are not usually considered vulnerable under these guidelines may become vulnerable in an emergency situation and these people should not be overlooked.

The Kent Resilience Forum plan ‘*Identifying Vulnerable People in an Emergency*’ holds a list of organisations and establishments who can be contacted in the event of an emergency to provide relevant information on those classed as vulnerable.

8.2.2 - District Council Responsibilities

The District Council may provide assistance in the identification of vulnerable people through data and records the Council hold.

8.2.3 - County Council Responsibilities

The County Council may provide assistance in the identification of vulnerable people through data and records the council hold. Additionally, the full range of social care services may be utilised should the need arise.

8.2.4 - Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- Kent Resilience Forum *Identifying Vulnerable People in an Emergency*
- Cabinet Office “*Identifying people who are vulnerable in a crisis*” guidance for emergency planners and responders

8.2.5 - Location of Documents

These documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Identifying Vulnerable People
plan after this page if required**

8.3 - SEVERE WEATHER & FLOODING

8.3.1 - Overview & Terminology

Weather related natural disasters are a key threat to life, environment and property. Though generic emergency planning principles apply to such incidents a number of specific strategies will inform the response to weather related events.

The definition of severe weather includes heat wave; drought; gales, heavy snow and ice, flooding and heavy rain (surface water, river and tidal), thunderstorms, lightening and fog. The impact of each of these natural events on Council functions and the community will depend upon the nature and severity of the event.

This plan, recovery plans and business continuity plans provide the framework for the Council's response to these events when they occur at a scale that causes major disruption to the community or to the critical functions of the council.

Planning for the emergency response to severe weather events is informed by the urgency of practical adaptation to climate change impacts. The table below summarises the key changes that are expected.

Summary of projected climate change in the UK	
Long-term / seasonal averages	Extremes
<ul style="list-style-type: none"> Warmer, drier summers Milder, wetter winters Rising sea levels 	<ul style="list-style-type: none"> More very hot days More heatwaves especially in the south and east More rain on the wettest days of the year Fewer frost nights

Climate change impacts are projected to be most pronounced in the south and east of the British Isles due to proximity to the continental landmass, and less so in the north and west due to the thermal buffering of the Atlantic Ocean. Kent is therefore on the frontline of dealing with climate change impacts in the UK context.

8.3.2 - District Council Responsibilities

The District Council are responsible for the provision of the following:

- As required, provide relevant support and deployment of District Council resources as detailed in this document.
- Flood warning and gate closure notification dissemination (in accordance with the *County of Kent Act 1981* Section 30) and where appropriate, to ensure tidal flood gates and sluices are closed in accordance with closure notifications.
- Warning and informing the public in conjunction with the Environment Agency.
- Establish local authority liaison forward controls as necessary.
- Advise on clearance of blocked water courses.

The District Council's sandbag policy and procedures are shown in Appendix B of the *Local Multi Agency Flood Plan* (See Section 8.3.4 below).

8.3.3 - County Council Responsibilities

The County Council are responsible for the provision of the following:

- As required, provide relevant support and deployment of County Council deliverables as detailed in this document.
- Activation of any formal multi-agency arrangements or plans pertinent to the event at hand.
- Warning and informing the public in conjunction with EA and other responders.
- Assisting in the identification of vulnerable persons.
- Providing signage for road closures and advice on availability of passenger transport.
- Maintaining traffic flows (in conjunction with police) especially for emergency services and repair effort.
- Specific responsibilities regarding highway flooding and consequences
- The provision of technical advice and supporting services in the fields of drainage and environmental management

8.3.4 - Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- Relevant district and county deliverables contained within this MEP
- Kent Resilience Forum *Pan Kent Emergency Response Framework*
- Kent Resilience Forum *Flood Plan*
- Kent Resilience Forum *Pan Kent Emergency Recovery Framework*
- District *Multi-agency Local Area Flood Plans*
- District *Severe Weather Plan* (See Part 8.3)
- Kent County Council *Flood Plan*

There are flood plans for reservoir inundation (both on-site plans and off-site plans) either in existence or in preparation.

For the Sevenoaks district the relevant reservoirs are:

- Bough Beech
- Leigh Barrier impounding reservoir
- Hever Castle lake reservoir
- (The status of Lullingstone Castle Lake is unclear)
- Weirwood reservoir in East Sussex
- Eridge Park Lake in East Sussex
- Buckhurst Park Lake in East Sussex
- Other reservoirs (particularly in Surrey and the London Boroughs) may have an inundation effect on the Sevenoaks District (to be confirmed and included here if required)

In due course smaller reservoirs may be included in this planning requirement and these will also be added here.

8.3.5 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

These documents may be found at;

- The Kent Resilience Forum Extranet
- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
District Multi-agency Local Area Flood Plan
District Severe Weather Plan
and associated documents listed above after this page if required**

8.4 - FUEL SHORTAGE

8.4.1 - Overview & Terminology

The Department for Business, Enterprise and Regulatory Reform (BERR) has produced the National Emergency Plan for Fuel (NEP-F) which is the emergency response plan for Central Government and the downstream fuel industry. The NEP-F contains a number of schemes which, if activated, can be used to control the supply of fuel to amongst others the public, the emergency services, utilities and local authorities.

The initial responsibility for leading the response is with the company whose operations are affected by the disruption. Only if the disruption has the potential to significantly disrupt fuel supplies will BERR activate the NEP-F

Eight Designated Filling Stations (DFS's), retail filling stations with the purpose of supplying fuel only for priority use in an emergency, have been identified in Kent. Kent County Council Trading Standards provide support to the county in terms of monitoring and assistance at each DFS, however, it is up to each local authority to ensure that the following activities are carried out and documented, with the aim of describing the authorities' response to the implementation of the NEP-F including the measures it will take to mitigate the effects of any disruption on provision of its services.

8.4.2 - District Council Responsibilities

The District Council is responsible for the provision of the following:

- Identification of essential users and access to the relevant scheme
- Control and prioritisation of internal fuel stocks
- The provision of suitable business continuity strategies to minimise disruption to key services
- A suitable strategy to reduce non-critical services to support an overall reduction in fuel usage.

8.4.3 - County Council Responsibilities:

The County Council are responsible for the provision of the following:

- Identification of essential users and access to the relevant scheme
- Control and prioritisation of internal fuel stocks
- The provision of suitable business continuity strategies to minimise disruption to key services
- A suitable strategy to reduce non-critical services to support an overall reduction in fuel usage
- The provision of Trading Standards support
- County wide coordination of response measures.

8.4.4 - Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- Relevant district and county deliverables contained within this document
- Kent Resilience Forum *Fuel Plan*
- Kent County Council *Fuel Plan*
- District/ County Business Continuity plans

8.4.5 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

These documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert the fuel shortage documents listed above after this page if required

8.5 - TRANSPORTATION AND HIGHWAYS EMERGENCIES

8.5.1 - Overview & Terminology

Transportation emergencies may include the following:-

- Rail incident
- Aircraft crash
- Maritime emergency
- Serious road traffic crash or accident
- Transport incidents involving hazardous materials

The county and district response to these emergencies will be based on the agreed principles and responsibilities contained in the Kent Resilience Forum Pan Kent Strategic Emergency Framework. Further specific information on roles and types of incidents is detailed below.

8.5.1.1 - Rail Incident

South Eastern Trains will deploy a Rail Incident Care Team in the event of a major incident involving the rail network. Rail Incident Care Teams will assist with the onward travel of passengers and other practical support. At a rail incident the affected train operating company will send a Rail Incident Officer to act as their “tactical commander” at the scene. Following a rail accident the Rail Accident Investigation Branch (RAIB) will be involved in post-incident investigations.

8.5.1.2 - Aircraft Incident

Generic emergency planning principles will inform the response to an aviation incident. Site-specific emergency plans exist for London Ashford Airport, Lydd (the Lydd Aerodrome Manual and Emergency Orders) and Kent International Airport (Aerodrome Emergency Orders). Following an air accident the Air Accident Investigation Branch (AAIB) will be involved in post-incident investigations.

8.5.1.3 - Maritime Emergency

In a maritime emergency the Maritime and Coastguard Agency will co-ordinate the at-sea response from the relevant Maritime Rescue Co-ordination Centre i.e. Dover, Thames or London. The land based elements of the response will be co-ordinated by a land-based Tactical Control, utilising arrangements set out in the National Contingency plan for marine pollution from shipping and offshore installations. Co-ordination between the land-based response and the at-sea response will be in liaison between the Maritime Rescue Co-ordination Centre, the land based tactical Control and the Strategic Co-ordination Group. Following an accident at sea, the Marine Accident Investigation Branch (MAIB) will be involved in a post-incident investigation. It should be noted that if a Survivor Reception Centre is required, there is a nominated facility at Dover Harbour.

8.5.1.4 - Kent County Council Highway Services Maintained Highway Network

Kent County Council Highway Services will respond to emergencies on the adopted road network excepting motorways and some trunk roads. In addition a representative of Kent Highway Services may attend the scene of an emergency to act as an incident liaison officer to work in conjunction with the District Council liaison officer and representatives of the emergency services present.

8.5.1.5 - Highways Agency Maintained Highway Network

The Highways Agency deliver a similar role to that of Kent County Council Highway Services for the motorway network and some key trunk roads within the county. Regular patrols are carried out on these roads by Highways Agency Traffic Officers (HATOs) using marked vehicles. These Officers act as Highways Agency Liaison Officers at the scene of an incident. The Highways Agency also have their own contingency arrangements to deal with driver welfare during incidents that cause significant traffic congestion.

8.5.1.6 - Operation Stack

In the event where there is disruption to ferry and/or Eurotunnel services, the Police may decide to invoke Operation Stack, which is designed to safely park lorries on the M20 that are waiting to board these services. Although Kent local authorities do not have a significant role to play, there may be a need to consider 8.5.1.8 below or invoke other suitable emergency response or business continuity measures as appropriate.

8.5.1.7 - Spillage Incident

At any tanker incident, Kent Fire & Rescue Service will liaise with the Environment Agency regarding any potential environmental pollution risk. Additionally, there is the CHEMSAFE scheme, provided by industry as a range of arrangements that advise and deal with chemical spillages. This may be activated by the Fire & Rescue Service HAZMAT Officer. *For maritime oil pollution incidents, see Part 5.9.*

8.5.1.8 - Care of Travelling Public

In all these emergencies a major focus for the District and County Council will be care and support for uninjured survivors and evacuees. This will normally take place in a Rest Centre or a Survivor Reception Centre. However local authorities should be prepared to discharge any of their responsibilities as set out in the *Pan-Kent Emergency Strategic Response Framework*. Onward travel, care and support for individuals caught up in transportation disasters will involve significant input and resources from the travel operator involved (if applicable) or insurers. In the case of major incidents on the highway network costs accruing to short term care within centres will be covered by Kent County Council. Additionally, the Highways Agency have their own contingency arrangements to deal with driver welfare during incidents that cause significant traffic congestion.

8.5.1.9 - Transport Incidents Involving Radiological Material

Incidents involving radiological packages may occur on road or rail. There are three main emergency response schemes that cover this contingency requirement:

- RADSAFE – covers all road and rail transported packages by British Energy, Magnox and a range of other operators.
- NAIR (National Arrangements for Incidents involving Radiation) – covers all other radiological incidents with no specific emergency arrangements and will be activated by Kent Fire and Rescue Service.
- For military incidents, there are separate arrangements which are managed by the military and supported by local responders entitled *Local Authority & Emergency Services Information (LAESI) - Defence Nuclear Materials Transport Contingency Arrangements*.

Kent local authorities have no role over and above the normal arrangements detailed in this plan.

8.5.2 - District Council Responsibilities

The District Council may provide and support the following:

- Support in the provision of immediate care to those affected by such incidents, such as those immediately affected by the event, or those stranded or evacuated because of the event. This will be discharged jointly with Kent County Council and may include support to
 - Rest Centres
 - Survivor Reception Centres
- The provision of other technical advice or support as agreed and included in multi-agency plans and/or specific District Council services as detailed in this document.

8.5.3 - County Council Responsibilities

- Support in the provision of immediate care to those affected by such incidents, such as those immediately affected by the event, or those stranded or evacuated because of the event. This will be discharged jointly with District Councils and may include support to
 - Rest Centres
 - Survivor Reception Centres
- The provision of other technical advice or support as dictated by pertinent multi-agency plans and/or specific County Council deliverables detailed in this plan. This includes clean-up from Kent Highway Services adopted roads.

8.5.4 - Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- Kent Resilience Forum *Pan Kent Emergency Response Framework*
- Relevant district and county deliverables contained within this MEP
- *Operation Stack Plan*
- *RADSAFE Emergency Plan*
- NAIR Arrangements
- *National Contingency plan for marine pollution from shipping and offshore installations.*
- *Dover Harbour Survivor Reception Centre Plan*
- Highways Agency plan(s) for dealing with driver welfare

8.5.5 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

These documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

The RADSAFE plan may be found at www.radsafe.org.uk

The NAIR plan may be found at www.hpa.org.uk

Information on CHEMSAFE can be found at <http://the-ncec.com/chemsafe/>

Insert the transport and highways emergencies documents listed above after this page if required

8.6 - PIPELINES, CONTROL OF MAJOR ACCIDENT HAZARD SITES AND RADIATION EMERGENCIES

8.6.1 - Overview & Terminology

The operation of industrial facilities and the transportation of fuels via high pressure pipeline, road, rail and air are all governed by specific legislation and guidance to ensure safety and inform the response to any associated emergency.

Primary responsibility for ensuring implementation of on and off site industrial emergency planning and incident response sits with industry, the emergency services and Kent County Council. However, District Councils may provide support as agreed in specific plans. All arrangements detailed in this section will dovetail into all relevant Kent Resilience Forum emergency plans.

8.6.1.1 - Major Accident Hazard Pipelines (MAHP)

Kent County Council and Medway Council have published a joint plan addressing potential hazards and hazard ranges which could result from a pipeline failure, procedures for dealing with pipeline incidents, contact point details, alerting procedures and geographical locations, as required under the *Pipeline Safety Regulations (PSR) 1996*.

The Council holds a copy of the Kent County Council and Medway Council *Major Accident Pipelines Emergency Plan* and copies are held by other Districts and the Kent County Council Emergency Planning Group. Reference must be made to this document in the event of an incident involving a Major Accident Hazard Pipeline within the Council's administrative area.

Activation of this plan will be made via the operator or the emergency services, with Kent County Council or Medway (depending where the incident is) acting as the lead responding local authority. As required, the Council will be notified and invited to respond in a similar fashion to a major emergency response. Technical expertise will be made available to detail the off-site implications and the emergency response requirements of the authority. A copy of the plan may be found at www.kent.gov.uk.

8.6.1.2 - Control of Major Accident Hazards Sites (COMAH)

The Control of Major Accident Hazard Regulations 1999 ensure that at establishments where dangerous substances are handled, a high level of protection for people, property and the environment, is managed through measures aimed at:

- *The prevention of a major accident;*
- *The use of any necessary measures to limit the consequences of such an accident, should it occur.*

COMAH establishments are graded by the Health and Safety Executive as either “Top-Tier” or “Lower- Tier” dependant on the quantities and types of substances they produce or store.

There is currently only one “Top-Tier” COMAH site within the administrative boundary of the County, namely Glaxo Smith-Kline, based in Dartford. The site specific plan is formulated and held by Kent County Council Emergency Planning and only affects Dartford Borough Council. For information, there are a further 15 “lower tier” sites in the county but they do not require an off-site plan. All COMAH sites are identified in the “Kent Profile” section of www.kentconnects.gov.uk/krf.

There are no COMAH sites in the Sevenoaks District

8.6.1.3 - Dungeness Sites and REPIR

Dungeness has two nuclear licensed sites, namely Dungeness A (a decommissioning site operated by Magnox South) and Dungeness B (an operational Advanced Gas Cooled Reactor power station that is linked to the national grid and is operated by British Energy). Separate legislation, namely the Radiation (Emergency Preparedness and Public Information) Regulations (REPIR) 2001, detail the offsite planning requirements for these installations. Kent County Council is legally required to produce this plan which is published on its website in accordance with the regulations. It follows similar principles as those detailed in the pan Kent Emergency Response Framework, but includes how the operator is involved and how central Government and other specialist agencies contribute to response and recovery. The only District Council primarily affected by these arrangements is Shepway District Council.

8.6.1.4 - Other Industrial Installations

Industrial sites large and small which are not covered by specific emergency plans or arrangements may still cause considerable disruption, pollution and risk to their staff and surrounding communities.

Pressurised gas cylinders, and in particular acetylene, are a significant potential risk associated with industrial sites. Incidents involving acetylene cylinders can result in a 200m radius cordon being established by Kent Fire & Rescue Service for a minimum duration of 24 hours.

8.6.1.5 - Other Radiological or Chemical Incidents

In general, if there is a discovery of a package or item where there is a chemical or radiological hazard, it will be a matter for the Kent Fire & Rescue Service HAZMAT Officer to decide how the response should proceed. These are other national arrangements which may be activated where necessary:

- NAIR (National Arrangements for Incidents involving Radiation) – covers all other radiological incidents with no specific emergency arrangements and will be activated by Kent Fire & Rescue Service.
- The CHEMSAFE scheme, provided by industry as a range of arrangements that advise and deal with chemical spillages.
- Accidents at nuclear installations outside the County would be managed according to the DEFRA *Overseas Nuclear Accidents. UK National Response Plan and Radioactive Incident Monitoring Network (RIMNET)* supported by the DECC *Draft National Response Plan for Nuclear Emergencies* and the HPA *UK Recovery Handbook for Radiation Incidents*.

8.6.2 - District Council Responsibilities

The District Council may provide the following:

- Support in the provision of immediate care to those affected by such incidents, such as those immediately affected by the event, or those stranded or evacuated because of the event. This will be discharged jointly with Kent County Council and may include support to
 - Rest Centres
 - Survivor Reception Centres
- The provision of other technical advice or support as dictated by pertinent multi-agency plans and/or specific District Council deliverables detailed in this plan.
- Supporting the recovery process.

8.6.3 - County Council Responsibilities

The County Council are responsible for the provision of the following:

- The lead authority for REPPIR, COMAH, pipeline and nuclear (off-site) planning
- Support in the provision of immediate care to those affected by such incidents, such as those immediately affected by the event, or those stranded or evacuated because of the event. This will be discharged jointly with District Councils and may include support to
 - Rest Centres
 - Survivor Reception Centres
 - Friends and Families Reception Centres
- The provision of other technical advice or support as dictated by pertinent multi-agency plans and/or specific County Council services detailed in this plan.

8.6.4 - Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- Relevant district and county deliverables contained within this MEP
- *The Dungeness Off-site Plan*
- *The Control of Major Accident Hazards Plan (COMAH)*
- The Kent and Medway *Emergency Plan for Major Accident Hazard Pipelines*
- The *Pan Kent Emergency Recovery Framework*

8.6.5 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the District Council Emergency Planning Officer.

These documents may be found at;

- www.kentconnects.gov.uk/krf
- The Dungeness Off-site Plan, The Control of Major Accident Hazards Plan (COMAH) and the Kent and Medway Emergency Plan for Major Accident Hazard Pipelines may be found at www.kent.gov.uk
- The NAIR plan may be found at www.hpa.org.uk
- Information on CHEMSAFE can be found at <http://the-ncec.com/chemsafe/>
- Department of Energy & Climate Change (DECC) Draft National Response Plan for Nuclear Emergencies (2008) and associated 'consolidated guidance' can be found at www.berr.gov.uk/whatwedo/energy/sources/nuclear/key-issues/emergency/neplg/guidance/page18841.html
- Department for the Environment, Food & Rural Affairs (DEFRA) Overseas Nuclear Accidents. UK National Response Plan and Radioactive Incident Monitoring Network (RIMNET) can be found at www.metoffice.gov.uk/publicsector/radiation.html
- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert relevant documents listed above after this page if required

8.7 - HUMAN HEALTH EMERGENCIES

8.7.1 - Overview & Terminology

The response to a human health emergency may be divided into four sectors; treating the unwell, managing the cause (the infection, etc), public health and public information:

	NHS	KHPU *	District Council	Kent Police	Kent County Council
Treating the unwell	✓				
The cause		✓			
Public Health		✓	✓		
Public information **	✓	✓	✓	✓	✓

* Kent Health Protection Unit, part of the Health Protection Agency

** Co-ordinated by the SCG

Whilst pandemic planning is a core activity within many agencies and authorities, a range of other health emergencies may require all local authorities to take action in the fields of a supporting response or business continuity management. Such health issues may include;

- An epidemic
- A fast spreading yet rare disease
- A localised outbreak of measles or other mild illness.

Local authorities may be required to support communities over and above the normal levels of service provided in the fields of social care and support.

8.7.2 - Pandemic Influenza

The Kent Resilience Forum has published a pandemic influenza plan that sets out in detail the response to, and management of, a major outbreak. The principles set out in this plan will be applied, with appropriate adjustments, when a health threat arises from a cause other than a communicable disease outbreak.

All other agencies should have plans that detail how they will support a multi-agency response to this event and how they will protect their own organisations and critical service delivery.

8.7.3 - Joint District & County Council Responsibilities

The core activities for Kent County Council and District Councils in terms of planning and response can be divided into two key activities:

- Business continuity planning
- Emergency response activities in support of Kent Resilience Forum plans

8.7.4 - Other Specific County Council Responsibilities

The County Council are responsible for the provision of the following in addition to the above:

- Emergency response activities in support of the Kent Resilience Forum plan
- Warn and Inform the public, if necessary in conjunction with other Category 1 and 2 responders.
- Prepare and arrange for the publication of information on the County Council website
- Arrange for the County Council contact centre to provide a telephone helpline and to answer FAQ's

8.7.5 - Associated Documents and Plans

The main documents associated with this deliverable are as follows:

- Relevant district and county services contained within this document
- Kent Resilience Forum *Pandemic Plan*
- NHS (including PCT) and HPA supporting plans
- Kent County Council *Pandemic Plan*
- District Council *Pandemic Plan* (See Part 9)
- Kent County Council *Business Continuity Plans*
- District Council *Business Continuity Plans* (See Part 9)
- Kent Resilience Forum *Managing Excess Deaths Plan*

8.7.6 - Location of Document

Depending on the author, this document will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

Further copies of these documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert relevant human health documents listed above after this page if required

8.8 - ANIMAL HEALTH EMERGENCIES

8.8.1 - Overview & Terminology

Kent's proximity to continental Europe, major ports and the significance of livestock to the local economy make animal health emergencies a key local risk. The impact of climate change is projected to increase this risk further.

The response to an outbreak of disease in animals will be led nationally by DEFRA and locally by Kent County Council Trading Standards under the provisions of the *Animal Health Act*. Kent County Council Trading Standards has a statutory duty under the *Animal Health Act* to enforce movement restrictions in the event of an exotic animal disease outbreak.

The consequences of the outbreak, which could include community-based and economic considerations, may lead to the formation of a Strategic Co-ordinating Group.

Animal health hazards can be split into two categories;

- Zoonotic - an animal disease that can be transmitted between animals and humans. e.g. Highly Pathogenic Avian Influenza (HPAI), Rabies and West Nile Virus.
- Non-Zoonotic - an animal disease that can be transmitted between animals but not to humans. E.g. Classical Swine Fever, Blue Tongue and Newcastle Disease.

8.8.2 - Joint District & County Council Responsibilities

The core activities for Kent County Council and District Councils in terms of planning and response can be divided into two key activities;

- Business continuity planning
- Emergency response activities in support of Kent Resilience Forum plans

8.8.3 - Other Specific County Council Responsibilities

The County Council are further responsible for the provision of the following in addition to the above;

- Emergency response activities in support of the Kent Resilience Forum plan
- Provide Kent County Council emergency planning representation at the Local Disease Control Centre
- Coordinate the county and district response.
- Warn and Inform the public, if necessary in conjunction with other Category 1 and 2 responders.
- Prepare and arrange for the publication of information on the County Council website
- Arrange for the County Council contact centre to provide a telephone helpline and to answer FAQ's

8.8.4 - Associated Documents and Plans

The main documents associated are as follows:

- Kent County Council business continuity plans
- District council business continuity plans (See Part 9)
- District Council *Environmental Health Response Plan* (See Part 6.1)
- DEFRA animal health plans
- Kent County Council animal health plans

8.8.5 - Location of Document

Depending on the author, this document will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

Further copies of these documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert relevant animal health documents listed above after this page if required

8.9 - VOLUNTARY SECTOR SUPPORT (INCLUDING FAITH SUPPORT)

8.9.1 - Overview & Terminology

There may be times when a local authority or the broader resilience community require support from the voluntary sector. The table below outlines the types of support that may be mobilised via pan-Kent arrangements.

Description of service	Mutual aid provider(s)	Activated by
Humanitarian assistance and support, including medical expertise and general assistance.	British Red Cross St John Ambulance Other Kent Voluntary Agencies	Kent County Council Duty Officer CEC
Radio communications support.	RAYNET	Kent County Council Duty Officer CEC
Local multi-faith advice and support	Church in Society (Critical Incident Chaplains)	Kent County Council Duty Officer CEC

8.9.2 - Joint County and District Council Responsibilities

- Coordination of voluntary organisations when more than one district is involved
- Arrange attendance of ministers of religion
- Alert and coordinate the voluntary organisations in support of the public services

8.9.3 - Associated Documents and Plans

The main documents associated with this service are as follows:

- Kent Resilience Forum *Pan Kent Emergency Response Framework*
- Kent Rest Centre *Guidelines*

8.9.4 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

Further copies of these documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert any relevant voluntary sector documents after this page if required

8.10 - MASS FATALITIES AND EXCESS DEATHS

8.10.1 - Overview & Terminology

8.10.1.1 - Mass Fatalities

A mass fatality incident is an emergency involving sudden and unexpected loss of life or any incident where the number of fatalities is greater than normal local arrangements can manage. In these circumstances additional arrangements need to be put into place, for dealing with the deceased being exceeded.

8.10.1.2 - Resilience Mortuaries

In the event of a mass fatality incident a resilience or temporary mortuary structure may need to be erected in order to cope with excess fatalities. A temporary mortuary will usually be erected once the hospital mortuary capacity in Kent is exceeded and will house all normal mortuary facilities. Kent County Council, Kent Police and Medway Council have a contract with a temporary mortuary provider in place to deal with this.

8.10.1.3 - National Emergency Mortuary Arrangements (NEMA)

NEMA is the Home Office central assistance programme for assisting local authorities and services to manage mass fatality incidents.

Assistance includes;

- **Response personnel.** The Association of Chief Police Officers (ACPO) has established a central pool of trained and experienced police and civilian forensic experts known as UK DVI (UK Disaster Victim Identification). Arrangements are in place to deploy UK DVI members to an incident that results in large scale fatalities.
- **Infrastructure** in terms of providing a temporary demountable structure to serve as a temporary mortuary and
- **Equipment.** There is a national stockpile of mortuary equipment necessary to convert an empty structure to a functioning mortuary.

8.10.1.4 - Excess Deaths

Excess deaths is the term to describe significant numbers of deaths over a period of time where the death rate exceeds normal capacities in certification, registration and funerals. Whereas a mass fatalities incident would involve an investigation and the need for post mortems, excess deaths response will be over a wide area and an extended period of time, normally as a result of illness (e.g. a pandemic).

Excess deaths response makes use of business continuity arrangements to provide additional capacity and may also demand body storage arrangements pending funerals. The Kent Resilience Forum *Excess Deaths Plan* deals with this contingency.

8.10.2 - District Council Responsibilities

- Assist through Mutual Aid Agreement or otherwise
- Welfare funerals

8.10.3 - County Council Responsibilities

- Establish, operate and close-down temporary mortuary
- Coordinate the Registration Service and the Kent Coroners Service, including involvement in the establishment of temporary mortuaries

8.10.4 - Associated Documents and Plans

The main documents associated with this service are as follows;

- Kent Resilience Forum *Mass Fatalities Plan*
- Kent Resilience Forum *Managing Excess Deaths Plan*
- Cabinet Office: *A Framework for Planners Preparing to Manage Deaths* 2008
- National government pandemic influenza guidance

8.10.5 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

Further copies of these documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert any relevant mass fatalities and excess deaths documents after this page if required

8.11 - MILITARY SUPPORT

8.11.1 - Overview

In circumstances where additional resources, including specialist skills, are urgently needed, it is possible for Military Aid to the Civil Authorities (MACA) to be requested. The resource available will be determined by ongoing military operational demands, and cannot therefore be guaranteed. During any emergency response, the Military is prepared to provide certain niche and specialist capabilities to support the Police. In addition, as an option of last resort, Ministers may approve more general Military Aid to the Civil Authorities (MACA) to fill specific capability gaps in any response or early recovery phase. To enable this, Military Liaison Officers will normally deploy to any Strategic Coordination Group which is activated. Any military resources deployed will always remain under military command, and the costs of the resources deployed may be recoverable, according to the circumstances.

8.11.2 - Associated Documents and Plans

The main documents associated with this service are as follows:

- Kent Resilience Forum *Pan Kent Emergency Response Framework*

8.11.3 - Location of Documents

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

Further copies of these documents may be found at;

- On the Kent resilience Forum Extranet
- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)
-

Insert any relevant military support documents after this page if required

9 - BUSINESS CONTINUITY MANAGEMENT

9.1 - OVERVIEW AND TERMINOLOGY

Under the Civil Contingencies Act 2004, Local Authorities as Category 1 responders have a duty to put in place Business Continuity Management (BCM) arrangements.

The British Standard on Business Continuity Management (BCM), BS25999, defines BCM as 'a holistic management process that identifies potential threats to an organisation and the impacts to operations that those threats, if realised, might cause'. BCM is designed to provide a framework for building organisational resilience with the capability for an effective response that safeguards the interests of the organisation. Key activities include:

- Identifying critical functions and their core interdependencies
- Identifying and managing risks that could impact upon these functions if realised.
- Defining the broad range of resilience and contingency measures that may be put into place to protect these functions.
- Defining recovery arrangements to bring all services back to normal levels

The Business Continuity Plan (BCP) for a local authority may include the following documents:

- Business Continuity Management Policy
- Business Continuity Programme Management
- Business Impact Analysis (BIA)
- Plan Scope
- Activation Plan
- Response Plan or Action Plan
- Alternative Response Strategies
- Recovery Requirements for critical services

See also:

Kent Resilience Forum - *Business Continuity Management Policy Statement*

9.2 - LOCATION OF DOCUMENTS

These documents are produced and maintained by the Head of Parking & Surveying Services and are distributed to all those involved with business continuity.

Further copies of these documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Business Continuity Incident Management Plan
and any other relevant business continuity documents after this page if
required**

10 - RECOVERY

10.1 - OVERVIEW AND TERMINOLOGY

Recovery is the process of restoring and rebuilding the community in the aftermath of a disaster. This process can be started at any point within the response phase, but gains prominence once the immediate response is complete.

Although recovery is a multi-agency activity, the Local Authorities will be the lead agencies. Many aspects of recovery have to be considered from the physical rebuilding of the community to the welfare needs of the residents and the financial implications for the affected businesses and Council itself. Additionally, an opportunity for regeneration may also present itself, which will require political support in addition to core objectives of the recovery process.

The recovery process can be protracted in nature and involve a broad range of statutory and non-statutory agencies and groups as the process develops and evolves. Much will depend on the initiating incident and the breadth and scale of issues that are being faced. As a result, documents to support this requirement have been produced to support recovery working.

The KRF Pan-Kent Emergency Recovery Framework	This acts as the lead framework document that describes the core processes in Kent wide multi-agency recovery working and the broad range of supporting arrangements that may be brought to bear in the recovery process. Roles and responsibilities are defined and explained, as well as activation protocols and working structures, thus ensuring that the right agencies are involved throughout the recovery process.
Kent County Council Recovery Plan	Provides an overview and detailed arrangements of how Kent County Council will accomplish its obligations under the KRF <i>Pan-Kent Emergency Recovery Framework</i> .
District Council Recovery Plan	Provides an overview and detailed arrangements of how the District Council will accomplish its obligations under the KRF <i>Pan-Kent Emergency Recovery Framework</i> .

10.1.1 - The Humanitarian Assistance Centre

A Humanitarian Assistance Centre (HAC) is a facility designed to deal with the long term humanitarian needs of survivors, family and friends and any of the wider community that have been affected by the incident. The HAC will act as a “one-stop-shop” for survivors, families and anyone else who is affected by the incident; and will be the focal point for humanitarian assistance to bereaved families and friends of those missing, injured, killed and survivors.

The Kent Resilience Forum *HAC Plan* is the primary document for these arrangements and contains details of how this facility is identified and activated.

10.2 - OVERVIEW OF COUNTY COUNCIL RESPONSIBILITIES

Kent County Council have trained and appointed two senior Directors to act as the lead in the Strategic Recovery Coordination Group. Additionally, Kent County Council may provide a range of technical experts, political support and other recovery resources, including some finance capability, to the recovery working agenda.

10.3 - OVERVIEW OF DISTRICT COUNCIL RESPONSIBILITIES

The District Council will provide support and leadership in the development of a recovery strategy and in the management of local community relations. It is likely that the affected District will be appointed as Strategic Recovery Coordination Group Chair or deputy, as well as chair of the local community engagement and feedback group. It is also likely that local political support will also be provided by the District Council, ensuring that the members are fully engaged with the recovery process.

10.4 - ASSOCIATED DOCUMENTS AND PLANS

The main documents associated with this are as follows;

- Kent Resilience Forum *Pan-Kent Emergency Recovery Framework*
- Kent County Council *Recovery Plan*
- District Council *Recovery Plan* (See Part 10).
- Kent County Council *Humanitarian Assistance Centre Plan*

10.5 - LOCATION OF DOCUMENTS

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

These documents may be found at;

- On the District Council's intranet (InSight)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

**Insert the
Major Emergency Recovery Plan
Kent Resilience Forum HAC Plan
and any relevant recovery documents after this page if required**

11 - COMMUNITY LEADERSHIP PLAN

11.1 - OVERVIEW

During any major emergency where the community has been affected adversely, there will be a need to ensure suitable community leadership is demonstrated. *The Pitt Review* (2007:34) endorses this view, specifically noting the following:

We (also) note the value of the high media profile for local leaders, as achieved by council leaders and Gold Commanders in a number of areas affected by the floods. For example, in Doncaster, the elected Mayor's high visibility provided reassurance to the public during the severe flooding which affected the city in June 2007. In Gloucestershire, the Gold Commander adopted a similarly successful high profile, using the media as a way of communicating advice to the public and providing visible leadership at the local level. All local leaders need to play their part in this, and local authorities should share the load with the uniformed services.

11.2 - CORE ACTIVITIES DURING AN EMERGENCY

It is essential for key officers and politicians to adopt a leadership role during an emergency. It is therefore recommended that the Leader of the Council, prominent Cabinet Members and the Chief Executive are placed before the media to act in this capacity. Those undertaking this role should be fully briefed by their media team and be prepared to answer questions at regular press conferences and one-to-one interviews. Policy on messaging strategy will be overseen by the Strategic Coordination Group and disseminated to all agency media teams. It is vital that the core lines regarding the response are fully observed and adopted, providing a cohesive approach to community reassurance messaging.

It is also recommended that generic messages surrounding condolences, support for the work of the emergency services and reassurances that all is being done be included where applicable. Policy decisions and speculation on cause or outcome should be avoided.

11.3 - CORE ACTIVITIES DURING THE RECOVERY PHASE

Following a major emergency, either a District or the County Council will lead on recovery working (see section 10). It is likely that a community liaison group will be formulated to enable local views to be captured and assessed during this period. To ensure that this place-shaping activity is contributed to fully, it will be essential for local Members whose area was affected by the emergency to be engaged in this process as community leaders. Full details of how this will operate are sign-posted in section 10.

11.4 - ASSOCIATED DOCUMENTS AND PLANS

- The Kent Resilience Forum Pan-Kent Emergency Recovery Framework
- District *Community Leadership Plan* (See Part 11)
- Other documents under construction

11.5 - LOCATION OF DOCUMENTS

Depending on the author, these documents will be produced and maintained by a lead agency and will be held by the Head of Parking & Surveying Services.

These documents may be found at;

- On the District Council's intranet (InSite)
- District Emergency Centre
- Emergency Control Room
- In this section (optional)

Insert the
Community Leadership Plan
after this page if required

12 - TRAINING & EXERCISING

The Civil Contingencies Act, 2004 requires Councils as Category 1 responders to include a provision for training and exercising in their emergency plans.

Regular training and exercise events for both emergency planning and business continuity will raise staff awareness of potential risks and provide an understanding and confidence in the Council and their partners' emergency response procedures.

12.1 - TRAINING

Training is a combination of activities that are carried out to ensure that responders are competent and confident to carry out required tasks and actions when an emergency occurs. A suitable schedule of training activities will be formulated and rolled out to all responding personnel. This will include suitable refresher training and coaching where required.

All Council staff involved in responding to an emergency situation should receive a level of training corresponding with their responsibilities.

The aim is to increase resilience by ensuring that all those charged with dealing with an emergency;

- know their role;
- are competent to carry out the tasks assigned to them;
- are properly equipped
- Have confidence in their partner agencies emergency response capabilities.

The Kent County Council Emergency Planning Group will be responsible for the formulation, delivery and monitoring of training activities and performance. For all rest centre activities, control centre emergency management training, COMAH, Pipelines and REPPIR planning responsibilities, Kent County Council will provide agreed joint training between the County and District Councils. This may be complimented by localised District training as required.

12.2 - EXERCISING

An exercise is primarily designed as validation or demonstration of the emergency arrangements. A variety of exercises will be compiled to test the strategic, tactical and operational elements of the emergency response and at the very minimum there will be an annual emergency exercise that will test the County and District authority's emergency response capability. In agreement with partners, these exercises may be extended to further demonstrate pan-Kent capability

The District Council Emergency Planning Working Group will be responsible for the formulation, delivery and monitoring of exercise activities and performance. For all Rest Centre activities and top-tier planning responsibilities, Kent County Council will provide agreed joint exercising between the County and District Councils. This may be complimented by localised district training as required.

**Insert the
Training & Exercising
plan after this page if required**



MAJOR EMERGENCY PLAN 2010/2011

Appendix 1 Mutual Aid Agreement

This document is un-controlled. Please ensure you have the most up-to-date copy.

Insert the
Mutual Aid Agreement
after this page if required



MAJOR EMERGENCY PLAN 2010/2011

Appendix 2 Emergency Directory

This document is **controlled** and will only be issued to relevant Sevenoaks District Council personnel

Insert the
Emergency Directory
and the
Kent Local Authorities Resilient Telecommunications Contact Directory
after this page if required