Part 2 - Local Authority Emergency Response Actions

This part provides checklists for local authority actions needed to respond to identified risks within Suffolk.

Web links are provided when using this plan electronically.

Multi-agency SRF Plans without protective marking are available via the SRF website: www.suffolkresilience.com. SRF Plans marked PROTECT are available via the SRF extranet site.

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<tr>
<th>Date of Document:</th>
<th>December 2012</th>
<th>Author:</th>
<th>Suffolk Joint Emergency Planning Unit - Head of EP</th>
</tr>
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<td>Version number:</td>
<td>Issue 2</td>
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Part 2 – Emergency Response Actions

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2.1 SUFFOLK GENERIC RESPONSE AND RECOVERY

1. **Outline.** The SRF has agreed multi-agency response & recovery arrangements for emergencies outside of normal response capabilities within Suffolk when no specific plan exists.

The SRF Generic Response and Recovery Plan details how Suffolk responders have agreed to warn and alert each other to potential or actual incidents, how these will be managed in a collective manner when moving from business as usual to major incident and it sets out the roles and responsibilities of all individual agencies.

This section covers council actions required under the SRF generic response arrangement.

More background information on generic response can be found in the SRF Generic Response and Recovery Plan:

**SRF Generic Response & Recovery Plan**

2. **Business Continuity**

In any incident that requires an emergency response to protect the public, protect the environment or protect property, there may also be an internal impact on the council that requires business continuity action. Further information on business continuity arrangements can be found in the relevant council Business Continuity Plans which are usually available via each council’s intranet or shared information folder.

3. **Actions on Initial Notification of an Incident or Emergency.**

**JEPU**
- EPDO will act as council initial point of contact for emergency services.
- EPDO will brief council Chief Executive or appropriate representative (e.g. Duty Director) on incident and implications for council.
  - Briefings may also be given by DEPO or Dep Head of Emergency Planning as appropriate.
- JEPU will also advise appropriate council communications officers.

**Teleconference**

Where collective consideration of the management of the incident is needed, a teleconference may be held to link all relevant agencies, including councils. This will be set up by the JEPU.

**Council Support**

Where an incident occurs and no contingency plan exists, councils may be asked to provide support in the following areas through the identified lead officers:

**County Council:**
- Provision of transport to support emergency response (e.g. in evacuation).
- Provision of social care support to vulnerable people (e.g. at rest centres).
- Provision of highways services to support traffic management, clearing of highways or restoration of highways (e.g. road signage).
- Provision of waste disposal advice in conjunction with District or Borough Council waste collection.
- Manage children’s services (e.g. schools, children’s centres etc.) affected by an incident.
- Manage adult’s services (e.g. care homes, home care, community meals, day care, libraries) affected by an incident.
- Manage county council properties (buildings, land etc.) affected by an incident.
- Provision of guidance on other environmental issues (e.g. bridges, rights of way).
- Provision of advice and assistance to a temporary mortuary capability.
- Provision of extra communications capacity such as a call centre.

**District or Borough Council:**

- Provision of immediate shelter and Rest Centres for displaced people
- Manage longer term housing needs
- Provide advice on buildings and structures impacted by incident
- Provide environmental health advice
- Provide waste collection advice and capability

4. **Actions on Confirmation of an Incident Requiring Multi-Agency Response.**

- Activate Emergency Control Centre to provide focal point for council response.
- Provide information to communications office on incident and council activity.
- Brief relevant elected member(s).
- Participate in Strategic Coordination Group process (either teleconference or at Police HQ).
- Participate in multi-agency Media Coordination - Communications
- Convene Tactical Management process to generate and deploy council support to emergency response and manage Business Continuity implications.
- Provide internal brief on incident to staff.

5. **Actions on Confirmation of a Major or Multi-agency Incident.**

- Activate Emergency Centre to provide focal point for council response if not already done so.
- Provide information to communications office on incident and council activity.
- Brief relevant elected member(s).
- Convene council Tactical Management process.
- Provide Executive Representative to multi-agency GOLD/Strategic Coordination Centre.
- Attend multi-agency Media Coordination Centre - Communications
- Provide representative to multi-agency SILVER/Tactical Coordination Centre.
- Provide internal brief on incident to staff.
2.2 ANIMAL DISEASE RESPONSE

1. **Outline.** The SRF has agreed Suffolk multi-agency response arrangements for an animal disease outbreak in Suffolk. The SRF Animal Disease plan provides detail on the response, management and roles and responsibilities of individual agencies.

This plan is linked to national policies on animal disease risk owned by DEFRA and to warning and informing systems managed by Animal Health.

This section covers council actions required under the SRF animal disease response arrangement.

More background information and risk information can be found in the SRF Animal Disease Plan:

**SRF Animal Disease Response Plan** (PROTECT - available with password only)

An animal disease incident may not initially be a MAJOR INCIDENT but will require local authority activity beyond normal business as usual.

2. **Notification.**

A national animal disease alert system is in place managed by Animal Health, part of DEFRA. Notification of an animal disease will usually come to Trading Standards, Suffolk CC.

3. **Actions According to Alert Stage**

**ALERT STAGE WHITE/BLACK** - Confirmed notifiable disease outbreak other than a high risk disease

- Notify JEPU (EPDO out of hours) - Trading Standards
- Inform relevant district or borough - JEPU
- Advise need for teleconference to discuss management of outbreak - Trading Standards.
- Provide information for communications offices - Trading Standards via JEPU
- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council
- Brief elected member(s)
- Generate multi-agency teleconference - JEPU (SRF Partnership Manager)

**ALERT STAGE AMBER** - Suspect high risk notifiable disease outbreak.

- Notify JEPU (EPDO out of hours) - Trading Standards
- Inform relevant district or borough - JEPU
- Advise need for teleconference to discuss management of outbreak - Trading Standards.
- Provide information for communications offices - Trading Standards via JEPU
- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council
- Brief elected member(s)
• Generate multi-agency Strategic Coordination Group teleconference - JEPU (SRF Partnership Manager)

**ALERT STAGE RED** - Confirmed notifiable disease outbreak.
• Notify JEPU (EPDO out of hours) - Trading Standards
• Inform relevant district or borough - JEPU
• Activate ECC - JEPU
• Provide information for communications offices - Trading Standards via JEPU
• Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council - JEPU
• Brief elected member(s) - Communications or Director
• Attend multi-agency Strategic Coordination Group - Council Executive Representative.
• Attend multi-agency Media Coordination Centre - Communications

4. **Local Authority Animal Disease Specific Actions:**

**County Council:**

- **Trading Standards**
  • Enforce Animal Health legislation, including movement restrictions/licensing and enforcement within Surveillance Zones.
  • Liaise with Emergency Planning staff for implementation of contingency plans and assistance with establishing a Suffolk disease outbreak control room (SCC ECC).
  • Close/open rights of way.
  • Respond to enquires from farmers/industry/general public.
  • Monitor livestock welfare, especially on transport and at markets.
  • Provide assistance with control of cleansing and disinfecting premises.
  • Provide a representative at the Local Disease Control Centre (LDCC) at Bury St Edmunds.
  • Provide advice on enforcement.
  • Proactively disseminate advice and education to local communities through Suffolk Communications Network.
  • Liaise with LGR to ensure an awareness of national guidance is maintained and to ensure major issues are reported and resolved at a national level.

- **Suffolk Highways**
  • Provide highways support to LDCC and Suffolk Police with traffic management issues around infected premises and zones, and if necessary the LDCC.
  • Provide road and footpath access signs.

- **Suffolk Waste Management**
  • Provide support, in conjunction with the Environment Agency to LDCC on disposal of slaughtered carcasses if in county options are being considered. (N.B: this is VERY unlikely)
  • Collection and disposal of dumped carcasses.
Suffolk Rights of Way.

- Provide Rights of Way advice.

- **Communications**
  - Co-ordinate dissemination of warning and information messages with DEFRA / LDCC and NCC.
  - Provide timely information to media.
  - Provide assistance to DEFRA information officers as agreed.
  - Facilitate and coordinate media facilities with DEFRA if not a major incident. (If a major incident, media coordination will be at the StratCC at Police HQ).
  - Support Media Coordination Cell at StratCC.
  - Liaison with elected members and parish councils.
  - Assist in drafting messages for use by CSD Call Centres.
  - Assist in drafting information, messages and the preparation of material for dissemination to customers located in areas specified by LDCC.
  - Provide update information on council web pages.

District and Borough Councils:

- **Environmental Health Officers**
  - Provide advice on public health implications of the disease control operations (e.g. disposal operations).

- **Communications**
  - Liaison with elected members and parish councils.
  - Provide update information for SCC web pages.
  - Support Media Coordination Cell at StratCC.
  - Provide update information on council web pages.
2.3 SEVERE WEATHER

1. **Outline.** The SRF has agreed multi-agency response arrangements for a Suffolk response to severe weather conditions including heatwave, snow and ice and storms and gales.

This plan is linked to national contingency plans for managing Heatwave & Coldwatch (DoH), Snow and Ice (DfT) and to warning systems owned by the Met Office.

This section covers council actions required under the SRF severe weather response arrangements.

More background information and risk information can be found in the SRF Adverse(sic) Weather Plan:

**SRF Adverse Weather Response Plan**

**A wide area or prolonged severe weather event may become a MAJOR INCIDENT**

2. **Notification.**

A number of national and local warning systems are used in Suffolk to warn of severe weather. In most cases warnings will come via the JEPU, although some services may also elect to receive warnings direct as part of business as usual operations:

a. **National Severe Weather Warning Service.** The Met Office provides regional warnings of severe weather (for rain, wind, snow, ice and fog) out to 5 days through the Severe Weather part of its national website using 2 warning levels:

   - **Alert:** Issued more than 24 hours in advance.
   - **Warning:** Issued up to 24 hours in advance.

b. These warnings are issued using a risk matrix to forecast severe weather based on the local impact of the weather type expected and the event likelihood (confidence) that it will happen.

c. The Met Office provides regional warnings of heatwave and cold weather conditions through the Heat-Health Watch and Cold Weather Alert systems in coordination with the Dept of Health using 4 warning levels:

   - **Green:** Summer / Winter preparedness and long-term planning.
   - **Yellow:** Alert and readiness.
   - **Amber:** Heatwave / Cold Weather action.
   - **Red:** Emergency.

c. **Fire Severity Index.** Natural England provides warning of local fire risk to open spaces and heath land out to 5 days through the Fire Severity Index part of its national website using 5 levels of risk:

   1 = very low fire severity.
   2 = low fire severity.
   3 = moderate fire severity.
   4 = high fire severity.
   5 = exceptional fire severity.
d. **Highways.** The Highways Agency and Suffolk County Council Highways receive more specific weather information related to road conditions during the winter to allow salting and gritting to be managed. This information is often combined with Met Office Severe Weather Warnings to guide local response actions.

e. **Flooding:** Warnings of flooding due to severe rainfall or weather conditions are covered in 2.5 - Flooding.

3. **Business Continuity**

In addition to providing support to the emergency services and to communities in severe weather, local authorities may also have to implement internal business continuity arrangements to ensure critical services continue to be provided. The following Business Continuity Action Cards held by each council may be relevant:

- Loss of Property.
- Loss of Staff.

4. **Actions According to Alert Stage**

See table on the following page:
4. **Actions According to Alert Stage**

<table>
<thead>
<tr>
<th>Alert Levels</th>
<th>Preparedness &amp; Long-term planning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong></td>
<td><strong>GREEN</strong></td>
</tr>
<tr>
<td><strong>Level 2</strong></td>
<td><strong>YELLOW</strong></td>
</tr>
<tr>
<td><strong>Level 3</strong></td>
<td><strong>AMBER</strong></td>
</tr>
</tbody>
</table>

**Alert Levels**

- **GREEN**
  - Preparedness & Long-term planning
    - Identify and liaise with Emergency Services and other multi-agency partners and organisations likely to be affected by adverse weather event (JEPU lead).
    - Review plans, contingency arrangements and responsibilities in the pre-winter / summer period (JEPU).
    - Confirm appropriate individuals or parts of the organisations are identified to receive alerts and actions are agreed and understood.
    - Confirm specific adverse weather contingency arrangements & business continuity plans (JEPU lead).
    - Identify categories of vulnerable individuals & groups (ACS).
    - Review pre-prepared public information and guidance documents (JEPU lead).

- **YELLOW**
  - Alert & Readiness
    - Issue general preparation messages, information and advice to public and confer on requirement for wider actions with multi-agency partners (JEPU lead).
    - Social care services in ACS & CYP to liaise with NHS with regard to the following actions:
      - Distribution of Department of Health advice to all those defined as at risk living at home, and the initiation of home visits as planned, where appropriate (ACS);
      - Distribution of Department of Health advice to the managers of local authority funded residential and nursing care homes (ACS);
      - Distribution of Department for Education advice to Headteachers (CYP).
    - In conjunction with NHS, ensure that Department of Health advice is distributed to all nursing and residential care home managers, including those with whom the local authority has no contract (ACS).
    - Continue to closely monitor information from the Met Office (Heat-Health Watch / Cold Weather Alert) (All).

- **AMBER**
  - Action
    - On receipt of specific warnings of severe weather, conduct risk assessment and either monitor situation and warning information or, if appropriate, convene Multi-agency Teleconference and initiate implementation of response plan activities (JEPU lead).
    - Reiterate messages information and advice to public and other multi-agency partners (JEPU lead).
    - Social care services from ACS & CYP will continue to work with the NHS as in level 2 (ACS & CYP).
    - Consider additional care and support, involving at least daily contact, as necessary for at risk individuals living at home. This may involve informal carers, volunteers and care workers. It will be particularly targeted at people with
| Mobility or mental health problems, or receiving medication likely to give rise to heat related risks, and those living in accommodation that cannot easily be kept cool (ACS). |
| Informal carers should be consulted about additional arrangements wherever possible (ACS). |
| Ensure Department of Health advice reaches local authority funded residential and nursing care home managers as soon as a heat wave / cold weather starts (ACS). |
| Continue to ensure that Department of Health advice is distributed to all residential and nursing care home managers, particularly those not funded by the local authority (ACS). |
| Continue to distribute Department for Education advice to Headteachers (CYP). |

**Level 4**

**RED**

**Emergency Response**

- Implement Multi-agency or Major Incident plans when services are being severely affected (power failure, major transport disruption, etc.) (JEPU lead)
2.4 CHEMICAL, BIOLOGICAL, RADIOLOGICAL, NUCLEAR OR EXPLOSIONS

1. **Outline.** The SRF has agreed multi-agency response arrangements for a Suffolk response to a suspected or confirmed CBRNe incident in the county of Suffolk.

The plan SRF CBRNe Plan is a **RESTRICTED** document and is not publically available. Access to this document can be obtained via the JEPU.

A confirmed CBRNe event will most likely become a **MAJOR INCIDENT**.

2. **Notification.**

In most cases, notification of local authority support for a CBRNe incident will come via the JEPU.

3. **Actions.**

Local authority actions for a CBRNe incident will initially be covered by [2.1 Generic Response & Recovery](#).
2.5 FLOODING

1. Outline. The SRF has agreed multi-agency response arrangements for a Suffolk response to major flood events.

This plan is linked to the National Flood Plan managed by DEFRA and to warning and informing systems managed by the Environment Agency.

This section covers council actions required under the SRF flood response arrangement.

More background information and risk information can be found in the SRF Flood Plan:

SRF Flood Plan

Flood Risk plans for each district/borough council area in are contained in Part 4. These show the communities and infrastructure vulnerable to flooding and the flood warning areas used by the Environment Agency to issue warnings.

Small scale flooding incidents will not initially be a MAJOR INCIDENT but large area flooding or risk thereof will be a MAJOR INCIDENT requiring local authority activity beyond business as usual.

2. Notification. A tiered national flood warning system is in place managed by the Environment Agency. Flood warnings are sent direct to all councils via JEPU and also to the EPDO out of hours. Flood warnings used are as follows:

- **FLOOD ALERT** - flooding possible, be prepared
- **FLOOD WARNING** - flooding is expected, immediate action required
- **SEVERE FLOOD WARNING** - severe flooding, danger to life
- **WARNING NO LONGER IN FORCE** - Flood warnings and flood alerts that have been removed in the last 24 hours

3. Actions According to Flood Warning States

**FLOOD ALERT** - flooding possible, be prepared

- No specific actions, JEPU monitor situation.

**FLOOD WARNING** - flooding is expected, immediate action required

- Provide information for communications officers - JEPU
- Provide public information and advice - Communications in conjunction with Communicate Suffolk
- Review Business Continuity arrangements - JEPU (DEPO and BCM)
- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council - JEPU
- Generate multi-agency SCG teleconference - JEPU (SRF Partnership Manager)
SEVERE FLOOD WARNING - severe flooding, danger to life

- Activate ECC in council with areas at flood risk - JEPU
- Provide information for communications officers - JEPU
- Brief elected member(s) - Communications
- Attend multi-agency Strategic Coordination Group - Council Executive representative of areas at risk.
- Attend multi-agency Media Coordination Centre - Communications
- Form TMT - Chief Executive or representative.
- Implement business continuity arrangements for council offices at risk of flooding - ECC/TMT
- Identify appropriate Rest Centres.
- Provide assistance within council capabilities to EA to repair flood defences where possible and safe to do so.

ACTUAL FLOODING

- Lead multi-agency Recovery Coordination Activity - Lead Chief Executive.

4. Local Authority Flood Specific Actions:

SEVERE FLOOD WARNING - severe flooding, danger to life

County Council

- **Transport**
  
  Be prepared to provide transport to evacuate people from high risk flood areas.

- **Suffolk Highways**
  
  Be prepared to deploy sandbags to protect communities (not individual properties) from water run off or weak flood defences.
  
  Provide highways services to support traffic management around flooded roads.
  
  Clear highways or restoration of highways (e.g. road signage) once flooding subsides.

- **HM Coroner**
  
  Review temporary mortuary requirement.

- **Waste Management**
  
  Provide waste disposal advice in conjunction with District or Borough Council waste collection services.

- **Social Care**
  
  Review residential care homes and clients receiving services in their own homes at flood risk, including outsourced provision, and consider precautionary evacuation (Early notification **essential**) – ACS and CYP.
- **Schools**
  - Review schools at flood risk and consider precautionary evacuation and closure.
  - Manage temporary education provision where schools are flooded and support clear up of effected schools.

**District and Borough Councils**

- **Emergency Control Centre**
  - Identify appropriate Rest Centres to temporarily shelter people evacuated from flood risk areas.
  - Activate and sustain Rest Centres when agreed by SCG (GOLD).

- **Housing**
  - Be prepared to house displaced people for short to medium term.
  - Review sheltered housing at flood risk, including outsourced provision, and consider precautionary evacuation.

- **Waste Collection**
  - Be prepared to collect waste from flooded properties and land in conjunction with Suffolk County Council Waste Management.

- **Environmental Health**
  - Be prepared to give advice regarding pollution
  - Be prepared to give advice regarding food safety

5. **Business Continuity**

In addition to providing support to the emergency services and to communities at risk or affected by flooding, local authorities may also have to implement internal business continuity arrangements to ensure critical services continue to be provided. The following Business Continuity Action Cards held by each council may be relevant:

- Loss of Property
- Loss of Staff
- Loss of IT
- Loss of Telephony
- Loss of Utilities
2.6 FUEL

1. **Outline.** The SRF has agreed multi-agency response arrangements to an incident effecting supply of fuel within Suffolk.

This plan is linked to the National Emergency Plan - Fuel managed by the Department for Energy and Climate Change (DECC).

This section covers council actions required under the SRF Fuel Plan.

More background information and risk information can be found in the SRF Fuel Plan. The SRF Fuel Plan is a RESTRICTED document and is not publically available. Access to this document can be obtained via the JEPU.

A protracted fuel incident will most likely become a MAJOR INCIDENT

2. **Notification.**

Notification of a fuel incident will most likely come from DECC to Suffolk Police and then onto local authorities via the JEPU. There are 4 levels of fuel alert:

- Level 1 - **WHITE:** Situation Normal
- Level 2 - **BLACK:** Potential Fuel Emergency
- Level 3 - **AMBER:** Actual Fuel Emergency
- Level 4 - **RED:** Severe Fuel Emergency

3. **Actions According to Level of Incident:**

Within the following alert levels it is unknown at what stage the National Emergency Plan – Fuel (NEP-F) will be activated. However, the SRF Fuel is published as a two part document:

- Part 1 – Pre NEP-F activation – provides detail on local arrangements
- Part 2 – Post NEP-F activation – provides detail local arrangements incorporating NEP-F schemes.

**Level 1 - WHITE:** Situation Normal

- Review contingency and business continuity arrangements for fuel - JEPU
- Support annual review of Designated Filling Stations (DFS) - JEPU

**Level 2 - BLACK:** Potential Fuel Emergency

- Refer to SRF Fuel Plan (Part 1) for guidance on potential local arrangements
- Provide information for communications offices - JEPU
- Provide public information and advice - Communications in conjunction with Communicate Suffolk
- Review Business Continuity arrangements - JEPU (DEPO & BCM)
- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council - JEPU
- Review local authority bunkered stocks of fuel and ensure topped up - Depot/Fleet Manager. Be prepared to provide current stock levels.
- Generate multi-agency SCG teleconference - JEPU (SRF Partnership Manager)
- Review local authority temporary logo list - JEPU

Level 3 - **AMBER**: Significant disruption to fuel supplies

- Activate ECC in council - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director/Senior Manager
- Provide regular bunkered stock level information to the local Fuel Information Cell.
- Attend multi-agency Strategic Coordination Group - Council Executive representative.
- Form TMT - Chief Executive or representative.
- Implement business continuity arrangements for Fuel - ECC/TMT
- Manage bunkered fuel stocks in conjunction with SCG (GOLD) strategy - Depot/Fleet Manager
- Prepare to issue temporary logos to identified staff - JEPU

Level 4 - **RED**: Severe disruption to fuel supplies

- Consider activating ECC (if not done at AMBER) - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director/Senior Manager
- Attend multi-agency Strategic Coordination Group - Council Executive representative.
- Attend multi-agency Media Coordination Centre - Communications
- Form TMT if not already done so - Chief Executive or representative.
- Implement business continuity arrangements for Fuel - ECC/TMT
- Provide regular bunkered stock level information to the local Fuel Information Cell.
- Manage bunkered fuel stocks in conjunction with SCG (GOLD) strategy - Depot/Fleet Manager
- Support DFS usage with Police - Highways
- Issue temporary usage to identified staff on direction from SCG (GOLD) - ECC or Temp Logo Administrator

4. **Business Continuity**

In addition to supporting local arrangements for managing fuel supplies, local authorities will have to implement internal business continuity arrangements for fuel to ensure critical services continue to be provided. The following Business Continuity Action Cards held by each council may be relevant

- Loss of fuel
- Loss of staff
2.7 MAJOR TRANSPORT INCIDENT - AIRCRAFT

1. **Outline.** The SRF has agreed multi-agency response arrangements to an aircraft crash, either civilian or military, within the county.

More background information and risk information can be found in the SRF Major Transport Incident - Aircraft Plan.

[SRF Aviation Incident Plan](#)

**An aircraft crash involving many people will become a MAJOR INCIDENT**

2. **Notification.**

Notification of an aircraft incident will most likely come from Suffolk Police or Suffolk Fire & Rescue Service to local authorities via the JEPU.

3. **Actions:**

Local authority actions for an aircraft crash will initially be covered by arrangements in the [SRF Generic Response & Recovery Plan](#).
2.8 OIL POLLUTION

1. Outline. The SRF has agreed multi-agency response arrangements to an oil pollution incident either off shore or inland. This plan is linked to the National Oil Pollution Contingency Plan managed by the MCA, DfT.

This section covers council actions required under the SRF marine pollution arrangement.

More background information and risk information can be found in the SRF Marine Pollution Plan:

SRF Marine Pollution Emergency Response Plan

A Tier 2 or Tier 3 oil spill will become a MAJOR INCIDENT

2. Notification.

Marine pollution incidents are reported using the pollution reporting (POLREP) system managed by the MCA. Notification via this system is received by JEPU and the County Oil pollution Officer, Suffolk CC. Marine pollution incidents are classed according to 3 levels of response:

Tier 1 - Local Response
Tier 2 - Regional Response
Tier 3 - National Response

3. Actions According to Level of Incident:

Tier 1 - Local Response (District or Borough Council only)

- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council (commensurate to scale of incident) - JEPU
- Activate ECC if required to support coordination shoreline clear up - JEPU
- Generate TMT to coordination council response - Chief executive or representative.
- Deploy staff to collect pollutants from shoreline - ECC/TMT
- Consider financial recovery - Section 151 officer.
- Identify waste disposal site in conjunction with Suffolk CC - Waste
- Conduct environmental impact assessment in conjunction with EA – Environmental Health
- Provide information for communications offices - JEPU
- Provide public information and advice - Communications in conjunction with Communicate Suffolk
- Review need for SRF teleconference - JEPU

Tier 2 - Regional Response (County and District or Borough)

- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council - JEPU
- Activate ECC as required to support coordination shoreline clear up - JEPU
- Generate TMT to coordination council response - Chief executive or representative.
- Deploy staff to collect pollutions from shoreline - ECC/TMT
- Consider financial recovery - Section 151 officer.
- Identify waste disposal site in conjunction with Suffolk CC - Waste
- Conduct environmental impact assessment in conjunction with EA - Environment Health
- Provide information for communications offices - JEPU
- Provide public information and advice - Communications in conjunction with Communicate Suffolk
- Generate multi-agency SCG teleconference - JEPU (SRF Partnership Manager)

**Tier 3 - National Response** (County and District or Borough)

As per Tier 2 plus
- Attend multi-agency Strategic Coordination Group - Council Executive representative.
- Attend multi-agency Media Coordination Centre - Communications
2.9 PANDEMIC INFLUENZA

1. **Outline.** The SRF has agreed multi-agency response arrangements to a human pandemic flu.

This plan is linked to the National Pandemic Flu Plan and to warning and informing systems owned by DoH.

This section covers council actions required under the SRF pandemic influenza arrangements.

More background information and risk information can be found in the SRF Pandemic Flu Plan:

**SRF Pandemic Influenza Plan**

A declared pandemic will become a **MAJOR INCIDENT**

2. **Notification.** The UK uses the World Health Organisation Pandemic Flu Alert system and changes to alert levels are managed by DoH through NHS Suffolk. Changes are sent direct to all councils via JEPU.

3. **Actions According to Pandemic Alert Phases**

<table>
<thead>
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<th>Suffolk CC</th>
<th>District and Borough Councils</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHASE 3</strong> - New subtype but no new human to human transmission</td>
<td>• Review local authority pandemic flu arrangements and brief key managers.</td>
<td>• Review local authority pandemic flu arrangements and brief key managers.</td>
</tr>
<tr>
<td>PHASE 4 - Limited human to human transmission but highly localised spread</td>
<td>• Attend SCG, either teleconference or meeting - CEO or representative</td>
<td>• Attend SCG, either teleconference or meeting - CEO or representative</td>
</tr>
<tr>
<td></td>
<td>• Review key workers - JEU with Service Heads.</td>
<td>• Review key workers - JEU with Service Heads</td>
</tr>
<tr>
<td></td>
<td>• Review BC arrangements - JEU with BC leads.</td>
<td>• Review BC arrangements - JEU with BC leads.</td>
</tr>
<tr>
<td></td>
<td>• Confirm temporary mortuary locations - JEU with Coroner and NHS Suffolk</td>
<td>• Agree Mass Vaccination Centres - JEU with CEOs</td>
</tr>
<tr>
<td></td>
<td>• Brief staff on hygiene advice</td>
<td>• Brief staff on hygiene advice.</td>
</tr>
<tr>
<td></td>
<td>• Review body storage with NHS Suffolk - JEU.</td>
<td>• Review burial and cremation strategy - JEU with undertakers and crematoria</td>
</tr>
<tr>
<td></td>
<td>• Identify vulnerable groups with NHS - ACS</td>
<td>• Review body storage capacity - JEU</td>
</tr>
</tbody>
</table>
4. **Business Continuity**

In addition to supporting local arrangements for managing a local pandemic outbreak, local authorities will have to implement internal business continuity arrangements to ensure critical services continue to be provided. The following Business Continuity Action Cards held by each council may be relevant:

- Loss of staff
- ACS Business Continuity Plan for Pandemic Flu
2.10 CoMAH Sites

1. **Outline.** Suffolk has 3 top tier CoMAH sites where emergency planning has been undertaken to meet statutory Health & Safety requirements related to providing information to the public and being prepared to manage a significant industrial incident. The SRF have agreed multi-agency Off-site response plans to provide a response to any industrial incident at:

   - Calor Gas Saxham - St Edmundsburry BC area:
   - IFF Haverhill - St Edmundsburry BC area:
   - PPG Paints Stowmarket - Mid Suffolk DC area:

These plans are linked to the statutory COMAH Regulations Guidance issued by the HSE.

This section covers council actions required under the SRF COMAH arrangements.

**A CoMAH Off Site Emergency at a COMAH site will become a MAJOR INCIDENT**

2. **Notification.**

An incident at a COMAH site will initially be reported to Suffolk Fire & Rescue Service. Where an off site impact is predicted or experienced, local authorities will be informed by Fire Control via JEPU (using IBC CCTV if out of hours).

3. **Local Authority Specific Roles:**

   **County Council:**

   - Establish ECC to coordinate support to district or borough response - JEPU
   - Liaise with HM Coroner if provision of temporary mortuary capability likely - County ECC or JEPU if ECC not activated.
   - Provide information for communications offices - JEPU
   - Provide highways management support to Suffolk Constabulary to enforce traffic management changes - Highways
   - Liaise with Highways Agency if incident at Calor Saxham - Highways
   - Support coordination of media response in conjunction with site operator if not major incident - Communications
   - Brief elected member(s) - Communications or Directors/Senior Managers
   - Identify vulnerable people or groups under Council care - ACS
   - Identify vulnerable young people, including schools - CYP
   - Attend multi-agency Strategic Coordination Group - Council Executive representative.
   - Attend multi-agency Media Coordination Centre - Communications

   **St Edmundsburry BC or Mid Suffolk DC:**

   - Establish District or Borough ECC to lead local authority response - JEPU
• Establish Rest Centres, if required, as detailed in COMAH Plan - ECC
• Provide information for communications offices - JEPU
• Brief elected member(s) - Communications
• Liaise with Environment Agency on environmental health issues and monitor local incident scene - Environmental Health
• Lead coordination of media response in conjunction with site operator if not major incident - Communications
• Provide liaison officer to incident scene - JEPU
• Identify vulnerable people being housed by councils - Housing
• Attend multi-agency Strategic Coordination Group - Council Executive representative.
• Attend multi-agency Media Coordination Centre - Communications
2.11  HARWICHCAP

1. **Outline.** This section provides an overview of the multi agency, cross border response to a combined marine and shore based incident involving a vessel off the Essex or Suffolk Coast which is likely to require a shore based response at both Felixstowe and Harwich areas.

More background information and risk information can be found in the combined Essex and Suffolk LRF HARWICHCAP Plan.

This plan is **RESTRICTED** and not publically available. Access to this document can be obtained via the JEPU.

**An incident involving a vessel may quickly become a MAJOR INCIDENT**

2. **Notification.**

An incident will be notified to Suffolk Police by the MCA. JEPU will be notified via the Police Force Operations Room and will in turn notify Suffolk CC and Suffolk Coastal DC.

3. **Actions:**

**Suffolk CC**

- Activate ECC if not already done so - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director
- Attend multi-agency Strategic Coordination Group - Duty Director
- Attend multi-agency Media Coordination Centre - Communications
- Support Rest Centre operations by SCDC - ACS/CYP

**Suffolk Coastal DC**

- Activate ECC if not already done so - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director
- Attend multi-agency Strategic Coordination Group - Council Executive or representative.
- Attend multi-agency Media Coordination Centre - Communications
- Open Rest Centre in Felixstowe as directed by SCG (GOLD) - ECC
- Provide liaison officer to SILVER at Halesworth - JEPU
- Provide support to Survivor Reception Centre in Seafarers Centre, Port of Felixstowe - ECC
2.12 NEWMARKET RACE COURSES

1. **Outline.** This section summarises the Suffolk response to an incident at either The Rowley Mile (in Suffolk) or The July (in Cambridgeshire) racecourses at Newmarket.

The plans have been prepared by the site operator/owner, Newmarket Racecourses Trust, in conjunction with the relevant emergency services and local authorities.

Due to the very close proximity of both courses to the county border, and the fact that emergency service and local authorities from both Cambridgeshire and Suffolk may be called upon, both plans have been included for completeness.

This plan is **PROTECT** and not publically available. Access to this document can be obtained via the JEPU.

2. **Notification.** The JEPU will be notified by the Cambridgeshire & Suffolk Combined Fire Control.

3. **Local Authority Actions:**

**Suffolk CC**

- Activate ECC if not already done so - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director
- Attend multi-agency Strategic Coordination Group - Duty Director
- Attend multi-agency Media Coordination Centre - Communications
- Support Rest Centre operations by FHDC - ACS/CYP
- Establish temporary mortuary if required

**Forest Heath DC**

- Activate ECC if not already done so - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director
- Attend multi-agency Strategic Coordination Group - Council Executive or representative.
- Attend multi-agency Media Coordination Centre - Communications
- Open suitable Rest Centre(s) - ECC
- Provide liaison officer to SILVER – JEPU
- Provide liaison officer to incident scene (BRONZE) - ECC
- Co-ordinate response of voluntary sector - ECC
2.13 PIPELINES

1. **Outline.** This plan summarises the Suffolk response to a high pressure gas or fuel pipeline incident. This plan is linked to the statutory PIPELINE regulations issued by the HSE.

This section covers council actions required under the SRF pipeline emergency arrangements.

More background information and risk information can be found in the SRF Pipeline Plan.

This plan is RESTRICTED and not publicly available in its entirety. Access to this document can be obtained via the SRF.

2. **Notification.**

A pipeline incident will initially be reported via a 999 call from the public or from the pipeline operator. Local authorities will be informed by Fire Control via the JEPU EPDO (using IBC CCTV if out of hours).

3. **Actions According to Level of Incident:**

**A pipeline incident could become a MAJOR INCIDENT if prolonged and close to populated areas or environmentally sensitive areas.**

4. **Local Authority Pipeline Actions:**

**County Council:**

- Establish ECC to coordinate support to district or borough response - JEPU
- Liaise with HM Coroner if provision of temporary mortuary capability likely - County ECC or JEPU if ECC not activated.
- Provide information for communications offices - JEPU
- Provide highways management support to Suffolk Constabulary to enforce traffic management changes - Highways
- Support coordination of media response in conjunction with site operator if not major incident - Communications
- Brief elected member(s) - Communications or Directors/Senior Managers
- Identify vulnerable people or groups under Council care - ACS
- Identify vulnerable young people, including schools – CYP
- Attend multi-agency Strategic Coordination Group - Council Executive representative.
- Attend multi-agency Media Coordination Centre - Communications

**District or Borough:**

- Establish District or Borough ECC to lead local authority response - JEPU
NOT PROTECTIVELY MARKED

- Establish Rest Centres, if required, as detailed in appropriate rest centre plans - ECC
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications
- Liaise with Environment Agency on environmental health issues and monitor local incident scene - Environmental Health
- Cooperate with coordination of media response in conjunction with pipeline operator - Communications
- Provide liaison officer to incident scene - JEPU
- Identify vulnerable people being housed by councils - Housing
- Attend multi-agency Strategic Coordination Group - Council Executive representative.
- Attend multi-agency Media Coordination Centre - Communications
2.14 SIZEWELL

1. **Outline.** This plan summarises the Suffolk response to a nuclear emergency at Sizewell to allow co-ordinated contingency planning to take place within individual agencies.

This plan is linked to the statutory REPPIR guidance issued by the HSE.

More background information and risk information can be found in the public version of the SRF Sizewell Off Site Emergency Plan:

[SRF Multi Agency Off Site Emergency Response Plan for Sizewell Nuclear Power Stations](#)

The full version of the SRF Sizewell Off Site Plan is **RESTRICTED** and is available from the JEPU.

**A declared Nuclear Emergency at Sizewell will automatically be a MAJOR INCIDENT**

2. **Notification.**

Site Incidents and Nuclear Emergencies are notified to Suffolk CC And SCDC by Fire Control via the JEPU (using IBC CCTV if Out Of Hours).

3. **Actions According to Level of Incident:**

**SITE INCIDENT** - A hazardous condition which is confined in its effects to within the site boundary

Suffolk CC & Suffolk Coastal DC

- Provide information for communications offices - JEPU
- Provide public information and advice - Communications in conjunction with Communicate Suffolk and EDF/Magnox
- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council - JEPU
- Review need for multi-agency SCG teleconference - JEPU (SRF Partnership Manager)

**NUCLEAR EMERGENCY** - A hazardous condition which results or is likely to result in the need for urgent countermeasures to protect the public outside the site boundary from radiological hazards.

Suffolk CC

- Activate ECC - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director
- Attend multi-agency Strategic Coordination Group - Duty Director
NOT PROTECTIVELY MARKED

- Attend multi-agency Media Coordination Centre - Communications
- Form TMT - Chief Executive or representative.
- Provide guidance for schools in Leiston Pyramid - CYP
- Provide assistance within council capabilities to EA to repair flood defences where possible and safe to do so.
- Review residential care homes and clients receiving services in their own homes at flood risk, including outsourced provision, and consider precautionary evacuation – ACS and CYP.
- Review schools at risk and consider precautionary evacuation and closure – CYP
- Coordinate transport and feeding requirements for large-scale evacuation – ES&E
- Coordinate Highways issues in liaison with the Highways Agency where relevant
- Arrange call-centre support for large-scale Public Information requirements - CSD

Suffolk Coastal DC

- Activate ECC - JEPU
- Provide information for communications offices - JEPU
- Brief elected member(s) - Communications or Director
- Attend multi-agency Strategic Coordination Group - Council Executive or representative.
- Attend multi-agency Media Coordination Centre - Communications
- Form TMT - Chief Executive or representative.
- Open appropriate Rest Centres according to guidance from SCG (GOLD) - ECC.
- Review sheltered people at risk and consider precautionary evacuation and closure - Housing
- Lead Recovery Coordination at GOLD - Chief Executive
2.15 EVACUATION

1. **Outline.** Where evacuation of people is needed to protect life or to reduce risk of a hazard, a set of guiding principles has been developed. The guide indicates likely responsibilities and processes to be used during any evacuation. The evacuation guidance can be found at:

   SRF Strategic Guide to Evacuation in Suffolk

In addition to the generic evacuation guidance, specific evacuation arrangements have been agreed for the following towns.

- Bury St Edmunds
- Ipswich
- Lowestoft

These specific plans are **RESTRICTED** and are available through JEPU staff.

2. **Notification.**

The JEPU will be notified by Suffolk Fire & Rescue Service’s Control Room.

3. **Local Authority Actions:**

   **County Council:**
   - Providing roadblocks/signage (Trunk roads) – Highways
   - Support at Rest Centres (operated by District or Borough) by identifying and assessing the social needs of children, older people and those with disabilities - ACS/CYP.

   **District or Borough:**
   - Activate ECC - JEPU
   - Provide information for communications offices - JEPU
   - Brief elected member(s) - Communications or Director
   - Providing rest centres - Housing
   - Providing transport to rest centres – ECC
   - Providing welfare support at rest centres (food and medical) – JEPU (food), ECC (medical)
   - Long term welfare support
   - Providing roadblocks/signage (within Ipswich) – IBC Highways
   - Liaise with Community Emergency Groups/Plans – JEPU
   - Provide warning and informing messages to the public – Communications
   - Lead Recovery Coordination - Chief Executive
   - Attend multi-agency Strategic Coordination Group - Council Executive or representative.
   - Attend multi-agency Media Coordination Centre - Communications
2.16  HUMANITARIAN ASSISTANCE

1. **Outline.** The SRF has agreed arrangements for providing humanitarian assistance during and following an emergence.

Humanitarian assistance involves the activation of mechanisms to effectively provide information and support to everyone adversely affected by the emergency at the earliest practical stage.

This section covers council actions required under the SRF Humanitarian Assistance arrangements.

Emergency Reception Centres generally fall into two main types, Emergency Accommodation & Humanitarian Support:

**Emergency Accommodation:**

- **Temporary Shelter** Location identified by the emergency services close to the incident that offers immediate shelter & provides a suitable transit point (may, if suitable become a Survivor Reception Centre / Rest Centre – Supported by the district authorities). Duration up to two hours.

- **Survivor Reception Centre** Location that may be provided to support Police with evidence gathering & provision of first aid for non seriously injured survivors (may also become a transit point or Rest Centre if suitable – Supported by the district authorities). Duration up to four hours.

- **Rest Centre** Location for Emergency Services personnel that offers short term accommodation, which may include sleeping facilities. Supported & provided by the district authorities. Duration up to several days.

- **Emergency Services Centre** Location established by the Police to help reunite families & friends with survivors. Supported by the local authorities – may provide accommodation if suitable. Duration up to several days.

**Humanitarian Support:**

- **Family & Friends Reception Centre**
2. **Notification.**

Humanitarian assistance facilities will generally be activated following a request for local authority support from the emergency services or a multi-agency decision by the SCG if established. Only the SCG has the authority to activate the Humanitarian Assistance Centre (HAC) Plan. If necessary Kenyon International Emergency Services can provide all HAC resources under the current local authority contract.

3. **Actions.**

   **Suffolk CC:**
   
   - HAC Management Group (HACMG) Chair to be nominated from Adult & Community Services.
   - Confirm the required membership of the HACMG in accordance with HAC Plan.
   - Activate and update the online Virtual Assistance (a hidden element of the Suffolk Resilience website).
   - Confirm the building/facility to be used for the HAC.
   - Consider required HAC organisations
   - Contact SVOG Chair to discuss voluntary sector assistance.

   **All Suffolk councils:**
   
   - Be prepared to provide an appropriate facility if available
   - Be prepared to support the HAC.
2.17 MASS FATALITIES

1. Outline. The SRF has agreed arrangements to respond to an incident that results in many fatalities which exceed normal body storage or cremation/burial capacities.

More background information and risk information can be found in the SRF Massed Fatalities Plan. This plan is a RESTRICTED document and is not publically available. Access to this document can be obtained via the JEPU.

2. Notification.

Suffolk Constabulary Senior Identification Manager (SIM) in consultation with HM Coroner will usually trigger the need for mass fatality response they will contact direct and inform JEPU if local authority support is required to either:

- Activate Kenyons International Emergency Services to provide a complete local emergency mortuary solution.
- Activate Kenyons International Emergency Services to provide a demountable emergency mortuary at one of the 4 pre-determined Suffolk Emergency Mortuary sites:
  - RAF Honington
  - Rock Barracks, Woodbridge
  - Bury St Edmunds Lorry Park
  - Roy Humphreys, Eye

3. Actions

Suffolk CC:
- Contact Kenyons when temporary mortuary facility confirmed by SCG (GOLD) - JEPU
- Identify Human Tissue Licence Holder – Suffolk Police Mortuary Manager
- Identify an Emergency Mortuary Resource Officer (JEPU) to manage routine, non-medical aspects of an emergency mortuary - JEPU
- Identify social services support - ACS, Social Care
- Identify registrar support - RM, Registration Service
- Provide furniture for emergency mortuary - RM, Procurement
- Provide Health & Safety advice for Emergency Mortuary - RM, Health & Safety
- Provide accommodation for Kenyons staff close to Emergency Mortuary - JEPU.
- Activate Catering Support - JEPU
- Contact SVOG Chair to discuss voluntary sector assistance

All Suffolk councils:
- Provide information for communications officers - JEPU
- Provide public information and advice - Communications in conjunction with Communicate Suffolk
- Brief Council Chief Executive or appropriate representative (eg Duty Director) on incident and implications for council - JEPU
- Review need for multi-agency SCG teleconference - JEPU (SRF Partnership Manager)
- Be prepared to support non-medical tasks at Emergency Mortuary under Suffolk mutual aid arrangements.
- Brief elected member(s) - Communications or Director/Senior Manager
2.18 MEDIA AND COMMUNICATIONS

1. **Outline.** The SRF has agreed arrangements to allow co-ordinated media management and provision of information to the public during an emergency. The plan may be used to support other emergency response actions to hazard or site specific emergencies.

This section covers council actions required under the SRF communicating in a crisis arrangement.

More background information and risk information can be found in the SRF Communicating in a Crisis (Warning and Informing) Plan:

**SRF Communicating in a Crisis (Warning and Informing Plan)**

2. **Overview of responsibilities**

Communications officers are responsible for cascading information in the local authority and externally to the media and local residents regarding emergencies. This is to include:

- awareness raising prior to an emergency;
- warning and informing during an emergency, and;
- information and advice in the longer-term after an emergency.

It is important that consistent messages are disseminated when more than one agency is involved in responding to an emergency to instil confidence in the ability of Suffolk’s organisations to respond.

A diagrammatic overview of the procedure is given in appendix 1.

3. **Initial actions:**

- Establish incident details and level of response required and likely timescale.
- Determine whether a multi-agency media cell is being established.

4. **Actions if a single Local Authority emergency:**

- Consider if additional communications officers need to be requested, under the Memorandum of Understanding that can be found in Annex G of Communicating in a Crisis
- Identify which agency is the lead agency for the emergency and make contact with their communications team.
- Brief Senior Management on the current communications situation.
- Brief the Portfolio Holder/Member Champion and Leader on communications so far and their expected ongoing role.
- Establish a Media Centre if necessary (see requirements in 6) and inform all staff of its contact details and location.
- Establishing a Call Centre where appropriate, and in conjunction with the Tactical Management Team (see 7).
- Disseminate regular updates to staff and councillors (see appendix 3).
Liaise with appropriate County/District or Borough Communications team/staff.

Liaise with Emergency Control Centre, if set up.

Liaise with Tactical Management Team (TMT) and senior managers, and attend meetings where appropriate.

Draft local authority-based key messages and press releases.


Delegate the following communications roles as appropriate (see appendix 5 for details on each role):

- Senior Communications Officer
- Media Officer
- Internal Comms Officer
- Spokesperson
- Support staff

Ensure that the spokesperson has been fully briefed on the situation.

Consider the need for communications support at the scene (Bronze) and any evacuation centre, rest centre or other humanitarian assistance centres.

Monitor the media to be able to counter inaccuracies.

Issue media releases highlighting good news as well as info updates.

5. **Actions if a multi-agency media cell has been set up:**

- Establish contact with the multi-agency media cell to ascertain who the lead agency is, what are the cell’s priorities and obtain any available information from it including holding statements and warning and informing information.

- Determine whether a presence is required in the media cell.

- Brief Senior Management on the current communications situation.

- Brief the PH and Leader on communications so far and their expected ongoing role.

- Establish a Call Centre where appropriate, and in conjunction with the Tactical Management Team see 7).

- Brief staff and councillors on the situation (see appendix 3).

- Liaise with SCC and relevant District Comms.

- Liaise with ECC if set up.

- Liaise with TMT and senior managers.

- Release holding statement, key messages, press releases produced by the media cell, agreeing which media will be contacted to avoid potential duplication.

- Draft local-based key messages and press releases to be approved for release by the media cell.

- Update web site.

- Be prepared to support the Media Cell with staff.
6. **Media Centre**

The media centre should have separate facilities for communications officers and the press. It should:

- include a desk-based working area where journalists can file copy;
- provide telephone and data-point ports (if possible)
- have whiteboards (or similar) where information and updates can be posted
- provide joint facilities for press officers and spokespeople
- be adjacent to a hall or other room suitable for staging press conferences
- be close to other rooms which can be used to brief spokespeople before press conferences etc
- provide a suitable backdrop for TV interviews and an area suitable for radio interviews both live and pre-recorded.

7. **Media Enquiry Forms**

All enquiries from the media, whether received internally or externally should be booked on the form given in the Appendix.

Appendices:

1. Summary of local authority communications in a crisis
2. News release template
3. Template for internal message to Staff and Councillors
4. Media enquiry form
5. Communications Officer Roles
Appendix 1

Summary Of Local Authority Communications In A Crisis

Responsibility: Internal communications
- Contractors/partners
- Staff
- Councillors
- Intranet
- E-mail
- Relevant local authorities

Responsibility: Media monitoring

Responsibility: External communications
- SCG/TCG
- Multi-agency media cell
- Media centre facility
- Media
- Press statements

Communications office
- Senior Management Team
- Tactical Management Team
- ECC
- Scene
- Call centre
- Web sites
- Public Information
- Publications

Tactical Management Team

SCG/TCG

Multi-agency media cell

Public Information

SCG / TCG

Call centre

Web sites

Publications
Appendix 2  

News Release Template

........................................... Council news release

INSERT DATE HERE UPDATE NUMBER X

TITLE HERE

<INSERT BODY OF TEXT HERE>

Need to include the: What, When, Why, How, What next

Create a message giving factual details about the incident and send to Media. The message will explain what the emergency is, where it is happening, when it began, what response is currently being made and any likely duration, methods of getting future updates and when the next update will be given.

-ENDS-

Media contact: Name, Position , tel:  
mobile: email:

Notes to editors:  
The next update will be sent out at Xxxxxx.
Appendix 3

Template For Internal Message To Staff And Councillors

Dear Colleague,

INSERT MESSAGE HERE (use the external message as the basis)

We are currently taking a number of phone calls from the media trying to find out details etc of the emergency at Xxxxxxxxx. If you take a call, please re-direct it to: 01xxx xxxxx.

We will update you as often as we can. In the meantime, if you have any further questions please contact: XXXXXXXXXXX

Xxxxxx Xxxxxx (Or other Senior Manager)
Chief Executive

Once a message has been approved at top level (Senior Communications Officer to ensure this happens), the message is to be sent on e-mail, using the global address list, to:

- All Council employees
- All Councillors
## Media enquiry form

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media organisation</td>
<td>Journalist name</td>
</tr>
<tr>
<td>Name of programme</td>
<td>Contact number</td>
</tr>
<tr>
<td>Where are they based now</td>
<td>Email</td>
</tr>
<tr>
<td>Live or pre-record interview request</td>
<td></td>
</tr>
<tr>
<td>Deadline</td>
<td>Enquiry taken by</td>
</tr>
</tbody>
</table>

**Enquiry**

**Notes/Who contacted**

**Response**

**Follow up required**
Appendix 5

Communication Officer Roles

Senior Communications officer:

- Will be the link between the ECC and the communications centre.
- Will have overall responsibility for the content of messages communicated to the media.
- Will support the dedicated spokespeople when they have to complete media interviews.
- Will establish the timetable for any press conferences and media briefings and act as chairperson at them.
- Will have overall control of the deployment and roles undertaken by staff at the media centre, and ensuring the media centre is fully staffed and operational for the duration of any emergency.
- Will organise rota in co-ordination with the Heads of Service to ensure that the media centre remains staffed 24 hours a day or as appropriate.
- Will liaise with the Chief Executive and the Leader to ensure councillors are fully informed.

Media officer:

- Will deal directly with the media via telephone and email.
- Will liaise with the Senior Communications Officer to make sure that specific questions being asked by the media are fed back to the appropriate level and if necessary, deliver the appropriate response.
- May, if required, be deployed to help facilitate media handling close to the scene of the emergency.
- Will be responsible for recording all incoming media enquiries and record the response issued and the time of the response (see template at appendix 4).

Internal Communications officer:

- Will work alongside the Media Officer to adapt messages for local authority Staff and Councillors (See appendix 3 for a template message).
- Will work with the Senior Communications Officer to ensure that co-ordinated messages are going out to Local Authority Staff.
- Will update local intranets to ensure that Staff continue to receive up-to-date notifications.
- Will support the Media Officer when possible.
- Will be responsible for recording all incoming enquiries from the public or Staff and ensure they are passed onto the appropriate person (see template at appendix 4).
Support Staff:

- They will be required to help with the communications effort during an emergency.
- They will perform roles which require some of the skills used in their day-to-day jobs.
- They will monitor the media by looking at on-line resources, listening to local radio bulletins and watching TV bulletins.

Spokesperson:

This should be one person who can talk about the emergency but not be directly involved in it. They will be media trained and ideally will be experienced in broadcast interviews and dealing with difficult questions from the media. They will be the person that updates the media throughout the emergency and will be supported by the Senior Communications Officer.
2.19 RECOVERY

1. **Outline.** The SRF has agreed arrangements for managing the recovery of any emergency in Suffolk. These arrangements should begin at the earliest opportunity following the onset of an emergency, running in tandem with the response to the emergency. It continues until the disruption has been rectified, demands on services have returned to normal levels, and the needs of those affected (directly and indirectly) have been met.

The arrangements are based upon national recovery guidance; National Recovery Guidance | Cabinet Office.

Recovery is always a local authority led activity. In some cases, for smaller scale incidents which remain within District boundaries, the District will lead recovery planning; however, where an emergency crosses the local authority boundary, the County Council will lead. This section covers council actions required under the SRF recovery arrangements.

More background information and guidance can be found in the SRF Multi Agency Recovery Plan.

2. **Business Continuity.** In any incident that requires establishment of a recovery framework, it is most likely there will also be an internal impact on the council that requires business continuity action to maintain critical services and restore business as usual.

3. **Notification.** In order to ensure that all agencies are aware of the implications and arrangements for handover from the response to recovery phase, a formal meeting will be held within a few days of the start of the emergency as part of the response process. Membership at this meeting will, as a minimum, include the Strategic Co-ordinating Group Chair and the affected local authorities. The criteria and formal handover process is laid down in the SRF Recovery Plan.

4. **Recovery Structure.** The suggested structure for managing the recovery is shown below (These structures are for guidance only). It is a matter for the organisations concerned to decide what structure best suits the particular situation.
5. **Actions.**

- Ensure that the Recovery Working Group is convened as early as possible during the actual response phase to an emergency/major incident in consultation with the Strategic Coordinating Group.
- To chair the Recovery Working Group (and later, RCG) and provide other officers to assist if required.
- Lead on providing support to the local community working with community groups and residents.
- Deal with any highways issues involved (in conjunction with the Highways Agency as required) such as road closures, clean up, etc.
- Implement, with the support from other agencies, a communications strategy.
- Deal with the implications of any school closures or school children that have been affected by the emergency.
- Provide Environmental Health advice.
- Lead the waste management for the recovery process including sourcing specialist contractors to dispose of toxic waste.
- Co-ordinate the support from the voluntary agencies.
- Co-ordinate the local political involvement.
- Provide humanitarian assistance, including through Humanitarian Assistance Centres if appropriate.
- Provide alternative accommodation for displaced persons.
- Work with utilities suppliers to co-ordinate the restoration of the utilities services.
2.20 **USAFT BASES - OFF SITE MAJOR ACCIDENT**

1. **Outline.** The SRF has agreed arrangements for managing any incident at RAF Mildenhall or RAF Lakenheath that has implications off base for local communities. of any emergency in Suffolk.

These arrangements are linked to UK and US legislative requirements to manage major accident hazards that are used/stored on both bases.

This section covers council actions required under the SRF USAF Base Off Site Major Accident Plans:

RAF Mildenhall (This plan is **UK RESTRICTED** and available through the JEPU)
RAF Lakenheath

**An incident at either USAF base may become a MAJOR INCIDENT**

2. **Notification.**

An incident at either USAF Base will be initially be reported to Suffolk Constabulary or Suffolk Fire & Rescue Service. Where an off site impact is predicted or experienced, local authorities will be informed by Police or Fire via JEPU (using IBC CCTV if out of hours).

3. **Local Authority Specific Roles:**

**County Council:**

- Establish ECC to coordinate support to district or borough response - JEPU
- Liaise with HM Coroner if provision of temporary mortuary capability likely - County ECC or JEPU if ECC not activated.
- Provide information for communications offices - JEPU

**Forest Heath District Council:**