

**SALFORD CITY COUNCIL  
EMERGENCY MANAGEMENT  
PLAN**

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**If you have been notified of a Major Incident and not read this plan:**

**Do not read it now but follow the actions below:**

- When contacted you may be either:

**ALERTED** that an incident has occurred, but that your participation is not required at this time.

**PLACED ON STAND-BY**, meaning that you may be called upon soon. At this stage you should make preparations to travel to your base of operations, to the Emergency Control Centre, or to the scene of the incident, depending on your role.

**ACTIVATED**, meaning that you should immediately carry out the activation procedure set out in your Directorate/Service Emergency Plan.

If you are unclear of any instruction given, refer to your Directorate/Service Emergency Plan or contact the Emergency Liaison Officer as listed in section 2.

- Turn to section 8 'Appendices' and complete an initial report form – see Section 8: Appendix A
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## **SECTION 1**

### **INTRODUCTION**

## **1.1 ACKNOWLEDGEMENT BY CHIEF EXECUTIVE**

The Civil Contingencies Act 2004 has established the statutory framework for civil protection at a local level. It sets out clear expectations and responsibilities for front line responders to ensure that they are prepared to deal effectively with a full range of emergencies.

We know that major incidents require a combined and co-ordinated response which links the expertise and resources found in many organisations. The purpose of the Council's emergency management plan is therefore to provide a framework for managing the Council's response to any incident. The plan outlines in detail the roles and responsibilities of the Council, provides a clear emergency management structure, and sets out the responsibilities of partner organisations that may also become involved in such situations.

The Council will do everything it can to protect people, property and the environment by minimising the effects of a disaster. It will endeavour to continue to deliver its services effectively whilst returning these difficult situations to normal as speedily as possible. We are committed to working with our partners across the City from the public, private and voluntary sector in providing a combined and coordinated response in such situation.

Barbara Spicer  
Chief Executive

## **1.2 OUTLINE**

This plan is supplementary or complementary to the emergency services' existing major peacetime emergency plans.

Each responding organisation will act in accordance with their own standing orders and will make their own arrangements for back-up, reserve, and specialists as well as for technical support from within and outside the city.

This plan may be partially or fully activated under the direction of the Chief Executive.

Overall responsibility for the co-ordination of the various organisations involved at the scene of operations will rest with the Senior Police Officer present.

Responsibility for the coordination of an incident will pass to the Local Authority when the emergency services initial response begins to stand down.

### **Note:**

Responsibilities of Police, Fire, Ambulance and other responding organisations are listed under appropriate headings in Section 5.

### 1.3 DEFINITION

An emergency can be defined as ‘an event or situation, which threatens serious damage to human welfare in a place in the UK or to the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK’.

A major incident can be defined as ‘any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the local authority’. Provision is made in this plan for the worst case, which pre-supposes the maximum involvement of all directorates within the city council.

Plan	Incident Levels	Trigger/Definition
<b>Salford Emergency Management Plan</b> (special mobilisation procedures required)	<b>Mass</b>	Requires the activation of several local authority Emergency Management Plans in Greater Manchester and the GM MA Generic Response Plan. Necessitates the invocation of the Chief Executives Memorandum of Understanding Notification to GONW. Escalation may result in regional, national and possibly international support
	<b>Major</b>	Major Emergency declared by Category 1 Responder*. Incident remains self-contained, the affected local authority having the capacity to deal with the incident. Should the demands of an incident exceed local authority capacity, other local authorities may be required to provide assistance, however they will not activate their Emergency Management Plan to provide this mutual aid.
	<b>Serious</b>	Requires partial activation of the local authority Emergency Management Plan. Escalation of the incident should be monitored.
<b>Minor</b>		Incidents handled by authorities through their normal operational activities

\* **Category 1 Responders** – see Section 9

## **1.4 OBJECT**

The object of the plan is:

- To indicate the areas of responsibility of each organisation
- To provide a framework for efficient liaison between the organisations concerned and to outline the resources that are available, together with the method of obtaining them without delay or unnecessary duplication, in order to prevent further injury or loss of life
- To alleviate human suffering or distress, and to prevent or minimise damage to property.

## **1.5 MULTI AGENCY COMMAND AND CONTROL**

The management of the response to major emergencies will normally be undertaken at one or more of three ascending levels – Operational, Tactical and Strategic – that are defined by their differing functions rather than by specific rank, grade or status.

The terms 'Bronze', 'Silver' and 'Gold' (for 'operational', 'tactical' and 'strategic' respectively) are in common use in many organisations, particularly the emergency services

At the start of an incident the bronze/operational level will be activated first. Escalation or a greater awareness of the situation may require the implementation of a silver/tactical level and, finally, a gold/strategic level should this prove necessary.

In major incidents where there is an incident scene – or scenes – the police usually assume the role of overall co-ordination of all other organisations and agencies during the emergency response. In cases where fire only is involved, the responsibility is that of the Fire Service Incident Commander.

A Forward Control Point will usually be set up at the scene of a major incident. Where Officers are requested to attend the scene they should firstly report to the Rendezvous Point (RVP), their arrival will be recorded and then they will be directed to the control point where they can obtain up to date information about the incident. At no time should officer's attending the scene put himself or herself or anyone else in unnecessary danger. Always obtain a safety report on arrival and carry out a dynamic risk assessment of the area.

## **1.6 MULTI-AGENCY GOLD CONTROL (STRATEGIC)**

Multi-agency Gold Control will be established at a secure location away from the scene of the emergency incident – usually at Greater Manchester Police headquarters, Chester House, Boyer Street, Old Trafford, Manchester.

It will be co-ordinated by the Gold Control Commander, who will be the senior officer in overall control of the incident. Gold Control will comprise of a body of senior officers from a variety of emergency responders, which will normally include senior representation from the Local Authority (in most cases this would be the Chief Executive or Deputy).

## **1.7 EXPENDITURE**

Under Section 138 of the Local Government Act 1972, local authorities can incur whatever expenditure they consider necessary during an emergency or disaster. Financial assistance may also be available through the Local Government and Housing Act 1989 – The Bellwin Scheme. The Emergency Planning Team hold further information

Accurate records must be maintained of all decisions taken and costs incurred, to enable any appropriate claims and a clear audit trail to be made. All records should be forwarded to the Emergency Planning Unit.

For more information on financial procedures in the event of an incident contact the Emergency Planning Unit.

## **1.8 PRESERVATION OF DOCUMENTS**

The possibility of legal proceedings after any incident must be borne in mind and the recording of data and collection of information should be designed to assist in preparing the subsequent report on the action taken by the Council.

For this reason employees should ensure that their principal actions are recorded on the Initial Report (Section 8: Appendix A) or Major Incident Log Sheet (Section 8: Appendix B). It is important that Officers log details of all messages that are passed verbally by radio or telephone. The completed forms must be handed to the Emergency Planning Unit at the conclusion of the incident, along with copies of any relevant electronic correspondence.

## **1.9 TRAINING**

A plan is only as good as the information it contains and the ability of the personnel involved to carry out their appointed role.

1. Within the local authority and various organisations, certain individuals have specific roles in the event of a major incident. In many cases (e.g. in the emergency services), these officers are constantly practising their emergency role. In other cases, it is essential that officers are trained and are fully aware of their emergency role which may well differ from their normal work.
2. It is the responsibility of Strategic Directors to ensure adequate training is provided to appropriate staff.
3. It is the responsibility of those with a role to play in the emergency plan to ensure that they participate in any training provided and offered.

The Emergency Planning Unit will support all directorates and organisations in the provision of training.

## **1.10 EXERCISES**

1. The procedures outlined in this plan are designed to be a simple guide to the action required in the event of a major incident. Many detailed procedures can only be decided upon in the light of a specific incident and it is essential that realistic and imaginative exercises are carried out regularly to:
  - a) Confirm the procedures are correct.
  - b) Confirm the personnel involved understand their role.
2. Strategic Directors are responsible for ensuring that staff participate in exercises. The Emergency Planning Unit will arrange, where required, for exercises to be held.

## **1.11 DECONTAMINATION**

It is the responsibility of the local authority to arrange for decontamination of any buildings and land under its ownership. Environmental Health will arrange this in collaboration with the Government Decontamination Service and the Environment Agency.

## **1.12 BODY HOLDING AREA/TEMPORARY MORTUARY**

### **Body Holding Area**

In the event of a major incident where there are a large number of fatalities, the City Council will be responsible for the provision of a body holding area. This may be near to the scene within the police inner cordon or at a place convenient to the scene within the outer cordon, or adjacent to the site of the temporary mortuary. This may be a rigid or temporary structure, or a vehicle that can be chilled for health and safety reasons. It must be remembered if the scene of the incident is being treated as a crime scene, there may be a long delay before any bodies or body fragments are removed.

The purpose of the body holding area is to provide a place where bodies can be placed away from public view until such time they can be transferred to a temporary mortuary.

### **Temporary Mortuary**

There are designated sites for the HM Coroner, Greater Manchester.

The site will be activated by the Emergency Planning Manager for the Host Authority in consultation with the Chief Executive, Overall Incident Commander Greater Manchester Police, HM Coroner and Home Office Pathologist.

A copy of the Temporary Mortuary Plan can be obtained from the Emergency Planning Unit.

## **1.13 BUSINESS CONTINUITY MANAGEMENT**

It is inevitable that during a major incident day-to-day services of the City Council will be affected. Directorates responding to incidents will need to consider whether or not to activate/partially activate their business continuity plans and arrangements. It is advisable that a separate management team be identified consisting of appropriate directorate representatives to manage business continuity issues.

#### **1.14 HEALTH AND SAFETY**

A major incident should not be regarded as a justification for relaxing safety measures and the requirements of the Health & Safety at Work etc Act 1974 and any other relevant safety regulations are still to be observed.

Where council employees are involved at or near the scene of an incident, the City Councils Health & Safety Advisors may also be in attendance to advise and supervise the general working conditions of those in the area.

Any accidents involving injury to Salford City Council Staff assisting in a major incident must be reported through normal procedures and the employee's manager notified. If the ECC is in operation and the injury is of a significant nature the Emergency Control Centre Manager should be notified immediately.

In addition to the above:

- Only appropriate trained personnel will be expected to participate in the response to an emergency incident.
- Risk assessments have been undertaken in relation to officers attending the scene of an incident and can be obtained from the Emergency Planning Unit.
- All personnel attending the scene of an incident should be provided with and wear appropriate personal protective equipment.
- It is the responsibility of Directorate senior representatives to ensure that appropriate breaks are taken, suitable shift patterns are worked and the change over of officers is co-ordinated appropriately. Staff must be instructed to contact an Emergency Liaison Officer if they have not been relieved, or if they have not been permitted to take breaks.
- The City Council will have regard to the potential impact that an incident can have on its personnel. Staff counselling services will be available in appropriate circumstances.

#### **1.15 APPEAL FUND**

The decision as to whether a Disaster Fund should be established should be taken by the Chief Executive, the Mayor and Leader of the Council, taking into account the extent of fatalities, serious injuries, public reaction and the extent of any unofficial funds or donations.

The Chief Executive will consider whether there are any areas in which 'moral' obligations could conflict with what the council is legally empowered to do and will initially define in general terms the essential objectives of such a fund.

Consideration may be given to activating the British Red Cross Society Disaster Appeal Fund.

More information on appeal funds can be obtained from the Emergency Planning Unit.

## **1.16 EMERGENCY PLANNING GROUPS**

Salford Corporate Emergency & Pandemic Planning Forum  
Salford Resilience Forum – Multi-agency group  
Salford Flood Response Planning Group – Multi-agency group

These groups meet on a regular basis and provide forums to enable proactive development of the represented agencies emergency planning arrangements. Group members use these forums to share and disseminate information in respect of emergency planning including the legal requirements of the Civil Contingencies Act 2004 and associated Cabinet Office directives. From time to time ad-hoc groups will be set up to discuss specific issues e.g. pandemic, exercise planning.

Copies of each group Terms of Reference, Objectives and membership can be viewed on the Salford City Council Intranet or copies obtained from the Emergency Planning Unit.

## **1.17 AMENDMENTS**

It is essential that this plan is kept up-to-date on a regular basis, which will necessitate all City Council Directorates and other organisations to review those parts of the plan relating to them, and ensuring that key personnel are aware of any amendments.

1. When a change occurs within a Directorate or an organisation, which necessitates an amendment to the plan, the information should be forwarded in writing to: -

The Emergency Planning Unit

Salford City Council  
Salford Civic Centre  
Chorley Road  
Swinton  
M27 5DA

Telephone: 0161 793 3174/0161 793 3425 or 0161 793 3439  
Fax: 0161 793 2908  
E-mail: [emergency.planning@salford.gov.uk](mailto:emergency.planning@salford.gov.uk)

Amendments to the plan will be accepted in writing at the Salford City Council Corporate Emergency & Pandemic Planning Forum and Salford Resilience Forum meetings, which are held on a regular basis.

2. The Emergency Planning Team will undertake to check the accuracy of the plan and keep it updated. Updated copies of the plan will be issued on a regular basis and should be recorded in the Amendment List overleaf.
3. A full distribution list for copies of this plan is included at Section 8: Appendix D.

## 1.18 AMENDMENT LIST

Amendment Number	Date	Inserted by	Notes
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## **SECTION 2**

### **ACTIVATION & RESPONSE**

## **2.1 INITIAL CALL- OUT PROCEDURE**

Notification of a major incident will normally be made by the Police on the Major Incident Emergency Telephone Number.

On receipt of notification of a major incident, switchboard staff/out of hours emergency service staff will contact one of the Emergency Liaison Officers in accordance with standard procedures outlined below. See Section 6.3 for procedures relating to flooding.

### **Emergency Liaison Officers:**

The following staff have been designated Emergency Liaison Officers and may be contacted in the given order at the numbers below during office hours.

The OOH Emergency Services hold ELO details for out of hours contact.

The Emergency Liaison Officer will then ascertain what is required and arrange for assistance to be given by other council directorates (Section 3). A careful log of all actions will be made. (Section 8: Appendices A & B)

If the incident is likely to involve more than one council directorate or has the possibility of escalating, the Emergency Liaison Officer will activate the Emergency Control Centre (Section 2.3) and appraise the Chief Executive of the situation.

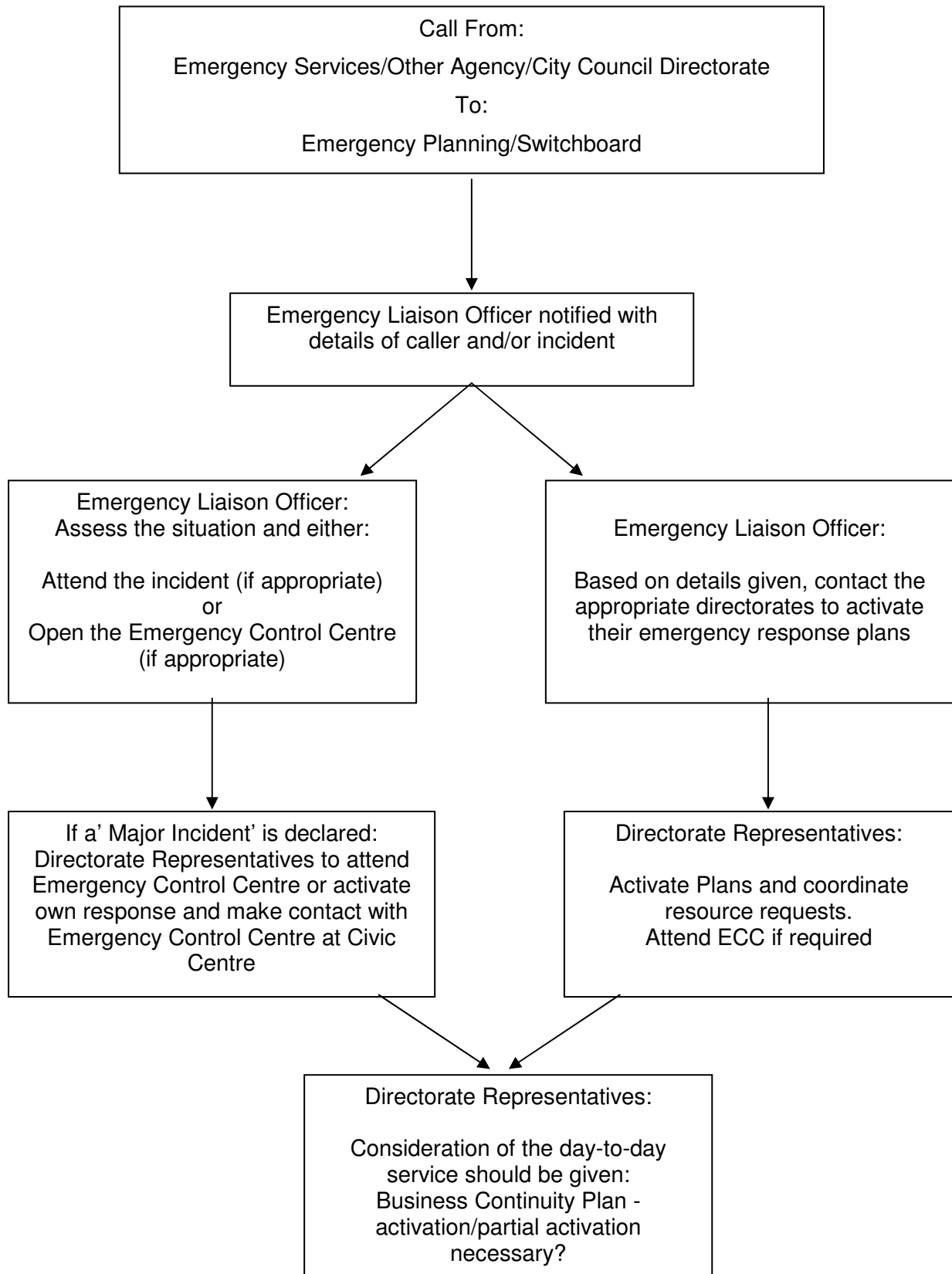
The Emergency Liaison Officer will consider calling out, or putting on standby, the appropriate City Council directorates (Section 3) and also Press/Information Officers to deal with enquiries from the public (Section 7).

Areas where the Emergency Liaison Officer may be required to arrange assistance could include:

- i) Accommodation of homeless and evacuated persons.
- ii) Transport of homeless and evacuated persons.
- iii) Food and emergency feeding where necessary.
- iv) Emergency sanitation, clothing and other welfare requirements.
- v) Inspecting and making safe property left in a dangerous condition.
- vi) Clearing debris and restoring roadways, including the safe removal of toxic and/or harmful substances and materials.
- vii) Implementing measures to control the spread of disease.
- viii) Providing temporary mortuary accommodation and provisions.
- ix) Arranging road closures and diversions
- x) Activating the City Councils Pollution Control

- xi) Clean up and/or restoration of an affected area
- xii) Arranging for the dissemination of public information and advice
- xiii) Organising specialist plant and equipment
- xiv) Arranging for maps and plans for use by the emergency services and other responding agencies
- xv) Organising Interpretation Services
- xvi) Arranging for a Public Advice Line to be set up
- xvii) Identifying and organising Mass Holding Areas or places of safety for large crowds of people

## 2.2 INCIDENT ACTIVATION CHART



## **2.3 EMERGENCY CONTROL CENTRE**

In the event of a major incident being declared, the Emergency Control Centre (ECC) will normally be situated in the Emergency Planning Office, Basement, Civic Centre. All Emergency Liaison Officers have the door code for access. Should the scale of the incident so warrant it there is provision for a full scale Emergency Control Centre to be established. Equipment for setting up the ECC is also located in the Emergency Planning Office (ELO's refer to Information Book: Section 1.8).

Should the Civic Centre be unusable for any reason, a standby Emergency Control Centre is available at the Training Centre, Turnpike House, Salford. Keys are available out of hours at the Security Lodge, Turnpike House. Equipment is located in the Storeroom (ELO's refer to Information Book: Section 1.10). Telephone handsets and their corresponding wall sockets are clearly numbered.

Upon the establishment of a control room, the appropriate telephone numbers should be passed to the emergency services and other appropriate organisations as soon as possible (ELO's refer to Information Book: Section 4.4).

## **2.4 MUTUAL AID**

It is the prerogative of the Chief Executive to sanction any request for support from outside the City to meet any special demand or to give reciprocal aid.

Mutual aid would normally only be required where the resources of the council were proving inadequate to deal with the emergency or the delivery of essential day to day services were compromised.

**Contacts: ELO's refer to Information Book Section 4.17**

## **2.5 GREATER MANCHESTER JOINT RESPONSE PLAN**

The Greater Manchester Multi Agency Generic Response Plan has been produced to provide a framework for the local authority collective response to a mass emergency (see Section 1.3). The plan covers any mass emergency within the Greater Manchester geographical area regardless of its causes and could be used to support the receipt and management of large numbers of people from outside the boundaries.

Further details and copies of the Greater Manchester Multi Agency Generic Response Plan can be obtained from the Emergency Planning Unit.

## **2.6 RESOURCES**

Details of all resources are held by the ELO and include

- Internal resources
- External resources
- Corporate premises available as Rest Centres/Reception Centres

Arrangements are also in place with a number of hotels, Tesco Stores (Irlam), Wm Morrison Stores and Sainsburys. Further information is held by the Emergency Liaison Officers.

## **2.7 STAND DOWN PROCEDURES**

When the incident has been brought under control it is essential that clear instructions be given to all staff that they should stand down operations. A serious/major incident may involve all directorates and it is possible that some directorates will be required to stand down prior to others. As a rough guide the standing down process should occur when it is sufficient to resume the recovery as part of normal activities.

If assistance has been requested under any existing mutual aid agreements or the Greater Manchester Multi Agency Generic Response Plan has been activated, it is essential that those authorities involved be notified of the decision to stand down.

## **2.8 FORMAL DE-BRIEF**

Following an incident an official multi-agency de-brief will take place and areas for development will be published to ensure any improvements and amendments to the plan are incorporated and tested. If appropriate a city council de-brief will take place prior to the official multi-agency debrief.

## **SECTION 3**

### **DIRECTORATE ROLES AND RESPONSIBILITIES**

### **3.1 EMERGENCY LIAISON OFFICERS**

Please observe the following procedure when notifying Salford City Council of any major incident within its area.

Notification of a major incident will normally be made by the Police on the Major Incident Emergency Telephone Number:

**EXTERNAL ORGANISATIONS MUST NOT TELEPHONE CITY COUNCIL DIRECTORATES DIRECTLY BUT MUST MAKE CONTACT AS INDICATED.**

**ONCE CONTACT HAS BEEN ESTABLISHED, AUTHORITY FOR EXTERNAL ORGANISATIONS TO MAKE DIRECT CONTACT WITH DIRECTORATES**

**MAY BE GRANTED WHERE THE EMERGENCY LIAISON OFFICER**

**DEEMS IT APPROPRIATE.**

In the event of the Emergency Control Centre being activated it will be staffed permanently until the emergency is at an end and the contact number will be notified to appropriate staff

## 3.2 CHIEF EXECUTIVE'S DIRECTORATE

### Marketing and Communications

1. The city council's media relations and web teams will ensure appropriate support for emergency personnel responding to a major incident.

Information released to media by the city council will need to be:

- Timely
  - Detailed
  - Accurate and appropriate
  - Shared with, and on occasions cleared by, partner agencies
2. Use of the city council's well-established and highly-regarded website will be a critical means of helping operational staff, and will also help meet the demands from the media, as accurate and detailed information about a major incident can be quickly made available to the media and the wider public through the city council's website. This web content can support officers dealing with a major incident by helping save time spent answering telephone calls, and by ensuring accurate information is clearly stated and easily accessible to everyone that needs it.
  3. It is critical that a call to the media relations team is made at the earliest opportunity after an emergency incident is first reported.
  4. The Emergency Planning Team are responsible for ensuring that the Media Relations Team receive a call, but anyone from any of the agencies connected with an incident, or indeed a media organisation may do so.

If the caller is not a Salford City Council Emergency Liaison Officer/Emergency Planning Officer contact should be made with them as per usual procedures. The Emergency Liaison Officers/Emergency Planning Team must be made aware of any incident to ensure an appropriate response.

Further details are included in Section 7: Public Information and Media

Details of Directorate contact officers are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

## **Community Safety**

The Community Safety Unit plays a vital role in the community in relation to crime and disorder.

In the event of major incident the Community Safety Unit can be used as a resource to provide information to the community in relation to security of property and support in the event of public disorder.

The Community Safety Unit can also be used to provide support to the Emergency Control Centre and at the scene of an incident to co-ordinate council resources if required.

Details of Directorate contact officers are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### **3.3 CHILDREN'S SERVICES**

1. In the event of an emergency resulting in a number of homeless people in need of accommodation and food, it may be necessary to use Children's Services premises as temporary rest and feeding centres.
2. The use of school premises for the accommodation of homeless persons would only be considered if other suitable premises were not available in the vicinity or were already filled to capacity. In any event, such use would be of a very temporary nature.
3. On the other hand, school meals kitchens may be required for a more protracted period and the school meals organisation could be required to supply meals to homeless persons accommodated in other adjacent premises.
4. Although the primary responsibility for the care of the homeless rests with the Director of Community, Health & Social Care, the facilities and expertise of the Children's Services Directorate will be essential in any situation involving the feeding of homeless persons and in the assistance of dealing with children and young adults.
5. On being alerted, the Children's Services Emergency Officer should arrange to provide a liaison officer to report to the Emergency Control Centre (Section 2.3) if necessary. This officer will be responsible for advising on the use of school premises, the provision of emergency meals, and for liaison with other organisations and services. In particular, close liaison must be maintained with the Community, Health & Social Care Directorate.
6. In the event of a school being affected by an emergency, specific procedures are in place. Schools have their own emergency plans as do Children's Services to deal with such incidents. (ELO's refer to Information Book: Section 1.9)

Details of Directorate contact officers are held by the  
Emergency Liaison Officers referred to in Section 3.1 and  
by the City Council out of hours emergency service.

### 3.4 COMMUNITY, HEALTH AND SOCIAL CARE

1. The Community, Health and Social Care Directorate have a Major Incident Manual, which prescribes action to be taken in the event of a major incident. The manual includes details of the procedures for the operation of the Directorate's Control Team, the operation of rest centres, the Trauma Advice and Support Team, and procedures at Hope Hospital.
2. The Strategic Director or nominated deputy will be a member of the Emergency Control Centre Team (if one should be activated). They will otherwise operate from their own office.
3. **Rest Centres:** In the event of a major incident resulting in a number of homeless requiring temporary accommodation, meals and refreshments, clothing or any assistance covered by the National Assistance Act, the Strategic Director of Community, Health and Social Care will be responsible for supplying these needs at a Rest Centre. A number of the Directorate's Day Centres and Salford Community Leisure Recreation Centre's have been chosen as Rest Centres/Reception Centres. Because of the need to provide access at any time of day or night, keys are available with a contracted security company. Details of access to these buildings are contained in the CHSC Major Incident Manual.
4. **Trauma Advice and Support Team:** A number of employees have been trained and organised to provide a rapid initial response, of a personal and social support nature, to a major incident. The role of the team will differ according to the nature of the incident, e.g. operation of telephone helpline, support at disaster scene/Rest Centre/Temporary Mortuary/Hope Hospital etc. Emergency Liaison Officer's refer to Information Book section 1.32.
5. Salford Community Leisure Ltd. can provide possible assistance with water safety rescue boats in the event of flooding from the Watersports Centre on Salford Quays (Emergency Liaison Officer's refer to Information Book: Section 1.27).
6. A copy of the Community, Health and Social Care Major Incident Manual is held by all appropriate personnel, and in the Emergency Planning Office.

Details of Directorate contact officers are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### **3.5 CUSTOMER & SUPPORT SERVICES**

#### **a) Law & Administration**

1. The Emergency Liaison Officer will be responsible to the Chief Executive via the directorates, as listed below:
  - i) Central control, co-ordination, and liaison of the City Council's response to the emergency
  - ii) Information Services
  - iii) Liaison with Police, Fire and other external organisations
2. The initial response to a major incident by any City Council directorate will be in accordance with the procedures for notification in Section 2.1. All directorate contact numbers are confidential and should not be divulged to any unauthorised third party.
3. On being alerted the Emergency Liaison Officer should attend the scene of the incident or request an appropriate Officer to act as a Forward Incident Officer and to report to the site of the major incident in order that situation reports, estimates of damage, resources needed, etc. might be forwarded to the Emergency Control Centre as soon as possible.

#### **b) Salford Direct Call Centre**

The Emergency Planning module of Citizen CRM (Customer Relationship Management System) has been introduced to handle calls from the public in the event of a major incident. As a high volume of calls may be received from the public concerned about their safety, services or any other query relating to the incident, the Salford Direct Call Centre will take calls. Further information is included in Emergency Liaison Officer Information Book section 1.13.

Details of Directorate contact officers are held by the  
Emergency Liaison Officers referred to in Section 3.1 and  
by the City Council out of hours emergency service.

### **3.6 ENVIRONMENT**

#### **a) Environmental Protection**

1. To facilitate the identification of potentially hazardous substances and arrange for their safe removal/disposal, in collaboration with Greater Manchester Scientific Services and Greater Manchester Fire & Rescue Service.
2. To provide historical information on land usage (during working hours).

#### **b) Environmental Health & Safety**

1. To investigate and control the spread of major outbreaks of infectious diseases (e.g. typhoid, legionella) in collaboration with the Health Protection Agency.
2. To respond to major food hazard warnings/incidents issued by the Food Standards Agency.
3. To investigate accidents resulting in death or serious injury in premises where the local authority has enforcement responsibility.
4. To provide support, when required, to the City Council's Health & Safety Team.
5. To provide a rodent control service in the event of major flooding incidents.

#### **c) Trading Standards**

1. To investigate and control the spread of infectious diseases in animals (e.g. rabies, foot & mouth), in collaboration with the Department for Environment, Food & Rural Affairs.

#### **d) Bereavement Services**

1. To provide support to bereaved families in the event of fatalities occurring.
2. To provide assistance in the identification of deceased persons.
3. To provide, if required, 24 hour burial or cremation services to deal with mass funerals.

#### **e) Refuse Collection/Street Cleansing Services**

1. To make available personnel and plant to remove waste/materials from affected sites.
2. To assist in the clearing of roads following spillages of materials/liquids.

#### **f) Vehicle Management/Maintenance Contract**

1. To make available vehicles from the City Council's fleet

**g) Grounds Maintenance**

1. To make available personnel and equipment for the removal of fallen trees.
2. To make available 6 marquees and generators for accommodation purposes.
3. To make available personnel, earth moving equipment and trucks as required.

**h) Citywide Services**

1. To provide and deliver meals to evacuated persons.
2. To provide assistance in 'clean up' operations.

Details of Directorate contact officers are held by the  
Emergency Liaison Officers referred to in Section 3.1 and by  
the City Council out of hours emergency service.

### **3.7 SUSTAINABLE REGENERATION**

#### **a) Housing**

1. In co-operation with the Community, Health & Social Care Directorate provision of housing accommodation on a temporary and permanent basis for those made homeless as a result of a major peacetime emergency.
2. On being activated, the Directorate should arrange to provide a liaison officer to report to the Emergency Control Centre (see Section 2.3) if necessary. Situation reports - estimates of damage - resources available - additional requirements, etc., should be forwarded to the Emergency Control Centre as soon as possible.

#### **b) Housing Maintenance**

1. Most emergency building repair work will be carried out via the current out of hours contractors. However, for specific problems with fire damage and contractors' work, lifts and electrical installations and gas central heating, Housing & Planning Directorate staff are available on call.
2. The Belmont Homeless Families Unit is staffed 24 hours per day and routine telephone enquiries should be made to the Unit.

#### **Telephone: ELO's refer to Information Book: Section 1.5**

3. In addition the Sustainable Regeneration Directorate operates a comprehensive call-out system for general district housing problems, a copy of which is held by the Civic Centre switchboard operator and all SR emergency officers.

Details of Directorate contact officers are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### 3.8 URBAN VISION

1. To provide immediate assistance and engineering expertise at the scene of the major incident, including provision of engineering equipment and temporary traffic management.
2. To advise on: -
  - i) The safety of buildings and structures and the protection, repair or demolition thereof.
  - ii) All matters concerned with foul and surface water drainage.
  - iii) Other general engineering matters.
3. To provide labour, materials, equipment and supervisory staff to carry out emergency works in the fields outlined above.
4. To provide Ordnance Survey Sheets, Maps and Plans, clarification of land ownership and location of statutory undertakers plant and services.

The service operates through three divisions:

- a) Engineering & Highways
- b) Property & Development
- c) Regulatory Services

**a) Engineering & Highways**

Consists of engineers, surveyors and technicians together with a manual labour force, which includes craftsmen such as masons and electricians.

**b) Property & Development**

Consists of Architects, Quantity Surveyors, Mechanical and Electrical Engineers, Inspectors and Clerks of Works and provides a complete architectural service to the Council, plus valuers, estate management staff and technical assistants.

**c) Regulatory Services**

Consists of planners, building control officers and their technical support.

Details of Directorate contact officers are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council's out of hours emergency service.

## **SECTION 4**

### **CORE ROLES AND ACTION GUIDES**

## 4.1 THE CHIEF EXECUTIVE

The Chief Executives responsibility is Strategic and Tactical Management of a major incident. The Senior Management Emergency Handbook and Business Continuity Guide provides further information.

The Chief Executive should only be contacted in the event of a major incident as defined in Section 1.3. It is however customary for an Emergency Liaison Officer to inform the Chief Executive of any incident at the earliest opportunity.

Upon receipt of a call from an Emergency Liaison Officer or the Strategic Director of Customer & Support Services the Chief Executive should consider the following points:

- Attend or arrange for a deputy to attend the Senior Coordinating Group meeting at Strategic/Gold Control when necessary
- Maintain liaison with the Emergency Control Centre
- Manage Salford City Council Strategic & Tactical meetings
- Convene regular briefings with the Strategic Management Team
- Brief the Leader of the Council and appropriate elected members
- Liaise with the Director or nominated deputy of Marketing & Communications to:
  - Arrange regular media briefings
  - Greet VIP's
  - Set up a Disaster Appeal Fund
- Initiate Mutual Aid arrangements if required/requested
- Maintain financial control of the City Council response
- Establish/oversee a strategy for recovery
- Maintain a record of policy decisions and ensure the Emergency Control Centre personnel are aware of policy
- Consider military assistance
- Consider Business Continuity issues, setting up a separate management team to deal with business continuity and activate plans if necessary.

## **4.2 DIRECTOR OF MARKETING AND COMMUNICATIONS**

Upon receipt of a call in relation to a major incident

- Record details on the initial report/logsheets as shown in Section 8: Appendices A & B
- Attend the Emergency Control Centre and liaise with the Chief Executive
- Arrange a Media Briefing Centre and Briefing Point and invoke the Greater Manchester Major Incident Media Strategy
- Maintain a record of the text of statements given to the media
- Maintain a record of the media attending briefing/ interviews
- Ensure media broadcasts are monitored and recorded
- Ensure senior personnel are available for arranged interviews and briefings
- Keep the Chief Executive informed of progress
- Where applicable liaise with Central Office of Information
- Ensure information is published on the City Council website that is consistent with other media statements.
- Consideration should be given to directorate business continuity issues and plans activated where necessary

The Senior Management Emergency Handbook and Business Continuity Guide provides further information.

### 4.3 STRATEGIC DIRECTORS AND REPRESENTATIVES

On receipt of a call in relation to a major incident you may be requested by the Chief Executive or nominated deputy to attend the Emergency Control Centre. The Senior Management Emergency Handbook and Business Continuity Guide provides further information.

- Record details on the initial report/logsheets as shown in Section 8: Appendices A & B
- Attend the Emergency Control Centre for Strategic/Tactical management of the city council's response to the incident as a member of the Emergency Management Team.
- Activate your Directorate Emergency Plan in conjunction with the Salford City Council Emergency Management Plan
- Inform the Chief Executive or nominated deputy at regular intervals of progress achieved
- Establish communication links with management responsible for directorate activities at the scene
- Ensure management directing at the scene attend regular meetings with the Forward Incident Officer at the scene.
- Consideration should be given to directorate business continuity issues and plans activated where necessary

#### **Representatives:**

A representative could be any person from within the directorate that the Strategic Director requests to support the incident.

- Upon receipt of a call the representative should attend the Emergency Control Centre as directed by the Strategic Director
- Obtain a briefing from the Strategic Director
- Receive calls and record messages for the directorate and pass them to the Emergency Liaison Officer
- Assist the Strategic Director of the Emergency Management Team
- Inform the Strategic Director at regular intervals of progress made

#### **4.4 EMERGENCY LIAISON OFFICER**

On receipt of a call in relation to an incident the Emergency Liaison Officer (ELO) should:

- Record details on the Initial Report Form (Section 8: Appendix A). See 4.3
- Record any further action on the Major Incident Log sheets (Section 8: Appendix B). See 4.3
- If appropriate inform Marketing & Communications
- Determine immediate action to be taken and officers/directorates to be called out or put on standby (ELO Information Book: Section 4.5) and keep a record of all actions taken
- If necessary (i.e. major incident) inform the Chief Executive
- Arrange for access and availability of the Emergency Control Centre if appropriate
- If necessary arrange for another Emergency Liaison Officer to go to the scene or in conjunction with Directorate Reps nominate a suitable Forward Incident Officer
- Check that Officer(s) attending scene has means of communication with the Emergency Control Centre (Radio/Mobile Phone) and appropriate equipment (high visibility coat etc)
- Consider standby of voluntary organisations and public utility companies
- Ensure regular reports pass from ELO/Forward Incident Officer at the scene and the Emergency Control Centre
- Keep everyone in the communications loop informed of developments
- Ensure all involved are notified of stand down and arrange for debriefing
- Consideration should be given to directorate business continuity issues and plans activated where necessary

#### **4.5 NOMINATED FORWARD INCIDENT OFFICER**

This could be an Emergency Liaison Officer or an officer from another directorate nominated by the Chief Executive or nominated Deputy.

The Forward Incident Officer is the co-ordinating council representative at the scene of an incident and the 'eyes and ears' of the Emergency Control Centre.

Upon being nominated as a Forward Incident Officer:

- Record details on the initial report/logsheets as shown in Section 8: Appendices A & B
- Ensure you have appropriate PPE (high visibility jacket, safety boots and hard hat).
- Ensure you have a radio or mobile telephone to enable you to communicate with the Emergency Control Centre
- Attend the Police/Fire Forward Control Post via the Emergency Services Rendezvous Point (RVP)
- Obtain a situation report and relay back to the Emergency Control Centre.
- Obtain any health and safety information that you need to be aware of and report this back to the Emergency Control Centre. An emergency is no excuse to set health and safety aside.
- Assess the council services in attendance and those that are required and inform the Emergency Control Centre
- Arrange regular co-ordination meetings with directorates at the scene
- Attend co-ordinating group meetings with the directorates at the scene
- Ensure you keep a record of all actions and requests. This is extremely important should there be a public enquiry following the incident
- Consideration should be given to directorate business continuity issues and plans activated where necessary

**SECTION 5**

**OTHER ORGANISATION ROLES  
AND RESPONSIBILITIES**

**EMERGENCY SERVICES  
AGENCIES/UTILITIES/OTHER ORGANISATIONS  
VOLUNTARY GROUPS**

## **EMERGENCY SERVICES**

### **5.1 GREATER MANCHESTER POLICE**

**Location:**

Force Headquarters  
Chester House  
Boyer Street  
MANCHESTER  
M16 ORE

Telephone: 0161 872 5050

**Emergency Contact: Operational Communications Room**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.
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**Salford (F) Divisional Headquarters**

Swinton Police Station  
Chorley Road  
Swinton  
SALFORD  
M27 6AZ

Telephone: 0161 872 5050

In the event of a major emergency, the police will assume overall co-ordination of the activities of the emergency services, leaving each service to deal with their particular responsibilities but providing support where needed. A senior police officer will be designated overall Incident Controller. The police will at all times operate as per their standard operating procedures.

The primary areas of police responsibility may be summarised as follows: -

- a) The saving of life in conjunction with the other emergency services.
- b) Co-ordination of the emergency services and other subsidiary organisations.
- c) The protection and preservation of the scene.
- d) The investigation of the incident, in conjunction with other investigative bodies where applicable.
- e) The collation and dissemination of casualty information.
- f) Identification of victims on behalf of the Coroner who is the principal investigator when fatalities are involved.
- g) The restoration of normality at the earliest opportunity.

**Note:**

As a residual responsibility, the police may be concerned with the possibility of an incident being caused by a deliberate act amounting to criminal conduct. In these circumstances, a thorough and detailed investigation will be necessary.

## 5.2 GREATER MANCHESTER FIRE & RESCUE SERVICE

### Location:

Fire Service Headquarters  
146 Bolton Road  
Swinton  
MANCHESTER  
M27 2US

Telephone: 0161 736 5866

Fax: 0161 743 1777

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

The Fire Service has a statutory duty to maintain a brigade of sufficient strength to efficiently meet all normal requirements.

When called, **the Senior Fire Officer present will assume command of the fire fighting, rescue and salvage operations.** The works incident controller will relinquish his/her responsibility for control in these respects but may continue to assist and advise, as required, under the direction of the Senior Fire Officer. The Fire Service will secure assistance in dealing with an incident beyond the resources of the Greater Manchester Fire & Rescue Service.

Fire Brigades are authorised to lend assistance in handling incidents involving hazardous materials. As with fire, there is no charge made for this service, where public safety is involved. However, costs may be recovered from a site owner or the owner of the hazardous materials where a **Special Service** levy could be charged.

### Responsibilities:

The responsibilities of the Fire Service may be summarised as follows: -

- a) Life-saving through search and rescue.
- b) Fire fighting and fire prevention.
- c) Rendering humanitarian services.
- d) Provide and/or obtain specialist advice and assistance where hazardous materials are involved.
- e) Salvage, damage and environmental control.
- f) The provision of specialist equipment, e.g. pumps, urban search and rescue equipment, lighting and mass decontamination equipment.
- g) Safety management within the inner cordon (rescue zone).

A major incident is primarily an incident which causes, or threatens, multiple deaths and injuries or severe disruption and which requires an extraordinary response from the Fire, Police and Ambulance Service. It will require from the outset their special mobilisation, organisation and co-ordination and may also involve other services not normally engaged in emergency work. It is likely to arise with little or no warning and to require operations of a more than usually protracted and difficult character.

There are other types of incidents that fall within the definition (e.g., train crashes, large building collapse, chemical incident etc.) to which the Fire Service will be called which do not include a fire situation. In such cases the Senior Police Officer present has overall responsibility for the incident and would therefore co-ordinate all relief activities and resources which might eventually involve many other Local Authority and Voluntary Services.

**The Senior Fire Officer present will: -**

- i. Assume command of all Fire Service resources, taking charge of all operations concerned with fire fighting, saving life and rescue of trapped persons.
- ii. Ensure the provision of special equipment - pumps, rescue equipment, emergency lighting etc.
- iii. Where fire is not involved, deploy personnel and equipment in liaison with the Senior Police Officer present and generally assist other services as required.
- iv. Nominate officers to take charge of various sections of the incident as necessary.
- v. Provide or obtain specialist assistance where dangerous substances are involved.
- vi. Establish a contact point near to the Police and Ambulance Incident Control Posts.

**The Fire Service Control Officer will:**

- i. Establish communication between the Control Unit (Incident Command Unit) and:
  - a. Fire Service Control.
  - b. The Senior Fire Officer.
  - c. Sector Commanders
  - d. The Police Control Point.
  - e. The Ambulance Control Point.
- ii. Co-ordinate requests for assistance from Sector Commanders and act on their requests in liaison with the Senior Fire Officer.

### **Liaison Officer (Emergency Operations) Fire Service:**

If it is decided to implement Salford City Council's Emergency Management Plan the Duty Operational Officer will attend the Salford City Council Emergency Control Centre as Liaison Officer.

#### **His/her duties are to:**

- i. Maintain direct contact throughout the emergency with Fire Service Control and all other Liaison Officers, in particular the Senior Police Officer at the Centre.
- ii. To advise the centre on Fire Service operations and procedures as appropriate.

#### **At the Incident:**

- i. The Crew Commander of the first appliance to arrive at the incident will make a reconnaissance of the scene and pass an informative or assistance message to Control based on his/her findings.
- ii. All other appliances attending the incident should report to the control point or to previously agreed rendezvous points as advised by Control.
- iii. Fire Service personnel should work in crews whenever possible and they should be under the command of their own leader.
- iv. Good liaison with other services is imperative at a major emergency, and there should be no doubt as to where responsibilities lie.

#### **Control and Communications:**

- i. The Police, Fire and Ambulance Services are to establish a Mobile Control Post in close proximity to each other. To avoid radio interference these vehicles should never be positioned parallel to each other, they should be positioned in line and approximately 15m (50ft) apart.
- ii. Each Service is to provide its own radio communication with its vehicles and service control.
- iii. Communication between the three mobile controls should be established.

### 5.3 NORTH WEST AMBULANCE SERVICE NHS TRUST

**Emergency Contact:** To request an ambulance, please dial 999 in the normal way.

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.
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The primary areas of responsibility for the Ambulance Service at a major incident are summarised as follows:

- a. To save life in conjunction with the other emergency services.
- b. To instigate a Command and Control structure.
- c. To protect the health, safety and welfare of all health service personnel on site.
- d. To co-ordinate the NHS communications on site and to alert the main receiving hospitals for the receipt of the injured.
- e. To carry out a health service assessment of the incident.
- f. To instigate a triage process when required.
- g. To treat casualties.
- h. To transport casualties to an appropriate facility.
- i. To provide clinical de-contamination of casualties and to co-ordinate mass de-contamination.
- j. To notify the Strategic Health Authority and Primary Care Trust.
- k. To mobilise the UK national reserve stock.
- l. To provide transport to the incident scene for Medical Emergency Response Incident Team.
- m. To maintain adequate emergency cover throughout other parts of the North West.
- n. To reduce to a minimum the disruption to normal work of service.
- o. To alert and co-ordinate the work of the health Voluntary Aid Societies.

**The Ambulance Incident Commander (AIC – Silver Commander) present will be responsible for:**

- a. Representing the Trust at the multi-agency silver command.
- b. Commanding all the medical resources at the scene and implementing actions to resolve the operational needs of the event.

- c. Supporting the Medical Incident Commander in determining tactical decisions.
- d. Liaison with other Emergency Services and site medical officer.

**Ambulance Service Control will be responsible for:**

- a. The deployment of all health resources.
- b. Maintaining an accurate log of all vehicles movements and of the full major incident.
- c. Relaying information to receiving hospitals.
- d. Acting as the communications link to the wider NHS.
- e. Servicing the incident in liaison with the AIC to transport relief crews, equipment, refreshments and fuel.

## AGENCIES/UTILITIES/OTHER ORGANISATIONS

### 5.4 ARMED FORCES – MILITARY AID TO THE CIVIL AUTHORITIES (MACA)

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

The Armed Forces are funded for defence purposes and the responsibility for dealing with civil emergencies clearly lies with the civil authorities. However, the Armed Forces may be able to assist the civil authorities, particularly when there is a threat to life, or when the community is in danger of being deprived of the essentials of life.

Military operations in support of the civil authorities are classified under the generic title of Military Aid to the Civil Authorities (MACA). Such support is provided because the Armed Forces' structure, organisation, skills, equipment and training can be of benefit in time of emergency to fill civil authority capability gaps.

When military assistance is provided, charges may be raised, especially when there is no imminent threat to life. The Military Liaison Officer will give an indication when the charging basis is likely to change. Concern about costs should not preclude calling for assistance in cases of emergency. If an incident appears likely to require immediate military assistance, the civil authorities should contact their local military unit or one of the agencies below:

**Aeronautical Rescue Coordination Centre (ARCC) Kinloss.** If the incident is likely to require Search and Rescue Forces, the ARRC may be alerted by a '999' call.

## 5.5 BRITISH WATERWAYS

### Location:

British Waterways NW  
Waterside House  
Waterside Drive  
Wigan  
WN3 5AZ

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### General:

British Waterways Board is a national industry responsible for the maintenance and operation of its canals and navigations within Great Britain. It is not to be confused with United Utilities (Water). British Waterways does not deal with water supply for drinking purposes, sewage or burst water mains.

British Waterways are responsible for much of the disused Manchester, Bolton and Bury Canal, which is located in the Salford boundary. Within Salford this canal has only short lengths that remain in water and was mostly in filled with rubble in the 1970's. British Waterways also owns land and a derelict building at Orchard Mill, Orchard Trading Estate, off Langley Road South and land adjoining the canal at Upper Wharf Street, New Windsor, Salford.

### Definition of Emergency:

British Waterways defines an emergency as any event, which could lead to lives or property being at risk, or to the immediate risk of environmental contamination; in some cases it may appear small and controllable but the possibility of escalation should never be discounted.

### Examples of an Emergency:

RISK TO LIFE AND LIMB, DAMAGE TO PROPERTY DUE TO LEAKAGE OR BREACH OF NAVIGATION.

FLOODING, POLLUTION, STOPPAGE OF NAVIGATION.

ASSISTANCE REQUIRED BY POLICE, FIRE BRIGADE, LOCAL AUTHORITIES, OTHER STATUTORY BODIES, ARMED SERVICES.

### **ANY DOUBTS - TREAT AS AN EMERGENCY**

## **5.6 BT (BRITISH TELECOM)**

BT has a policy of not being too specific in documenting what the response will be to any given incident or emergency, as this could become a barrier to resolution.

Through previous responses BT has determined it better to be notified as soon as an incident occurs (preferably within 30 minutes) to allow assessment of the impact (or possible impact). The response will be based on the assessment.

BT has a range of capabilities available for use in providing support when required.

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

## 5.7 ENVIRONMENT AGENCY

### Location:

North West Region  
Richard Fairclough House  
PO Box 12  
Knutsford Road  
Warrington WA4 1HG

Telephone: 01925 653999

**Outside working hours contact should be made with the Regional Communications Centre at Warrington where details will be passed on to the Agency's Duty Officer.**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

**The Environment Agency must be informed of ANY spillage, which may enter a watercourse, either directly or indirectly via drains or sewers.**

**Salford City Council must also be informed of an unauthorised discharge to a sewer, especially during working hours when staff may be underground**

### General:

In exercising its statutory responsibilities in connection with pollution of air, land, inland or coastal waters, and for the construction, maintenance and repair of flood defences, the Environment Agency will, if necessary:

1. Establish a Regional Incident Room to provide:
  - a. Central communications in order to coordinate region-wide operations.
  - b. Links with the Agency's National Head Office, other national and regional organisations and the media.
2. Establish an Area Incident Room to:
  - a. Control the operational response to emergency.
  - b. Liaise with, and provide advice and assistance to the emergency services and other agencies.
  - c. Liaise with the Regional Communications Centre at Richard Fairclough House, Warrington.
3. Provide staff to:
  - a. Sample and monitor watercourses.

- b. Advise on damage to flood defences and/or river control structures.
- c. Provide analytical facilities for river water monitoring.
- d.\* Establish the impact of the event on the environment.
- e.\* Advise on environmental quality matters.

\* The Environment Agency has no statutory obligations for air pollution events arising from sites that are not subject to Integrated Pollution Control (IPC). Consequently 3d and 3e would not include air or air quality respectively.

- 4. Provide a liaison officer at the Salford City Council Emergency Control Centre (if established).
- 5. Liaise with Salford City Council, Food Standards Agency, DEFRA, United Utilities, English Nature, RSPB and other agencies as appropriate.
- 6. Where possible arrange other forms of assistance, e.g. with manpower, plant and vehicles, as requested.
- 7. Ensure that all waste arising from the incident/emergency is disposed of by agencies in an environmentally safe manner and in accordance with current legislation.
- 8. Provide a representative on the Media Co-ordination Team (if requested).

## 5.8 EUROFINS LABORATORIES LIMITED

**Location:**

Unit D3  
Broadoak Business Park  
Ashburton Road West  
Trafford Park  
Manchester  
M17 1RW

**Emergency Contact: Contact via Greater Manchester Fire Service or Salford City Council Environmental Services.**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

**Role:**

Analytical and scientific service for the Metropolitan District Councils in Greater Manchester.

**Emergency Assistance:**

The service operates a Technical Support Team equipped with a mobile laboratory, which is available on a 24-hour basis to assist the Greater Manchester Fire Service and the Greater Manchester District Environmental Health Departments in the event of chemical emergencies.

## 5.9 FOOD STANDARDS AGENCY

### **Location:**

Food Standards Agency  
Incident Response Team  
Contaminants Division  
7<sup>th</sup> Floor  
Aviation House  
125 Kingsway,  
London  
WC2B 6NH

Office hours: Contact the first available officer

Out of office hours: Contact should be made through the Duty Room. The Duty Officer will contact the appropriate officer 'on-call' in the Incident Response Branch.

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

The Food Standards Agency should be notified of any incidents or emergencies with potential effects on food safety e.g. leaks, spills of chemicals or contaminated firewater run off into watercourses, plumes from fires containing chemicals or toxic gases.

**Role:** Will offer advice on the effects of an incident on the food chain.

Will act to ensure public safety with regards to food safety.

**Incidents Branch** deals with environmental contamination incidents with the potential to affect the food chain including fires, toxic discharges, waterways contamination and accidents at industrial sites, which may lead to chemical or radiological contamination. The branch also deals with all food contamination incidents where the food is in the distribution chain or available for sale. This could include all types of food contamination including physical, chemical, microbiological, malicious tampering or a serious Food Poisoning Outbreak.

**Food Incidents should be reported using an incident report form located at:**

<http://www.food.gov.uk/foodindustry/regulation/foodfeedform>

## 5.10 GOVERNMENT OFFICE NORTH WEST – REGIONAL RESILIENCE TEAMS

### Location:

City Tower  
Piccadilly Plaza  
Manchester  
M1 4BE

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

The Government Offices (GO's) in the English regions can provide a useful link to central government during a non-terrorist emergency and they will often be the first place that the government departments turn to for a situation report on non-terrorist incidents. The GO's are likely therefore, to have a role to play in most emergencies that could generate ministerial interest or national/regional press coverage. Government departments may also use GO's to cascade information and guidance to local responders. The GO's also have substantial knowledge and experience of the working of central government and so provide a valuable first port of call for advice and guidance.

GO's need only become involved in an incident where they can genuinely add value. In most of the emergencies that local responders will face, the involvement of the GO's will be limited to gathering information to brief the centre. However, the greater the significance of the incident and the ministerial and press interest it generates, the more the GO's will be able to provide support and assistance.

Where the scale and nature of an incident is such that the effects are likely to be felt outside the immediate locality or to overwhelm the local response, or to have the potential to do so, GO's can provide help and support by linking with national and regional agencies.

The GO's have a great deal of experience in arranging ministerial and other VIP visits and will be able to give advice and guidance on such visits. Ministers may task GO's directly to coordinate the arrangements for visits. In this case, the GO's will consult with local partners to establish the local situation, minimise disruption and discuss issues such as security and briefing.

The GO's work closely with Government news network in the regions and, with their links to government departments, they will receive national statements and press briefings. They can, therefore, help local responders to ensure that a coordinated and coherent message is given to the public.

## 5.11 GREATER MANCHESTER PASSENGER TRANSPORT EXECUTIVE (GMPTE)

**Location:**

2 Piccadilly Place  
Manchester  
M1 3BG

Contact with GMPTE should be made via  
**Stockport MBC Security Services (24 hours)**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

If in the event of an evacuation of members of the public it is deemed necessary to provide 'public' transport, e.g. buses, to aid their movement then contact should be made with GMPTE.

GMPTE will initiate and co-ordinate the response of the bus operators in Greater Manchester.

**NB: The organisation requesting the use of buses etc. will be liable for the costs incurred by the bus company (ies) in providing this service.**

## 5.12 HEALTH & SAFETY EXECUTIVE (HSE)

### Location:

Chemical Industries Division  
5th Floor  
Marshall House  
Ringway  
Preston  
PR1 2HS

**Out of Hours Contact will be through Police Operations Room.**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### Role:

The inspection of plant, equipment and processes in industry and the manner in which plants are staffed and managed. The instigation of statutory investigation post incident as to causes and possible future preventative measures.

The Health and Safety Executive has overall responsibility for monitoring safety aspects at all industrial sites. For this reason the Health and Safety Executive need to be informed **AT A VERY EARLY STAGE OF ANY INCIDENT.**

### Emergency Assistance:

- a) Advice to the emergency services.
- b) Liaison with Police to prevent removal of plant or other material, which may be required at a later stage.
- c) In conjunction with surveyors and site personnel, determine when 'on-site' buildings and other parts of the site, together with any 'off-site' areas if they have been affected, may be safe to re-enter.

### Note:

An HSE Officer will attend any major incident and be located at Police Incident Control.

### 5.13 MANCHESTER SHIP CANAL COMPANY (MSCC)

**Location:**

Manchester Ship Canal Co  
Marine Operations  
Administration Building  
Queen Elizabeth II Dock  
Eastham  
Wirral  
Merseyside  
CH62 0BB

**ALL EMERGENCIES INVOLVING THE MANCHESTER SHIP CANAL CO. SHOULD BE REPORTED TO:**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

IT IS ESSENTIAL IN ANY CASE OF TOXIC/FLAMMABLE LIQUID RELEASE THAT THE SHIP CANAL CO. ARE INFORMED AS EARLY AS POSSIBLE IN ORDER THAT EMERGENCY MEASURES CAN BE TAKEN.

The MSCC in co-operation with the Environment Agency and emergency services will be responsible for the safety of the canal, including stopping of shipping and booming to contain and disperse the hazardous material lying in the waterway. There is currently No Low Flash or Toxic Cargoes handled above Irlam Locks.

On receipt of an emergency message, the MSCC would stop traffic on the canal, stop any ship discharging and locate and monitor the situation.

Evacuation of personnel from the area of the Ship Canal could prove difficult due to problems arising from the very nature of the canal; such as contacting those concerned, leaving ships unattended, the nature of the cargo being transported, etc.

**Note:**

1. There could be a time-lag before essential personnel arrive at the scene.
2. New problems could arise due to the discharge of liquid into the canal through drains/watercourses - a Duty Harbour Master at Police Incident Control might be necessary.
3. Drain outfalls and pump intakes may be located close to each other and care should be taken to ensure that no flammable liquid is pumped back to the site of the incident.

## 5.14 METEOROLOGICAL OFFICE

### Location:

The Meteorological Office  
Weather Centre (Manchester)  
Applicon House  
Exchange Street  
Stockport  
SK3 0ER

Telephone: 0161 932 7150

In the event of a release of toxic chemicals into the atmosphere, the Met Office Environmental Monitoring & Response Centre (EMARC) can be contacted in the following way: -

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

The numbers will put you in contact with the Duty EMARC Forecaster, who will provide 'CHEMET' Forecasts.

Environmental Monitoring & Response Centre (EMARC)  
Fastnet 1 WO52  
Met Office  
Fitzroy Road  
Exeter  
EX1 3PB  
Fax (24 hr): See ELO Information Section 4.15  
E-mail: See ELO Information Section 4.15

### Emergency Assistance:

#### A wide range of information can be supplied, viz:

Actual wind direction, wind speed at surface, wind speed vertically at (1000')  
atmospheric stability (for dispersion of smoke pall), rainfall and lightning possibility.

Forecast: Forecasts as required, normally for 6 or 12 Hours

### Notes:

- a) Limit calls to the Met office to only those people authorised to use the service in emergency.
- b) Ensure you give a name/contact telephone number for the Senior Forecaster to ring back in case of change of weather patterns.
- c) Remember that local conditions can vary from place to place and any forecast should be confirmed by observation on site.
- d) Forecasts can be forwarded by fax if required.

## 5.15 NATIONAL GRID

**Location:**

Mersey Road North  
Failsworth  
Manchester  
M35 9FF

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

**Role:**

To provide and maintain a satisfactory and safe system of gas supply.

A 24-hour emergency service is maintained to deal with all aspects of safety and the continuity of supply. The emergency service may be contacted via the Area Emergency Bureau

## 5.16 NATIONAL HEALTH SERVICE (NHS)

In the event of a major incident, North West Ambulance Service are responsible for contacting the various agencies within the NHS, however if there are no casualties, it may be that the local authority are the first to alert the NHS to an incident. In this case, please contact NHS Salford by asking for the Emergency Planning Manager either through the switchboard in office hours or by paging the Senior Manager on Call outside of office hours (ELO's refer to Information Book: Section 4.15)

NHS Salford is responsible for the provision of prescription medicines to reception centres and providing primary care services in the event of an incident. Further information is available in the NHS Salford Major Incident Plan located in the Emergency Planning Office.

In the event of a chemical or CBRN incident, specialist advice can also be obtained through the Greater Manchester Health Protection Unit.

### a) **NHS Salford**

2<sup>nd</sup> Floor, St James House

Pendleton Way

Salford

M6 5FW

Telephone: 0161 212 4800

Fax: 0161 212 4801

E-mail: [firstname.surname@salford.nhs.uk](mailto:firstname.surname@salford.nhs.uk)

Emergency Planning Lead: Ms Sharron Germani

Director of Public Health: Dr Julie Higgins

Chief Executive: Dr M. Burrows

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### b) **Greater Manchester Health Protection Unit**

Floor 7b, Sentinel House, Albert Street, Eccles, Salford. M30 0NJ

Telephone: 0161 786 6710

Fax: 0161 707 9686

E-mail: [firstname.surname@gmhpu.nhs.uk](mailto:firstname.surname@gmhpu.nhs.uk)

**Out of hours rota: ELO's refer to Information Book: Section 4.6**

### c) **Salford Royal NHS Foundation Trust**

Hope Hospital, Stott Lane, Salford. M6 8HD

Telephone: 0161 789 7373

Fax: 0161 787 5974

Emergency Planning Lead: Peter Driscoll, A & E Consultant

**d) Greater Manchester Mental Health NHS Foundation Trust**

Bury New Road  
Prestwich  
Manchester  
M25 3BL

Telephone: 0161 773 9121  
Fax: 0161 772 3639

Emergency Planning Lead: Tom Fitzpatrick, Risk Manager

**e) North West Ambulance Service NHS Trust**

Paramedic Emergency Control (for information only): ELO's refer to Information Book: Section 4.5

To request an ambulance, please dial 999 in the normal way.

**NHS Direct:** 0845 4647

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

## 5.17 NETWORK RAIL

**Location:**

Network Rail  
Room 204  
Rail House  
Store Street  
Manchester  
M60 9RT

Telephone: 0161 237 1019

**Emergency Contact: Network Rail Control (Manchester)**  
**Manchester Square 1, Travis Street, Manchester. M12 NY**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

**Role:**

To maintain rail services throughout the area at all times.

**Tasks:**

- (a) To restore the rail infrastructure.
- (b) To clear, open and maintain railway lines as necessary, and to provide personnel for these duties.
- (c) To liaise with Emergency Services, Local Authorities and other agencies as necessary.

## 5.18 UNITED UTILITIES - ELECTRICITY

### **Location:**

The Supply Fault Information Centre  
The ORC  
Haweswater House  
Warrington  
WA5 3LP

### **UNITED UTILITIES: Electricity Emergencies All Areas:**

The electricity assets in the north west of England are now owned by Electricity North West. However, the North West electricity distribution system is still operated by United Utilities. Therefore all contact details will remain unchanged for operational matters.

**NB:** These telephone numbers are only for use by Police, Fire Service and Councils in emergency and life threatening situations.

For all other electricity supply faults please use: 0800 195 4141

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.
---

### **Role:**

To maintain/restore the distribution of electricity.

To isolate and make safe apparatus as necessary.

### **Emergency Assistance:**

To liaise with the Local Authorities and other organisations, as appropriate to:

- a) Manage and operate normal electricity distribution appropriate to the conditions prevailing throughout an emergency, in accordance, where appropriate, with statutory instruments.
- b) Respond to requests for emergency connections and disconnections.
- c) Provide assistance to the local authorities in any way possible consistent with the prior commitments of (a) and (b) above.

## 5.19 UNITED UTILITIES - WATER

**Location:**

The ORC  
Haweswater House  
Warrington  
WA5 3LP

**UNITED UTILITIES: Water Emergencies**

**NB:** These telephone numbers are only for use by Police, Fire Service and Councils in emergency and life threatening situations.

For non-emergency water supply enquiries please use: 0845 746 2200

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.
---

**Role:**

The maintenance of public water supplies, waste water treatment and disposal. United Utilities (Water) are responsible for water supply and effluent treatment throughout the whole of Greater Manchester.

**Emergency Assistance:**

- a) To restore and/or maintain water supplies.
- b) To maintain the treatment and disposal of sewage.
- c) Provide assistance to the local authorities in any way possible consistent with the prior commitments of (a) and (b) above.

## **VOLUNTARY GROUPS**

### **5.20 BRITISH RED CROSS**

**Location:**

Greater Manchester Branch Headquarters  
Bradbury House  
10 Brindley Road  
City Park  
Cornbrook  
Manchester  
M16 9HQ

Telephone: 0161 888 8900 (9.00a.m. to 5.00p.m. – Mon to Fri)

**All Other Times:**

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.
---

This is a pager call-out sending a printed message to the pager.

Please state: a) Who you are  
b) Contact telephone number  
c) Nature of incident and request

**Role:**

To support the Emergency Services and Local Authorities by providing, on request, trained volunteers to carry out appropriate duties.

**Appropriate Duties:**

1. Provision of support for evacuees and their relatives/friends.
2. Providing First Aid Services at all points where Red Cross members are operating and first aid at Rest Centres.
3. Transport and escort. Wheelchair access vehicles.
4. Medical loan equipment, wheelchairs, commodes etc.
5. Tracing and Message Service.
6. Sign-posting.
7. Resource provision, first aid equipment, blankets etc.

8. Administration support.
9. Fire Victim Support Service, first responder, mobile command post/rest centre.
10. Refugee Orientation Service, multi-lingual translation.
11. Making premises available, if required, for reception centres, rest centres and control posts.
12. Assisting with identification at mortuaries.

**Call Out Procedure:**

- a) By telephone or radio pager to Branch Headquarters.
- b) Call-out of members and resources will be in accordance with Red Cross Emergency Plan.

## **5.21 RAYNET (THE UK RADIO AMATEURS' EMERGENCY NETWORK)**

### **Location:**

RAYNET is a nationwide organisation and is represented in most Counties and Boroughs in the United Kingdom. Operational Authority is vested in a Local Group Controller.

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### **Role:**

To provide trained volunteers to assist the Civil Authorities in an emergency.

### **Emergency Assistance:**

To provide radio communications between any points on a local or national basis, and to pass messages on behalf of the Chief Emergency Planning Officer, the Police, the British Red Cross Society, the St John Ambulance or other organisations at the request of any of the specified bodies.

### **Control:**

RAYNET members are under the control of their own officers, who will liaise with representatives of the bodies listed above and provide such communications facilities as may be required.

### **Finance:**

RAYNET is self-financing, and no charge is made for services rendered. However, where Local Authorities are empowered by statute to make reimbursement of expenses to volunteers, the Controller of the Group involved in any incident may claim such expenses after discussion with officers of the appropriate Authority. Furthermore, nothing in the RAYNET constitution prevents Groups from receiving ex-gratia donations, where these are offered, from bodies making use of RAYNET services.

### **Alerting and Callout:**

Contact should be made with any one of the RAYNET Officers as above.

The following information should be given:

- a) Nature and location of the incident.
- b) Points where communications are required
- c) Restrictions on access to the incident site, e.g., by road closures, chemical contamination, etc.

From an unannounced start, likely manpower availability is three or four members within 30 - 45 minutes, and 12 or more within 1 - 2 hours, dependent on the time of day, road and weather conditions, etc. A more effective response is possible if RAYNET officers are given maximum advance warning of a developing incident.

**General Information:**

RAYNET members are, in the main, radio amateurs licensed under the Wireless Telegraphy Act who have volunteered to place themselves at the disposal of the emergency services. They are capable of operating radio equipment in field conditions, as pedestrians, from vehicles at rest or on the move, or from buildings. In such circumstances, they can handle messages traffic on behalf of various bodies that do not possess their own communications facilities or where other official links may be overloaded by the extra traffic generated by a major incident.

**RAYNET is supported by central and local government, and has no connection whatsoever with any "Citizens' Band" organisation.**

## **5.22 RSPCA (ROYAL SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS)**

### **Regional Headquarters**

PO Box BR29  
Bramley  
Leeds  
West Yorkshire  
LS13 2XL

**Telephone: 08705 555 999 (24 Hours)**

### **Role:**

To be responsible for animal welfare

### **Emergency Assistance:**

1. To provide a rescue service
2. To provide first aid
3. To provide transportation
4. To provide humane slaughter
5. To provide temporary accommodation

### **Call Out Procedure:**

The mobilising authority (normally the Police or Local Authority) will contact the RSPCA. Further call out is the responsibility of the RSPCA officer in charge.

### **Expenses:**

Responsibilities for costs will rest with the owners of the animals. It may not, however, be possible to contact owners immediately and therefore the Local Authority must be prepared to cover the costs initially.

## 5.23 SALVATION ARMY

### Location:

Headquarters for the Manchester Division  
Central North Divisional Headquarters  
80, Eccles New Road  
SALFORD  
M5 4DU

Telephone:	General Enquiries (9.00 am – 4.30 pm)	0161 743 3900
	Response Co-ordinator	0161 743 3909
	Director of Social services	0161 743 3916

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### Role:

The Salvation Army is a religious and charitable movement, finding its expression in a desire to alleviate human distress wherever found.

### Emergency Assistance:

Assistance with:

- Evacuation
- Emergency feeding (Mass and Individual)
- Food and Distribution
- Shelter (Mass and Individual)
- Clothing Distribution
- Counselling
- Mortuary Assistance
- Personal enquiry services (missing persons)
- Welfare, family rehabilitation, casework, furniture, bedding, and household needs.
- Services to disaster workers
- Spiritual support and services

### Call out Procedure:

On contact the Emergency Planning Officer/Silver Commander will contact the Divisional Commander or his representative who will issue the necessary instructions to all officers, who in turn will organise the lay people.

**Equipment:**

Emergency vehicles (x 3) for the provision of hot/cold food

Vehicles can be accessed via normal call-out procedure.

- Please advise:
- a) Major incident and emergency vehicles required.
  - b) Location where vehicles should go.
  - c) Number of people requiring food
  - d) Contact telephone number.

## 5.24 ST JOHN AMBULANCE

### Location:

County Headquarters  
St John House  
Crossley Road  
Heaton Chapel  
Stockport  
SK4 5BF

Telephone: 0871 423 6030  
Fax: 0871 423 6032  
Office hrs: 9.00 a.m. to 5.00 p.m.

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### Role:

To provide volunteer members trained in first aid, medical gases, A.E.D. care and Emergency Aid (ambulance aid)

### Emergency Assistance:

- a) To provide support to the statutory ambulance service.
- b) To provide trained First Aid Teams to the scene.
- c) To have First Aid Teams at rest centres to provide assistance in first aid and care.

### Control:

In all cases members will be under the control of St John Managers who will operate within the control structure of the disaster scheme. The organisation will be alerted through the Police, Ambulance Service, or the Chief Emergency Planning Officer, in accordance with the standing orders. Callout for personnel and resources will be in accordance with the St John Ambulance callout system.

### Available Equipment:

Mobile first aid units x 3  
Aire Shelters x 4  
Emergency Lighting  
Mini Bus x 1  
Ambulances x 3 (multi-functional)  
Communications Unit x 1

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

### **Location:**

Head Office  
Gorden house  
Milton Hill  
Steventon  
Abingdon  
Oxon  
OX13 6AD

**Hours:** 24 hours

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

### **Role:**

To provide trained volunteers to assist the Local Authority in an emergency.

### **Tasks:**

- a) To assist in the staffing of emergency rest centres.
- b) To assist in the provision of food and drink to all involved in the incident.
- c) To assist with registration.
- d) To assist with staffing, enquiry and information points.

### **Control:**

In all cases, members will be under the control of their own appointed members who will operate within the central structure of the disaster plans.

### **Finance:**

Reimbursement of expenses incurred by the WRVS is the responsibility of the Authority initiating the callout.

**SECTION 6**

**RISK MANAGEMENT**

## **6.1 RISK ASSESSMENT**

The Civil Contingencies Act 2004 has created a generic framework for civil protection in the UK. The duties under the Act have provided a legal requirement that enhances many years of excellent co-operation between the Emergency Services, Local Authorities and the Health Agencies. A number of key responsibilities have been placed on the organisations represented on the Greater Manchester Resilience Forum, namely;

- Assess for the risk of an emergency occurring.
- Organisational Business Continuity Management.
- Maintain plans for the purpose of preventing, reducing, controlling or mitigating the effects of any emergency.
- The creation of a Community Risk Register to be made available to the public.
- Mechanisms to warn and inform members of the public if an emergency is likely to, or has occurred.

### **Community Risk Register**

The Greater Manchester Community Risk Register (copy located in the Emergency Planning Office) has been created for two primary reasons.

1. To reassure the people and communities of Greater Manchester that an assessment of potential hazards and threats has been made or considered.
2. To satisfy the requirements outlined in the Civil Contingencies Act 2004 and its statutory Guidance (Emergency Preparedness). These statutory requirements have been placed on all Category 1 Responders throughout the UK

## **6.2 FLOODING**

### **Description of Area:**

The Irwell Flood Plain in Lower Kersal and Lower Broughton consists mainly of densely populated residential areas, with some areas of open space.

### **Level of Risk and Impact of Flooding:**

Current estimates suggest that there are some 6,700 properties at risk within the Salford area. The probability of flooding is high (1% per annum or more) but this may increase for low-lying property nearer the river with a high impact due to the number of properties that may be affected.

Overall this Flood Warning area is classified as high risk, as defined in the flood warning strategy of the Environment Agency.

### **Flood Defences:**

The Flood Control Basin at Littleton Road forms part of a scheme to provide protection to some 3500 properties in Salford. Other parts of the scheme include river defences, which stretch from Kersal to Lower Broughton. The scheme provides a flood protection standard of 1 in 75 years.

Operation of the flood storage basin is primarily the responsibility of the Environment Agency. Salford City Council is responsible for road closure, signage, clean up operations and notifying the public when it is safe to use the area. Further details are available in the Salford Flood Response Plan and the Flood Storage Basin Multi-Agency Response Plan. Copies of these plans are located in the Emergency Planning Office.

### 6.3 FLOOD WARNINGS

#### Flood Forecasting:

Forecasts for Salford are based on combined inputs from upstream sites and catchment radar and rainguage inputs. Forecast flows and levels for Manchester Racecourse are produced using combined flows and levels from upstream sites at Blackford Bridge, Farnworth and Bury Grounds, giving lead times of 2 hours. Catchment rainfall estimates from radar and rainguages are also used in a rainfall/runoff model for the site.

#### Warning Scheme:

Flood warnings will be issued by the Environment Agency in accordance with the National Flood Warning Scheme. This comprises four levels of alert as follows: -

Warning	Flood Risk
<b>Flood Watch</b>	Low lying parts of Salford
<b>Flood Warning</b>	Many properties adjacent to River Irwell in Lower Kersal
<b>Severe Flood Warning</b>	Many properties adjacent to River Irwell in Lower Broughton and Lower Kersal
<b>All Clear</b>	No warnings in operation

Warning	Flood Risk
<b>Flood Alert</b>	Low lying parts of Salford
<b>Flood Warning</b>	Many properties adjacent to River Irwell in Lower Kersal
<b>Escalated Flood Response Notification</b>	Many properties adjacent to River Irwell in Lower Broughton and Lower Kersal
<b>Flood Alert No Longer In Force</b> or <b>Flood Warning No Longer In Force</b>	No warnings in operation

NB: The Environment Agency will be implementing a new flood warning scheme from Summer 2010. Please contact the Emergency Planning Team for more information.

Warnings are transmitted from the Environment Agency by fax to the City Council switchboard during office hours and to the Out of Hours Emergency Services switchboard at all other times.

#### Action on Receipt of Flood Warning Messages:

#### By Switchboard Operators/Out of Hours Emergency Services:

All Flood Watch/Warning messages received must be communicated by telephone immediately to one of the Emergency Liaison Officers in the order given below and then faxed to the appropriate number.

**By Emergency Liaison Officer:**

Upon receipt of warning messages the Emergency Liaison Officer should contact the Environment Incident Communications Centre (ELO's refer to Information Book: Section 4.15) to obtain updated information and forecast.

Where appropriate, if there is a serious potential for flooding affecting properties in the city, the Emergency Liaison Officer should activate the appropriate directorates in accordance with Section 3 of this plan and the more detailed procedures outlined in the Broughton, Lower Kersal and Charlestown Flood Response Plan. If the plan is activated it is also important to establish contact with the GMP Operational Communications Room (ELO's refer to Information Book: Section 4.14).

#### **6.4 CONTROL OF MAJOR ACCIDENT HAZARD SITES (COMAH)**

- i) An off site emergency plan has been prepared under the COMAH regulations for the following site: -

**Akcros Chemicals Limited**

Po Box 1  
Lankro Way  
Eccles  
M30 0BH

Map Ref: 778982

Telephone: 0161 789 7300

The Site has been classified as a specified site under Schedule 1, Part 2 Control of Major Accident Hazards (COMAH) Regulations 1999 (as amended) by virtue of its hazardous material inventory. Under regulation 10, Greater Manchester Fire and Rescue Authority; as the recognised local authority for this purpose, is required to prepare, review and exercise COMAH Off-Site Emergency Plans for this site.

For further details see the Akcros COMAH Off-Site Emergency Plan held by Salford City Council and available in the Emergency Planning Office, Salford Civic Centre

Any queries about the plan should be made in writing to Greater Manchester Fire & Rescue Service Contingency Planning Unit. Telephone: 0161 909 0352.

- ii) An off site emergency plan has been prepared under the COMAH regulations for the following site: -

**BOC Limited**

Priestley Road  
Wardley Industrial Estate  
Worsley  
Manchester  
M28 2LX

Grid Ref: SJ 764018

Telephone: 0161 930 6080

The Site has been classified as a specified site under Schedule 1, Part 2 Control of Major Accident Hazards (COMAH) Regulations 1999 (as amended) by virtue of its hazardous material inventory. Under regulation 10, Greater Manchester Fire and Rescue Authority; as the recognised local authority for this purpose, is required to prepare review and exercise COMAH Off-Site Emergency Plans for this site.

Copies of the off-site emergency plan are held by Salford City Council and are available in the Emergency Planning Office, Salford Civic Centre

Any queries about the plan should be made in writing to Greater Manchester Fire & Rescue Service Contingency Planning Unit. Telephone: 0161 909 0352.

- iii) An off site emergency plan has been prepared under the COMAH regulations for the following site: -

**Univar Limited**

1 Steuber Drive  
Irlam  
Manchester  
M44 5AL

Map Ref:

Telephone: 0161 775 2774

The Site has been classified as a specified site under Schedule 1, Part 2 Control of Major Accident Hazards (COMAH) Regulations 1999 (as amended) by virtue of its hazardous material inventory. Under regulation 10, Greater Manchester Fire and Rescue Authority; as the recognised local authority for this purpose, is required to prepare, review and exercise COMAH Off-Site Emergency Plans for this site.

Copies of the off-site emergency plan are held by Salford City Council and are available in the Emergency Planning Office, Salford Civic Centre

Any queries about the plan should be made in writing to Greater Manchester Fire & Rescue Service Contingency Planning Unit. Telephone: 0161 909 0352

## **6.5 MISCELLANEOUS OFF-SITE EMERGENCY PLANS**

'Off-Site Emergency Plans have also been prepared by Greater Manchester Police for the following sites:

Air Products Contingency Plan, Akros Chemicals Off-Site Plan, Barton Aerodrome City Airport Contingency Plan, Lanstar Ltd Contingency Plan and Salford Shopping City Contingency Plan.

Copies of these plans are located in the Emergency Planning Office, Salford Civic Centre.

## **SECTION 7**

**PUBLIC INFORMATION &  
MEDIA**

## 7.1 LANGUAGE LINE

Salford City Council has joined Language Line, the UK specialists in language services.

Language Line assists in responding professionally to residents, clients and other stakeholders when emergency response personnel may need to communicate important information regardless of language. Access to professional interpreters covering more than 100 world languages, is available 24 hours a day, 365 days a year.

The designated Emergency Liaison Officers hold language identification cards, the required information and customer ID code to access Language Line services.

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

## **7.2 EMERGENCY INCIDENT MEDIA PLAN**

### **A. Introduction**

This plan sets out how the city council's media relations and web teams will ensure appropriate support for emergency personnel responding to a major incident.

It is derived from the Greater Manchester Major Emergencies Media Plan agreed and developed by key agencies since 1999. A copy of this plan can be obtained from the Emergency Planning Office.

### **B. Background**

In a major emergency, the needs of the media must be thought about immediately. Their demands for fast and early information will cause extreme pressure on all agencies involved.

Information released to media by the city council will need to be: timely; detailed; accurate and appropriate, and will need to be shared with and on occasions cleared by, partner agencies.

This pressure from the media will arise right from the outset of an incident, and will carry on way beyond the immediate incident itself. It will be exacerbated by the sheer number of the media who will arrive at the scene within a very short time.

Their needs will be met only by concerted action that is joined up between a range of agencies.

Use of the city council's well-established and highly-regarded website will be a critical means of helping operational staff by meeting the demands from media and providing public information as accurate and detailed information about a major incident can be quickly made available.

This web content can support officers dealing with a major incident by helping save time spent answering telephone calls, and by ensuring accurate information is clearly stated and easily accessible to everyone that needs it.

However, the same sensitivity applies to the content of this information as to that released to the media.

### **C. Objective**

To ensure a rapid, accurate and regular supply of authoritative, co-ordinated public information, and ensure that events are projected in the most positive light, in accordance with the Greater Manchester Major Incident Media Strategy.

### **D. Activation**

It is critical that a call to the media relations team is made at the earliest opportunity after an emergency incident is first reported.

The principal emergency planning officer is responsible for ensuring that the media relations team receive a call, but anyone from any of the agencies connected with an incident, or indeed a media organisation, may activate this plan by making such a call.

## **E. Initial statement**

All agencies aim to produce and publish a short holding statement within 10-30 minutes from the first media calls. It is critical that these statements are backed by a commitment to provide accurate information as soon as it is available, as media personnel are then more likely to seek further information, attend briefings and accept a measure of control.

Any statements issued to media by the local authority will be notified to the incident's media co-ordination manager, who will make sure all information for media is shared. Statements cleared for issue to the media will also be provided to the web team for publication on the city council website.

Further web content will then be developed where appropriate by the web team, in consultation with the city council's media relation's team.

## **F. Physical Location**

The Greater Manchester Major Emergencies Media Plan anticipates media personnel will need to be dealt with at four sites:

- 1 – Strategic/Gold Control, where overall policy is determined.
- 2 – a media liaison point at the scene.
- 3 – media briefing centre, if appropriate, and
- 4 – sites such as hospitals, rest centres where members of the public directly affected will be sent or taken.

It is anticipated that local authority media relation's personnel could be called to any of these locations, but are most likely to be deployed at sites 2 and 3. It may be that press officers are deployed to work alongside other organisations at other locations, should that be necessary.

### **1. Gold Control**

A press officer from the lead agency will be nominated as overall media co-ordination manager. The responsibilities for this officer are set out in the GM Media Plan, but include ensuring media arrangements in all agencies are effectively co-ordinated as well as supporting Gold Control operational arrangements.

It is anticipated this officer will initially be from the police, possibly followed by the local authority during the recovery phase.

### **2. Media Liaison Point**

The first response of media will be to head for the scene of a major incident. Agencies will expect to create a managed media liaison point at the scene, where reporters and photographers will be able to get authoritative information, direction and, where appropriate, accreditation. This will need to be separate from the incident control post, where operational staff will lead the response to the incident.

Local authority media liaison officers will attend if necessary and seek out or help establish this liaison point.

### **3. Media Briefing Centre**

Should it become apparent that the incident is of such a nature that large numbers of the media will be arriving at or near the incident, and then the decision must be taken to set up a media centre.

Ideally, space will be available at this location for formal press conferences to be held. There will also need to be space for press office personnel, and enough communication facilities – phone, fax and email - to cope with significant demand from media personnel.

Once the media-briefing centre is established, this will then be the main base for media organisations away from the scene itself. It will also be an important source of information for the media. Direct communications links for press officers will be needed from the media-briefing centre with the incident control post and Gold Control.

### **4. Other Locations**

Media co-ordinators must be appointed at all rest centres or other locations where people affected by the incident may be taken. The role of these co-ordinators will be to ensure that appropriate provision is made for any media personnel who attend their location. The co-ordinator is required to inform media relation's officers if there are any approaches from media personnel at their location.

### **G. Role of the Local Authority**

The Greater Manchester Major Emergencies Media Plan outlines the media relation's role of the local authority as:

- To give factual details of our own response
- Provide a press officer at sites 2 and 3 where appropriate
- Help with providing a suitable building as a media briefing centre
- Provide a media co-ordination manager as the emphasis switches to recovery phase
- Help with organising VIP visits in liaison with police and Government News Network

### **H. Press Conferences**

It is anticipated that a press conference involving key individuals from each of the agencies will be called within 24 hours of the beginning of a major incident. Media relation's personnel from the local authority will work to ensure appropriate involvement of Salford City Council representatives at this point.

### **I. VIP Visits**

At some stage, probably early on in a major incident, senior politicians or members of the Royal Family may wish to visit the scene. The Central Office of Information will advise on the co-ordination of the arrangements for these visits, with the involvement of press officers from the city council. The Mayor's office will also be kept informed.

## **J. Media Memoir**

### Advice for official spokespersons

- DO NOT speculate – your interpretation or understanding can and probably will be exaggerated or quoted as hard fact
- DO NOT give any fact unless you are certain it is correct
- DO NOT say ‘no comment’ – it only makes it look as though you have something to hide
- DO NOT be afraid to say ‘I don’t know’ if that is the truth
- DO have the confidence in yourself and your command of the situation to take a positive attitude towards the media plan
- Wherever possible, all media statements will be issued in liaison with other agencies involved.
- DO remember the three ‘P’s...pity, praise and promise!

### Advice for personnel dealing with the media plan

- DO know where the media liaison point or media centre are located
- DO NOT unnecessarily hinder or obstruct the media
- DO remember your attitude to the media will reflect on the emergency response as a whole
- DO inform press officers of any development which may assist them and of the conduct of any journalists you encounter
- DO NOT allow yourself to be distracted from your main duties
- DO explain, if you have to, if you are too busy to help

If you get a call from media personnel, use the media enquiry log provided at Section 8: Appendix F to record the following details:

Name of caller; name of their organisation; reason for call; time; date.

Make no comment to the journalist yourself, but inform the media relations team as soon as possible, to enable them to deal with the call. Refer them to the media relations team on 0161 793 3157, or to numbers provided by the Emergency Liaison Officers named in part 2.1 of this plan.

### **Note:**

Reporters are paid to obtain information. If they cannot get factual information from an authoritative source such as the media co-ordinator, they will seek information from elsewhere – often from less reliable sources. An early, helpful statement is essential in establishing the credibility and the usefulness for the future of the local authority media service and avoids hostile, unfair and inaccurate coverage of the incident.

### **7.3 LOCAL RADIO**

It may be necessary to ask for announcements to the public to be relayed over local radio. It is essential that this is co-ordinated by the police/media co-ordinator.

Emergency contact details are held by the Emergency Liaison Officers referred to in Section 3.1 and by the City Council out of hours emergency service.

**SECTION 8**

**APPENDICES**

## **APPENDIX A: SALFORD CITY COUNCIL - INITIAL REPORT**

For completion by any Officer receiving the initial report of an incident/emergency and forwarding to the Emergency Planning Unit as soon as possible.

### **\*Details of Caller**

Date and time of call
Description of incident
Information from (name)
Their location
Contact phone number
Directorate/Organisation

\*If the caller is not a Salford City Council Emergency Liaison Officer/Emergency Planning Officer please make contact as per usual procedures. Do not assume that the Emergency Planning Unit will have been contacted.

Incident
Location (Road names/Junctions etc)
Rendezvous point (RVP)
Access Route
Resources/Services/Action requested/Number of people evacuated
When required

### **Other Details**




## **APPENDIX C: GUIDANCE NOTES FOR COMPLETING TELEPHONE LOG SHEETS**

Enter page numbers as the sheets are used.

Enter date of incident.

Enter brief information to allow identification of the incident, e.g. Fire at Howe Street.

The total number of pages should be completed at the end of the incident, when all information has been recorded.

Column 1: Enter time of request. Requests may be from other organisations to Salford City Council for assistance or from Salford City Council to other organisations. Each request should be entered in time order.

Column 2: Enter all relevant details of request including what assistance/resources/equipment is required, where they are required and the priority (urgent/high/low) of the request.

Column 3: Enter the time each request must be actioned by, e.g. 10.30 a.m. or 20/07/06 or ASAP etc.

Column 4: Enter the name of the person, their organisation and a contact number.

Pass the request on to the person who will action it. It is intended that the person completing the request details should continue to complete the actions where possible. Requests passed on to someone else should necessitate them completing their own form.

Column 5: Enter any actions taken, including any problems encountered for future learning.

Column 6: Enter time actions taken.

Column 7: Enter name of person completing any actions.

Complete the information at the bottom of the page. This will assist the Emergency Planning Unit if any further information is required. Once the incident is over take copies of the completed log sheets for your Directorate records and forward all completed log sheets (in numerical order) to the Emergency Planning Unit, Room 32, Salford Civic Centre.

NB: To assist in distinguishing requests and actions outstanding or completed it may be necessary to highlight or tick specific items. Please use the following key when highlighting/ticking items:

Red – Outstanding

Green - Completed

## **APPENDIX D: EMERGENCY MANAGEMENT PLAN DISTRIBUTION LIST**

Copies of the Salford City Council Emergency Management Plan are distributed as follows:

1. SCC staff who may be required to respond in an emergency (2 copies)
2. SCC staff who are members of an emergency planning group (1 copy)
3. All others (internal and external) for information

Please contact the Emergency Planning Team, see Section 1.17, to remove or add personnel.

## APPENDIX E: PLANS AND GUIDANCE DOCUMENTS HELD BY SALFORD CITY COUNCIL EMERGENCY PLANNING UNIT

Location: Emergency Planning Unit, Basement, Salford Civic Centre

\* These plans have not been updated for some time

Title	Originator	Issue Date
Air Products	GMP	November 2007
AKCROS Chemicals Contingency Plan	GMP	June 2008
Association of Port Health Authorities Handbook	APHA	2005
Barton Aerodrome & Air Support Unit Contingency Plan	GMP	November 2007
BOC Special Gases Ltd Contingency Plan	GMP	September 2003
BOC Special Gases Ltd COMAH Off-site Emergency Plan	GMFRS	January 2010
British Gas Transco PLC – Liverpool Street Contingency Plan	GMP	November 1996*
British Red Cross Disaster Appeal Scheme	BRC	4 <sup>th</sup> Edition
BTP (NIPA Laboratories) Ltd, Lanstar Ltd Contingency Plan	GMP	June 1995*
Cargill Ltd COMAH Off-Site Emergency Plan	GMF&RS	June 2006
Cerestar/AKCROS Off site Emergency Plan	GMEPU (Bury)	February 1998
Civil Nuclear Emergency Planning Consolidated Guidance	DTI	
Environment Agency Multi-Agency Response Plan to Flooding for GM Area	Environment Agency	January 2004
Euro Gas (formerly Manchester Bottle Gas) Contingency Plan	GMP	November 1996*
Greater Manchester Local Authorities Strategic Recovery Plan	GM Resilience	June 2008
Greater Manchester Local Authorities Mass Emergency Plan (Functional)	AGMA	November 2005
Greater Manchester Multi Agency Evacuation & Shelter Plan	GM Resilience	Draft not issued
Greater Manchester Excess Deaths Plan	GM Resilience	Draft V2
Greater Manchester Multi Agency Fatalities Plan	GM Resilience	March 2007
Greater Manchester Local Authorities Pandemic Influenza Strategic Response Plan	GM Resilience	December 2007
Greater Manchester Local Authorities Strategic Multi-Agency Flood Plan	GM Resilience	August 2009
Greater Manchester Police Major Incident Procedures Book	GMP	October 1998
Greater Manchester Temporary Mortuary Plan	Manchester CC	January 2002
Lanstar Ltd Contingency Plan	GMP	November 2007
Linde Gas UK Ltd Off-site Emergency Plan	GMEPU (Bury)	February 1998
Linde Gas UK Ltd Contingency Plan	GMP	
Manchester Ship Canal – Port Emergency Plan	Port of Manchester	July 2007
National Emergency Fuel Plan	Dept for Business Enterprise & Regulatory Reform	May 2008

NHS Heatwave Plan for England	NHS	May 2009
Salford Primary Care Trust Heatwave Plan	Salford PCT	May 2009
Salford Primary Care Trust Major Incident & Emergency Plan	Salford PCT	August 2004
Salford Shopping City Contingency Plan	GMP	June 2008
Shell UK Major Hazard Pipeline Emergency Plan	GMFRS	December 2003
Social Services North West Civil Emergency Planning Manual	SSNW	
The Lowry Contingency Plan	GMP	April 2000*
TRANSCO Major Hazard Pipeline Emergency Plan	GMFRS	April 2003
UK Influenza Pandemic Contingency Plan	Dept. of Health	March 2005
United Utilities Drought Plan	United Utilities PLC	January 2008

### Internal

<b>Title</b>	<b>Originator</b>	<b>Issue date</b>
Salford Flood Response Plan (Version 1.0 Final Draft)	Multi-Agency	January 2010
Salford City Council Pandemic Contingency Plan	EPU	Draft
Salford City Council Community, Health & Social Care Directorate Major Incident Manual	CH&SC	February 2008
Salford City Council Sustainable Regeneration Directorate Major Incident Plan	Sustainable Regeneration	January 2010
Urban Vision Incident Operational Plan	Urban Vision	August 2006

**APPENDIX F: SALFORD CITY COUNCIL MEDIA ENQUIRY LOG SHEET**

Query No: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name of contact/journalist: \_\_\_\_\_

Name of paper/radio/TV: \_\_\_\_\_

Contact details (telephone/fax/e-mail): \_\_\_\_\_

Enquiry details:


Deadline:

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Action taken:


Response given:


Date/time of response:

--

Responded by:

\_\_\_\_\_

**SECTION 9**

**ABBREVIATIONS AND  
EMERGENCY PLANNING TERMINOLOGY**

## 9.1 ABBREVIATIONS

A&E	Accident & Emergency
AIO	Ambulance Incident Officer
BT	British Telecomm
BTP	British Transport Police
CBRN	Chemical, Biological, Radiological, Nuclear
COMAH	Control of Major Accident Hazards
EA	Environment Agency
ECC	Emergency Control Centre
EMARC	Environmental Monitoring and Response Centre
EP	Emergency Planning
ELO	Emergency Liaison Officer
EPO	Emergency Planning Officer
EPT	Emergency Planning Team
EPU	Emergency Planning Unit
FIO	Forward Incident Officer
FSA	Food Standards Agency
GM	Greater Manchester
GMAS	Greater Manchester Ambulance Service
GMFRS	Greater Manchester Fire & Rescue Service
GMP	Greater Manchester Police
GONW	Government Office North West
HA	Health Authority
HPA	Health Protection Agency
HSE	Health and Safety Executive
LA	Local Authority
MBC	Metropolitan Borough Council
Met Office	Meteorological Office
NHS	National Health Service
NWAS	North West Ambulance Service
PPE	Personal Protective Equipment
RAYNET	Radio Amateurs Network
RSPCA	Royal Society for the Prevention of Cruelty to Animals
WRVS	Women's Royal Voluntary Service

## 9.2 EMERGENCY PLANNING TERMINOLOGY

### Category 1 Responders:

Emergency services -	Police forces, British Transport Police, Fire authorities Ambulance services, Maritime and Coastguard Agency,
Local authorities -	All principal local authorities (i.e. metropolitan districts, shire counties, shire districts, shire unitaries), Port Health Authorities
Health bodies -	Primary Care Trusts, Acute Trusts, Foundation Trusts Local Health Boards (in Wales), any Welsh NHS Trust, which provides public health services, Health Protection Agency
Government agencies -	Environment Agency

### Category 2 Responders:

Utilities -	Electricity distributors and transmitters, Gas distributors, Water and sewerage undertakers Telephone service providers (fixed and mobile)
Transport -	Network Rail, Train Operating Companies (passenger and freight), London Underground, Transport for London, Airport operators, Harbour authorities, Highways Agency
Health bodies -	Strategic Health Authorities
Government agencies -	Health and Safety Executive

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

**Emergency Control Centre:** Operations centre from which the management and co-ordination of response to an emergency is carried out.

**Emergency Liaison Officer:** Person within the local authority who co-ordinates their organisation's response to an incident.

**Emergency Liaison Officer Information Book:** Specific procedures to assist the Emergency Liaison Officers and supplement the Salford City Council Emergency Management Plan.

**Emergency planning:** Maintenance of agreed procedures to prevent, reduce, control, mitigate and take other actions in the event of an emergency.

**Exercise:** A simulation to validate an emergency plan or rehearse its procedures.

**Hazard:** An accidental or naturally occurring phenomenon with the potential to cause physical (or psychological) harm to members of the community (including loss of life), damage or losses to property, and/or disruption to the environment or to structures (economic, social, political) upon which a community's way of life depends.

**Hazard assessment:** A component of the risk assessment process in which identified hazards are assessed for future action.

**Hazard identification:** A process by which potential hazards are identified.

**Impact:** The scale of the consequences of a hazard or threat expressed in terms of a reduction in human welfare, damage to the environment and loss of security.

**Major incident:** Any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the local authority.

**Mass Holding Area:** A area close to the scene where people can be temporarily held until transfer to an alternative accommodation.

**Media plan:** A key plan for ensuring co-operation between emergency responders and the media in communicating with the public during and after an emergency.

**Multi-agency plan:** A plan usually prepared and maintained by a lead responder, on behalf of a number of organisations who need to co-ordinate and integrate their preparations for an emergency.

**Mutual aid:** An agreement between responders, within the same sector or across sectors and across boundaries, to provide assistance with additional resource during an emergency that may go beyond the resources of an individual responder.

**Recovery:** The process of restoring and rebuilding the community, and supporting groups particularly affected, in the aftermath of an emergency.

**Resilience:** The ability of the community, services, area or infrastructure to withstand the consequences of an incident.

**Rest centre:** Premises that are used for temporary accommodation of evacuees from an incident.

**Risk:** Risk is a product of the likelihood of harmful consequences arising from particular identified hazards or threats and the potential impact of these upon people, services and the overall environment. It is a measure of the potential consequences of a contingency against the likelihood of it occurring. The greater the potential consequences and likelihood, the greater the risk.

**Risk assessment:** A structured and auditable process of identifying hazards and threats, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.

**Risk management:** The culture, processes and structures that are directed towards the effective management of potential risks and adverse effects.

**Specific plan:** A plan designed to cope with a specific type of emergency, where the generic plan is likely to be insufficient.

**Survivors:** Those in the immediate vicinity of, and who are directly affected by, an emergency, possibly as wounded casualties.

**Survivor reception centre:** Secure area where survivors not requiring acute hospital treatment can be taken for short-term shelter, first aid, interview and documentation.

**Temporary mortuary:** Building or vehicle – usually separate from the public mortuary – adapted for temporary use as a mortuary in which post mortem examinations can take place.

**Threat:** The intent and capacity to cause loss of life or create adverse consequences to human welfare (including property and the supply of essential services and commodities), the environment or security.

**Voluntary sector:** Bodies, other than public authorities or local authorities, which carry out activities otherwise than for profit.

**Vulnerable establishment:** An institution housing vulnerable people during the day or at night.

**Vulnerable people:** People present or resident within an area known to local responders who because of dependency or disability need particular attention during emergencies.

**Warning and informing the public:** Establishing arrangements to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.

**SECTION 10**

**DIRECTORATE INFORMATION**

## 10.1 SPECIFIC DIRECTORATE PLANS

Each Directorate must ensure that each service identified with an emergency response role develops and maintains an emergency plan to enable it to deliver its emergency response role as part of the City Council's response.

These plans enable Directorate Contact Officers to activate and stand down their operational response in an emergency situation. It is advised that each Directorate Contact Officer has two copies of the plan, one at work and one at home.

Each plan should be sent to the Emergency Planning Unit, enabling the Emergency Planning Team to collate all directorate information for those who may be required to attend the Emergency Control Centre.

It is imperative that clear lines of communication and co-ordination are identified to link into the Council's overall response.

- In the event of the Emergency Control Centre being opened, a Directorate Emergency Contact Officer must attend and coordinate the Directorate Services response from there.
- If the Emergency Control Centre will not be opened, the Directorate Emergency Contact Officer must identify where they will coordinate the response and how they will liaise with the City Council's Emergency Liaison Officer.
- Each plan should identify how the service will maintain its emergency response role in the event that the emergency has disrupted its normal procedures e.g. implementing (fully or partially) Business Continuity Plans.

Assistance with emergency plan production can be obtained from the Emergency Planning Team.

In section 4 of this plan there are a number of identified roles and responsibilities, for Directorate Emergency Contact Officers the list below is advisable and should be added to all Directorate Emergency Plans.

The Emergency Contact Officer should:

- Assist with pre-planning for corporate and directorate plans
- Respond to incidents as required by mobilising directorate emergency response
- Co-ordinate the response from the Emergency Control Centre, if requested
- Ensure that their personal contact details are kept up to date
- Ensure that all information gathered, incident log sheets etc are forwarded to the Emergency Planning Unit

It is advised that several Emergency Contact Officers are identified to ensure continuity should anyone be unavailable. It is also advisable that contact information includes out of hours details.

All personnel with a role in responding should be trained as required and attend emergency exercises organised by the Emergency Planning Team.

**SECTION 11**

**CONTACT LISTS (CONFIDENTIAL)**

## **11.1 EMERGENCY LIAISON OFFICERS**

The following staff have been designated Emergency Liaison Officers and may be contacted in the given order at the numbers below during office hours.

The OOH Emergency Services hold ELO details for out of hours contact.

## **11.2 EMERGENCY CONTROL CENTRE**

In the event of an Emergency Control Centre being operational, the telephone number for incoming calls will be notified to each directorate as soon as possible.

Directorates should not contact the Emergency Control Centre on the office numbers given above, as these numbers will not be in use whilst the Emergency Control Centre is operational.