



Generic Arrangements

Emergency Response and Recovery Arrangements

Record of amendments

Date	No	Para-graph(s)	Brief details	By (Name)	Initials
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1 THE PURPOSE OF THE DOCUMENT

'Emergency Response and Recovery Arrangements' details the Major Emergency Scheme multi-agency framework for dealing with major emergencies when they arise. It is a key element in the core suite of documents covering the Dumfries and Galloway Major Emergency Scheme.

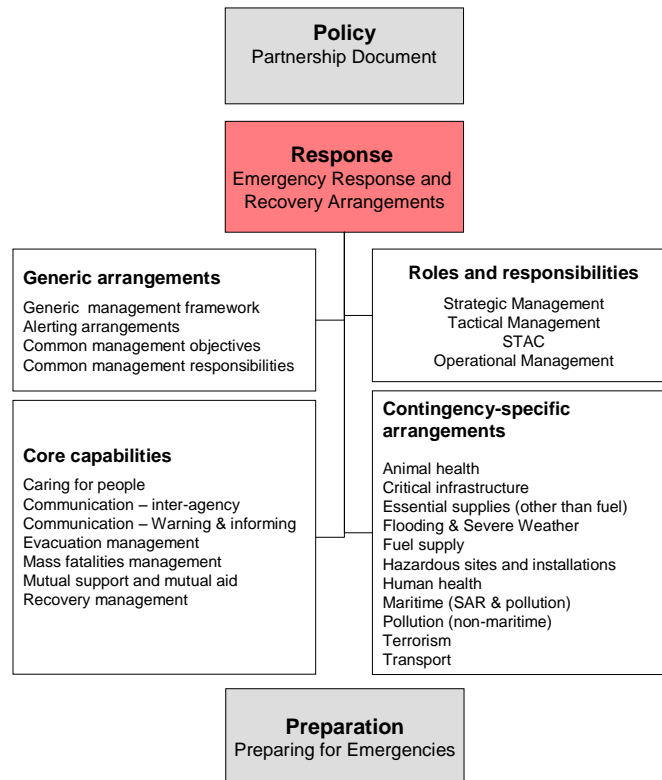


Figure 1a –

The overarching governance and collaboration agreement for both preparation and response is detailed in the [Partnership Document](#), as are the generic aim and objectives of preparation activity. The framework for preparation is detailed in MES00 03 Preparing for Emergencies

This document details the following:

- [Generic management framework](#)
- [Alerting arrangements](#) (and links to contact details)
- [Common management objectives](#)
- [Common management responsibilities](#)
- [Role-related responsibilities](#) (response and recovery)
- [Core capabilities](#) (overview and links to more detailed associated material)
- [Contingency-specific arrangements](#) (summary, overview and links to more detailed associated material)
- [Aide-mémoire for responding staff](#)

** The term 'response' as used in this and linked documents should generally be taken to embrace both the response and recovery activities of dealing with emergencies. This is on the basis that there is often no clear demarcation **in time** between the two activities. Where specific recovery issues are in focus, this will be made clear.*

The arrangements are in accordance with the overriding principles and partnership agreement set out in the 'Partnership Document'. The key activities of the partnership in pursuit of an effective response will be:

- delivering an efficient and effective integrated partnership response to major emergencies (actual or potential);
- assessing dynamic risks in a systematic and consistent manner as a basis for prioritising response activities, identifying required capabilities, optimising use of resources and ensuring health and safety considerations are given due prominence
- employing trained dedicated teams of managers at Strategic, Tactical and Operational levels to co-ordinate the response activities of all partners and others with a role to play in response to major emergencies;
- supporting to the fullest the activities of all partners to the Scheme and those supporting its principal aims;
- co-ordinating arrangements for public information;
- combining partner resources and procuring additional resources as required to address the needs of those engaged in responding to and recovering from emergencies;
- providing wide-ranging support to the community
- promoting, encouraging and supporting community resilience for response and recovery;
- maintaining full records of action taken and costs incurred;

The following document provides specific information relating to management of health and safety issues.

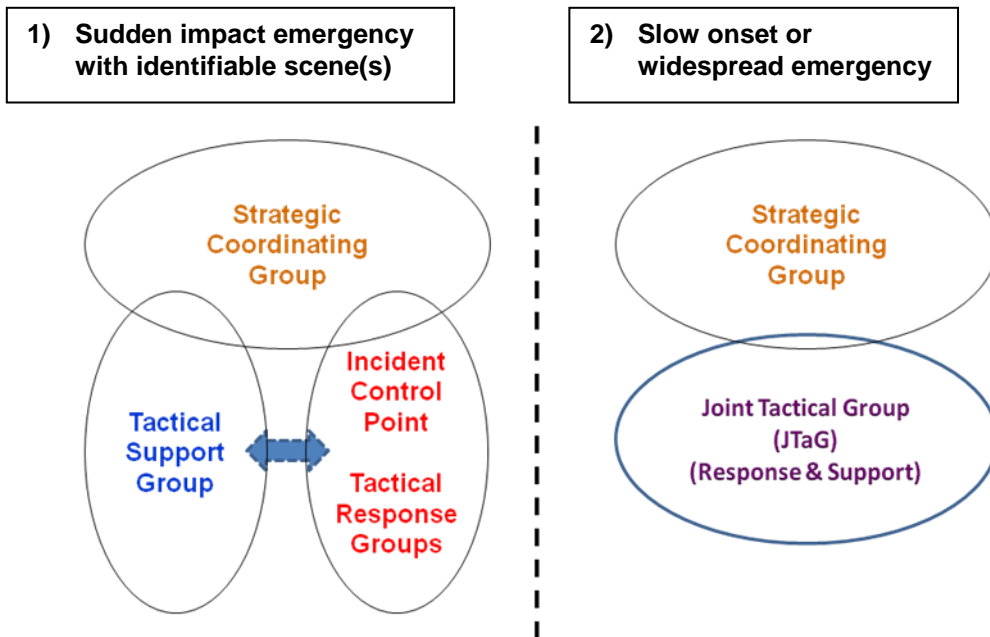
- [Health and Safety Management](#)

2 Generic Management Framework

The management framework for emergency situations is based on the 3 levels of strategic, tactical and operational. This section provides a conceptual overview of the strategic and tactical framework. Section 6 ([Role-related Responsibilities \(Response and Recovery\)](#)) covers all three levels more fully.

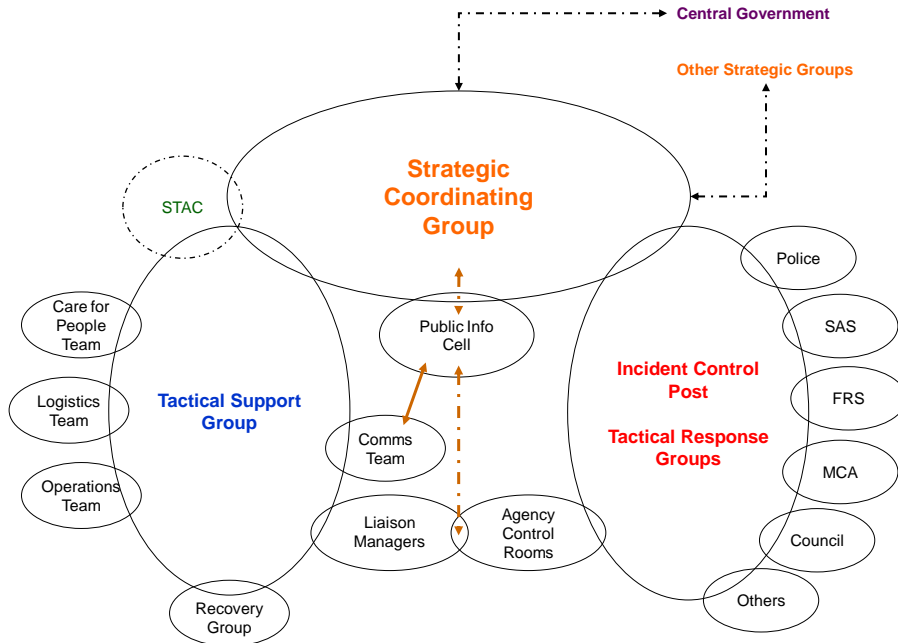
An emergency will occasion the use of one of the following two high-level management structures, as appropriate to its nature and scale.

Figure 2a – Management frameworks



The following diagram provides a more detailed picture of the management framework for the significant sudden impact event with identifiable scene(s).

**Figure 2b Detailed Emergency Management Framework
 (Sudden impact emergency with identifiable scene(s))**



Further detail on the respective groups and teams can be found at section 6 - [Role-related Responsibilities \(Response and Recovery\)](#)

3 Alerting arrangements

3.1 Overview

The sequence of actions for notification and response will vary according to the circumstances. In brief, notification may be:

- 'bottom up' as a result of information about a sudden impact incident from front-line service personnel or a member of the public (e.g. rail crash); the most common sources of alert for such incidents are the public and commerce
- top-down in the event of a slower onset or 'rising tide' emergency being judged by more senior personnel to have reached the point where emergency procedures are activated (e.g. fuel supply disruption).

Various combinations of the following activities will occur:

- Notification of an incident
- Decision-making on the seriousness of the incident
- Internal alerting
- Inter-agency alerting
- Declaring a major incident (for individual agencies)
- Activating the Major Emergency Scheme (as a partnership response)
- Declaring an emergency as defined under the Civil Contingencies Act.

The above does not constitute a sequence or check-list but indicates the range of communication decisions that come into play.

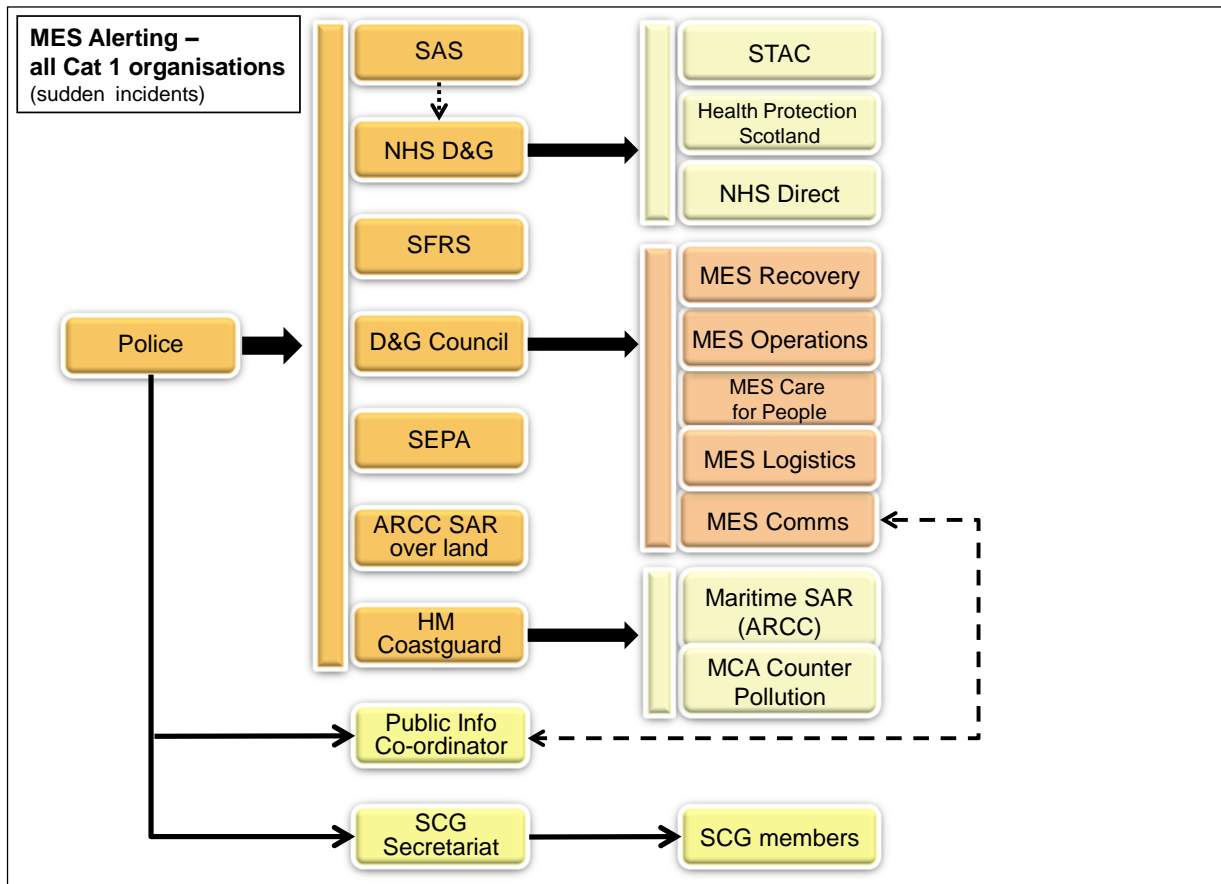
3.2 Multi-agency notification / alerting / call-out (sudden incidents)

In the event of a sudden incident, the police Area Control Room (ACR) should be notified immediately of the occurrence of any emergency that potentially or actually requires a multi-agency response. Area Control Room personnel should then notify other organisations with the minimum delay in accordance with each respective agency's contact protocol (see Figure 3.2a below).

This notification should provide details of the incident and any known information about which organisations have explicitly activated their major incident procedures.

In the first stage of notification, the Area Control Room will alert all **relevant** Category 1 organisations as summarised in the following diagram.

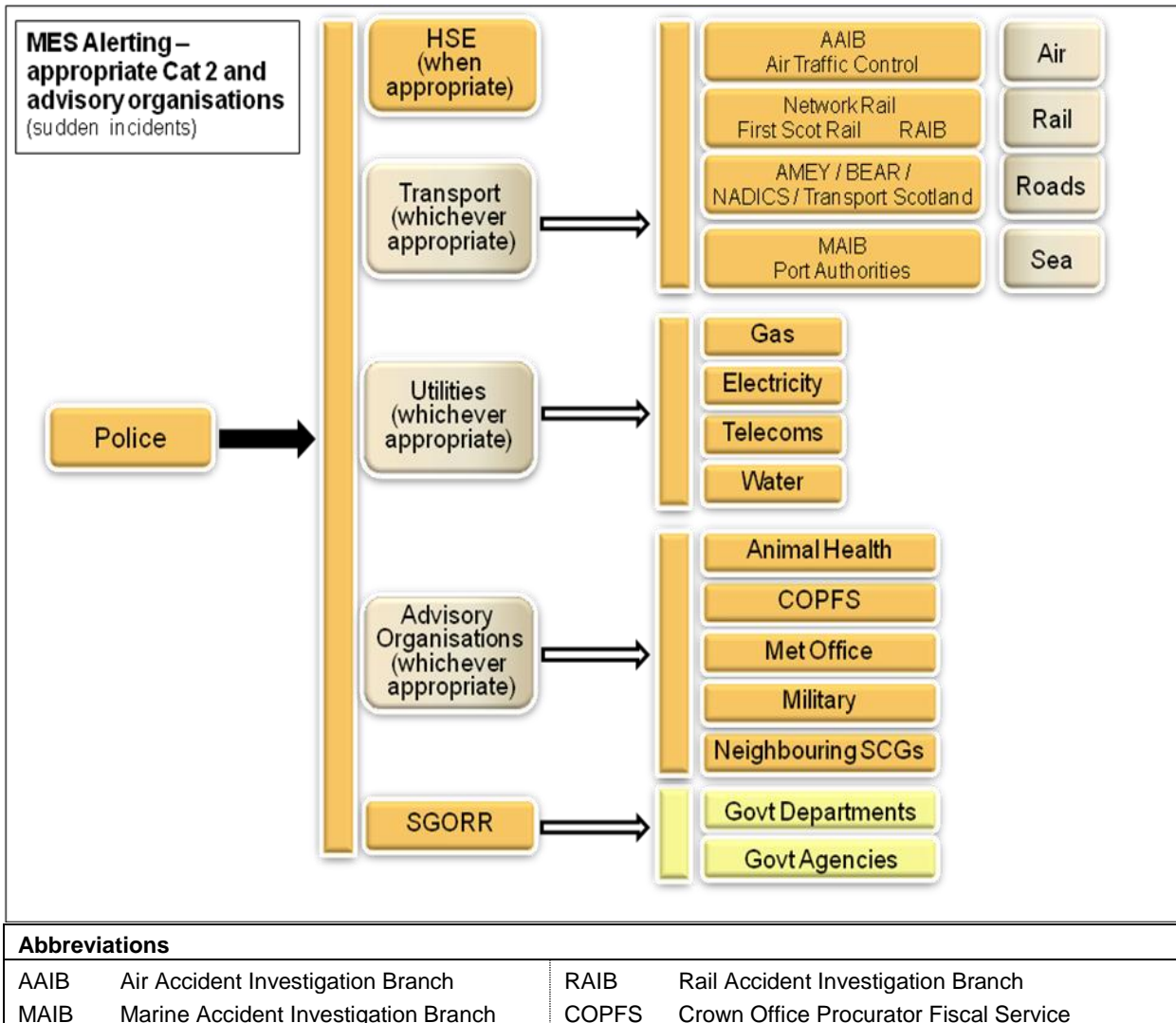
Figure 3.2a



Abbreviations			
SFRS	Scottish Fire and Rescue Service	ARCC	Air Rescue Co-ordination Centre
SAS	Scottish Ambulance Service	MCA	Maritime and Coastguard Agency
SEPA	Scottish environment Protection Agency	SAR	Search and Rescue
STAC	Scientific and Technical Advice Cell		

The order of notification of the Category 1 organisations will be as judged most appropriate to the circumstances. When the above cascade has been completed, the police will alert whichever of the following agencies are relevant in a second stage of the notification process, addressing Category 2 and advisory organisations:

Figure 3.2b:



Associated [contact details](#) for implementing the above cascades are maintained in Annex B of this document and will be used by:

- the Area Control Room for notification of a sudden emergency
- the SCG Secretariat to give notice of associated meetings
- Others as appropriate, to give notice of developments in relation to potential or actual widespread or slower-onset emergencies.

3.3 Multi-agency notification / alerting / call-out (slow onset incidents)

In the case of potential or slow-onset emergencies, there is more time to consider the level of response required and who needs to be involved. Liaison between emergency planning advisers, tactical managers and senior managers across organisations will determine what liaison needs to be established and what level of meetings need to be called to assess the situation.

By agreement, either Emergency Planning Advisors or the secretariat for any meetings or groups deemed to be required will then assume responsibility for notification (as opposed to the Area Control Room for a sudden impact event) and make use of the alerting charts at 3.2 and the contact details in Annex B as appropriate.

3.4 Single-agency notification / alerting / call-out

Each Category 1 and Category 2 organisation agrees to maintain flexible and resilient 24/7 internal alerting arrangements that will implement call-out and meeting notification procedures appropriate to its needs. These will be implemented as and when an organisation's point of contact has been notified.

Individual responding organisations will give appropriate individuals the authority to declare a 'Major Incident' on behalf of their organisation.

3.5 Major Emergency Scheme (MES) activation

At the earliest opportunity, the most senior officers available from Category 1 organisations should confer to decide whether the circumstances warrant the formal activation of the MES. The MES can be activated as a result of agreement between the senior officers or authorised representatives of any two Category 1 partners. Such agreement must be formally logged by the parties concerned.

Activation of the MES will result in:

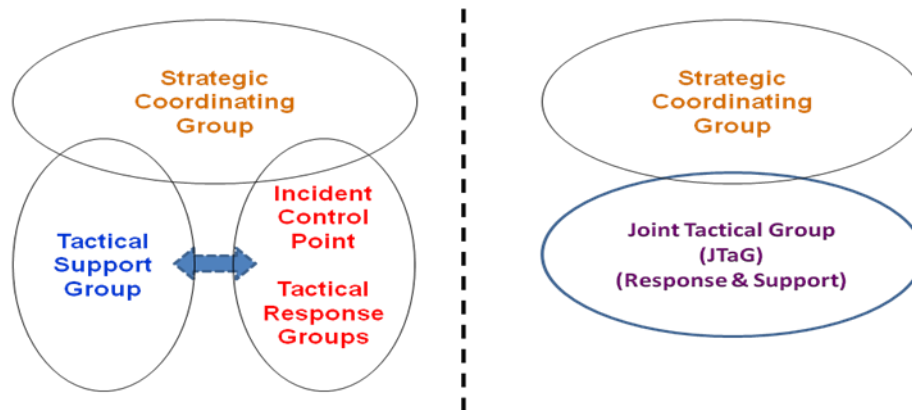
- calling and establishing at the earliest opportunity:
 - [Incident Control Post](#) (ICP) at an appropriate location and [Tactical Support Group](#) (TSG) in the Council Emergency Centre (for sudden impact emergencies)

OR if the circumstances do not warrant separate tactical response and support groups (for slower onset or widespread emergencies):

 - [Joint Tactical Group](#) (JTaG)
- setting up the Council Emergency Centre to co-ordinate the wider consequence management issues arising from the emergency
 - calling out appropriate liaison managers, functional team managers and supporting personnel to staff the centre appropriately for the emergency
 - calling a Strategic Co-ordinating Group (SCG) meeting at the earliest opportunity (at Divisional Headquarters, Cornwall Mount, Dumfries unless otherwise advised)
 - contacting the agencies required to attend the SCG meeting with request to send appropriate senior level representation.

Note that if there is a perceived need, **any of the above actions may be also be taken prior to or without formal activation of the MES.**

These actions will result in the appropriate one of the following structures



The overall call-out, alerting and meeting notifications should operate in accordance with the pattern illustrated in paragraph 3.2 above.

3.6 MES Support Activation Cascade

The MES Support activation cascade is administered by D&G Council to notify and call out those who will support wider consequence management requirements. The contents are updated and circulated to relevant managers / supervisors as appropriate.

Call-out will normally be through established organisational communication channels. In the event of failure of associated networks, announcements will be made on local broadcast media:

- ITV Tyne Tees and Borders
- BBC TV Scotland
- West Sound Radio
- BBC Radio Scotland

or by personal notification by the police.

Staff who become aware of the occurrence of a major emergency, but have not been called and find communications impaired, should report to their appropriate pre-identified base or refer to their own personal contact list

3.7 Initial actions

When receiving an alert, or otherwise becoming aware of a major emergency, responders should consider appropriate actions from their agreed emergency operating arrangements.

3.8 Contingency-specific cascades

In the event of certain contingencies occurring, additional alerting arrangements will come into play to supplement those outlined above.

Examples include radiation emergencies that fall under REPPIR, pipelines, Major Accident Control Regulations (MACR), terrorism. Details of these are to be found in [Contingency-specific arrangements](#).

4 Common Management Objectives

The common objectives for all managers for achieving an effective and co-ordinated joint response to major emergencies are:

- Protect human life, property and the environment
- Prevent escalation and minimise the harmful effect of the major incident/emergency
- Promote a swift return to normal life
- Maintain normal critical services at an appropriate level
- Provide mutual support and co-operation between responders
- Co-ordinate and manage recovery activity
- Support the local community's own part in its recovery
- Warn and inform the public
- Facilitate inquiries.

5 Common Management Responsibilities

The common responsibilities for all managers in responding to major emergencies are:

- to provide the fullest support to all organisations, services and individuals to enable them to devote their efforts to their primary tasks
- to achieve an effective response by ensuring staff are properly briefed, managed and debriefed
- to motivate, encourage and support staff
- to promote a personal, sympathetic and compassionate approach to all involved in major emergencies
- to ensure the Health, Safety and well-being of staff carrying out normal duties in exceptional circumstances
- to maintain full records (of decisions, reasons for decisions, actions, reviews and costs)
- to contribute to post-event evaluation.

6 Role-related Responsibilities (Response and Recovery)

This section outlines the roles and responsibilities of the various **multi-agency management groups** and associated **advisory cells** at strategic, tactical and operational level. (Much related information can be found in Preparing Scotland at <http://www.scotland.gov.uk/Publications/2008/11/05142600/5> in respect of national guidance on responding to emergencies.)

6.1 Strategic Management – the Strategic Co-ordinating Group

6.1.1. SCG Purpose

The SCG is the multi-agency group responsible for formulating and co-ordinating policy and strategy decisions for the overall co-ordination of the emergency response and recovery.

The focus for the SCG is on:

- having an integrated approach to:
 - determining strategic intentions for the response and reviewing them regularly
 - agreeing PR and public information strategy
 - providing direction and support for tactical officers
 - prioritising the demands of tactical officers
- anticipating emerging challenges
- executive decisions on policy
- financial / spending implications
- prioritising resources
- providing inter-agency contributions and mutual assistance as required
- liaising with central government
- liaising with other SCGs when they are involved in the same emergency
- considering political and legal implications
- maintaining a policy log of key decisions and reasons for them.

The collaborative decision-making of the SCG does not replace individual agencies' strategic mechanisms. Each retains its own responsibilities but co-ordinated senior level discussions ensure that links between strategic decisions are identified and consensus policies agreed. In the event that measures are not universally agreed details must be clearly recorded.

6.1.2. SCG Membership

The SCG will be formed of those senior officers (or deputies) whose organisations have a significant response and/or recovery role. These will be drawn from appropriate Category 1 organisations and Category 2 organisations, further responding organisations (commercial / industrial / statutory) and advisory organisations with expertise in **areas appropriate to the emergency in hand**.

Attendees should be of a level that allows them to make decisions on behalf of their organisation and commit organisational resources. It is important that the membership of the meeting is kept as tight as possible so that strategic business can be covered

efficiently and effectively. Briefing officers to attending senior officers should only participate in the meeting if absolutely necessary.

Members attending meetings should ideally have security approval to a level that equates to basic checks as normally carried out through the police service.

A representative from Scottish Resilience should also be present whenever possible.

6.1.3. Conduct of SCG meetings

In most instance the Local Police Commander (or depute) will chair the group initially in view of the key co-ordinating role of the police. As circumstances develop it may become more appropriate for a different organisation to chair the Group. The Council Chief Executive, or deputy, will most likely chair the group when recovery activity becomes the main thrust. (In some emergencies the chair may fall more naturally to another organisation from the outset – for example, the Ch. Exec. of D&G NHS chaired the SCG during the 2009 flu outbreak.)

- The Chair will decide the frequency of meetings, with the timing of each meeting being notified in advance.
- Short, sharp meetings are of the essence – for rapid onset emergencies they should aim to last no longer than about 30 minutes.
- Meetings should remain strategic in terms of content.
- Strategic intentions should be agreed and recorded at the outset; they should be reviewed and revised as circumstances change.
- Frequency of meetings may be greater during critical phases of the incident.
- Meetings will start promptly, attendees should ensure that they arrive at the appointed time.
- The Chair has discretion to ask members to leave the SCG when information not relevant to their role is being discussed or when they have not undergone appropriate security checks for certain types of information.
- The SCG will normally meet in Divisional Headquarters, Cornwall Mount, Dumfries in the first instance.

For sudden impact incidents in particular, the ‘What, So what, Now what’ progression will assist in working through the agenda to establish:

- the current situation and its key features; reports on effectiveness / appropriateness of strategy or actions so far (**WHAT**)
All SCG members and advisors must be mindful of the need to be concise and to-the-point and adhere to the adopted ‘2-minute briefing’ guideline when providing updates or situation reports or making recommendations.
- interpretation of events; anticipation of developments; formulation or review of strategic intentions; priorities; options to consider, (**SO WHAT**)
- decisions/agreements (with rationale) and assigned actions (**NOW WHAT**)

A similar need for brevity and conciseness applies to providing recommendations/options made in the light of available information, or on recommended lines-to-take.

6.1.4. SCG Secretariat

- The chairing organisation should in principle provide the secretariat for SCG meetings held during the response to an emergency.
- The secretariat will be responsible for ensuring relevant organisations are notified of meetings being called so that each organisation can cascade the information to appropriate personnel.
- Attendees should submit any available papers outlining options and the way forward through the SCG Staff Officer/PA.
- Where possible, material that needs to be copied or printed for the SCG meeting should be provided to the SCG Staff Officer/PA as far in advance of the next scheduled meeting as circumstances permit.
- The secretariat will ensure that accurate records of meetings are kept, and that decision logs, actions and minutes are made available to SCG, TSG, ICP and any other tactical level groups as soon as possible, and circulated more widely as appropriate.
- All decision should be recorded along with underpinning rationale. Where possible, any options rejected should also be recorded along with reasons for rejection.
- All records must be preserved indefinitely for future reference.

6.1.5. SCG External Liaison

The SCG should establish appropriate links with other SCGs where the emergency warrants wider collaboration.

Liaison with Scottish Government will be principally through links with the Scottish Government Resilience Room (SGoRR). Submission of appropriate situation reports and participation in teleconferences will be arranged as agreed in the SCG-SG Memorandum of Understanding.

In the event of a maritime incident involving salvage and/or counter-pollution, the SCG should establish appropriate links with key roles and units identified in the [MCA National Contingency Plan](#)¹, in particular if the Secretary of State's Representative becomes involved.

In the event of an emergency involving animal diseases, the SCG should establish appropriate links with the Regional Operations Director (ROD) for Animal Health.

Other types of emergencies will occasion the need to consider liaison and collaboration with other appropriate organisations or departments.

6.2 Front-line Response Management and Co-ordination

Many emergencies occur within the boundaries of fairly small areas and with little or no warning. This section describes the arrangements for managing the multi-agency tactical and operational response at the scene(s) of such an incident.

¹ National Contingency Plan for Marine Pollution from Shipping and Offshore Installations

By the very nature of such incidents, the emergency management framework will usually be implemented from the bottom up: operational → tactical → strategic.

The emergency services (police, fire and rescue, ambulance, coastguard) are required to work as first responders in various combinations appropriate to the type, nature and location of the emergency, and in close collaboration with other response partners.

The roles and responsibilities of individual partner organisations of the Major Emergency Scheme are summarised in the Partners' Document (Annex A) which should be read in conjunction with this document

6.2.1. First Officers on Scene

The first members of the emergency services to arrive at the scene should as a matter of priority carry out an initial assessment (and not immediately become involved with rescue). They should disseminate appropriate information to respective control rooms along the following lines:

<u>S</u> urvey	the scene and record observations;
<u>A</u> ssess	the scale and scope of the situation;
<u>D</u> isseminate	information to control room(s).
<u>C</u> asualties	Approximate number of injured, dead, un-injured and general
type of	injuries (e.g. burns, chemical, inhalation, blood loss);
<u>H</u> azards	Present and potential (e.g. fuel spills, debris, gas, fire,
chemicals,	explosion;
<u>A</u> ccess	Best and safest routes for vehicles attending (parking,
turning, blocked	routes). Identify suitable rendezvous point (RVP);
<u>L</u> ocation of incident	If not easily identifiable, refer to landmarks, road
	junctions, to help pinpoint exact location;
<u>E</u> mergency Services	Which services are present and which are required;
<u>T</u> ype of Incident	Brief details of type of incident and impact (numbers of
vehicles, aircraft, buildings, etc.);	
<u>S</u> tart a log	Note key information, actions, decisions with a view to up-
dating	others attending the incident and for possible resulting
enquiries.	

6.2.2. Operational response – Forward Control Point (FCP)

The location of the FCP will be determined by the police and dictated by the prevailing circumstances. The advice of the fire and rescue service should be sought with regard to hazards present or potential.

The FCP should be at or near the inner cordon, safe and clear of hazards, and sited with due consideration of wind direction and other relevant ambient factors such as ground conditions and access. The FCP should be identified by a single illuminated blue flashing light. The FCP will facilitate Operational level co-ordination and will be the base for operational level commanders / managers from the emergency services and other organisations as appropriate.

(Some incidents may present more than one identifiable scene simultaneously, in which case an FCP may be required for each.)

6.2.3. Tactical response - Incident Control Post (ICP)

The ICP is the place from which each of the tactical commanders / managers from the emergency services and other organisations as appropriate can manage and direct their services' initial response to a land-based emergency while liaising with counterparts. Once ICP arrangements are in place, handover for tactical level co-ordination from FCC to ICP should be implemented to ensure proper demarcation between respective functions during an emergency.

ICP location and facilities

The actual location of the ICP will be determined by the police in consultation with the other emergency services, either making use of an appropriate building or set up on hard standing if possible. It should be in the vicinity of the scene within or close to the outer cordon, safe, accessible, conspicuous and secure. It is important that key organisations are represented to enable the ICP to function effectively as the focal point for tactical level co-ordination of response activities at or near the scene.

The ICP should afford facilities from which key representatives can both meet and work. Provision is needed for meeting space adequate for the full complement of agency representatives and separate from ongoing work areas to allow the Tactical Commander an environment in which effective meetings can be conducted. The Tactical Commander should ensure that someone is responsible for maintaining a rolling log / status board of key response information.

The Tactical Commander needs to establish effective links and regular contact with the Strategic Commander when an [SCG](#) is implemented, and with any key [tactical centres](#) involved in the response. ICP facilities need to include provision for sharing information within the ICP itself.

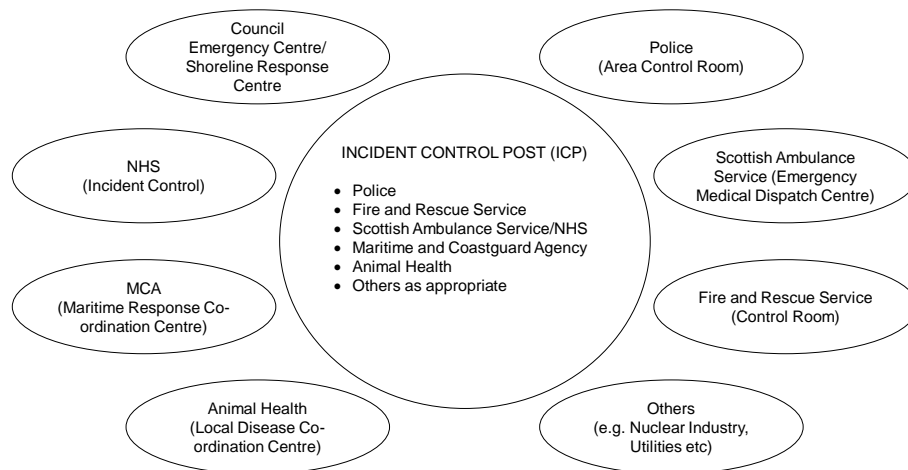
Conduct of ICP meetings

The Group is normally led by the Police Tactical Commander.

- The Chair will decide the frequency of meetings, with the timing of each meeting being notified in advance.
- Timing of meetings should consider where possible an appropriate 'battle rhythm' to achieve synergy with the work of the SCG.
- Short, sharp meetings are of the essence, with specialist inputs concise and to the point on recommendations or options made in the light of available information
- Meetings should remain tactical in terms of content and be guided by any available strategic aim and objectives set by the SCG.
- The Chair has discretion to ask members to leave when information not relevant to their role is being discussed or when they have not undergone appropriate security checks for certain types of information.
- An accurate record must be kept of decisions, action points, requests and other key information such as the rationale for decisions and the context in which they were made.

6.2.4. Tactical response – control links

The following diagram illustrates the key linkage required for control of a major emergency between **tactical** centres for command and control when an Incident Control Post is established.



6.2.5. Operational co-ordination at the scene

The Police Incident Officer (PIO) will co-ordinate the emergency services and other agencies during the emergency phase of the incident.

Initial considerations of the combined emergency services will relate to:

- [inner](#) and [outer](#) cordons
- evacuation of the public from the area
- [Forward Control Point\(s\)](#) (FCP)
- [Rendezvous Point\(s\)](#) (RVP)
- securing adequate communications
- [Casualty Clearing Station](#) (CCS) / [Ambulance Loading Point](#) (ALP)
- [Body Holding Area and mortuary facilities](#)
- [public information requirements](#)
- [media holding and briefing](#)
- [vehicle marshalling area](#)
- traffic management
- need for [Casualty Bureau](#)
- [care for people centres](#)

Inner cordon

The Fire and Rescue Incident Officer (FIO) will determine the parameters of the inner cordon. The F&RS will co-ordinate the safety, management and access for all personnel and provide advice on hazards and health and safety matters within it.

The inner cordon will be clearly defined by marking with tape; rope or similar and reinforced by a police presence as required. The inner cordon will establish immediate security and safety of an incident site. Only authorised personnel, suitably clothed and briefed, and with appropriate identification will be permitted within the inner cordon, which should only be accessed from the FCP.

The police and ambulance services, working in conjunction with the fire and rescue service, will also log and verify their own service personnel entering the inner cordon (although this may be done by one service for all or jointly). In addition the police will log representatives of the utilities, investigators and other organisations.

The fire and rescue service will determine an emergency evacuation signal, generally a series of short blasts on a whistle. All personnel working in the inner cordon must be aware of the signal and respond to it if the area becomes hazardous.

In the event of emergencies involving harmful contamination additional zones may be established within the inner cordon that only suitably trained personnel may enter. Emergency services working within these zones must have received specialist training and exercising.

The inner cordon must be treated as the scene of a crime and preserved accordingly.

Outer cordon

The outer cordon will be established by the Police Incident Officer (PIO) and where possible follow natural boundaries and obvious landmark installations. Police will co-ordinate access control for the outer cordon. The outer cordon should be clearly defined by signs; tape; rope etc., and reinforced by a police presence as required.

Where evacuation of the outer cordon has not been necessary, police cordons officers will vet vehicular and pedestrian access to and from homes, businesses, schools, etc. Officers on cordons duties must be made aware of any access restrictions as soon as possible.

Representatives of agencies responding to the scene should carry their official identification with them at all times to enable them to negotiate police cordons. Where possible the names of responding personnel should be notified to the [ICP](#) so that the identities of individuals needing access through police cordons can be verified.

Rendezvous Point (RVP)

The RVP location will be determined by the police in consultation with other services and take account of site and weather conditions.

The RVP should be within the [outer cordon](#) but on its periphery, accessible and secure. It must be safe and well clear of hazards and on hard standing with a sufficiently large parking area.

All emergency, specialist and support services should be directed to the [RVP](#) in the first instance. It will be under the control of a police officer. This officer will be responsible for liaison with the ICP and [FCP](#) to advise of the arrival of resources which, if not immediately required, will be directed to the Marshalling Area.

Marshalling area

A marshalling area for holding resources not immediately required will normally be established in the vicinity of the [RVP](#). The actual location should be agreed after consultation between the incident officers from police, fire and ambulance (PIO, FIO and AIO) and suitable for accommodating and manoeuvring a large number of vehicles. Resources should be marshalled under the direction of an officer of each service.

Casualty Clearing Station (CCS)

When required, a CCS will be set up by the ambulance service to provide a focal point for secondary triage, medical treatment and to prioritise and direct the evacuation of patients. The Ambulance Incident Officer (AIO) will co-ordinate NHS activity at the scene, casualty clearing and which designated hospital(s) casualties are removed to.

The location will be agreed with due consideration of information from the other incident officers. The CCS may be established in an existing structure or in one or more temporary shelters brought to the scene for that purpose.

Depending on assessment, casualties will either be moved to the Ambulance Loading Point (ALP) for onward transfer to a designated receiving hospital or arrangements made for them to go to a Survivor Reception Centre.

Where the incident and circumstances require, the ambulance service response in the assessment and treatment of casualties may be augmented by the attendance of one or more medical support teams, i.e. GP immediate care scheme (BASICS), Major Incident Medical Management and Support (MIMMS) or Emergency Medical Retrieval Service (EMRS). Where on site surgery is required then a Site Surgical Medical Support Team may also attend.

Ambulance Loading Point (ALP)

The ALP should be adjacent to the Casualty Clearing Station. A traffic management route (normally via a one-way system) should be established to allow ambulances to be called forward, collect allocated patient(s) and move away without undue delay.

Casualty documentation at the scene

The police will be expected to assist SAS with their Casualty Clearing Station and Ambulance Loading Point functions. Patient numbers and destinations should be recorded by the police at the ALP and passed to the PIO so that police liaison/documentation teams can be sent to the hospitals receiving casualties from the incident.

Body management

Bodies will be left in situ pending authority from the Procurator Fiscal to remove them, unless they are either hampering the rescue effort or leaving in situ will risk them being further damaged or destroyed. The police will be responsible for establishing an on-site body holding area (BHA) if required, to which bodies will be moved as appropriate. All related issues for dealing with bodies at the scene and subsequently are dealt with comprehensively in the [Mass Fatality Management](#) document.

6.2.6. Maritime and coastal incidents

When an off-shore or coastal emergency occurs, the response involves additional agencies to those involved in on-shore incidents, with consequent adjustments to co-ordination arrangements.

Co-ordination of off-shore search and rescue

When an emergency occurs at sea the Maritime and Coastguard Agency (MCA) leads the off-shore response and search and rescue (SAR). The primary emergency response unit of the MCA is the Maritime Rescue Co-ordination Centre (MRCC). For D&G coastal areas, MRCC Liverpool is the lead for the area from Gretna to the Mull of Galloway and MRCC Greenock for the west coast and Loch Ryan up to the South Ayrshire border just north of Cairnryan. The lead MRCC will be supported by others as necessary.

The key role in this respect is the SAR Mission Co-ordinator (SMC) working from the lead MRCC. The SMC may be seen as the Tactical Commander for the maritime SAR.

Maritime shore-side liaison

Responding organisations are requested to send an officer to the co-ordinating MRCC to act as Maritime Incident Communications Officers (MICOs) to receive information on the maritime aspects of the emergency and pass on information on their own organisation's response. The MICOs are therefore the main communications links between the SMC and shore side responders. The aim of the MICO system is to overcome the difficulties of separate and/or remote emergency response by establishing communications between the maritime and shore side incident commanders. MICOs will usually be based near to, and be familiar with, the MRCC. They do not have to have tactical or strategic command functions.

The Duty National SAR Officer (DNSARO) may be seen as the Strategic Commander of the maritime SAR response. It should be noted that this officer is likely to be remote from the emergency area and unable to physically attend a Strategic Group established by shore side responders, at least in the early stages. Until such time as an MCA officer at strategic command level can join a local Strategic Group, an MCA liaison officer may attend to facilitate communications and mutual understanding.

MCA Incident Officers and liaison officers may be despatched to relevant sites in the response to an emergency.

Maritime pollution and salvage

MCA is the competent UK authority that responds to pollution from shipping and offshore installations. It has developed comprehensive response procedures to deal

with any emergency at sea that causes pollution, or threatens to cause pollution. Full details are available in the [MCA National Contingency Plan](#). These procedures have built-in thresholds to allow for flexibility of response to different degrees of incident.

MCA has appointed a Secretary of State's Representative (SOSREP) who acts on behalf of the Secretary of State for the Department for Transport (DfT). He is tasked to oversee, control and if necessary to intervene and exercise "ultimate command and control", acting in the overriding interest of the United Kingdom in salvage operations within UK waters involving vessels or fixed platforms where there is significant risk of pollution. Details of the SOSREP's role may be found at: <http://www.mcga.gov.uk/c4mca/sosrep.pdf>.

Response to coastal pollution

In accordance with the NCP arrangements, to co-ordinate the response to shore side clean-up of coastal pollution, a Shoreline Response Centre will be set up. It has been agreed with MCA that this will in the first instance be co-ordinated from the Council Emergency Centre in Dumfries. In effect this is in principle a specialised form of the Tactical Support Group (see 7.3). The lead shore side agency in this respect is D&G Council.

6.3 Tactical Support – the Tactical Support Group (TSG)

6.3.1. Purpose of TSG

At times of emergency the Group's members are the line managers first called out to mobilise and co-ordinate activities in support of the front-line response and the wider consequence management response and support to the community. In addition to their individual responsibilities they are responsible collectively for preparing advice to assist the [Strategic Co-ordinating Group](#) in carrying forward its policies, determining priorities, assessing need, planning work, resourcing the response, reviewing progress and adjusting plans in relation to consequence management.

Tactical Support Group members will gather initially at the Council Emergency Centre in Dumfries.

The purpose of the group is to:

- co-ordinate the tactical management of the wider consequence management response and support to the community
- co-ordinate multi-agency support to front-line tactical response managers at [incident control](#) and/or emergency scene in the event of a sudden-impact emergency
- provide a tactical level of support management that implements SCG policy decisions through appropriate activity within member organisations
- co-ordinate situation reports to the SCG on developments, challenges and objectives in relation to consequence management issues
- co-ordinate the work of [MES Functional Teams](#) in identifying requirements and delivering appropriate solutions

- co-ordinate the support to and resourcing of operational centres remote from the scene of an incident (reception centres, temporary mortuary etc)
- establish links with tactical management in other SCG areas when appropriate.

In terms of support to responders, for emergencies where an [Incident Control Post](#) is established, the Group will provide Tactical Support to the front-line Tactical Commanders.

For emergencies where there is no identifiable scene or for a slow-onset emergency, if a separate ICP and TSG are not appropriate, a [Joint Tactical Group](#) comprising appropriate managers will be convened to provide overall Tactical Co-ordination of both response and support.

The following documents provide specific information on agreed arrangements for financial expenditure and accounting during major emergencies

- [Financial Systems](#)
- [Financial Arrangements](#)

6.3.2. TSG Membership

The Tactical Support Group is made up of

- [Functional Team Managers](#) from each of the following four teams: [Communications](#), [Care for People](#), [Logistics](#) and [Operations](#)
- [Liaison Managers](#) from Category 1 organisations involved in the emergency response
- Representatives of Category 2 organisations involved in the emergency response or support
- Representatives of further responder, advisory and supporting organisations whose contributions are appropriate.

Individual managers' roles may develop to complement the general strategy adopted in any major emergency.

6.3.3. Conduct of TSG meetings

The Group is normally led by the Chief Executive of Dumfries and Galloway Council or depute.

- The Chair will decide the frequency of meetings, with the timing of each meeting being notified in advance.
- Timing will be geared in such a way as to establish an appropriate 'battle rhythm' to achieve synergy between the work of the SCG and TSG, and with the Functional Teams whose managers are members of the TSG. Timing will also take account of meeting schedules at national level when appropriate / practical.
- Short, sharp meetings are of the essence. For rapid onset emergencies in particular, they should last no longer than 30 minutes.
- Meetings should remain tactical in terms of content and be guided by whatever strategic aim and objectives are set by the SCG.

- Frequency of meetings may be greater during critical phases of an emergency.
- Meetings will start promptly, so attendees should ensure that they arrive at the appointed time.
- The Chair has discretion to ask members to leave when information not relevant to their role is being discussed or when they have not undergone appropriate security checks for certain types of information.
- The TSG will normally meet in the Council Emergency Centre.

Specialist advisors should be briefed by the Chair or meeting secretariat on the need to be concise and to-the-point on recommendations/options made in the light of available information, or on recommended lines-to-take.

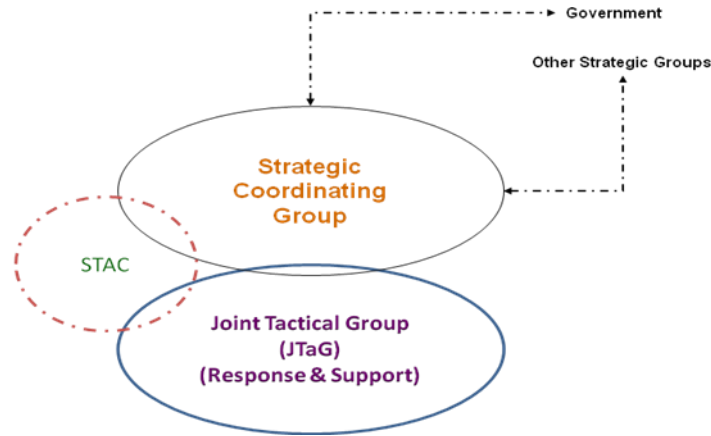
6.3.4. Secretariat

- The chairing organisation should provide the secretariat for TSG meetings held during the response to an emergency.
- The TSG secretariat will be responsible for issuing notifications and invitations to meetings under the auspices of the Chair.
- Attendees should submit any papers outlining options and the way forward through the TSG secretariat.
- Where possible, any available written updates or papers for consideration should be provided to the TSG secretary by 30 minutes prior to the next scheduled meeting.
- The secretariat will ensure that accurate records of decisions and meetings are kept, and that actions and minutes typed in bullet point format are made available to TSG, ICP, SCG, STAC and Functional Team members as soon as possible.
- All minutes, logs or other records must be preserved for future reference.

6.4 Joint Tactical Group (JTaG)

6.4.1. Purpose of JTaG

There is a range of potential, developing or actual situations when there is either no obvious locus for an Incident Control Post or the scale of events has not reached a level that requires separation of tactical response management and tactical support management. In such situations a Joint Tactical Group will be convened to provide integrated tactical co-ordination below the level of the SCG for both 'response' and 'support'. This formalises ad hoc arrangements experienced in a number of situations (for example fuel supply disruption, severe weather and pandemic flu).



6.4.2. JTaG Membership

As appropriate to the potential or actual situation, JTaG membership will comprise:

- Representatives of Category 1 and 2 organisations along with representative from Advisory organisations.
- Representatives of further responder, advisory and supporting organisations contributing to the emergency response.

6.4.3. JTaG Alerting and activation

A JTaG should be convened when there is agreement between strategic or tactical managers / advisers from two or more Category 1 organisations that a group below the level of the SCG needs to meet in anticipation of, or in response to, a slow onset, protracted or widespread emergency. This proposal aims to define more formally what has happened to some extent in slow-onset or widespread emergencies over the past few years.

The default location for the initial meeting of the JTaG for such an emergency (potential or actual) will be the Council Emergency Centre.

Dynamic assessment will determine whether events reach a scale that requires response and support to be managed separately at tactical level along the lines of Figure 1.

6.4.4. Conduct of JTaG meetings

A JTaG meeting will in the first instance be chaired by police, with the chairing organisation and venue for subsequent meetings adjusted as circumstances require.

- The Chair will decide the frequency of meetings, with the timing of each meeting being notified in advance.
- Timing will be geared in such a way as to establish an appropriate 'battle rhythm' to achieve synergy with any other meeting schedules at local or national level when appropriate / practical.
- While circumstances in which a JTaG is held may not be subject to the extreme time pressures, the principle of holding short, sharp meetings holds good.
- Meetings should remain tactical in terms of content and be guided by any available strategic aim and objectives set by the SCG.

- Meetings will start promptly, so attendees should ensure that they arrive at the appointed time.

Specialist advisors should be briefed by the Chair or meeting secretariat on the need to be concise and to-the-point on recommendations/options made in the light of available information, or on recommended lines-to-take.

6.4.5. JTaG Secretariat

- The chairing organisation should in the first instance provide the secretariat for any JTaG meetings held.
- The JTaG secretariat will be responsible for issuing notifications and invitations to meetings under the auspices of the Chair.
- Attendees should submit any available papers outlining options and the way forward through the secretariat.
- Where possible, any available written updates or papers for consideration should be provided to the meeting secretariat by 30 minutes prior to the next scheduled meeting.
- The secretariat will ensure that accurate records of decisions and meetings are kept, and that actions and minutes typed in bullet point format are made available to JTaG, SCG and STAC members as soon as possible.
- All minutes, logs or other records must be preserved for future reference.

6.5 Scientific and Technical Advisory Cell (STAC)

6.5.1. Purpose of STAC

The STAC is a discrete expert advisory group formed under local arrangements to provide distilled authoritative information and agreed expert advice on a range of public health, environmental, scientific and technical issues.

It will:

- bring together or arrange contact with relevant specialist advisors through a single group
- confine the main discussion on such issues to within the STAC itself (to avoid such discussion having to take place at main co-ordinating group meetings).
- provide through the Chair agreed recommendations to the SCG on public health, environmental, scientific and technical risk management
- provide co-ordinated public health, environmental, scientific and technical risk communication messages.

6.5.2. STAC Membership

The STAC has a standard core membership as below, in accordance with national guidance:

Organisation	Representative
NHS D&G	Director of Public Health Medicine, or Consultant in Public Health Medicine.
D&G Council	Senior environmental health representative
Scottish Fire and Rescue Service	HAZMAT Officer
Lead Responder (usually police in first instance)	Liaison Officer from Lead Responder Media and communications Officer
Media and Public Information Officer	Chairing organisation
Health Protection Scotland	Consultant from Health Protection Scotland
Scottish Environment Protection Agency	Liaison Officer

The DPHM or CPHM (or nominated trained depute) will chair the STAC in the first instance. The chair may pass to another agency as the emergency develops, but only if there are no significant public health issues to consider.

This core membership will be tailored to reflect the nature, scope and scale of the emergency as required and as agreed with the main emergency co-ordinating group chair active at a given time (e.g. SCG, TSG, JTaG).

6.5.3. STAC Alerting and activation

At the request of the SCG, TSG or JTaG the Lead Responder will be responsible for activating the STAC through NHS D&G, which will alert the Department of Public Health. The nominated Chair will then make arrangements to:

- convene the core STAC at the designated STAC room at Divisional HQ, Cornwall Mount, Dumfries, circumstances permitting, or arrange for it to be assembled at another appropriate location or virtually through telecommunication links as appropriate to the circumstances
- activate the STAC support team.

Further members of the STAC should be advised and asked to stand by as appropriate.

6.5.4. **Conduct of STAC meetings**

Once activated, a meeting of the core group will be held as quickly as possible to carry out initial health and environmental risk assessments and identify requirements for specialist advice to Strategic and/or Tactical groups. Chairing arrangements should be confirmed or adjusted as appropriate

The Chair will represent the STAC and convey its considered advice on actual or potential threats / hazards as early as possible to groups co-ordinating a response at a Strategic, Tactical or other level, as required. A deputy chair should be agreed to ensure continuity while the chair is absent.

Key requirements:

- time STAC meetings to occur between those of the SCG or equivalent to allow the Chair to represent the STAC appropriately
- hold short, regular and decision-focussed meetings on the basis of information available at the time
- pre-brief members about to engage with STAC to avoid repetitious updating during meeting time
- ensure accurate minuting of actions, advice, recommendations and decisions, with appropriate recording of underpinning rationale
- for information, distribute minutes as rapidly as possible to members of STAC and to whichever of the following have been activated: SCG, TSG, ICP, JTaG
- for subsequent action, circulate ratified advice and associated decisions to tactical groups.

6.5.5. **STAC Administration and support**

The chairing organisation will be responsible for ensuring that adequate administrative arrangements are in place for a STAC support team to:

- operate the STAC facility for the duration of the emergency
- record and log all calls to, and requests for advice from, the STAC
- maintain action and decision logs and producing minutes of STAC meetings
- maintain a status board of live issues and actions
- maintain details of current members and Chair and associated briefing information
- arrange for additional practical support as requested by the Chair.

The designated room at Divisional HQ, Cornwall Mount, Dumfries provides the standard requirements for communications facilities. If for any reason this room cannot be used, meetings should ideally be held at a location where telecommunications and IT equipment, internet access and access to teleconference or video-conferencing equipment are provided.

6.6 Tactical Support Managers

6.6.1. Liaison Managers

Liaison Managers act as a key link between the organisations within the Major Emergency Scheme. They will be drawn from organisations with a significant role in a given emergency (principally from Category 1 or Category 2 organisations, but also from supporting organisations such as the armed forces, Animal Health etc.).

They must have a thorough knowledge of both the Scheme's and their organisation's management structures and resources. They can call upon the considerable resources available under the partnership in support of their organisation.

Liaison Manager Roles and Responsibilities

Liaison Managers are responsible for ensuring that, wherever possible, all relevant services and resources are identified and made available to partners in the Major Emergency Scheme with minimum delay in support of an effective response. They therefore play an active part in the overall co-ordination and management of the response. Their responsibilities are:

- ensuring effective communication between their organisation and those engaged in responding under the Major Emergency Scheme by gathering, assessing and disseminating information related to their organisation's activities;
- co-ordinating the support activities of their organisation by mobilising and directing resources in collaboration with other partners in the Scheme;
- co-ordinating requests from front-line responders for support from other organisations
- directly supporting the activities of their organisation through their participation in the Tactical Support Group (or Joint Tactical Group)

6.6.2. Functional Team Managers

Four [functional teams](#) work to the [Tactical Support Group](#) to provide the wider support to emergency response and recovery activity:

- [Communications Team](#)
- [Care for People Team](#)
- [Logistics Team](#)
- [Operations Team](#)

Each team has a pool of trained Functional Team Managers, making a cadre of up to 16 in all to ensure resilience. During an emergency, the manager for any team that needs to be activated will be drawn from this pool and appropriate periods of duty and rotation agreed to suit the circumstances. Sustainability of the response should be considered in the event of round-the-clock working.

Functional Team Manager Roles and Responsibilities

In addition to the [common management objectives](#) and [responsibilities](#) for all managers, Functional Team Managers will:

- arrange for the appropriate staffing of their teams
- manage the work within the teams
- represent their functional area on the Tactical Support Group (or Joint Tactical Group)
- ensure that team activities are sustained and appropriately supervised during absences due to their participation in TSG meetings.

6.7 Operational and Community Support – Functional teams

6.7.1. Functional teams

This section covers in turn the four functional teams that work to the [Tactical Support Group](#) to provide the wider support for emergency response and recovery activity:

- [Communications Team](#)
- [Care for People Team](#)
- [Logistics Team](#)
- [Operations Team](#)

6.7.2. Communications Team

This section details the purpose, membership and structure of the Communications Team.

Purpose

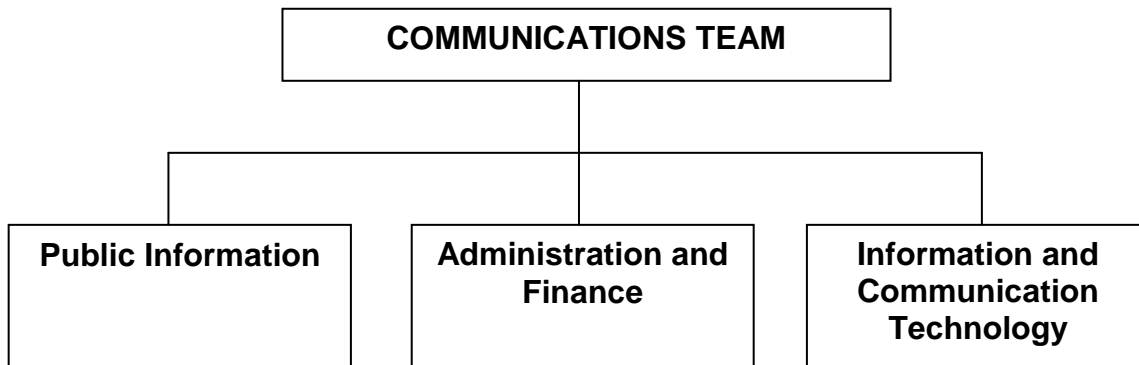
The Communications Team manages activities related to gathering, processing, passing and managing information and intelligence. It is responsible for a range of activities that encompass "communications" in its broadest sense. Activities undertaken by the team, and their objectives, are:

- promoting effective communication and interaction between all partners to maximise the efficiency of the response
- providing and operating communications equipment to ensure effective links between all centres of activity established in response to major emergencies
- co-ordinating arrangements for formal and ad-hoc meetings to achieve an appropriate 'battle rhythm'
- providing fully integrated administrative and financial systems in support of those managing and co-ordinating response and recovery
- co-ordinating message passing and record keeping activity to achieve effective communication during and following an emergency
- providing information to keep the public informed and to prepare the community for involvement in its own response and recovery activity
- providing services and information to media to engender an appropriate response
- co-ordinating VIP visits in a manner that maximises benefit and minimises disruption
- keeping elected members informed to ensure their involvement is appropriate

- administering appeals and trust funds in order to deliver well-targeted assistance while taking conflicting demands and sensitivities into account
- co-ordinating briefing and debriefing arrangements to achieve optimum handovers and capture of lessons learned.

Membership and structure

The core Communication Team has a number of designated Communications Functional Team Managers, each trained to lead the team in a response situation. The Communications Team remit is concerned with the co-ordination of 3 key areas,



Depending on the scale and nature of the emergency, any or all of these three areas of activity may require a co-ordinator.

Public Information Co-ordinator (PIC)

It will be a PIC's responsibility to ensure effective, efficient and consistent implementation of agreed strategies relative to media liaison and public information. Priority activities will be:

- providing updates and advice to the SCG as appropriate
- releasing information to the media
- providing information to the public
- co-ordinating the mechanisms needed for media liaison and monitoring

Information and Communications Technology Co-ordinator

The ICT Co-ordinator will be particularly concerned with

- assessing requirements for ICT
- co-ordinating the implementation and/or maintenance of arrangements and facilities for technical systems and hardware

Administration and Finance Co-ordinator

The Admin and Finance Co-ordinator will have particular responsibilities for

- ensuring effective information sharing and management through all dissemination channels
- arranging meetings
- co-ordinating general administration procedures

- ensuring appropriate use of systems for keeping track of expenditure.

Team Member roles and responsibilities

The Team Manager will lead the group and lead on communication issues within the Tactical Support Group.

Managers and Co-ordinators will be supported by representatives from a range of organisations as appropriate to the nature of the emergency and surrounding circumstances.

6.7.3. Care for People Team

This section details the purpose, membership and structure of the Care for People Team.

Purpose

The purpose of the Care for People Team is to co-ordinate the efforts of all responders to reduce to a minimum the harmful effects of a major emergency on the well-being of individuals and communities. Activities undertaken by the team, and their objectives, are:

- providing shelter, facilities and sustenance to assure the physical welfare and well-being of those affected by emergencies
- assistance with temporary housing and re-housing to address temporary or longer term loss of home
- practical assistance, clothing, furniture, financial assistance and grants to help overcome material loss
- providing advice, information and comfort to support emotional well-being
- providing proportionate counselling and psychological support to minimise emotional and psychological impact
- recording and tracking those affected and their needs to ensure continuing and effective support
- developing, promoting and implementing, appropriate strategies to achieve longer term support and recovery for individuals affected by major emergencies and the wider community
- engaging the support of responders and the community to bring about a timely return to normal life
- provide readily accessible yet discreet personal support services to assist those affected by major emergencies, both short and long term.

The Care for People Team will manage arrangements for dealing with a broad spectrum of effects from material loss to emotional or psychological impact (loss of home or property, witnessing traumatic events, bereavement, etc.). Activities directed at the core capability of caring for people will embrace support to the full range of people affected by emergencies – both members of the public and responders.

Arranging support for centres set up in the event of an emergency is an important aspect of the Care for People Team's responsibilities:

- Rest Centres

- Humanitarian Assistance Centre functions
- Survivor Reception Centres
- Family and Friends Reception Centres.

Membership and Structure

The Care for People Team Managers will lead the group and lead on welfare issues within the Tactical Support Group.

Managers will be supported by representatives from a range of organisations as appropriate to the nature of the emergency and surrounding circumstances.

The team consists of appropriate representatives of departments and organisations as required by the nature of an emergency.

6.7.4. Logistics Team

This section details the purpose, membership and structure of the Logistics Team.

Purpose

The purpose of the Logistics Team is to obtain and provide the resources that will enable those responding to emergencies to undertake their essential activities while releasing them of the burden of procurement. The Team will endeavour to supply any vital resource. Activities undertaken by the team in a major emergency, and their objectives, are:

- providing wide-ranging support to responding organisations in the identification and timely procurement, allocation and consignment of resources required to meet operational needs (supplies, materials, food, fuel, plant, equipment, transport)
- providing an effective service to identify and allocate manpower to support those partners in the Major Emergency Scheme, and others, whose requirements exceed their resources
- co-ordinating the allocation of scarce resources to ensure that they are employed to best effect
- identifying, procuring and making serviceable any accommodation needed (including heating, lighting, ventilation and cleaning) to meet the particular operational needs of any responder
- allocating scarce resources to support needs on a priority basis
- securing services not available under the Major Emergency Scheme to support the combined response.

Membership and Structure

The Team Managers will lead the group and lead on logistics issues within the Tactical Support Group. The manager will be supported by representatives from a range of services and organisations as befits the nature of the emergency and surrounding circumstances.

The team consists of appropriate representatives of departments and organisations as required by the nature of an emergency.

6.7.5. Operations Team

This section details the purpose, membership and structure of the Operations Team.

Purpose

The purpose of the Operations Team is to arrange for the undertaking of urgent work to maintain, protect and repair essential services and the physical infrastructure of communities. Activities undertaken by the team include environmental protection, clearance and cleansing, sanitation, design, inspection and construction services, burials and diversions. Team objectives in a major emergency are:

- supporting the maintenance of infrastructure, essential public utilities and services to minimise the impact of disruption on the community
- providing manpower, plant equipment, expertise and comprehensive practical support in engineering, construction and building to resolve difficulties faced by responding organisations in their operations
- minimising the adverse effect of physical damage to property and the environment
- providing immediate practical support in carrying out emergency repairs, pollution control, clearance and clean-up
- advising on technical and safety issues and undertaking inspection work to achieve as efficient and safe a response as possible
- providing longer term support for clearing, clean-up and restoration to promote the rapid recovery of the physical environment.

In pursuance of these objectives the Operations Team may undertake a variety of tasks, including but not restricted to:

- immediate repairs and maintenance of essential services
- providing manpower, plant equipment and expertise in engineering, construction and building
- designing and constructing emergency building or engineering works.
- controlling environmental pollution.
- cleansing and sanitation.
- burial
- providing technical and safety advice
- establishing diversionary routes.
- clearing up and restoration.

Recognising that the objectives of the Major Emergency Scheme relate to flexibility and adaptability to particular circumstances, individual managers' roles may develop to complement the general strategy adopted in any major emergency.

Membership and Structure

The Team Managers will lead the group and lead on operations issues within the Tactical Support Group. The manager will be supported by representatives from a range of services and organisations as befits the nature of the emergency and surrounding circumstances.

The team consists of appropriate representatives of Departments and organisations as required by the nature of an emergency and may typically include the following:

- Council services
- Scottish Water
- Scottish Power
- British Telecom
- Transco
- Network Rail
- Forestry Commission
- Amey, BEAR etc
- SEPA

7 Core capabilities

The provision of the core capabilities referred to in this section is intended to ensure that arrangements are in place to deal rapidly, effectively and flexibly with some of the most commonly occurring requirements arising from a civil emergency at local level.

The section is organised in alphabetical order of the core capabilities addressed; there is a brief overview for each together. Wherever possible, links are provided to related 'CC' sub-documents.

7.1 Caring for people²

7.1.1. Managing the caring response

The management of the caring response will rely on managers from caring or support functions to take forward their normal work in emergencies. These are the best equipped to adapt their skills, knowledge and expertise to care for people in an emergency. The Care for People Team will provide the co-ordination for most of the related (non-medical) activity.

The related sub-documents address the arrangements in place in Dumfries and Galloway for establishing and managing a caring response to meet welfare and humanitarian needs at all times following an emergency, for all affected, be they victims or responders.

- [Rest Centres and Survivor Reception Centres](#)
- [Personal support](#)
- [Stress Management](#)

7.1.2. Casualty Bureau

The police may activate a Casualty Bureau to provide a central point for gathering and reconciling information on the whereabouts or identity of people who may or may not have been involved in an incident.

A Casualty Bureau may be established where it is anticipated that a large amount of public interest and concern for people's welfare will be generated following an incident, this may be local or national. Such a resource will alleviate pressure from individual agencies communication centres by diverting calls to a dedicated resource relating to the incident.

In this context, the term 'casualty' includes:

- injured survivors
- uninjured survivors
- evacuees
- deceased
- missing people

² 'Preparing Scotland Care for People Guidance April 2009' provides useful background.

Information gathered by a Casualty Bureau is received from members of the public, Survivor Reception Centres, Family and Friends Receptions Centres and Hospitals.

All information is collated in order to identify people and their whereabouts.

7.2 Communication – inter-agency

Key control room facilities used within a major emergency will be:

- Council Emergency Centre, Carruthers House, Dumfries, DG1 2LN
- Police Scotland V Division HQ, Cornwall Mount, Dumfries, DG1 1PZ
 - Area control Room
 - SCG Room
 - STAC Room
- Fire Control, Scottish Fire and Rescue Area HQ, Brooms Road, DG1 2DZ

Key communications platforms:

- Radio (Airwave and other)
- Phone – mobile, landline, satphone
- Key IT elements: Council Network (G drive etc), Sharepoint, NRE, GIS,
- Persons at Risk Database (PARD, Frontworks rest centre registration system)
- Core logging and messaging paperwork

Links via video or telephone conference facilities with SgoRR.

Contact details for key centres and personnel are in MES00 02b ERR - ANNEX B ALERTING CONTACT DETAILS.doc.

7.3 Communication – Warning and informing

The following documents provide specific information relating to dealing with warning and informing activity.

- [Warning and Informing](#)
- [Telephone Help Lines](#)

7.4 Evacuation management

To be developed and linked

Generic arrangements; roles and responsibilities (overview and links)

7.5 Mass fatalities management

The [Mass Fatality Management](#) documentation provides full details of arrangements for dealing with mass fatalities, encompassing management at the scene, mortuary arrangements, and arrangements for releasing bodies from the mortuary.

7.6 Mutual support and mutual aid

To be developed and linked

7.7 Recovery management

Recovery Working Group Arrangements are documented in MES00 TD Recovery Working Group.doc.

This document outlines the activity of the Recovery Working Group in the response and recovery associated with a major emergency in Dumfries and Galloway. Group Members are expected to have developed their relationships with their colleagues prior to an emergency and be aware of their role and responsibilities. The document contains contact details for key personnel, plus relevant background papers.

8 Contingency-specific arrangements

The fundamental platform of generic flexible management arrangements of the Major Emergency Scheme detailed in sections 1 to 6, and the core capabilities covered in section 7 underpin the joint response to any emergency situation. The underlying principles are to focus primarily on preparing to manage the generic consequences of an emergency and assure consistency of approach.

Complementary information relating to specific categories of emergencies is however necessary in some cases and this section is designed to provide a common point of entry for locating required information, and easy-to-follow linkage and signposting to such information.

Complementary information is necessary in particular when:

- there is a statutory requirements for specific planning arrangements
- there are plans from agencies or bodies external to D&G SCG that warrant explicit reference, linkage or supplementary information
- a predictable category of emergency is perceived of sufficiently high risk to warrant more specific arrangements to be developed to complement the generic framework.

The section is organised in alphabetical order of emergency category and provides a brief overview for each together with links to related 'SA' sub-documents (for *specific arrangements*). The underpinning approach is to avoid duplication of core information and to keep to a minimum the number of different contingency-specific planning documents.

8.1 Animal health emergencies

The contingency-specific [arrangements for animal health emergencies](#) address the approach adopted in Dumfries and Galloway for the specific aspects of planning, preparation and response to all emergencies involving animal diseases in the area.

See also [Rabies Outbreak Arrangements](#)

8.2 Critical infrastructure emergencies

To be developed – basic outline with link to specific sub-document using relevant existing material from Briefing Notes and Backup Information documents

8.3 Essential supply emergencies

For fuel supply emergencies, see MES00 SA Fuel supply emergencies.doc.

Relevant documentation relating to other type of supply emergencies to be developed and linked – basic outline with link to specific sub-document using relevant existing material from Briefing Notes and Backup Information documents. (Fuel is treated as a special case and is treated separately)

8.4 Flooding and severe weather emergencies

To be developed and linked – basic outline with link to specific sub-document using relevant existing material from Briefing Notes and Backup Information documents

8.5 Fuel supply emergencies

In relation to situations involving potential or actual fuel supply problems, the contingency specific [arrangements for fuel supply emergencies](#) describe local arrangements. It covers the spectrum of arrangements from early monitoring of supplies through to circumstances that warrant preparations for potential or actual implementation of the National Emergency Plan for Fuel (NEP-F).

8.6 Hazardous sites and installations emergencies

The following documents provide information relating to dealing with emergencies relating to specific hazardous sites and installations.

- [DSDA Longtown / ESD Eastriggs](#)
- [South West Scotland Natural Gas Pipelines](#)
- [Hazardous Pipelines](#) - Pipeline Planning
- [North West Ethylene Pipeline](#)
- [Hazardous Pipelines](#)
- [Chapelcross](#)
- [Chapelcross MES management structure](#)
- [Chapelcross Policy Statement](#)

8.7 Human health emergencies

The related sub-documents address the arrangements in place in Dumfries and Galloway for certain specific planning related to human health emergencies.

Flu pandemic arrangements
Major outbreak arrangements
Mass vaccination arrangements

(These documents are currently under review)

8.8 Maritime emergencies (SAR & pollution)

The following documents provide specific information relating to dealing with maritime related pollution emergencies.

- [Coastal Oil and Chemical Pollution](#) (MES00 SA Coastal Oil Pollution.pdf)
- [Coastal pollution - hazardous containers](#) (MES00 SA Coastal pollution - hazardous containers (mcga-stop5_98).pdf)
- [MCA national contingency plan for marine pollution](#)

8.9 Pollution emergencies (non-maritime)

The following documents provide specific information relating to dealing with non-maritime related pollution emergencies.

- [Environment Support](#);

To be further developed and linked – basic outline with link to specific sub-document using relevant existing material from Briefing Notes and Backup Information documents

8.10 Terrorism emergencies

To be developed and linked – basic outline with link to specific sub-documents using relevant existing material from Briefing Notes and Backup Information documents

(to include CBRN as sub-head)

8.11 Transport emergencies

To be further developed and linked – basic outline with link to specific sub-documents using relevant existing material from Briefing Notes and Backup Information documents (e.g. Nuclear Materials Transportation Incident.doc)

- [Defence Nuclear Materials Transport Contingency](#)

Annex A – Aide-mémoire for responding staff

Leaving home

- Identification
- Credit cards / cash
- Keys – office, car, home
- Communication devices – mobile, pager, blackberry, laptop, dongle, memory stick
- Contact card
- Wristwatch
- Dress for outdoors
- Taking your car? - check fuel levels
- Inform your family; clear family commitments
- Leave a contact telephone number
- Start a log / record your actions

At work

- Tell people who need to know.
- Keep adequate records – major events / actions / decisions / reasons
- What communication lines are required? (intra-agency, inter-agency; staff, public, media)
- Divert mobile phones to a suitable landline number if appropriate (use DG Direct when working from Council Emergency Centre)
- Brief base / response team
- Identify / log resources being utilised
- Identify / log resources not being utilised
- Consider mutual aid (obtaining / providing) with areas external to D&G
- Consider mutual support (obtaining / providing) between agencies within D&G
- Consider community issues
- Personal welfare – food, drink, rest
- Health and welfare of staff
- Normal business continuity
- Plan shifts and rotas
- Consider the consequences of shifts
- Consider sustainability of response

Leaving work

- Handover and briefing arrangements
- What briefing notes are required
- Debriefing
- Intentions / Contact info